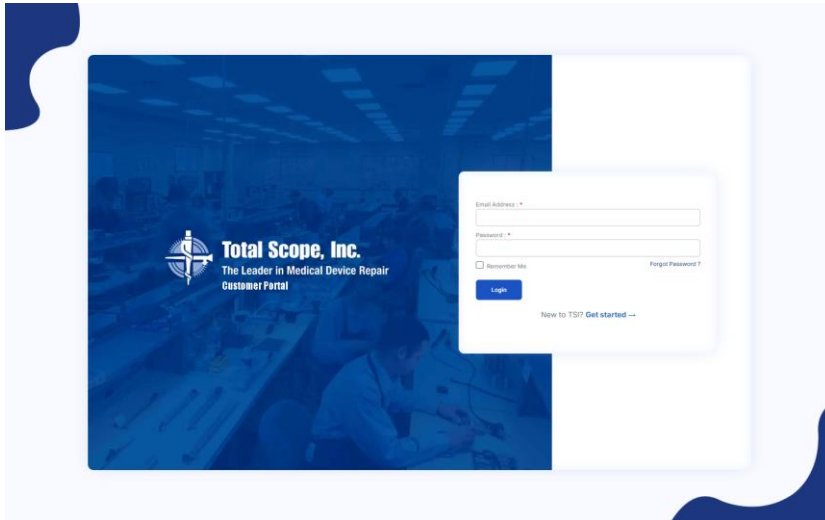


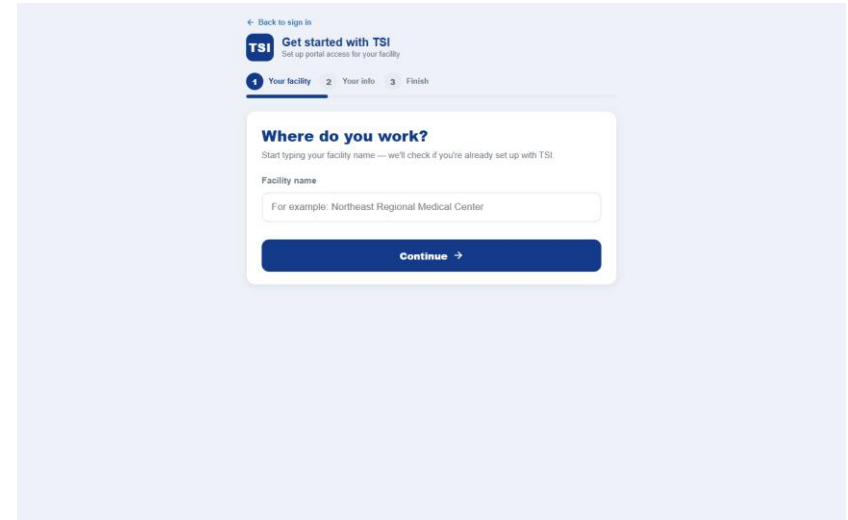


Getting started

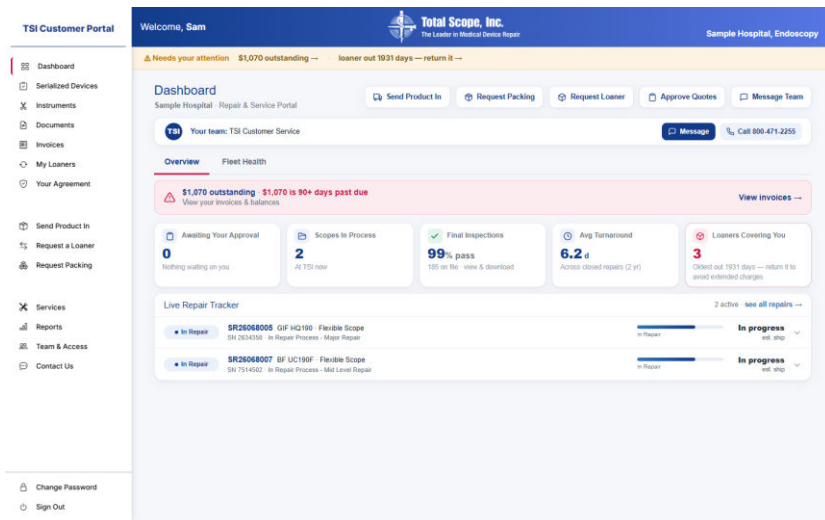
Sign in at portal.totalscopeinc.com. New to the portal? Use "Get started" to request access. Everything else in this guide is reached from the left-hand menu.



