Xerox PagePack Program
FAQs & Troubleshooting Tips

xerox

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PagePack Registration

Once the PagePack application has been entered via the website, how long until my company becomes PagePack Authorized?

It normally takes three to five business days to process the application in the system. The PagePack team will email the Welcome Kit to the PagePack Champion and all users will be emailed their login credentials.

Why do I need to submit my logo during the PagePack Application process?

The logo is used to brand the PagePack Assistant (PPA) software with your Channel Partner information. The logo is visible when the PagePack Assistant home page is displayed and reinforces the relationship between you and your client.

How long does it take to get the SCOT tool login credentials?

When a PagePack application is submitted, a request is made for SCOT tool login credentials. This usually takes two to three business days. Login credentials are emailed to the associated email address when available. For additional users, it may take up to three business days for login credentials to be created and emailed.

Can I set up more than one SCOT tool user?

Yes, multiple SCOT users can be created. For additional users, please email pagepackprogram@xerox.com with the user's first and last name, email address, and telephone number. It takes up to three business days for the login credentials to be created and emailed to the user.

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SCOT Tool

I want to order a PagePack contract, but it says that two credit cards are needed but zero or one has been entered. Why are two credit cards required?

Two credit cards are required to reduce billing problems. Among those are sufficient credit, card expiration or the card has been stolen or compromised.

A current SCOT tool user is no longer at the company. Can a new SCOT tool user be created and how is the previous one removed?

For additional users, please email pagepackprogram@xerox.com with the user's first and last name, email address and telephone number. This email address should also be used to request removal of a user from the SCOT tool.

How do I change my SCOT tool password?

Go to the Managed Print Services Resource Hub login screen. On the login page, select **Forgot Password?** and then follow the steps to obtain a new password.

I want to edit/replace/add a credit card in the My Account section of the SCOT tool. How is that done?

Login to the SCOT tool and select **My Accounts**. For the desired credit card, select **Update** to update the expiration date; select **Replace** to remove this credit card and replace it with another credit card; or select **Add New** to add a new credit card to the account.

Where is my billing detail information in the SCOT tool?

Billing details are available under the Reports menu selection in the SCOT tool. Information is available in several formats, including HTML and Excel. It can also be saved in Connectwise, AutoTask, or Great America Leasing format.

Can I find the SCOT Registration ID in the SCOT tool?

The SCOT Registration ID for each PagePack device is found in the My Clients menu item of the SCOT tool. Click the address under the desired Client name to display the screen with the SCOT Registration ID information.

I do not have a serial number for the device. Can I still enter a PagePack Contract?

No. The SCOT tool must have a serial number in order to complete the contract.

How long does it take from the time a PagePack contract is ordered in the SCOT tool until the device is registered in the system?

It normally takes one to two business days for PagePack contract setup. The Channel Partner receives an email notification when the contract has been setup.

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I am getting a "Due to technical difficulties" message. What do I do?

This usually means the session timed out or a similar network communication error occurred. Please close the browser and try to create the contract again in about 15-30 minutes. If the issue persists, please note the exact time this occurred and contact the PagePack team at pagepackprogram@xerox.com for assistance.

I need the latest version of the PagePack Assistant software. Where can I find it?

Using the SCOT tool, go to the **My Company** menu item. The link to the PagePack Assistant software is available in the PPA Link section.

PagePack Assistant

I lost my customized PagePack Assistant installation software. How can I obtain another copy?

Using the SCOT tool, go to the **My Company** menu item. The link to the PagePack Assistant software is available in the PPA Link section.

I want to purchase a PagePack Contract. Who do I call?

Use the SCOT tool, available on the Reseller Extranet site. For help accessing the Reseller Extranet site, contact your Xerox Inside Partner Manager (IPM) in Wilsonville. If your IPM is unavailable, contact the PagePack team at pagepackprogram@xerox.com.

PagePack Customer Portal

I forgot my PagePack Portal login username. Where can I find it?

The PagePack username is available in the SCOT tool, in the **My Clients** area. Select Contact Maintenance to the right of the Client company name. The format is associated with the contract contact's first name, last name and a 5-digit number, e.g., johndoe24680.

I forgot my PagePack Portal login password. How do I reset it?

