

Superior Press Ecommerce User Reference Guide and FAQs

Support

Phone: (888) 736-3477

Email: rdc@superiorpress.com

Customer Service Hours: 9:30am to 7:00pm, CST, Monday – Friday, excluding holidays

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Introduction

Welcome to the Superior Press Ecommerce User Reference Guide. This guide will assist you in placing your online order(s) for check scanners, supplies and warranties.

Important Notes

- For orders with products shipping to different locations, you will need to place each order separately to provide the shipping information for each location.
- For tax-exempt customers, Superior Press must receive a W-9 Form or tax-exempt certificate prior to placing the order. Email your tax exemption form to rdc@superiorpress.com or call (888) 736-3477. After you receive confirmation that your account has been flagged as tax exempt, you may place orders reflecting no tax. Should you place an order prior to providing your tax-exempt status, you will be charged tax.

Access to the Online Ordering Website

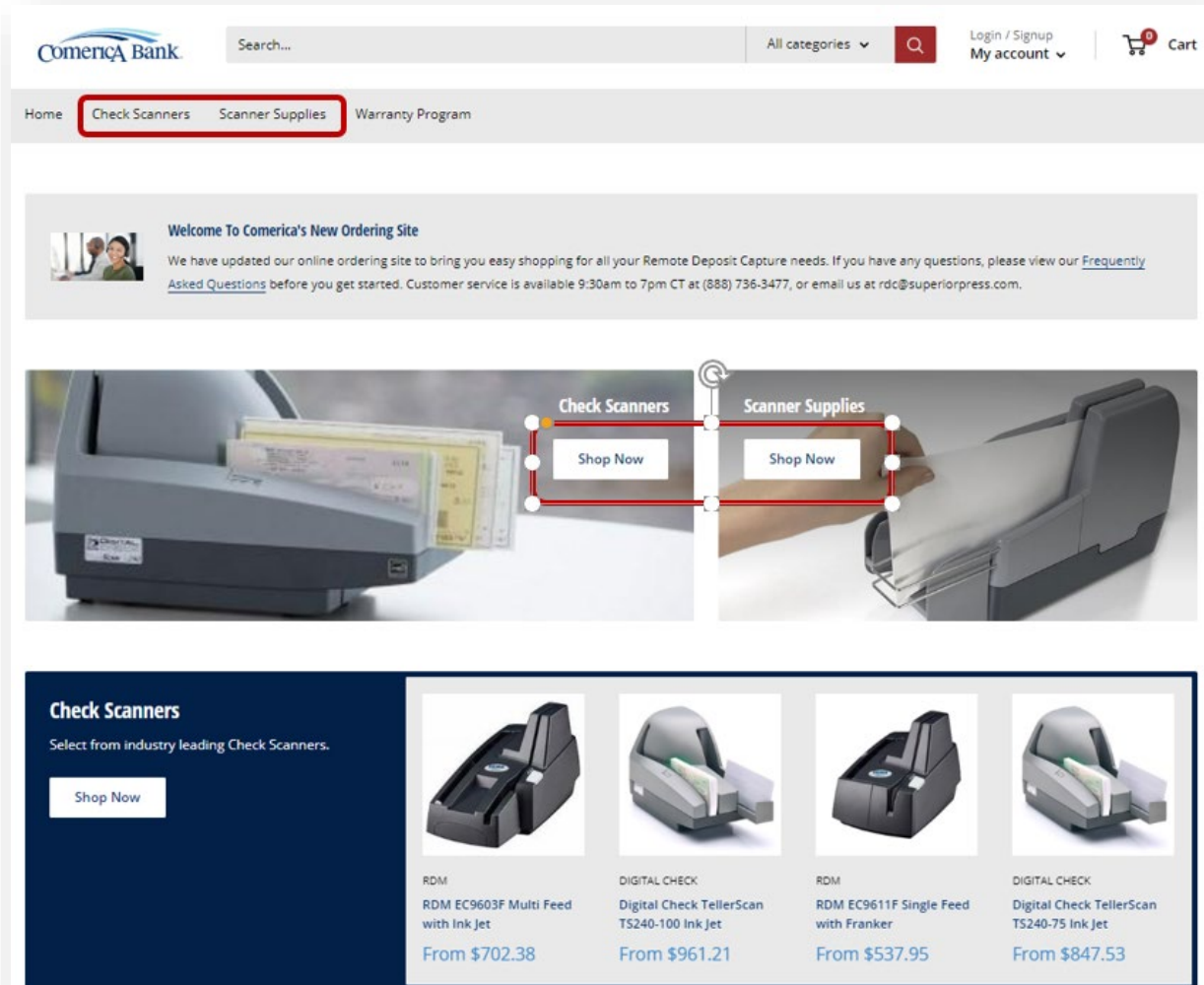
The Superior Press online ordering website can be accessed via:

<https://comerica.superiorpress.com/>

Best Practice Tip: Please copy this URL to your browser and save it as a “favorite” for easy reference.