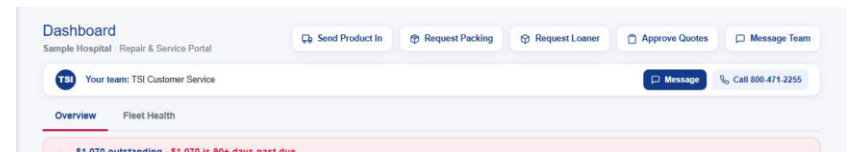
1 Sign in with the email TSI has on file. "Forgot Password?" sends a reset link.



2 New user? Click "Get started", type your facility, pick it from the list, then enter your details.



3 Your dashboard: the amber strip flags anything needing attention; the five cards summarize your account.



4 The buttons beside the page title start the most common tasks: send a device in, request packing or a loaner, approve quotes, message TSI.

Send a device in for repair

Dashboard → "Send Product In". Six short steps; nothing ships until you press Send on the last one.

TSI Customer Portal

Welcome, Sam

Sample Hospital, Endoscopy

Needs your attention \$1,070 outstanding — loaner out 1931 days — return it —

1 Your Items 2 Shipping 3 Review & send

What are you sending in?

Pick one to get started.

- ☒ **A scope**
A flexible or rigid scope with a serial number
- ☐ **Instruments or a tray**
A batch of tools — no serial number needed

GOING TO TSI
No items added yet.

SHIPPING
UPS prepaid label, emailed to you
Your daily UPS driver will grab it — leave it out

FROM
Endoscopy

Change Password Sign Out

1 Step 1: choose "A scope" for anything with a serial number, or "Instruments" for trays.

TSI Customer Portal

Welcome, Sam

Sample Hospital, Endoscopy

Needs your attention \$1,070 outstanding — loaner out 1931 days — return it —

1 Your Items 2 Shipping 3 Review & send

What's wrong with it?

Tap what fits — then a couple of quick details. The more we know, the faster the repair.

- ☒ **Image / picture quality**
- ☐ **Angulation (bending)**
- ☐ **Won't power on**
- ☐ **Leak / fluid invasion**
- ☐ **Working / suction channel**
- ☐ **Air-water / insufflation**
- ☐ **Physical / tip damage**

Anything else our technician should know?

When did it start, how often it happens, anything you noticed — details help us fix it right the first time.

Did it fail during a patient case?

☒ No ☐ Yes

← Back **Continue →**

Change Password Sign Out

2 Step 3: click the symptoms that apply. Use the text box for anything else TSI should know.

TSI Customer Portal

Welcome, Sam

Sample Hospital, Endoscopy

Needs your attention \$1,070 outstanding — loaner out 1931 days — return it —

2 Shipping 3 Review & send

Shipping

Pick your carrier — we email you a prepaid label for it.

Where should we send it back?

Return to
Sample Hospital: Attn: Sam Sample 123 Main Street Anytown, ST 00000

[Send it back somewhere else?](#)

Which carrier?

☒ **UPS** ☐ FedEx

Prepaid UPS label — emailed to you
Print it and tape it on. The right-size case is included.

How will it get to us?

☒ **My UPS driver already comes daily**
I'll leave the labeled package out — nothing to schedule

☐ **Schedule a one-time pickup**

GOING TO TSI
GIF HQ190
SN 2634350 — Image / picture quality, Won't power on

SHIPPING
UPS prepaid label, emailed to you
Your daily UPS driver will grab it — leave it out

FROM
Endoscopy

Change Password Sign Out

3 Step 5: confirm the return address and pick UPS or FedEx. TSI emails you a prepaid label.

TSI Customer Portal

Welcome, Sam

Sample Hospital, Endoscopy

Needs your attention \$1,070 outstanding — loaner out 1931 days — return it —

3 Review & send

Please review before sending

Sending as Diana Lewis.

