

# Automatic Supplies Replenishment - ASR

Frequently Asked Questions

Client



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## Automatic Supplies Replenishment

Automatic Supplies Replenishment is available on most Xerox models, check for eligibility in question 1. The system is designed to maintain one month of supply, customized to your usage. In some cases, that means the only stock you need is in the machine.

There are two methods of calculating supply usage:

- Connected devices can transmit actual supplies consumption for usage calculation and prediction of orders. This is a preferred method of calculating as the data is more precise.
- Unconnected devices can calculate usage using meter reads from other sources (this only applies to mono devices).

### 1. How can I tell if my device is ASR capable?

Your device capability can be checked by going to:

<http://www.accounts.xerox.com/meters/amr-capability-test.jsf>

Once at this site, enter your device serial number and press submit to check for device eligibility.

## **2. If I wish, how do I activate the remote connection?**

Xerox® printers and multifunction devices can be remotely connected to Xerox using two main technologies: Device Direct and Xerox® Device Agent.

Xerox takes data security seriously. No proprietary information, image data or Personal Identifiable Information is collected or transmitted. All device data is encrypted at the source and transmitted through an encrypted channel, whether it be via device direct or device manager application models.

Device Direct is a standard feature included within most of Xerox® newest products — no additional software is required. All you need is a connection for your Xerox® product to the external network.

Xerox® Device Agent is a Microsoft Windows® device management client that can be downloaded free of charge. It is a software package that provides a view of all devices on your network.

## **3. Will I need to set up my device for ASR?**

The registration process is handled by Xerox. You can assist Xerox by ensuring your device is connected where applicable, that we have your correct “ship to address,” and that the supplies are placed in the correct contracted device.

You can check you current “ship to address” online at [www.xerox.com/meteredsupplies](http://www.xerox.com/meteredsupplies).

## **4. What consumables are included in the ASR service?**

Currently toners, waste bottles and inks are included in the service.

## **5. How do I order other Long life items (non-toner, ink, waste bottle)?**

Long life items are not stocked at the customer location and only ordered when device is in need. Obtain via phone at 1-800-599-2198.

## **6. Do I need to have toner supplies on hand to ensure my device never goes down?**

The ASR process functions based on days remaining. It is not intended to maintain a specific stock level at customer accounts. Depending on a device usage, onsite stock may or may not be required.

The ASR system calculates the usage pattern specifically for your device. This is done for each individual item and allows the algorithm to order supplies in advance of when you require them. We will aim to trigger an order 30-45 days in advance of when the item is required meaning that you shouldn't need to hold any stock on site. Devices using multiple items in a short space of time may have a stock on site. If you have a large print job coming up and expect you need more than normal, you can place an order online at [www.xerox.com/meteredsupplies](http://www.xerox.com/meteredsupplies).

## **7. So if my device is on ASR, then I will never have to place a supply order?**

ASR will adapt to changes in your usage patterns and adjusts to these changes accordingly, however if you have an upcoming print job which is much higher than your normal usage, ASR may not be able to adapt as quickly as needed. You can place your order for unprecedented large print job online at [www.xerox.com/meteredsupplies](http://www.xerox.com/meteredsupplies).

## **8. What is the auto order trigger point for supply replacement?**

ASR triggers an order based on the calculated days of print usage remaining (at least 30 days) that is in the machine and may be present on the shelf. This is determined by the actual device usage.

## **9. How can I update Inventory level/On Hand Balance (OHB) of my device on ASR?**

ASR will update your On Hand Balance each time an order is placed and each time you put a new item into your device. Events such as losing device connectivity or using supplies in other devices can result in discrepancies in the OHB, in order to ensure the optimum Automatic Supplies Replenishment experience, we encourage you to periodically submit your OHB to Xerox.

You can update your OHB at [www.xerox.com/meteredsupplies](http://www.xerox.com/meteredsupplies). This will also help us to adjust our records to avoid you receiving too many or too little supplies.

## **10. Does ordering by phone or web have any impact on my ASR orders?**

Orders which are placed via the phone or web are fed back into the ASR system. The OHB is updated to reflect that you have received orders via another ordering method and will also include any stock which you have on site. This may result in ASR sending you less proactive orders as it assesses the volume of stock on site versus the usage on the device.

## **11. How will I know when an ASR order has been placed for my device?**

There are two confirmation e-mails sent. An order confirmation is sent first, and following that, a shipping confirmation for each specific shipment is sent to identify what supply has left the warehouse on a particular date. Part of this shipping confirmation order is a link to track shipments. Inside this link it will notify you whether an item has left the warehouse by providing a parcel tracking number, or if the item has not been sent and is in a backorder status.

## **12. Is it acceptable to fair share supplies with other accounts?**

ASR tracks the amount of supplies remaining on site and considers that when calculating future need. When supplies is fair shared with another account or device, it will impact ASR calculations and future orders.

## **13. What is the typical reason why a device on ASR stops receiving toners?**

The most common reason why ASR stops ordering is due to an irregular printing pattern to the previous historical usage. We recommend to order toner online in case of upcoming usage will be higher than your normal usage.

## **14. Will ASR work if I turn my device off?**

If a device is completely powered off, it will not send device information back to Xerox. We recommend that when a device is not active that it is put into Power Save Mode. Using Power Save mode is more energy efficient than powering the device off and on and allows the device to continue to send the needed supplies data back to Xerox on a daily basis.

## **15. Will our company confidential information be transmitted?**

No, Xerox has one way data transmission for maximum security and at no point will any Company Confidential or personal data be transmitted. We use Industry standard security and encryption.