Browsing Products

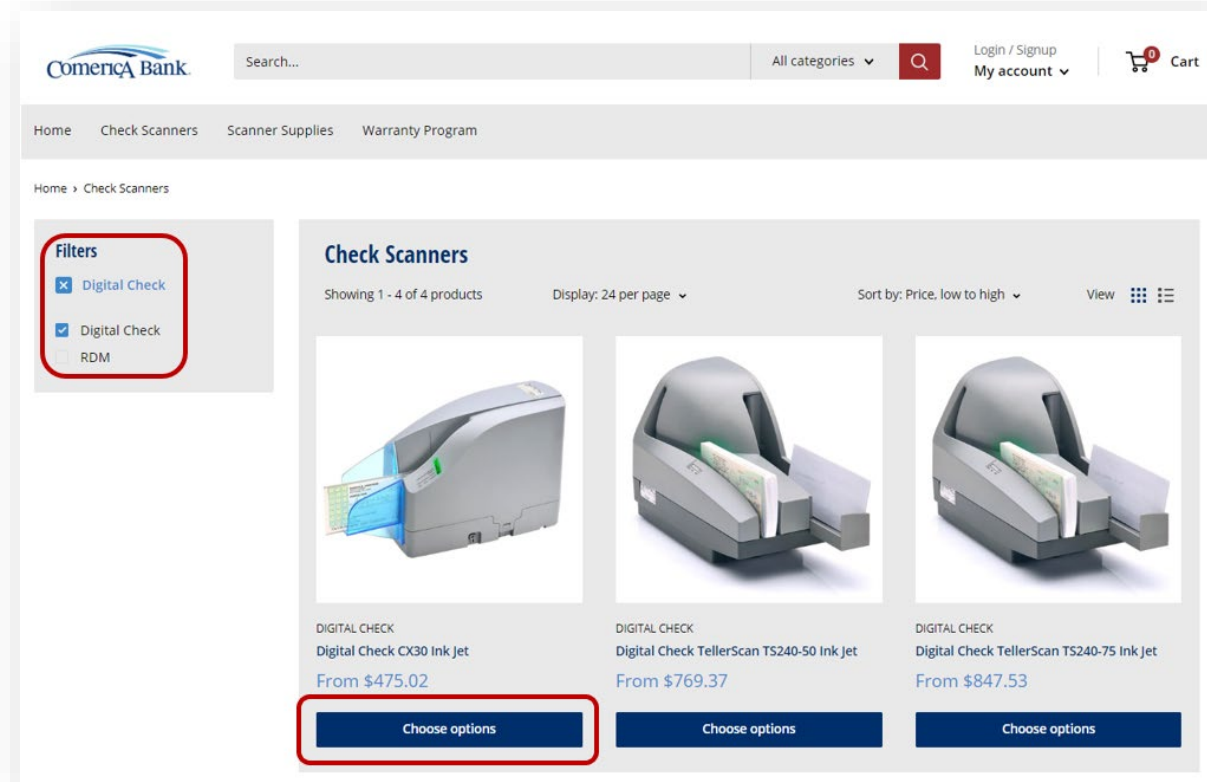
Browse product categories from the home screen using the menu at the top or clicking on “Shop Now”.



The screenshot displays the Comerica Bank online ordering website interface. At the top, the Comerica Bank logo is on the left, followed by a search bar. To the right are links for 'All categories', 'Login / Signup My account', and a shopping cart icon. Below the header is a navigation menu with 'Home', 'Check Scanners', 'Scanner Supplies', and 'Warranty Program'. A red box highlights the 'Check Scanners' and 'Scanner Supplies' links. Below the menu is a welcome message: 'Welcome To Comerica's New Ordering Site' with a 'Shop Now' button. A large banner image shows two check scanners with 'Check Scanners' and 'Scanner Supplies' labels and 'Shop Now' buttons. Below the banner is a 'Check Scanners' section with a 'Shop Now' button and four product cards:

Product Name	Price
RDM RDM EC9603F Multi Feed with Ink Jet	From \$702.38
DIGITAL CHECK Digital Check TellerScan TS240-100 Ink Jet	From \$961.21
RDM RDM EC9611F Single Feed with Franker	From \$537.95
DIGITAL CHECK Digital Check TellerScan TS240-75 Ink Jet	From \$847.53

Filter products by using the side menu if applicable. For a detailed description of the scanner select “**Choose options**” or “**Click**” on the image. To select a product to purchase, click the “**Add to card**” button.