Open the PagePack Assistant software and click the **Order Supplies** link. This opens your web browser and the login screen. Click the **Forgot your Password?** link and follow the steps to reset your password.

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How are supplies ordered for a PagePack device?

Open the PagePack Assistant software and click the **Order Supplies** link. This opens your web browser and the login screen. Enter the user login credentials to proceed to the Order Supplies screens. The universal web browser URL to order supplies is:

https://office.services.xerox.com/XeroxServicesManager/UI/Customer/OrderSupplies.aspx

How is service requested for a PagePack device?

For service by Xerox or Xerox Service Delivery Partners, open the PagePack Assistant software and click the **Request Service** link. This opens your web browser and the login screen. Enter the user login credentials to proceed to the service request screens. The universal web browser URL to request service is:

https://office.services.xerox.com/XeroxServicesManager/UI/Customer/IncidentsListForAdd.aspx

Meter Reads

For some reason, a meter read was not reported each day. What do I do?

Missing several days of meter reads is not critical, as long as the reporting of page counts does start up again. Meter reads will not be reported if the PC running the PagePack Assistant is turned off, or if the PagePack Assistant software has been stopped. Make sure the PagePack Assistant is running and there is communication between the PC running the PagePack Assistant and the PagePack devices. To check the PagePack Assistant, launch Windows Task Manager (Ctrl+Alt+Del keys), select the Processes tab and verify that the PagePackService.exe process is running. If it is not, launch the PagePack Assistant from either the desktop PagePack Assistant icon or via the Start/All Programs list.

How will I know that meter reads are not being reported for one or more units?

The PagePack team will notify the Channel Partner on the 11th of the month if meter reads have not been received for the first ten days of the month. A second email is sent if meter reads have not been received for the first twenty days of the month. The client can also use the **View Meter Reads** link in the PagePack Assistant software.

How can I view the last reported meter read?

In addition to the Order Supplies and Request Service links, the PagePack Assistant has a link to **View Meter Reads**. Click this link and select the device for which recent meter reads are desired.

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The meter read did not occur on the first day or last day of the billing period. Is that an issue for billing?

Billing is based on the time period of the 25th of the month to the 24th of the next month. The starting page count will be the last billed page count of the previous billing period and end page count on the 24th of the next month. If a read was not collected, then the billing will take the last meter read prior to the 25th and use that as the start date. The end page count will use the last reported meter read. If no page counts are received for the month, then the end meter read from the previous bill will be used and only the base monthly charge will be billed. Any included pages will be lost and not carried over to the next month or credited.

Supplies

Are supplies automatically sent to my customer?

No. Your customer must use the web-based Order Supplies customer portal process, available through the PagePack Assistant software.

How are supplies ordered?

Your customer uses the Order Supplies link in the PagePack Assistant software. At the login screen, your client logs in to the customer portal. A web-based shopping cart allows the client to order supplies for the selected device. The web browser link can be saved (i.e., in web browser Favorites or Bookmarks) and supplies ordered using that link instead of the link from the PagePack Assistant.

How long does it take to receive supplies after an order is submitted?

Once the order is received and processed, supplies are sent via Air Freight. Processing the order may take up to two days, but the delivery method is Standard Next Day.

How is my customer notified that their device needs supplies?

The PagePack device normally displays this information on the front control panel or the internal web server (CentreWare Internet Services). The PagePack Assistant also has notification options that are set using the **Advanced** button in the Communications tab window. Some devices can send email notifications via the internal web server by using MaiLinx in CentreWare Internet Services.

Can supplies be sent to the Channel Partner instead of the customer?

Supplies should be sent to the address where the device is located, not to the Channel Partner, unless there is an emergency and the customer would not be available to receive the supplies. For legal reasons, supplies must be sent to the same state where the device is located.

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Can the customer receive an extra set of toner/cartridges for emergency purposes?

The Consumable Management Tool allows one "on-the-shelf" stock per consumable item.

Why is a Supply Audit required when a contract is terminated or the PagePack contract expires?

PagePack supplies are the property of Xerox Corporation until used. Since PagePack billing occurs in arrears, the customer is allowed to have the supplies ahead of time and pays for those based on the pages printed. Unused supplies must be returned to Xerox upon contract termination or contract expiration. A supply audit compares the pages printed to the supplies provided to identify situations where excess supplies may have been ordered. As long as documentation is provided by the Channel Partner or customer that accounts for the supplies shipped, the audit will be closed with no further action.

