How We Simplify Your Supplies Management

Xerox® Connect Advantage Services
Did you know that the most common reason people can’t print is that the printer has run out of toner?

With Xerox® you can avoid this from happening. Supplies are included in your contract, and our goal is to ensure that you have them when you need them, without having to find room for unnecessary stock.

As customer requirements differ, we have 2 different ways to do this: Automatic Supplies Replenishment and the Xerox Supplies Website.

**ASR COVERS MOST XEROX PRODUCTS AND THE MOST FREQUENTLY-ORDERED SUPPLIES**

**AUTOMATIC SUPPLIES REPLENISHMENT THROUGH XEROX CONNECT ADVANTAGE**

**HOW DOES IT WORK?**

- A simple automated process — supplied free of charge — which tracks how much toner / ink sticks you use and sends you fresh supplies as you need them.
- For connected and communicating devices.
- Supplies are shipped automatically to customer.
- Based on actual toner / ink usage.
- Prior usage is used to forecast future demand. If customer expects to run unusually high volume or coverage, should place a web order to augment auto shipment.
- Auto replenishment is also available for unconnected mono devices using meter reads and yields to estimate usage.

**What Our Customers Say about ASR**

- “I love the automatic re-order process. Great service.”
- “Always prompt delivery of supplies. Thank you.”
- “I prefer this method of supplies delivery.”
- “I like it because it saves me from checking all the machines.”
- “Could not believe how easy Xerox made it. With all the stresses at work, this was one less.”
Our technology orders. So you don’t have to.

Most Xerox® devices have the technology to understand your usage patterns. When it comes to toner/ink, they can also automatically “talk” to our ordering systems. With ASR enabled, you have a Xerox virtual administrator: continuously watching over your fleet so you don’t have to – at no extra cost to you.

This means that you don’t have to react when the device tells you that toner is running low. The ASR system will instantly put in an order for you, without human intervention. Your supplies manager and IT department will love how much easier it makes life for them. Your staff will stay productive as printers continue to function smoothly.

How it Works

Your devices send us usage data. The smart ASR system puts in an order a few weeks before you run out based on average usage rate and standard shipping. It also orders for other devices that will need supplies in the near future, to minimize deliveries and carbon footprint.

We’ll email you twice: when the order is (i) placed and (ii) shipped. Your supplies will then arrive within 1-5 days.

Replace supplies only when a device says that toner/ink is empty (or waste bottle full).

What You Need To Do

Ensure that devices are always on and properly connected. If you have a heavy job that will use toner/ink faster than normal, notify us in advance and we’ll send you the supplies that ASR won’t be able to predict. You can track the status of all your supply orders and deliveries online.

Ensure that we have your correct delivery address, and keep us informed of any delivery address changes. www.xerox.ca/printer-supplies/metered-supplies-replenishment/enca.html

The order may contain supply items for multiple devices. Only replace when the machine message indicates empty.

For more information on ASR: www.xerox.com/remoteservices
Online Ordering

It couldn’t be easier.

The Xerox® Metered Supplies Website is easy, quick and convenient to use. You can use the website to order all supplies online, 24/7.

The website allows you to do what you used to do with an agent over the phone, just faster and more efficiently.

If you are on ASR, use the website to track orders and to order less frequently used consumables such as fusers, drums or imaging kits. You can also use the website to order extra toners for high-peak printing.

Next Steps

Register for Automatic Supplies Replenishment

- Devices that are capable of ASR are automatically enrolled in the program
- To check the status of your devices please go to www.xerox.ca/printer-supplies/metered-supplies-replenishment/enca.html
  That’s it. Remember to keep your devices connected and start enjoying the service.

To use the Metered Supplies Website

Go to www.xerox.ca/printer-supplies/metered-supplies-replenishment/enca.html to register, place orders and track delivery status. There’s a demo if you need help.

Where do I go for help?

CAN supplies.meteredhelp@xerox.com

What Our Customers Say about Online Ordering

- “It’s brilliant.”
- “Straightforward and easy to use.”
- “I have never been disappointed.”
- “I don’t have to call to order any more.”
- “My preferred method to order.”

Customer reviews

www.xerox.ca/printer-supplies/metered-supplies-replenishment/enca.html