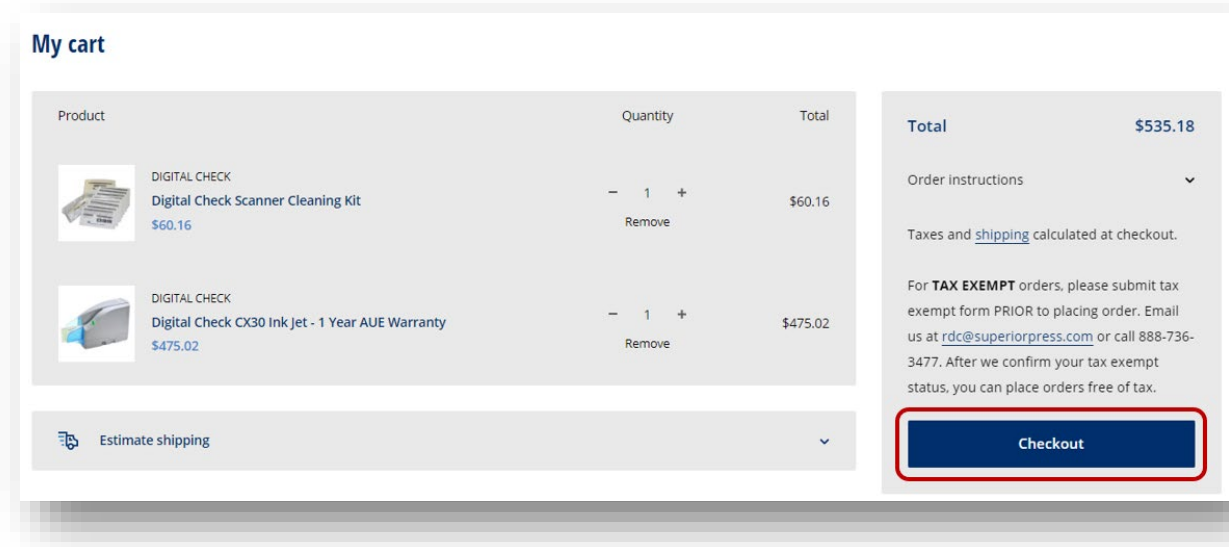
For Scanners, choose the desired scanner warranty option then “**Add to cart**”.



Checking Out

To view your cart, click the **“Cart”** icon in the top right corner of the screen. Select **“View cart”** if you would like to make changes or when ready to check out.

When viewing cart, you can update quantities and remove products, estimate shipping, and add order notes. Once complete, select **“Checkout”**.



To check out, you must have an active account. If this is your first purchase, create an account. For return customers, log in with your account credentials.

- If you have lost your password, use the **“Recover password”**.

