New CPS Activation guide for GDT members

Hello,

We would like to welcome you to the new CPS Programme.

You can find the full information about the programme and benefits here: canon.de/pro/canon-professional-services/

There are 2 stages involved in joining new programme.

1. **Setting up new Canon Digital Business Account.**

2. **Activation of the new CPS Membership.**

STAGE 1   Setting up new Canon Digital Business account.

Step 1:

Please use this link to apply for new Business Account: businessid.canon-europe.com/b2bcustomers/s/login/SelfRegister?language=en_GB&source=itcg

Step 2:

If you are VAT registered business, please include your VAT registration certificate or a business invoice where your VAT number (DExxxxxx) and company name are clearly visible. You must be authorized to provide these details.

If you **are not VAT** registered, please provide ONE of these documents showing Business Name and Address:

- Business Invoice.
- Business or professional license.
- Excerpt of Incorporation from Companies house.

Step 3:

Please include confirmation letter from GDT with details of your GDT membership.
This needs to include type of your membership, your membership number and duration of your membership.

Step 4:

Please include your old CPS email address during registration (Step 4 in the Business Details section), if you would like your registered products to be automatically migrated.

Step 5:

Creation and validation of your account may take up to 48h (or 2 business days), please do not try to reset your password and login until you have received automated email inviting you to reset your password.

Step 6:

Once your account is created, you will receive an automated email from the email address: business.store@cuk.canon.co.uk

Please reset new password and login at this NEW LINK:
https://businessid.canon-europe.com/b2bcustomers/s/login

STAGE 2 Activation of the new CPS Membership.

Once you have successfully reset your password, you will be able to login to your new business account.

1. Please navigate to "My Products" Tab at the top black bar, where you will be able to Migrate products from your old CPS account.
You should see blue button on the right MIGRATE PRODUCTS as per screen shot.
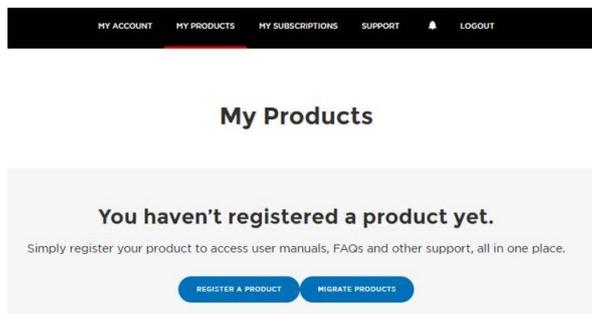
If you don't see blue button MIGRATE PRODUCTS, this means your old email was not provided during your Business Account application. Please register your products again or contact Canon for support.
https://www.canon-europe.com/pro/contact-canon-professional-support/

2. Once your products have been migrated and show a green tick – this means that all your product points are allocated.

If you don't see a green tick – please check your product registration. Some of the mandatory product details might be missing. For example: Serial number, date of purchase, country of purchase, dealer. Please don't worry if you don't remember exact details and give us your best guess.


3.As soon as there is a minimum of 500 points on your account, there will be invitation to join CPS
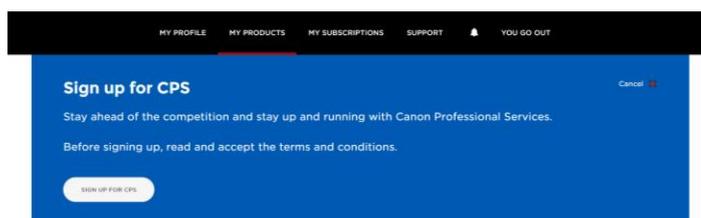
4. Please then navigate to "My Subscriptions", where you can see all available membership Tiers and click "Sign up". The more points you have, the higher tier you are entitled to join, but if you feel you don't need the benefits of Gold or Platinum, you can opt in to join any lower tier.
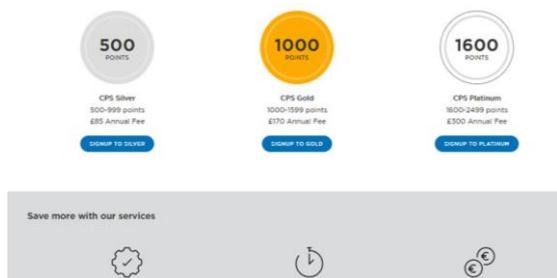
If you have more than 2500 points, you are able to choose between Corporate Tier and Silver/Gold/Platinum. Please change switch ON/OFF under "Available CPS Tiers"
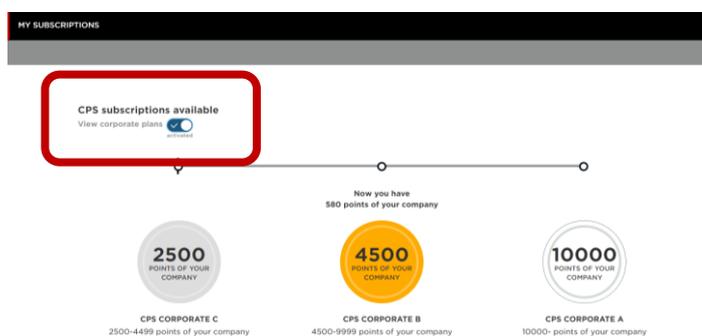
5.Please proceed with the purchase and select preferred payment method: card or bank transfer. PLEASE NOTE, Bank transfer payment may accrue local additional charges.
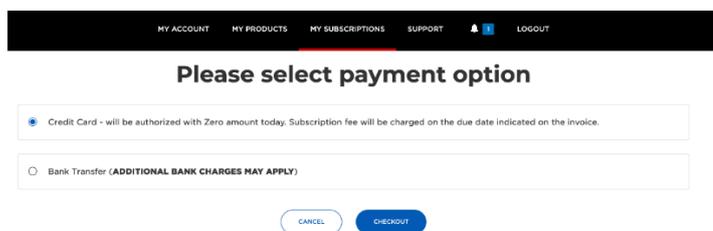
Within few hours, you will receive an invoice.

