eConcierge powered by Xerox™

FAQs from Prospective Customers

What is the eConcierge powered by Xerox 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 eConcierge powered by Xerox 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 eConcierge powered by Xerox service is provided at no cost. 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 eConcierge powered by Xerox service supports networked office printers and multifunction systems manufactured by Xerox, HP, Lexmark and Samsung, with more to follow. It does not include printers on USB connections or devices under a Managed Print Service agreement.

Are the manufacturer's supplies used to fill my orders?

Yes, all of the supplies are genuine, manufactured by the original equipment manufacturer. Genuine Xerox supplies for Xerox printers. HP for HP, etc.

What does Xerox get out of this?

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

Why should I use the eConcierge powered by Xerox 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, we'll provide free extended service coverage* as long as you continue placing your supply orders through the eConcierge powered by Xerox service. An extended service agreement has an average value of $300 per year, per product. The annual savings on 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.

What are my payment options?

Orders are placed online using a credit card and your credit card information is not retained by the service.

What are the terms and conditions?

The eConcierge powered by Xerox service can be used any time without further obligation. However, in order to earn and maintain the extended 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 extended service coverage for that printer begins.

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How do I install the Supplies Assistant desktop application?

A link will be provided 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 XP (Home or Professional) or Vista with Internet Explorer 7 or Firefox 3.6
- Microsoft Windows 7 with Internet Explorer 8 or Firefox 3.6
- Mac OS 10.5 or greater with Safari 5.0.1
- 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 through distribution. Inventory levels of most SKUs are stocked in bulk, so whatever you need is virtually always on-hand, ready to ship.

What are my payment options?

Orders are placed online using a credit card or procurement card and your credit card information is not retained by the service.

How secure are my transactions?

The Supplies Assistant desktop application is made available to you at the local level. The service is hosted and managed by Xerox Corporation. Order information is encrypted and transferred to the cloud 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 eConcierge powered by Xerox service?

Your extended service coverage* for eligible Xerox printers and multifunction printers is exactly the same service coverage many customers purchase separately. To qualify simply use your Supplies Assistant 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 eConcierge powered by Xerox service continuously to maintain your coverage. An extended service agreement has an average value of $300 per year, per product. The annual savings on extended service coverage for all of your eligible Xerox printers adds up to a big reward.

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