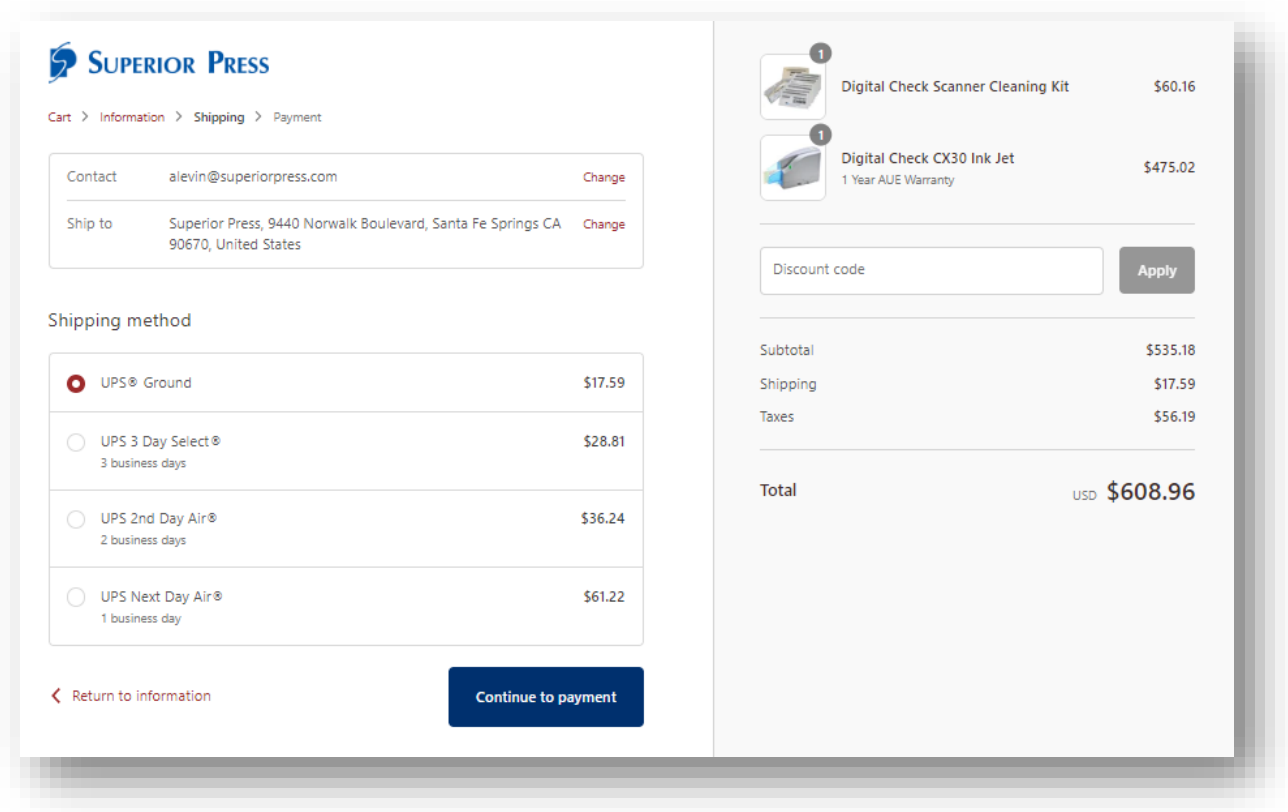
Create my account	Login to my account
Please fill in the information below:	Enter your e-mail and password:
<input type="text"/> First name	<input type="text"/> Email
<input type="text"/> Last name	<input type="text"/> Password
<input type="text"/> Email	<input type="button" value="Login"/>
<input type="text"/> Password	New customer? Create your account
<input type="button" value="Create my account"/>	Lost password? Recover password
Already have an account? Login here	

Complete the required shipping information, then select “Continue to shipping”.

The screenshot displays the Superior Press checkout interface. On the left, the 'Express checkout' section features 'PayPal' and 'G Pay' buttons. Below this is the 'Contact information' section for user April Levin (alevin@superiorpress.com), with a 'Log out' link and a checked checkbox for 'Email me with news and offers'. The 'Shipping address' section includes a dropdown for 'Country/Region' (United States), input fields for 'First name', 'Last name', 'Company (optional)', 'Address', 'Apartment, suite, etc. (optional)', 'City', 'State' (California), 'ZIP code', and 'Phone'. A 'Return to cart' link and a 'Continue to shipping' button are at the bottom left. On the right, the order summary lists two items: 'Digital Check Scanner Cleaning Kit' for \$60.16 and 'Digital Check CX30 Ink Jet' for \$475.02. A 'Discount code' field with an 'Apply' button is present. The summary table shows a subtotal of \$535.18, shipping calculated at the next step, and estimated taxes of \$56.19, resulting in a total of USD \$591.37.

Item	Price
Digital Check Scanner Cleaning Kit	\$60.16
Digital Check CX30 Ink Jet 1 Year AUE Warranty	\$475.02
Subtotal	\$535.18
Shipping	Calculated at next step
Taxes (estimated)	\$56.19
Total	USD \$591.37

Select the preferred shipping method and select “Continue to payment”.



The screenshot displays the Superior Press checkout interface. On the left, the contact and shipping information is shown, with a 'Change' link for each. Below this, the shipping method selection area is visible, featuring four radio button options: UPS Ground (\$17.59), UPS 3 Day Select (\$28.81), UPS 2nd Day Air (\$36.24), and UPS Next Day Air (\$61.22). A 'Continue to payment' button is located at the bottom right of this section. On the right side, the cart summary lists two items: a Digital Check Scanner Cleaning Kit for \$60.16 and a Digital Check CX30 Ink Jet for \$475.02. Below the items is a discount code field with an 'Apply' button. The order totals are displayed at the bottom right: Subtotal (\$535.18), Shipping (\$17.59), Taxes (\$56.19), and a Total of USD \$608.96.