- if you have selected CARD payment - the subscription fee is not taken immediately, but on the due date indicated on the invoice, normally within 30 days.
- if you have selected BANK payment, please kindly process the payment by the due date indicated on the invoice.
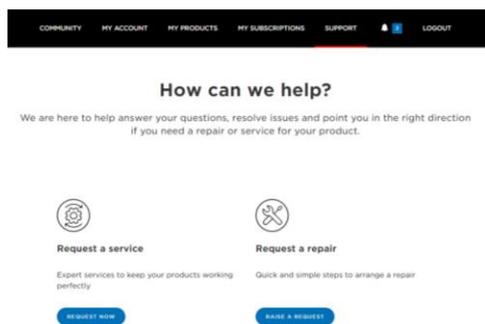
6.Your CPS subscription is available to be used immediately. Please note your CPS Membership number will change.

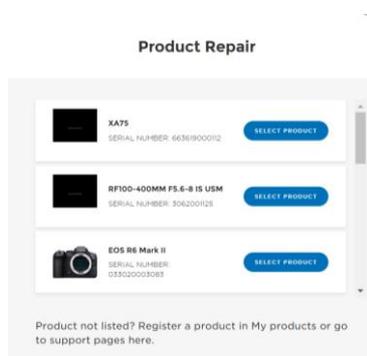⊖ **Canon Professional Services**
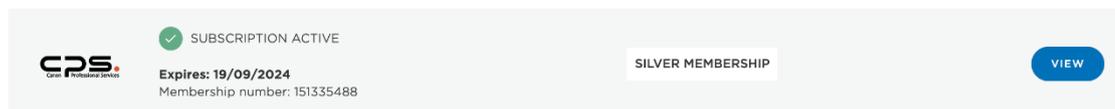
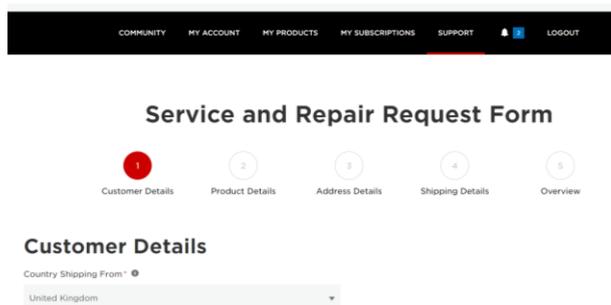**How to raise a Maintenance or Repair request with your CPS Membership**

1.Go to SUPPORT Tab and Select "Request a Repair"

2.Select a product you would like to send for repair

3.Fill in Service and Repair form

Please carefully check the country you are located right now and shipping your product from.

3.For **REPAIR** request fill in all details related to the issue or fault with the product and select Type of request "Paid repair"

Your CPS Discount will be automatically applied to every repair request for any product registered in your Business Account.

4.For **MAINTENANCE** included in your CPS Membership select Type of your request "Service package" and "Maintenance"

For Maintenance included in your CPS membership, you must select Maintenance Service Allowance, otherwise service will be chargeable.

Select Entitlement

Select	Entitlement	Balance	Cost
✔	Maintenance Service Allowance	100.00 Token (100 EUR)	50 Token (50 EUR)

5. Do not select Express Turn Around Time as it is already included in your CPS membership

ADVICE: Please refer to our **Express Services** information and our **Terms of Service and Repair** for full details.

Select	Service or Repair Type	Cost with VAT	Cost without VAT
☐	Express Turn Around Time	50 EUR	42.02 EUR

6.Select "Generate a shipping label (uninsured) for me" for the Next Business Day delivery included in your CPS membership and return as "Express Shipping"

7.After submission of your request download, print and attach to the box **CPS Priority label** so that we can provide you FAST TURN AROUND TIME

Thank you very much for your custom.
CPS Team