GIF HQ190
SN 2634350 — In your fleet
Image / picture quality, Won't power on

UPS label: prepaid, emailed to you **Pickup:** Your daily UPS driver will grab it — leave it out

Purchase Order # (optional)
Leave blank if you don't have one

☐ Yes — every item was **cleaned & disinfected** before shipment.

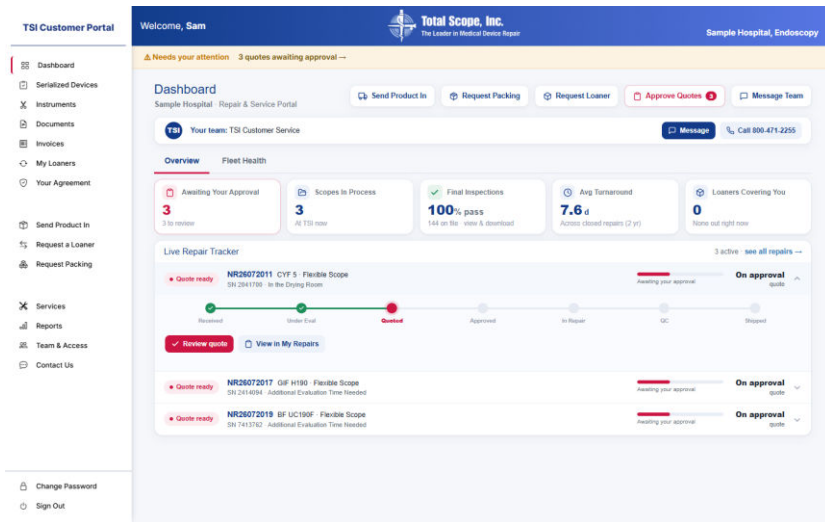
← Back **Send it to TSI ↗**

Change Password Sign Out

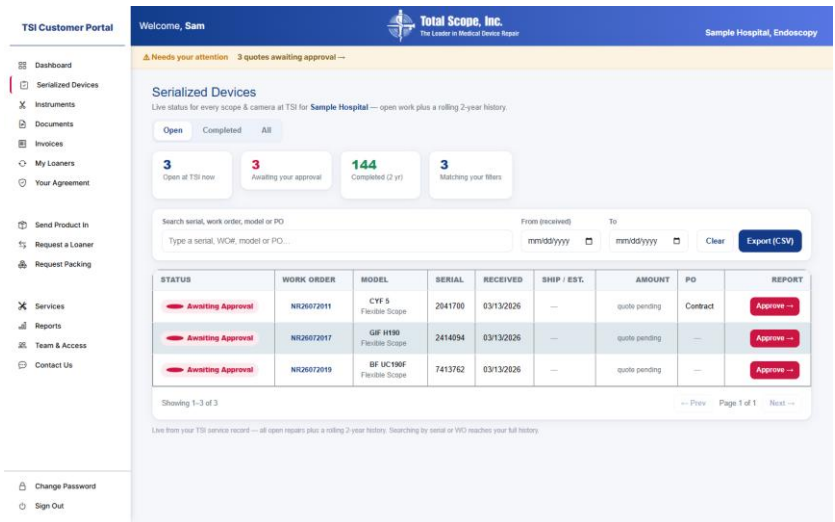
4 Step 6: check the decontamination box, then press Send. The button stays gray until you do.

Approve or decline a quote

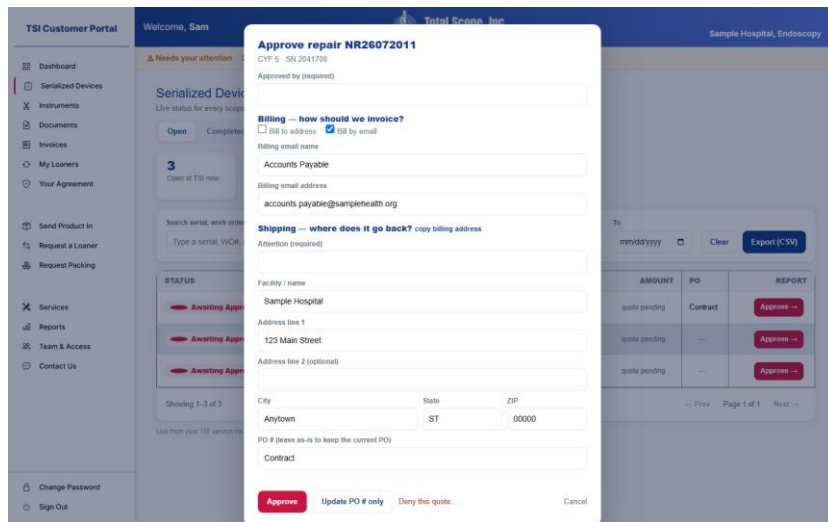
When TSI has quoted a repair, it shows on the dashboard and under Serialized Devices as "Awaiting Approval".