SUPERIOR PRESS

Cart > Information > Shipping > Payment

Contact: alevin@superiorpress.com [Change](#)

Ship to: Superior Press, 9440 Norwalk Boulevard, Santa Fe Springs CA 90670, United States [Change](#)

Shipping method

- UPS® Ground \$17.59
- UPS 3 Day Select® \$28.81
3 business days
- UPS 2nd Day Air® \$36.24
2 business days
- UPS Next Day Air® \$61.22
1 business day

[Return to information](#) [Continue to payment](#)

Digital Check Scanner Cleaning Kit \$60.16

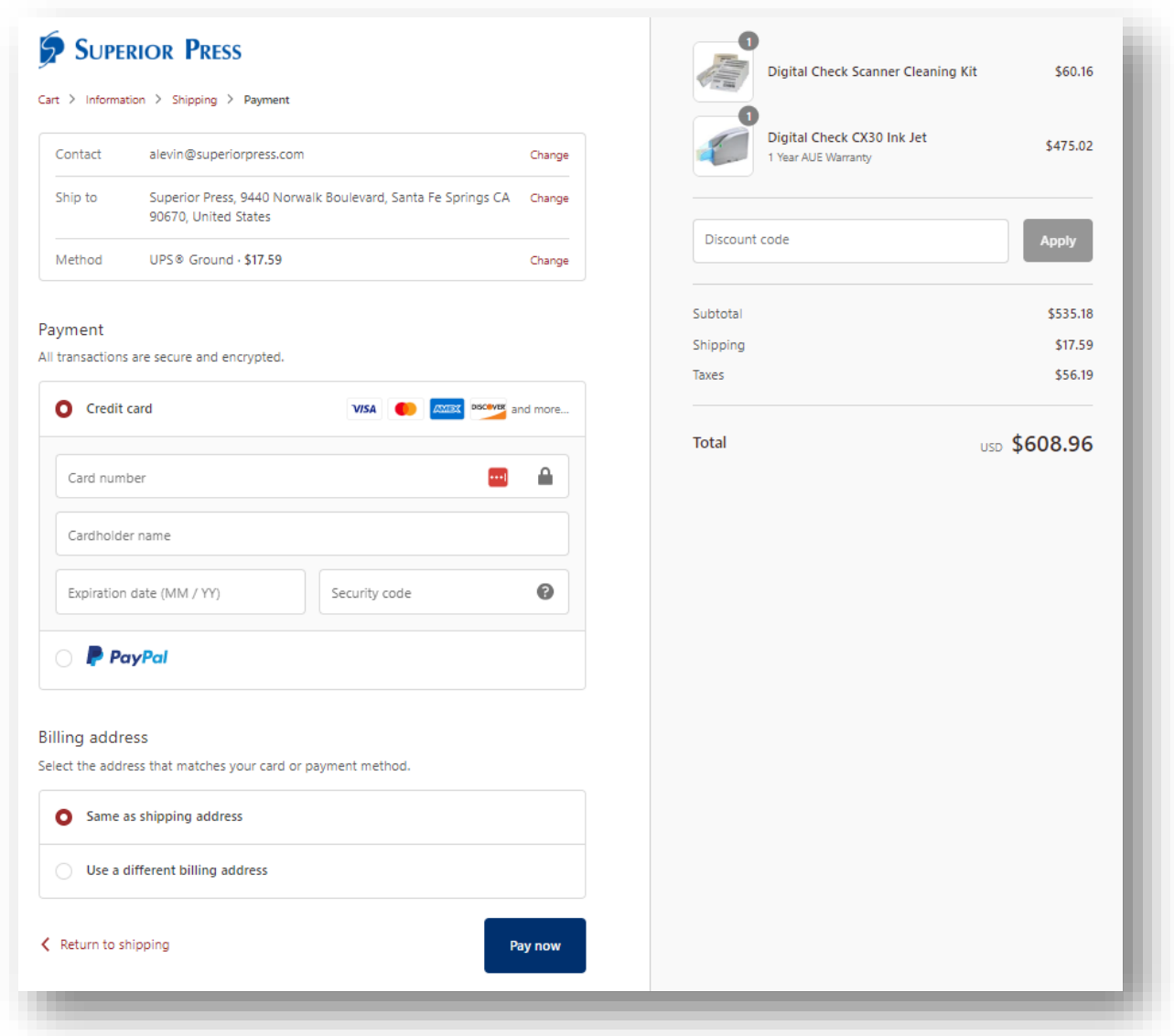
Digital Check CX30 Ink Jet \$475.02
1 Year AUE Warranty

Discount code [Apply](#)

Subtotal \$535.18
Shipping \$17.59
Taxes \$56.19

Total USD **\$608.96**

Select payment type and provide payment details. Verify product and shipping information. Once complete, select **“Pay now”**.



SUPERIOR PRESS

Cart > Information > Shipping > Payment


Contact: alevin@superiorpress.com [Change](#)

Ship to: Superior Press, 9440 Norwalk Boulevard, Santa Fe Springs CA 90670, United States [Change](#)

Method: UPS® Ground · \$17.59 [Change](#)

Payment


All transactions are secure and encrypted.

