YDS
YAKIMA DOCUMENT SOLUTIONS

SERVICE/SUPPLIES & ANALYST SUPPORT

Service/Supplies & Analyst Support:
(ask for 2nd level analyst support for all network issues)
800-821-2797

XEROX.COM WEBSITE REGISTRATION QUESTIONS/ISSUES

Xerox.com Website Registration Questions/Issues:
888-998-9922

CUSTOMER BILLING ISSUE RESOLUTION HOTLINE

Customer Billing Issue Resolution Hotline:
888-339-7887

YAKIMA DOCUMENT SOLUTIONS/SALES REPRESENTATIVE

Yakima Document Solutions/Sales Representative:
Lee Hartung – 509-453-1212

REGISTERING YOUR PRO CARD WITH XEROX ROCHESTER BANKING OPERATION

The customer needs to fill out the form with all the requested details including **only the last four digits of the card number.** They can then email it to us at **RBOCreditCard@xerox.com**, and once we receive it, we can give the customer a call through a secured line to get the full card number

THINGS TO KNOW:

- If you're experiencing any hardware issues, please call service
- If you're experiencing any network issues, please call your ITS department first
- All supplies and service are included in your maintenance contract
- If there are any lingering issues or training questions, please don't hesitate to call your sales representative, Lee Hartung at Yakima Document Solutions