



# TOSHIBA UNIFIED PRINT PROGRAM (Ghost Card Payment Processing Flowchart)

- SCHOOL/OFFICE ACTION
- LAUSD P-CARD UNIT ACTION
- TOSHIBA ACTION

1



School/office account holder completes Toshiba Ghost Card application and agreement found at [psd.lausd.net/unifiedprint.asp](http://psd.lausd.net/unifiedprint.asp).

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School/office registers and views available invoices; Contacts Toshiba with questions or concerns for charges.

2



P-Card Unit opens Toshiba Ghost Card account; submits ghost credit card number to Toshiba. A physical card is not issued.

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**New Invoice**

Dear LOS ANGELES UNIFIED SCHOOL DISTRICT CA,

We are pleased to inform you that your invoices are now accessible via our portal.

[Click here to view this invoice.](#)

[Click here to access all invoices in the portal.](#)

Please keep this link for future access to your invoices.

Achieving long-term sustainability takes leadership and action, that's why we offer, support, and participate in a wide range of green initiatives. Toshiba's electronic invoicing program reduces paper consumption for us, and file cabinet storage space for you. We appreciate your continued business and partnership in our green initiatives. For more information on Toshiba initiatives and service offerings, please visit us at [www.tbs.toshiba.com](http://www.tbs.toshiba.com)

**Note: This is an automatic message. Please do not respond. If you have questions please call the number that appears on your invoice.**

**TRANSACTION RECEIPT**  
Toshiba Business Invoice

Transaction Type: SALE  
Transaction Date: 2012/07/19 11:18:38  
Account Maker: LAUSD  
Status: Approved  
Account Number: 00000000000000001234  
Invoice: 156.35  
Store Address: 1233 Beverly  
City, State Zip: Los Angeles, CA 90039  
Phone: 2132411110  
Email: [lausd@lausd.net](mailto:lausd@lausd.net)  
Payment Type: AC  
Transaction ID: 10405121021  
Approval Code: 01043  
Custom ID:  
Comments: Payment for Invoice 124221. Thank you for your payment.  
Customer Signature:  
[PRINT RECEIPT](#)  
[Return to details](#)

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Toshiba sends account holders monthly emails with invoice. If charges are not disputed within 5 days Toshiba's Bluepay System emails an automatic payment notification Transaction Receipt.

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Toshiba receives account holder name, credit card number, and contact info.

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Hi Mike,

Your name has been given to Toshiba as the contact for the Ghost Card account for LC#1234. You have been registered on our web portal so you can retrieve your invoices. The info below is your log-in ID and password.

Site Number	Password
643001	is1234

The link you will need to use is:  
<https://s1.ondemand.cster.com/ondemand/webaccess/customerlogin.aspx?skin=ElkerOnDemand&lang=en&uid=485D2C7A616968397E7C21517441357E44/user>

(Please make sure to click on the link directly from this email. Once the site opens in Internet Explorer, save the site in your favorites)

The site number is also known as the Identifier when logging in to retrieve your invoices. You will need to enter the site ID (The Identifier) and the password, from there you will be on your main screen and can see your invoices. Click on the view button next to any invoice and you should be asked if you want to open or download the file.

After you receive an email stating there is a new invoice to view, you will have 5 days to dispute the charges before the Ghost Card will be charged. The invoice can still be disputed after the 5 day period, and if a credit & re-bill needs to be done, the Ghost Card will have to be refunded.

Julie Vrymoed  
LAUSD Billing Administrator  
Toshiba Business Solutions  
9740 Irvine Blvd  
Irvine, CA 92618  
949-267-4219 Direct Line  
949-267-4284 Fax

Toshiba sends cardholder email (within 7 days) containing registration information for Toshiba's online invoicing system with login information confirming registration for Toshiba's online invoicing system.

**Toshiba Invoice Billing inquiries:**  
Julie Vrymoed (949) 267-4219

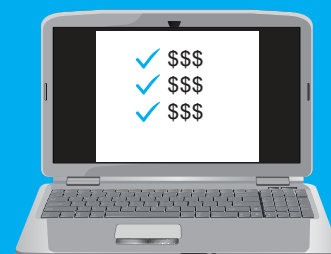
**LAUSD Toshiba Ghost Card inquiries:**  
Chi-Ling Wang (562) 654-9060

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Cardholder First Name	Cardholder Last Name	Transaction Date	Transaction Post Date	Merchant Name	Transaction Amount	FUNDING LINE (Fund-Area-Org-Prgm-Obj)
John	Sample	12/5/2012	12/7/2012	EDUCATIONAL LEARNING	\$74.00	
John	Sample	12/7/2012	12/9/2012	TOSHIBA BUSINESS SOLUT	\$82.00	
John	Sample	12/11/2012	12/13/2012	COMPUTER SUPPLY CNTR	\$196.00	
John	Sample	12/19/2012	12/21/2012	IMAGE IV SYSTEMS	\$263.00	
John	Sample	12/24/2012	12/26/2012	COMPLETE BUSINESS SYST	\$161.00	
John	Sample	12/29/2012	1/1/2013	TOSHIBA BUSINESS SOLUT	\$248.00	
John	Sample	12/31/2012	1/2/2013	ELITE TROPHY COMPANY	\$345.00	

P-Card Unit sends monthly reconciliation spreadsheet after credit card statement billing cycle has closed. Billing cycle ends on the 3rd of every month.

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School/office credit card account holder reconciles all charges (including Toshiba) by providing valid funding line. Reconciliation is due by the 18th of every month.