

RICOH
imagine. change.

**A smarter way
to use toner**

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Ricoh's Toner Program

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Smart solutions for toner delivery

At Ricoh, we aim to provide the best quality service to all our customers. As part of this objective, Ricoh has a number of options available to you to support your service agreement and the supply of toner.

To ensure your service experience is as smooth as possible, we would like to highlight how you can enjoy the most value from your service agreement.

Ricoh toner supply options.

Because we believe in being easy to do business with, we offer a number of options for toner delivery for Cost Per Copy (CPC) service agreements. Your Ricoh account manager will discuss with you the cost associated based on an outline of your requirements and current usage patterns.

Your options:

- Automatic toner supply can be activated with the option to pay for additional consumables as required.
- Optionally you can manually order toner and supplies through the Ricoh website.

How is CPC calculated?

- The Cost Per Copy agreement includes the provision of toner and the scheduled maintenance for the device. Delivery costs of toner are excluded.
- This cost is calculated based on usage and coverage rates of 6% per page, as defined by international standards.
- If toner is consumed at a rate higher than 6%, Ricoh reserves the right to amend CPC pricing to reflect the increased usage.
- The above standards apply to “normal” business usage of your printing device. If you anticipate higher than normal coverage, please discuss this with your account manager to ensure that this is taken into account in your quotation and service agreement.
- Under CPC inclusive agreements, toner supplied by Ricoh remains the property of Ricoh until it is consumed.

Ricoh Smart Toner Management system.

Ricoh has created an automated system that is able to streamline the toner ordering process and reduce the environmental impact of toner wastage. It is able to analyse usage patterns of your networked print devices through our monitoring services of @Remote and FMAudit.

Using sophisticated algorithms, the system can accurately predict when new toner is going to be required and deliver it to you at least 7 days before you actually need it, eliminating the need for you to store spare toner on your premises.

The Ricoh Smart Toner Management System also checks for additional colour toners in your colour devices to see if they are shortly due for replacement and consolidates them in one order. It also collects meter reads, so there is no need for you or your staff to provide these to us each month.

To install or activate Ricoh Smart Toner Management system on your device, simply email **automation@ricoh.com.au**.

Ricoh Smart Toner Management system is completely free of charge for Ricoh CPC customers.



Smart toner ideas.

We want you to get the most of your Ricoh device, so we’ve put together several smart ideas that can significantly improve efficiency and reduce downtime of your machine.

Smart idea #1

If you have several devices using the same type of toner, please use the toner with the corresponding serial number to the device, this ensures the delivery of automated toner supply is not disrupted.



Smart idea #2

The low toner light alert does not signal that the toner must be changed immediately. If you sign up for our Smart Toner Management System, the software will automatically determine when you are likely to need new toner and place an order and you will receive it at least 7 days before new toner is required.



Smart idea #3

Help protect the environment and request your toner recycling kit today by visiting ricoh.com.au/recycling



Ensuring the toner reaches the right device.

- Please make sure we have the correct shipping address and contact details of the person receiving the toner. If these details change, please let us know by emailing supplies@ricoh.com.au with the serial number of the device and contact name for delivery of consumables, delivery address, phone number and email address.
- When you receive toner for a device, please make sure it is only used in the device referred to in the delivery documentation.
- Please ensure that toner is stored securely next to the device it is addressed to. We are not able to replace toner at our cost if it has been misplaced whilst in your care.

Manual orders

Manual toner ordering remains available for customers on service agreements with CPC included who do not sign up for Ricoh Smart Toner Management system.

Even if you have Ricoh Smart Toner Management activated and have a large print job scheduled, you can still place a manual request for toner.*

Please visit ricoh.com.au/service-request and have the device serial number ready.



* Orders are limited to one per toner type per device under cost per copy (CPC) agreements. Customers can purchase additional toner if required.

A green future.

As an industry leader, Ricoh’s sustainability programs manage product stewardship to recycling, research and environmental education. Based on our ongoing actions and greenhouse gas emissions reduction efforts, Ricoh has been recognized by CDP* as a global leader in the corporate response to climate change.

*CDP is an international non-profit organization that drives companies and governments to reduce their greenhouse gas emissions.