Credit card  and more...

Card number

Cardholder name

Expiration date (MM / YY) Security code





Billing address

Select the address that matches your card or payment method.

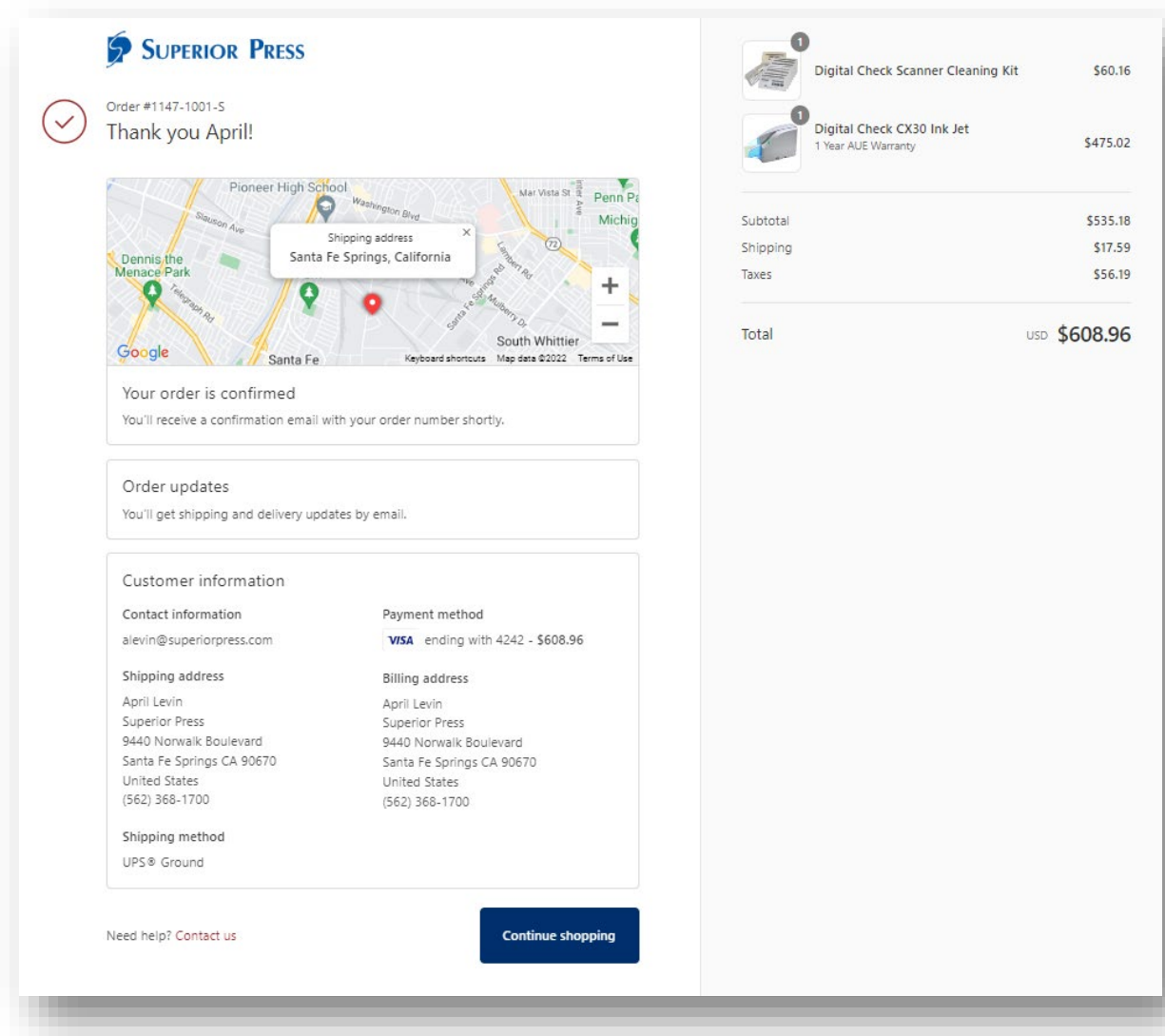
Same as shipping address

Use a different billing address

[Return to shipping](#) [Pay now](#)

	Digital Check Scanner Cleaning Kit	\$60.16
	Digital Check CX30 Ink Jet 1 Year AUE Warranty	\$475.02
Discount code <input type="text"/>		Apply
Subtotal		\$535.18
Shipping		\$17.59
Taxes		\$56.19
Total		USD \$608.96

An order confirmation will appear on the screen.



SUPERIOR PRESS

Order #1147-1001-S
Thank you April!