Why do I have to provide a Service Usage Profile or other coverage document when the program is coverage independent?

Most customers print within an average range of page coverage, but some print very high coverage. The PagePack team works with the Channel Partner, not the customer, so we don't know what page coverage is appropriate. In the past, customers have ordered supplies consistent with high coverage and large documents, but printed low coverage and regular size documents. Attempts to recover the excessive (unused) supplies were not always successful. In order to limit liability for both the Channel Partner and Xerox, the Consumable Management Tool was created to monitor supply orders vs. pages printed. Some coverage assumptions are made which address most average users. The Service Usage Profile or other coverage supporting document allows the PagePack team to properly adjust the Consumable Management Tool parameters to address these high coverage situations.

How does Xerox prevent the customer from "stock piling" supplies being sent for a PagePack device and using the supplies in a non-PagePack device?

The Consumable Management Tool calculates the supplies allowed on each order, based on page counts, supplies already shipped and coverage percentages. The Consumable Management Tool will report to the Channel Partner and the customer when it has stopped an order or supply ordering has been exceeded and placed on temporary hold. The PagePack team may request toner coverage documentation, such as a Service Usage Profile, from the Channel Partner for auditing or coverage adjustment. This will allow the Consumable Management Tool to then accurately calculate allowable supplies, including "one on the shelf."

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My customer prints high volumes in a print-critical environment. Can I have more than one of each consumable on the shelf?

The PagePack team will work with the Channel Partner in this situation and can adjust the Consumable Management Tool accordingly. The Channel Partner is responsible for those additional supplies and must purchase or return them at the end of the PagePack contract. See the PagePack Procedures document for further information on Channel Partner responsibilities regarding supplies.

Can regular consumables be used in a PagePack device?

PagePack devices can use standard retail consumables, even if the device is setup for PagePack-specific metered consumables.

Are the Xerox supplies shipped directly from Xerox or from distributors?

Xerox ships the supplies to the customer.

If a PagePack device uses PagePack-specific supplies and the customer exits the program, can the device be made to work with standard supplies?

All PagePack devices can use standard retail consumables without requiring special action when the devices are no longer covered by the PagePack program.

A device was just installed but the PagePack Contract has not been ordered. The client needs supplies immediately. How can the supplies be ordered?

Supplies cannot be ordered for a device that is not on a PagePack contract, or for PagePack devices that have not reported current meter reads. Use the SCOT tool to order the PagePack device prior to installation. Install the PagePack Assistant software so it can automatically report the current meter reads for the device.

An error message appears that says "You are not authorized to perform this task." How do I resolve this?

Follow the instructions below to clear out your computer temporary files and web browser cookies. Then, exit your web browser and retry.

To clear cookies and temporary files for Internet Explorer 6:

1. Click the **Tool** menu at the top of the page.

2. Click **Internet Options**.

3. The General tab should be active. If not, left click the General tab.

4. Click **Delete Cookies**.

5. You will see a message asking if you want to delete all cookies. Left click **OK**.

6. Click **Delete Files**.

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7. In the dialog box asking if you want to Delete all files in the Internet Temporary Files, click the check box to select Delete all offline content. Click **OK**.

8. Click **OK** to close the Internet Options window.

9. Close all open copies of Internet Explorer.

To clear cookies and temporary files for Internet Explorer 7:

1. Exit Internet Explorer 7 and any instances of Windows Explorer.

2. Click **Start…Run**, type **inetcpl.cpl,** and then press **Enter**.

3. On the General tab, click **Delete** under **Browsing History** in the **Internet Properties** dialog box.

4. In the Delete Browsing History dialog box, click **Delete Cookies**.

5. In the Delete Cookies dialog box, click **Yes**.

6. Click the **Delete Files** button

7. When prompted, click to enter a check in **Delete all offline content**. Click **OK**.

8. Click **Close**.

The client did not get or forgot their password. How can the password be obtained or reset?

