Xerox eConcierge®
FAQs from Customers

xerox

What is the Xerox eConcierge service?

It's the quickest, easiest way to order printer supplies. It's about time. No more manually checking the supply levels of each of your networked printers, searching for model and part numbers, or looking for vendors who have your supplies in stock right now. The Xerox eConcierge Supplies Assistant accurately gathers all the time consuming details and delivers the information in one place on your desktop. When it's time to place an order, the Supplies Assistant pre-populates your shopping cart with the printer supplies you need, ready for your approval.

How do I use it?

The Xerox eConcierge service is provided at no cost by your Xerox Provider. It's a small, desktop application developed by Xerox that supports networked office printers from a variety of manufacturers. When supplies are running low it signals you with a pop-up alert or an email. You can review the status of all your printers at any time through the Supplies Assistant desktop application. When you're ready to place an order, it provides an encrypted, secure online connection with one-stop shopping.

Which printers are supported?

The Xerox eConcierge service supports networked office printers and multifunction systems manufactured by Xerox®, HP, Lexmark, Samsung and Brother. It does not include printers on USB connections or devices under a Managed Print Service agreement.

What kind of supplies are used to fill my orders?

The printing supplies provided through the Xerox eConcierge program are genuine quality to ensure reliable performance, dependable print yields and the excellent print quality you expect.

What does Xerox get out of this?

By making it easier and faster to order all of your printing supplies with one-stop shopping your Xerox Provider and Xerox Corporation want to earn more of your supplies business through competitive pricing, unmatched convenience and ease of use.

Why should I use the Xerox eConcierge service?

Spend much less time managing your printers, avoid supplies rush orders, and virtually eliminate downtime. In addition, after two consecutive supply orders for each individual Xerox® printer, Xerox will provide free lifetime service coverage* as long as you continue placing your supply orders through the Xerox eConcierge service. The lifetime service coverage has an average value of $1,280 per product. The savings on this extended service coverage for all of your eligible Xerox® printers adds up to a big reward.

How quick is the service?

Supplies are shipped within 24 hours after they are ordered. Standard shipment is ground, which can be upgraded to overnight whenever it's needed. Order status can be reviewed online, at any time.

Is the service secure?

Yes, the Supplies Assistant communicates with the printers over your network through SNMP and HTTP protocols. Supply orders are placed through SSL secure encrypted data transfer.

Is my information secure?

Yes, orders are placed via a secure server managed by Xerox. The service is provided by your Xerox Provider who manages your account and can answer any questions you have about the service.

What are my payment options?

Orders are placed online using a credit card and your credit card information is not retained by the service. Payment on open account terms is also available. Contact your Xerox Provider for details.

What are the terms and conditions?

The Xerox eConcierge service can be used any time without further obligation. However, in order to earn and maintain the free lifetime service benefit on Xerox® printers, the service must be used continuously without interruption. After 30 days and two consecutive supply orders for each individual Xerox® printer, the lifetime service coverage for that printer begins.

Xerox eConcierge®

FAQs from Customers

How do I install the Supplies Assistant desktop application?

Your Xerox Provider will supply a link to a Xerox webpage where you can download the Supplies Assistant desktop application. It's quick and easy to install. Just follow the onscreen instructions to add it to a computer on the same network as the printers you support.

Minimum requirements:

- TCI/IP (Network Transmission Control Protocol) active

- Microsoft Windows 7 (Home or Professional), Windows 8 or greater (all versions except RT) , Mac OS 10.8 or greater

- Internet Explorer 9 and 10 on Windows 7; Internet Explorer 10 on Windows 8; Internet Explorer 11 on Windows 8.1; Safari 6.1 on Mac OS 10.8; Safari 7 on Mac OS 10.9; Firefox 26 or Chrome 32 on Windows 7 or greater and on Mac OS 10.8 or greater

- 120MB RAM (70MB application, 50MB for monitoring service)

How many people in my company can use the service?

The number of users is unlimited. Each copy of the Supplies Assistant desktop application monitors only the printers that each user has selected to manage.

How will I know when to order supplies?

You can choose to be notified by pop-up alerts and/or emails when printer supplies are low. Alerts are triggered when printer supplies are nearing low levels and again when they have reached low levels. A "low level" is based on settings determined by the manufacturer, however you can see for yourself the percentage of remaining life for each supply from the Supplies Assistant and decide whether or not it's time to place an order.

How do I know what to order?

Don't worry about tracking down printer model numbers or individual part numbers for refills. The Supplies Assistant handles all of that. Just select the printer you want, to see a list of the correct supplies. If a printer has standard and high-capacity supplies, both options are listed.

How do I track order status?

Supplies are shipped within 24 hours of each order. Standard shipment is ground, which can be upgraded to overnight whenever it's needed. Order status can be reviewed at any time.

Are my supplies always in stock?

Yes, orders are fulfilled by your Xerox Provider's distributor. Inventory levels of most SKUs are stocked in bulk, so whatever you need is virtually always on-hand, ready to ship.

How secure are my transactions?

The Supplies Assistant desktop application is made available to you by your Xerox Provider. The service is hosted and managed by Xerox Corporation. Order information is encrypted and transferred via the Secure Socket Layers (SSL) protocol. Credit card transactions are managed by Authorized.net®, a subsidiary of CyberSource®, a Visa® company.

How are my printers serviced through the Xerox eConcierge service?

Your lifetime service coverage* for eligible Xerox® printers and multifunction systems is delivered through your Xerox Provider. To qualify simply use the service for a minimum of 30 days and with your second supplies order for each eligible Xerox® product, its extended service coverage begins. You must use the service continuously to maintain your coverage. An extended service agreement has an average lifetime value of $1,280 per product. The savings on this extended service coverage for all of your eligible Xerox® printers adds up to a big reward.

For more information or to locate a Xerox Provider in your area, visit **xerox.com/eConcierge**

xerox ®