



How We Simplify Your Supplies Management

Xerox® Connect Advantage Services

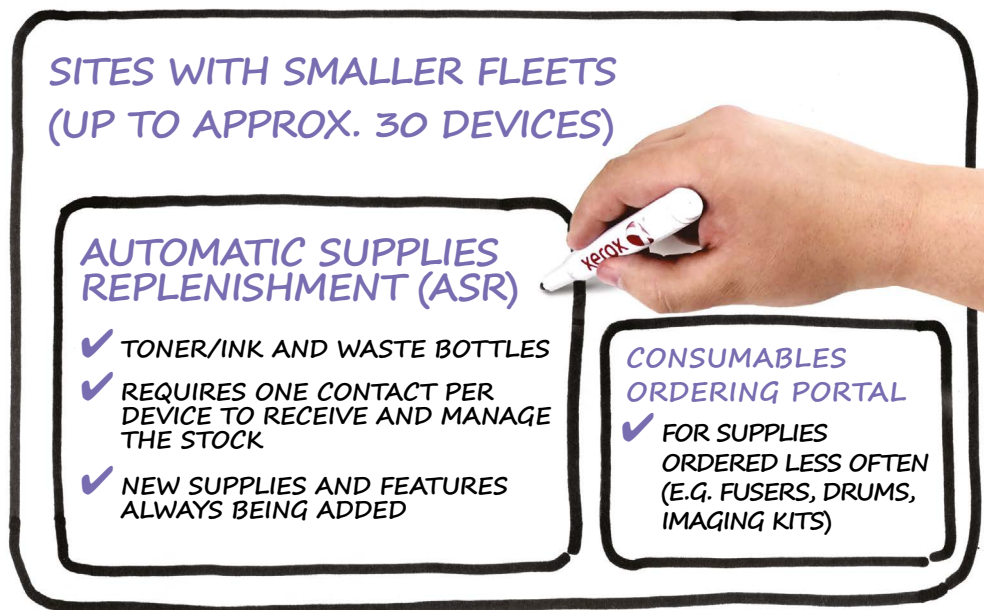
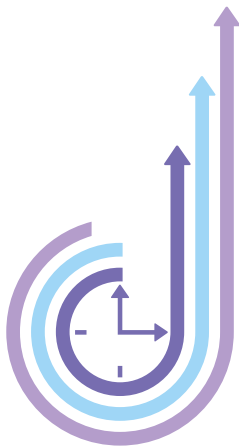
Supplies Management to Suit You

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 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 different ways to do this: Automatic Supplies Replenishment, a Consumables Ordering Portal and, for certain sites, a personalised consumables service.

ASR COVERS MOST SITES AND THE MOST FREQUENTLY-ORDERED SUPPLIES



✓ PERSONALISED SERVICE FOR LARGER FLEETS*

* We cater for sites with larger fleets (approximately 30+) through a personalised supplies service and a single monthly shipment of supplies. For more information, speak to your account manager.

What Our Customers Say about ASR



Customer reviews

- “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.”

Automatic Supplies Replenishment

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 and waste bottles, 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 service will instantly put in an order for you, without human intervention. Your stationery 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 mechanism puts in an order around 3 weeks before you run out.



It also orders for other devices that will need supplies in the near future, to minimise 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, call 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 via www.xerox.com/account.

Ensure that we have your correct delivery address, and keep us informed of any delivery address changes. Customer can do this via www.xerox.com/account.

When replacing a supply, match the serial number on the new supply package to the device. This ensures that the ASR process continues to work perfectly.

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



Online Ordering

It couldn't be easier.

The Xerox® Consumables Ordering Portal is easy, quick and convenient to use. If you're not yet using ASR, you can use the portal to order all supplies online, 24/7.

The portal 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 portal to track orders and to order less frequently used consumables such as fusers, drums or imaging kits. Call us if you need extra toners for high-peak printing.

Next Steps

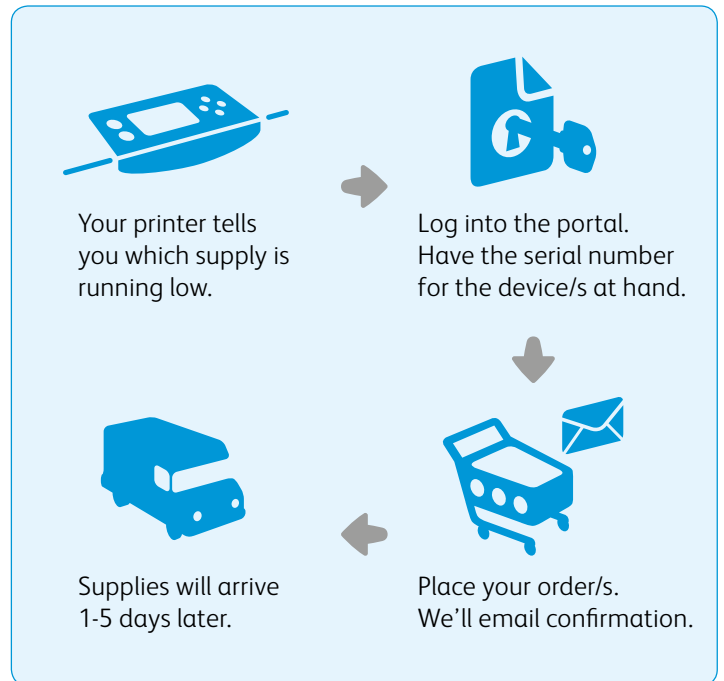
Register for Automatic Supplies Replenishment

- Enrol for the free ASR service within the 'Applications' tab at www.xerox.com/account
- Or call us and we'll take you through the process.

That's it. Remember to keep your devices connected and start enjoying the service.

To use the Consumables Ordering Portal

Go to www.xerox.com/account to register, place orders and track delivery status. There's a demo if you need help.



xerox Account Management

Home Applications Tools

Welcome to Xerox Online Consumables Ordering.

To order consumables for your device select "Single machine". To order consumables for multiple machines, at a single location/delivery address, select "Multiple machines". If you wish to order consumables for devices in more than one location you will need to create separate orders.

Single machine Multiple machines

Notice! You may be required to enter a meter reading for your device if you are not part of our Automatic Meter Reading programme.

If you would like to track your order, please select "Order tracking", or if you would like to find out more about our consumables recycling program please select "Recycling".


Order tracking Recycling

For help using the above options, click [here](#) to see a list of Quick Reference Guides.

★★★★★
Customer reviews

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."

	Opening Times		Telephone Numbers
 UK	Mon-Fri	08:00–17:30	0370 900 5501

 www.xerox.com/account