The PagePack username is available to the Channel Partner in the SCOT tool, in the My Clients area. Select Contact Maintenance to the right of the Client company name. The format is associated with the contract contact's first name, last name and a 5 digit number, e.g., johndoe24680. If the customer does not have an email from Xerox with the username and temporary password, go to the Order Supplies link and click "Forgot your Password?" At the prompt, enter the user name. An email with a temporary password is sent immediately to the email address associated with the username. When the temporary password is entered, the user is asked to create a permanent password. Passwords are case sensitive.

Can more than one user be authorized and setup to order supplies?

Yes, Email pagepackprogram@xerox.com with the request. Please provide the user's first and last name, email address, telephone number and desired password. Also include the Channel Partner company name and customer company name. User login credentials will be emailed to the user within two business days.

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Training

Is Channel Partner training available for PagePack software and program support?

Training webinars and other documents are available on the Reseller Extranet website, on the PagePack home screen. Contact the PagePack Team for special training needs.

What software training is needed for the customer?

A PagePack Assistant Software User Guide is available electronically for the customer. Information about the PagePack Assistant and the Customer Portal are included in the guide. There is also a Help screen available in the PagePack Assistant software.

Service

Is the PagePack service coverage different than the Service Agreement coverage?

No. Service for PagePack device is the same as coverage for a standard warranty or service agreement.

Can standard M-F/8-5 service be upgraded to 24/7 service?

No. Service for PagePack devices is the same as coverage for a standard warranty or service agreement.

Is the PagePack Customer Portal the only way to place a Service Request?

No. If the Channel Partner is an Authorized Service Provider-certified for the device, they can be contacted directly for service. The customer can also contact the Welcome Center at 800-835-6100, prompt 1 and then prompt 1 again for telephone support. Please tell the support analyst that this serial number is on a PagePack service and supplies contract.

Is a service contract required in addition to the PagePack contract?

No. The PagePack Contract includes the service component for the duration of the contract, so no additional service agreement is required.

Is Authorized Service Provider service handled differently for a PagePack device than Authorized Service Provider service on a warranty or service contract device?

Standard Authorized Service Provider reimbursement and servicing applies to PagePack device repairs.

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Leasing / Purchase

Can devices be leased through the PagePack program?

No. However, partners in the marketplace, such as Great America Leasing, are familiar with the PagePack program and can bundle PagePack into their hardware lease. The Channel Partner would work directly with the leasing company.

Can the device lease and PagePack costs be merged into one bill for the customer?

Most leasing companies have the ability to do this. Please discuss this with the leasing company directly.

Are devices used in the PagePack program available at the same price as non-PagePack devices?

Yes. The pricing from Xerox is the same for PagePack devices and the equivalent non-PagePack (retail) devices. However, there may be special PagePack-only devices, such as the Phaser® 8560_DNM or WorkCentre® 4260XM, that should be ordered for PagePack. See the PagePack Price List on the Reseller Extranet site or SCOT Tool for specifics on which devices must be ordered for PagePack.

Sales

What is required to sell PagePack to customers?

Channel Partner sales and support training, including PagePack software training, must be completed before selling a PagePack contract to a customer. The Partner PagePack Collaterals Kit describes the requirements. The Reseller Extranet website hosts the PagePack documents. Contact your Xerox Partner Manager, Xerox Account Manager or Xerox Inside Partner Manager to discuss.

I want to purchase a PagePack Contract. Who do I call?

PagePack contracts are entered via the website using the SCOT tool. A SCOT Tool User Guide is available as a reference. Contact your Inside Reseller Account Manager or the PagePack Team for additional clarification.

Do I have to purchase a service contract along with the PagePack contract?

The PagePack monthly base charge includes the service component. However, hardware procured through ValuQuix (Agent Channel) must be purchased with the initial service warranty. PagePack pricing is based on including the original warranty for devices purchased through Distribution. If the warranty is not purchased through ValuQuix, a charge will be added when the contract is entered in the SCOT tool.

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When can a PagePack Contract be purchased?

PagePack pricing is based on the full warranty and original supplies that come with the device, so the contract should be purchased at the time of hardware sale. PagePack meter reads begin at 100 black and 100 color (if color capable). Therefore, devices in customer locations for a short period of time may be treated as new. Any cost for consumables purchased before the device is on a PagePack contract will not be reimbursed. See the PagePack Procedures document for additional information on placing devices that are not new on PagePack.

Can devices that are not new be put on a PagePack Contract?