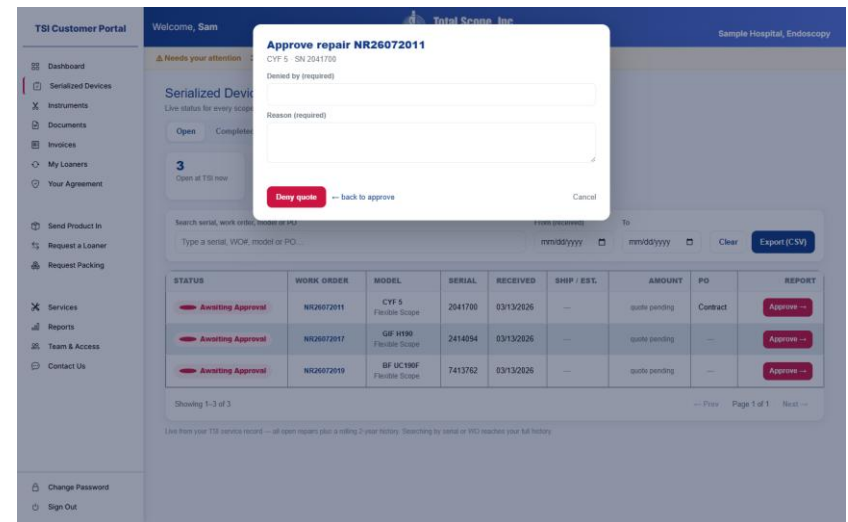
1 The dashboard tells you how many quotes are waiting. Click "Approve Quotes" or the "Awaiting Your Approval" card.



2 Each waiting device has a red "Approve" button at the right-hand end of its row.



3 Enter your name under "Approved by", check the PO and billing details, then press Approve.



4 "Deny this quote" lets you say why. TSI returns the device unrepared.

TSI Customer Portal

Dashboard

Serialized Devices

Instruments

Documents

Invoices

My Loaners

Our Agreement

Welcome, Sam

Needs your attention

\$1,070 outstanding —

loaner out 1931 days — return it —

Serialized Devices

Live status for every scope & camera at TSI for **Sample Hospital** — open work plus a rolling 2-year history.

Open

Completed

All

2

Open at TSI now

0

Awaiting your approval

185

Completed (2 yr)

2

Matching your filters

Search serial, work order, model or PO

Type a serial, WORK, model or PO...

From (received)

To

mm/dd/yyyy

mm/dd/yyyy

Clear

Expert (CSV)

STATUS	WORK ORDER	MODEL	SERIAL	RECEIVED	SHIP / EST.	AMOUNT	PO	REPORT
In Repair	SR2608005	GF HQ190 Flexible Scope	2634350	03/99/2026	—	—	2626100219124.RPR	—
In Repair	SR2608007	BF UC190F Flexible Scope	7514502	03/99/2026	—	—	2626100219122.RPR	—

Showing 1-2 of 2

— Prev

Page 1 of 1

Next —

Live from your TSI service record — all open repairs plus a rolling 2-year history. Searching by serial or WO matches your full history.

Change Password

Sign Out

TSI Customer Portal

Total Scope, Inc.
The Leader in Medical Device Repair

Sample Hospital, Endoscopy

Needs your attention \$1,070 outstanding — loaner out 1821 days — return it —

Invoices & Receivables

Every finalized invoice for **Sample Hospital** — outstanding balances plus a rolling 2-year history. Download any invoice PDF.