Shipping address
Santa Fe Springs, California



Your order is confirmed
You'll receive a confirmation email with your order number shortly.

Order updates
You'll get shipping and delivery updates by email.

Customer information

Contact information alevin@superiorpress.com	Payment method VISA ending with 4242 - \$608.96
Shipping address April Levin Superior Press 9440 Norwalk Boulevard Santa Fe Springs CA 90670 United States (562) 368-1700	Billing address April Levin Superior Press 9440 Norwalk Boulevard Santa Fe Springs CA 90670 United States (562) 368-1700
Shipping method UPS® Ground	

Need help? [Contact us](#) [Continue shopping](#)

	Digital Check Scanner Cleaning Kit	\$60.16
	Digital Check CX30 Ink Jet 1 Year AUE Warranty	\$475.02
Subtotal		\$535.18
Shipping		\$17.59
Taxes		\$56.19
Total		USD \$608.96

Credit Card orders placed by 4:00 PM CST, will ship the same day.

Notifications

Email notifications are sent based on the needs of the account and order status. These include, but are not limited to:

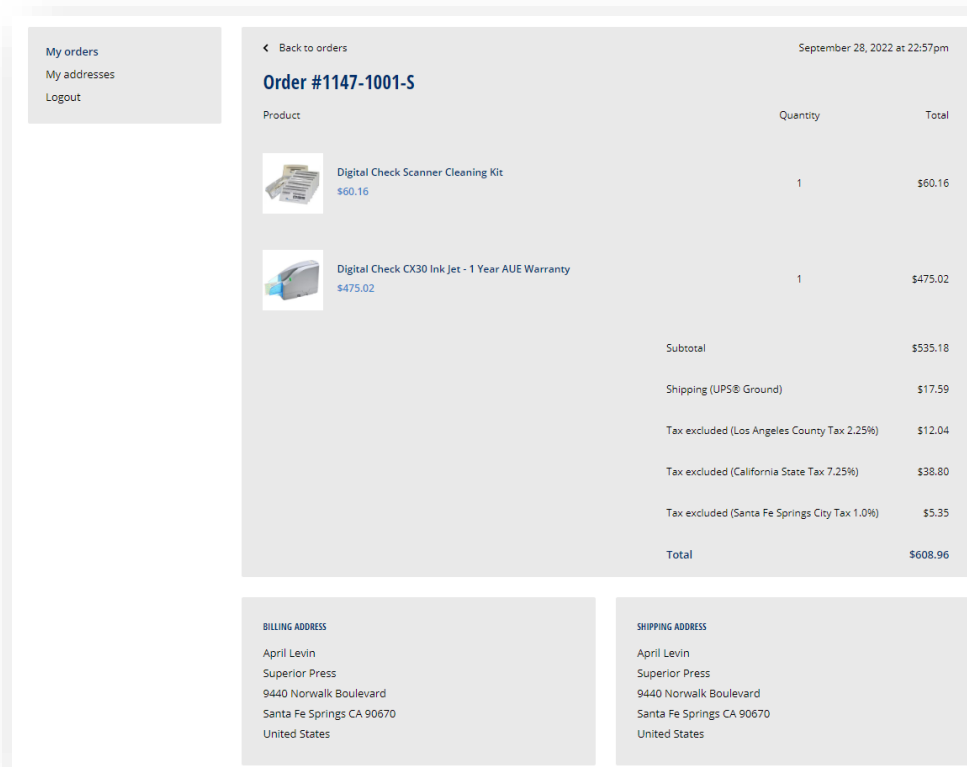
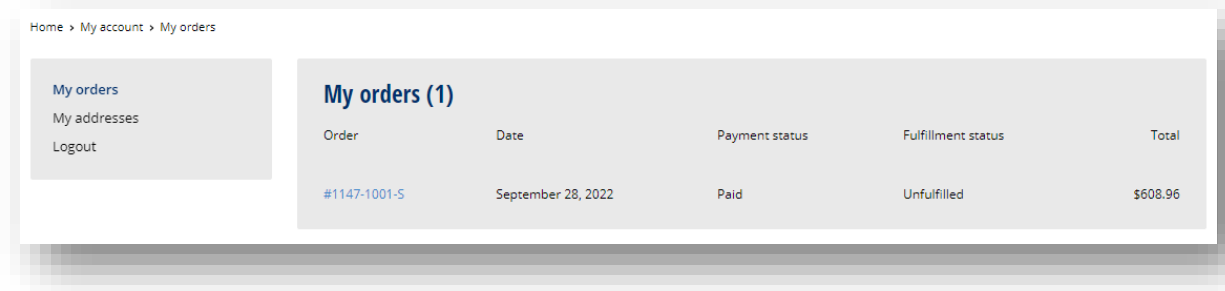
- Order confirmation
- Shipping confirmation
- Account creation
- Account password reset

Accessing Your Account Information

To view your account information, select **“My account”** from the header.



