Instructions for Automated Toner Replenishment for Qualified Networked Printer Devices on Toshiba Unified Print Program
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PRINTER AUTOMATED TONER REPLENISHMENT SERVICE

Toner is automatically replenished for all covered devices.

How It Works

The system is set up as just-in-time, meaning printer toner arrives approximately one week before the toner is fully depleted. Therefore, when there is a “low toner” alert, don’t be alarmed. Our system will ensure the replacement toner is delivered before the cartridge is empty.

The toner cartridge is delivered with a label clearly showing the internal device location, serial number, device make/model, and designated site representative’s name (shown here).

Easy Tracking

Upon shipment, an email notification will be sent to the designated site representative with shipment information and tracking number.

Ordering Through eCommerce – “Manual Orders”

Not all printers are capable of reporting accurate device data for auto replenishment purposes. Supplies for these printers will occur through the Toshiba eCommerce portal. To order supplies for these exception printers, please log into gsp.toshiba.com. Users without Internet access can send request to Supplies.Toshiba@tabs.toshiba.com or call 800-260-6320, select option 2.

Please note the device asset tag will let you know whether the device is under the automated toner replenishment or manual order process.

Toner Shipments will arrive “just in time” – approximately 3-5 days before supply is depleted. The Primary Site Contact will receive email notification of toner en route. Once supplies arrive, the Primary Site Contact will distribute the toner to the appropriate device.

If there are questions on toner status, please contact supplies.toshiba@tabs.toshiba.com or check the status via the Printer Toner Reporting Tool.
Where is my toner? To help answer that question, Toshiba offers PageSmart Plus+ via an online tool. This tool simplifies the printer management process, providing you complete status on your printer toner supply levels and recent shipments for qualified networked devices covered under the Toshiba Unified Print Program.

The following are the procedures to access the tool:


2) Log-in to the toner reporting tool; your user name is your email. The tool requires a separate log-in.

   If this is your first time visiting this site, please “Register for an Account”. For simplicity, we recommend you use your corporate email address as your user name.

   User Name:  
   Password:  
   Login
   Recover your Password
   Register for an Account

3) To register, please provide your user information. Please note the device Zip Code must match the device Serial # location.
4) Once registered, you will receive an email with a temporary login password.

5) Once in the site, you may start searching for your initial registered device.

   If you are responsible for more than one device, simply click on the “Register a Device” link to register additional devices.

6) To start searching, enter your Serial Number and click “Apply Filter” to see the device details.

7) Click on the device to view the details.
<table>
<thead>
<tr>
<th>Device ID</th>
<th>Customer</th>
<th>Location</th>
<th>Ship To</th>
<th>IP Address</th>
<th>Serial #</th>
<th>ATBS / Asset #</th>
<th>Mapped</th>
</tr>
</thead>
<tbody>
<tr>
<td>E35528n</td>
<td>Lesmark</td>
<td>HR</td>
<td>Marshall Medical Center</td>
<td>10.26.30.115</td>
<td>6213420</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
8) This screen provides pertinent device information, such as:

- Serial Number
- Consumables level remaining
- Last active meter date
- Estimated replenishment date
- Shipping tracking number
CONTACT US

If you have questions about your order, please contact Toshiba at:

Email: supplies.toshiba@tabs.toshiba.com
Phone: (800) 260-6320, select option 2

SUPPLY RETURNS

In the event any supply is defective, please notify Toshiba using the following steps:

- Send an email to: supplies.toshiba@tabs.toshiba.com
- In the email, state the serial #, make/model, shipping address, and reason for defect
- Toshiba Supplies will issue a Return Authorization via email. Return the defective toner per the instructions outlined in the email.
- Replacement toner will be sent to the User’s attention