Outstanding
Paid
All

2
Open invoices

\$1,070
Total due

201
Settled (shown)

2
Matching your filters

OUTSTANDING BALANCE

\$1,070

2 open invoices

Services

Reports

Team & Access

Contact Us

Change Password

Sign Out

From (Invoice date) To
mm/dd/yyyy mm/dd/yyyy Clear Export (CSV)

STATUS	INVOICE #	DATE	DEPARTMENT	AMOUNT	PAID	BALANCE	AGE	INVOICE
90+ days	NH20404810 PO 2028-1002-10096-RPRL	03/06/2026	Surgical Services	\$625.00	—	\$625.00	1854	Track • Question? • Download PDF
90+ days	NH20404820 PO 2028-1002-10096-RPRL	03/09/2026	Surgical Services	\$445.00	—	\$445.00	1824	Track • Question? • Download PDF

Showing 1–2 of 2

Previous Page 1 of 1 Next

Salaries follow your finalized invoices less recorded payments. The portal shows all open invoices plus a rolling 2-year history — questions on a charge? Contact your TSP account team.

Invoices
1 / 1 - 100% + [Icons]



PLEASE REMIT TO:

Accounts Receivable
17 Creek Parkway
Upper Chichester, PA 19081

INVOICE

Invoice # : BR20040020



BILL TO:

Sample Hospital
 123 Main Street
 Maytown, ST 00000
[accounts.payable@samplehospital.org](#)

SHIP TO:

Sample Hospital
 123 Main Street
 Maytown, ST 00000

DATE		SHIP VIA		TERM	
03/09/2026		United Parcel Service		Due Upon Receipt	
PO/DRAWN ORDER #	APPROVAL DATE	DRAWOFFEROR	Cust. ID	W.D. #	
202610021096-RPR	02/17/2026	BSC CAP	8064	BR20040020	
PARTY		DESCRIPTION			
ACCOUNT NUMBER	NAME	AMOUNT			
AZ002A	695602A				
BUSAL #					
Tracking Number: 1EOMVPSU19S66913					
THANK YOU FOR YOUR BUSINESS.		GRN TOTAL		\$445.00	
		RECEIVED		ST-01	

final_inspection.pdf
1 / 1 - 100% +

1

Total Scope, Inc.
Final Inspection
Date of Final Inspection: 8/31/2024

Client Name:	Sample Hospital			W.D.	#S624665306		
				P.O.	#2624190210122-RPR		
Scope:	BF UCIRBP			Serial	#7211844		
Complaint:	Suction not working unable to pass instruments						

TESTS PERFORMED

Lock Test:	PASSED	Suction:	PASSED	Aspiration:	Up	Down	Right	Left
Fog Test:	PASSED	Image:	PASSED	Spec:	160	70		
Auxiliary Water:	PASSED	Aspiration:	PASSED	In:	160	70	N/A	N/A
Air / Water:	PASSED	R.R. Jig Size:	6.91	Out:	160	70	N/A	N/A
Force Channel:	PASSED	Image Generation:	PASSED	Broken Fibers	IN:	0	OUT:	0

SCOPE INCLUDES:

ETO Cap:	No	Air/Water Valve:	No	Hood:	No	Water Proof Cap:	Yes
COD Cap:	No	Suction Valve:	No	Bio-Cap:	No		

ITEMS FOUND TO BE IN NEED OF REPAIR

Item Description	Comment	Required
Oleagorith Inspection		Y
Bending Rubber Replacement	Due to Forcep Channel Roll	Y
Fluid Inserter - Wedge	Fluid Found in B&B CB	Y
Forcep Channel Replacement	Leaking Causing Complaint	Y

Page 4 of 5

Loaners, packing materials and your team

Return a loaner from My Loaners, order boxes from Request Packing, and manage who can sign in under Team & Access.

TSI Customer Portal | Welcome, Sam | Sample Hospital, Endoscopy

Needs your attention | \$1,070 outstanding | loaner out 1931 days — return it —

Your Loaners

Every loaner scope TSI has out to **Sample Hospital** to keep your schedule running — what's out now plus a rolling 2-year return history.