In the My orders screen, you can view current and past orders, by selecting the order number.



In the My addresses screen, you can view all addresses saved to your account. Select “**Edit**” to edit an address, “**Delete**” if you would like to remove an address, or “**Add a new address**”.



Frequently Asked Questions (FAQs)

When to Contact Superior Press

- Any Superior Press website questions or issues
- Questions regarding the website order process
- Assistance choosing a scanner
- Any order-related questions or issues

Superior Press Contact Information

Superior Press

Phone: (888) 736-3477

Email: rdc@superiorpress.com

Customer Service Hours: 9:30am to 7:00pm, CST, Monday – Friday, excluding holidays

Q: Can I order a scanner directly through Superior Press?

A: Yes, please place your order via the website link provided by your bank.

Q: Are supplies available for my scanner model?

A: Yes, basic supplies are available for purchase via the ordering website. If you need something that isn't listed, contact customer service at (888) 736-3477. Please be prepared with your scanner serial number located on the bottom of your scanner so we can better assist you.

Q: There was a problem with my order, who do I contact?

A: For any order-related questions and/or issues, please contact the Superior Press contact customer service at (888) 736-3477.

Q: My credit card won't go through when checking out or my company put a stop on the order, why?

A: Some company credit cards have filters or "credit blocks" that will prevent a transaction from going through because they don't recognize the company being paid. To fix this, Superior Press' Company ID will need to be added to the filter/block for Superior Press to debit the credit card. Superior Press Company ID is: 1954439518. Please provide this to your credit card administrator.

Q: My corporate office requires that all scanner orders are paid via invoice. Now what?

A: Call Superior Press at (888) 736-3477 and ask for Jamie Bond. Superior Press will enter the order, place it on hold and provide a confirmation number along with breakdown in charges for check payment to be mailed in. Your order will ship upon receipt of payment.

Q: I've forgotten my Password, what do I do?

A: On the Superior Press ordering website, navigate to "My account" and select "Recover password". Provide your email address that the account was set up under and a reset password will be sent to you shortly. If you are still having issues, contact Superior Press customer service at (888) 736-3477.

Q: Can I find out who placed my scanner order?

A: You may call Superior Press customer service department to get information pertaining to how and when your order was placed.

Q: What is the Superior Press cancellation policy, or can I cancel an order?

A: Should you need to cancel an order you just placed for scanners or supplies, please contact the Superior Press customer service department as soon as possible to review options.

Note: Scanners ordered through Superior Press can be returned for a refund up to 30 days after receipt if the scanner was not used. Some fees may apply. You may call Superior Press customer service at (888) 736-3477 to initiate a return. To be eligible for a complete refund, the scanner must be returned in its original box with all original content materials unused. The Superior Press customer service department will provide the necessary shipping instructions.

Q: It's been two days or longer since I placed my order and I haven't received it yet, what do I do?

A: After placing an order, you will receive an email confirmation notice to the email address associated with your profile. If your order was placed before the following deadline, it will be shipped the same day. Otherwise, it will be shipped the next business day, 5:00pm ET Monday-Friday, excluding holidays. Upon shipment, you will receive an email confirming that the order has been shipped to the email address associated with your profile. This shipping notice will include details about the shipment including the UPS tracking number and a link to the UPS website for real-time access to shipment status updates. If you still have concerns about the receipt of the order, please contact Superior Press customer service at (888) 736-3477 for assistance.

Q: Can I change my shipping address after my order has been placed?

A: If the order has not left the Superior Press facility, we can update your order to reflect the correct shipping address without any additional costs. Please contact Superior Press customer service at (888) 736-3477 as soon as you know a change in shipping address is needed. If the order has already left the Superior Press facility, we will work with you to intercept the shipment and redirect it to the new address. Intercept and address change fees may apply.

Q: I am a tax-exempt customer, what is the process for having the sales tax removed from my order?

A: For tax-exempt customers, Superior Press must receive a W-9 Form or tax-exempt certificate prior to placing the order. Email your tax exemption form to rdc@superiorpress.com or call (888) 736-3477. After you receive confirmation that your account has been flagged as tax exempt,

you may place orders reflecting no tax. Should you place an order prior to providing your tax-exempt status, you will be charged tax

Q: What if my scanner is out of warranty and in need of repair?

A: Please contact Superior Press Customer Service at (888) 736-3477 to initiate a repair request. Information regarding any repair charges will be communicated. You can also choose to purchase a new scanner.