

VERSION 3
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EXTERNAL

Automatic Supplies Replenishment

Frequently Asked Questions – Client.

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About Automatic Supplies Replenishment

The majority of Xerox® printers and multifunction devices are designed with an intelligent remote device management system that allows automation of some of the tasks that would have been carried out manually, like supplies ordering. Thanks to this feature, Xerox® devices monitor the usage of supplies and are able to predict when the current cartridge is going to run out. When the device is connected via a proxy Device Agent or Device Direct, such usage is remotely communicated to Xerox and the information received can be used to order majority of supplies automatically.

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What is ASR?

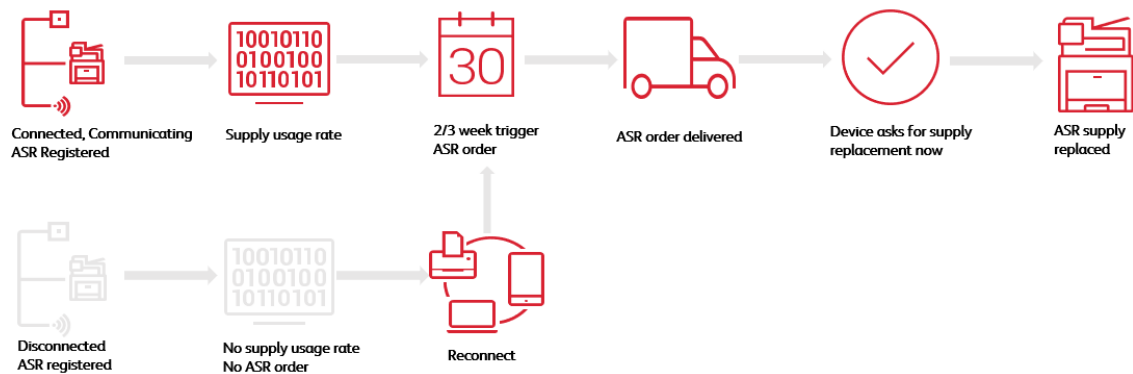
ASR stands for Automatic Supplies Replenishment (ASR). It is a service that utilizes usage data transmitted remotely by your Xerox® device. Through an algorithm, ASR will order majority of supplies automatically for the registered devices, with limited manual intervention. This service is available for all Xerox® Service contracts, where supplies are included as part of the bundle offering.

How does ASR work?

First of all, the Xerox® devices must be connected remotely to Xerox using the Xerox® Device Agent/Manager (XDA, XDM) or the Device Direct technology, and you have to register for the ASR service.

Once the remote connection is established and maintained and the registration is complete, the devices safely report how much supply has been used and how much is left, through a gas gauge (similar to that in your car to show the amount of fuel remaining).

ASR will use this data to calculate the usage levels and will create an order for any supply that have 2/3 weeks of print usage remaining. When required, ASR will trigger an order before the 2/3 weeks have been reached based on the product type.



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/Manager (XDA, XDM).

Device Direct is a standard feature on most of Xerox® newest products — no additional software is required. All you need is a connection for your Xerox® product to the external network. [See the complete list of products supported by Device Direct.](#)

Xerox® Device Agent is a Microsoft Windows® device management client that can be downloaded free of charge. [See the complete list of products supported by Xerox® Device Agent \(XDA\).](#)

For an MPS client, the connection is the pre-requisite to activate the offer.

How do I know if my device is ASR capable?

The latest Xerox® technology has the ASR capability built in by default. This enables the data communication, between the device and Xerox, of the information required to trigger the automatic orders. Although, you cannot determine the ASR capability directly from the device, you can access the detailed capability list, published by Xerox from here: [remote services page](#)

How do I register for the ASR service?

For an MPS client, the registration to ASR will be managed by Xerox personnel, on your behalf, as part of your services contract registration.

If you are not an MPS client, you can register for ASR by visiting www.xerox.com/account and following an online simple registration process. Upon login to the Customer Portal, you should choose the ASR Enrolment and Management option from the 'Application' menu on the toolbar. Upon registration, a confirmation email will be sent to your selected email address immediately.