Out Now | Returned | All

3 Out with you now | 1,932d Longest currently out | 5 Returned (2 yr) | 3 Matching your filters

Search serial, model, department, PO or work order
Type a serial, model, department, PO or WOE... | Out on or after: mm/dd/yyyy | To: mm/dd/yyyy | Clear | Export (CSV)

STATUS	MODEL	SERIAL	DEPARTMENT	OUT SINCE	DAYS OUT	TRACKING	PO	WORK ORDER	RETURN
Out	BF UC18BF Flexible Scope	7621349	Surgical Services	03/09/2026	183	Track	TBD	—	Return label
Out	Loaner scope Loaner device		Endoscopy	10/12/2022	1427	south tracking	contract	—	Return label
Out	GF UC18BF Flexible Scope	7722337	Surgical Services	05/25/2021	1932	Shipped by Smith	Contract	—	Return label

Showing 1-3 of 3 | Prev | Page 1 of 1 | Next

Live from your TSI service record. A loaner shows as Out until we log it back in at TSI. Need a return label for something not listed here? Use Send Product In, or contact your TSI account team.

Change Password | Sign Out

1 My Loaners: every loaner out with you and how long. "Return label" starts the return.

TSI Customer Portal | Welcome, Sam | Sample Hospital, Endoscopy

Needs your attention | \$1,070 outstanding | loaner out 1931 days — return it —

Repair Request Form | Post Avail

Create Shipping Label

Complete the form below to generate your shipping label.

Select Shipping Carrier: **UPS** | FedEx

Name: | Company: Sample Hospital | Address Line 1: 123 Main Street | Address Line 2: | City: Anytown | State: | Zip Code: 00000 | Phone Number: (555) 555-0100

☒ Schedule a carrier pickup for this shipment

Pickup Date: 6/6/2026 | Latest Pickup Time: 4:00 PM

Create Shipping Label

Change Password | Sign Out

2 Return: check the address, pick a carrier, print the label. Leave pickup checked if you need a driver.

TSI Customer Portal | Welcome, Sam | Sample Hospital, Endoscopy

Needs your attention | \$1,070 outstanding | loaner out 1931 days — return it —

1 What you need | 2 Where to send | 3 Review & send

What packing materials do you need?

Use the + and - to set how many of each. Send more with one request.

Case Flex 26x21x6 in | Instrument Box 27x7x3 in | Large Foam 26x21x6 in | Package | Small Foam 18x12x5 in | Store Package 43x14x3 in

YOUR REQUEST

Nothing picked yet — use + to add materials.

SHIPS TO

Sample Hospital
Endoscopy - Alex Sam Sample
123 Main Street, Anytown, ST 00000

Change Password | Sign Out

3 Request Packing: use + and - to set how many boxes and inserts you need, then confirm the address.

TSI Customer Portal | Welcome, Sam | Sample Hospital, Endoscopy

Needs your attention | \$1,070 outstanding | loaner out 1931 days — return it —

Team & Access

Everyone at **Sample Hospital** with access to this portal.

NAME	EMAIL	ROLE	STATUS	ADDED
Alex Sample	alex.sample@samplehospital.org	User	Active	09/13/2019
Avery Sample	avery.sample@samplehospital.org	User	Active	08/06/2024
Casey Sample	casey.sample@samplehospital.org	User	Active	10/07/2019
Drew Sample	drew.sample@samplehospital.org	User	Active	01/08/2026
Jamie Sample	jamie.sample@samplehospital.org	User	Active	06/15/2023
Jordan Sample	jordan.sample@samplehospital.org	User	Active	09/18/2019
Pat Sample	pat.sample@samplehospital.org	User	Active	01/21/2026
Quinn Sample	quinn.sample@samplehospital.org	User	Active	08/16/2024
Riley Sample	riley.sample@samplehospital.org	User	Active	07/19/2020
Sam Sample	sam.sample@samplehospital.org	User	Active	02/29/2024
Taylor Sample	taylor.sample@samplehospital.org	User	Active	05/17/2023
Morgan Sample	morgan.sample@samplehospital.org	User	Disabled	05/17/2023

Need to add or remove someone? New colleagues can request access —, and to disable an account or update a role, message your TSI team — Self service management is coming soon.

Change Password | Sign Out

4 Team & Access: who at your facility can sign in. Send colleagues the request-access link to add them.