What consumables are included in the ASR service?

Majority of supplies are replenished by ASR. If you require other supplies, these can be requested via your local helpdesk.

How do I order other Routine Maintenance Items (RMIs)?

If you are an MPS client, your consumable orders are managed proactively by your dedicated helpdesk, on your behalf.

If you are not an MPS client, the Consumables Ordering Portal is designed for you to have an easy experience, where you can order Routine Maintenance Items (RMIs), such as feed rollers. You can access it 24/7.

Are very high usage devices suitable for the ASR service?

At the present time, high usage* devices are not suitable for this phase of ASR. This is part of the future phases of the ASR Programme.

*For this purpose, a high usage Customer is defined when using 2 cartridges of the same toner colour per week every week.

How much stock will ASR order for a device?

ASR will trigger 30 days' worth of supply based on your average daily usage rate. It will also look to consolidate supplies for other devices on site which are also using the ASR service. The trigger point is 2/3 weeks of print usage remaining. The consolidation window for device consolidation is 45 days.

How will I know that an order has been placed?

Upon automatic order placement, a confirmation email will be sent to the consumable contact registered email address. A further dispatch email will be sent as soon as the consumables order has been dispatched from the warehouse. A pending order email will be sent, where an item is not currently

available to be sent. The dispatch email will advise when the part is available again. You can also log onto your Customer Portal to access the latest details of the current orders.

Will I receive more than one order for my device in a short space of time?

No, this is not the ASR design, however if the device daily usage rate changes very quickly on an upward scale then ASR may deem that the previous stock will be used in a shorter timescale than originally forecasted. This will result in another order being generated and shipped to meet your new requirements.

How can I check the usage status of my devices on ASR?

If you are an MPS Client, you can contact your dedicated helpdesk to request your stock balance and time until your next order is due.

If you are not an MPS client, the Consumables Ordering Portal is designed for you to have an easy experience, where you can view the status of each device in the Supplies Status Screen. You can access this screen in the Consumables Ordering Application, on the ordering page. There are Help guides on the portal to guide you through. www.xerox.com/account.

Can I change my Customer contact shipment details post enrolment?

Yes, you can.

If you are an MPS Client, your dedicated helpdesk will do it on your behalf.

If you are not an MPS client, we have facilities to support change of shipment address via your Customer Portal.

Can I order extra supplies ahead of a big print job coming up for my ASR registered device?

Yes, you can.

If you are an MPS client, you can raise the request with the Help desk. This process ensures the algorithms used in the ASR Service are not altered and will continue working according to your printing needs.

If you are not an MPS client, you can order by contacting our Consumable Ordering Team stating the exceptional order request. Toners will not be available for ordering on the Customer Ordering Portal, for ASR registered devices. Additional toner order requests can be made via phone only.

Can the supply received be used in another device on the same site?

No, as ASR works on a device basis. It is important to ensure that the supplies sent are being used in the device which they are intended for so that ASR has the right stock balance and the service keeps sending the correct amount. To facilitate the task of placing the correct supply to the correct device, the serial number is printed on the shipping label or delivery note.

What is the typical reason why a device on ASR stops receiving supplies?

The most common reason why ASR stops ordering is due to an interrupted connection, when the communication is failing, the automated supplies replenishment cannot work. ASR will only transmit data if the device is on. If the device is not active you can put it into power save mode to save on energy. This means that the device is on but using very little energy. Supplies information is sent back to Xerox servers on a daily basis.

How will I know if any of my devices stops communicating with Xerox?

If you are an MPS client, your dedicated helpdesk will contact you to take corrective actions, if needed.

If you are not an MPS client and your device stops communicating with Xerox, you will receive an email notification within 1-2 weeks to advise you of the disconnection. If your device remains disconnected, you will also receive a message explaining how to re-connect your device including the Serial Numbers that have stopped communicating. A follow up and final message will be sent after 30 days. Also, you may get a call by the Xerox re-connection team to help you over phone.

What do I do if I need support to re-establish the connection?

You will have to contact the Global Contact Centre or your local helpdesk where you will find expert agents to take you through the re-connection steps over the phone or who will direct you to the appropriate team.