Printers that are not new can be put on a PagePack Contract, depending on warranty and page count criteria, as described in the PagePack Procedures document. Depending upon the page count of the device being considered, there may be a registration fee to put the device on a PagePack contract.

I have a 100-device opportunity for PagePack. What discount is provided for a multiple device sale?

Quantity sales must go through the Bid Desk for consideration via a Sales and Marketing Exception (SME). Contact your Xerox Partner Manager or Xerox Inside Partner Manager for assistance.

Once a device is installed, how long do I have to enter the PagePack contract so I can get service and order supplies?

Ideally, a Channel Partner should submit the PagePack contract before the device is installed and PagePack Assistant is set up. This eliminates delays in supplies ordering or service requests. However, in cases where a device is already installed, please refer to the PagePack Procedures to determine device eligibility and possible registration fees on those devices.

Billing

How does Channel Partner billing work?

Xerox mails a Summary Invoice to the Channel Partner. An electronic Billing Details report is available in various formats via the Reports section of the SCOT tool. The PagePack billing period is from the 25th of the month to the 24th of the following month. The Billing Details document will be available in the SCOT Tool by end of day on the third business day after the 24th of the month.

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How is billing calculated for PagePack devices?

Invoices are calculated using the last meter read received in the previous billing period (start date) and the last meter read received in the current billing period (end date). Each device has a monthly Base Charge amount plus an Overage Charge amount for each monochrome page and color page (if color capable) over any base page allowance. The number of monochrome pages printed from the start date through the end date is calculated and the monthly monochrome pages allowed is subtracted from that amount, resulting in the billable pages for the billing period. The same occurs with the color pages if color capable. The billable pages are multiplied by the associated Overage Rate to give the monochrome (and color) charges. The base charge, monochrome charge and color charge are added together for each PagePack device to get a total billing for that device. All impressions are counted as one click per impression. A single-sided print counts as one click and a double-sided sheet counts as two clicks, regardless of page size; 11 x 17 is the same as 8½ x 11.

If the PagePack contract starts on the 25th of the month, then normal monthly charges will apply. For devices that are put on a contract for a partial month, the Base Monthly Charge and any Overage Page allowances will be prorated. Overage rates are not period specific, so they remain the same.

When is the Billing Details file available in the SCOT tool?

Billing Details information is posted by end of business on the third business day after the 24th of the month.

When is the billing calculated?

The billing period runs from the 25th of the previous month through the 24th of the current month. The start meter read for the billing period is the end meter read of the previous month, or the first meter read of the current billing period if the device contract started during the current billing period. The end meter read for the billing period is the last meter read received, on or before the 24th of the current month.

How many clicks/pages are charged for a tabloid, 11x17 page?

All impressions, including 11 x 17 tabloid and 8½ x 14 legal, count as one click per side or two clicks for a two-sided document.

PagePack Contract Termination

Can I terminate the PagePack contract prior to the contract end date?

Yes, but termination fees may apply. There are provisions for termination, depending on the length of the contract and when the contract is being terminated:

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The Channel Partner may terminate a PagePack Contract at any time, using the My Contracts section of the SCOT Tool. A $100 termination fee (per device) normally applies for terminations within the first three years of PagePack coverage and a supply audit is done for each device being terminated. For devices that have been on PagePack contract for three years or more, there is no termination fee, but the one month notice and supply audit requirements still apply.

See the PagePack Procedures document on the Reseller Extranet website, PagePack home page for additional provisions relating to supplies and consumables.

Can the termination fee be waived?

Requests to waive the termination fee are reviewed on a case-by-case basis. Under certain circumstances, the termination fee may be waived. For example, if the customer is replacing one PagePack device with another PagePack device, the termination fee would be waived. The fee would not be waived if the customer replaces the PagePack device with a competitor's device. Additionally, if the customer goes out of business and the PagePack team is provided the supporting documentation, then the termination fee would be waived.

Why is a Supply Audit required when a contract is terminated or the PagePack contract expires?

PagePack supplies are the property of Xerox Corporation until used. Because PagePack billing occurs in arrears, the customer is allowed to have the supplies ahead of time and pays for them based on the pages printed. Unused supplies must be returned to Xerox upon contract termination or contract expiration. A supply audit compares the pages printed to the supplies provided to identify situations in which excess supplies may have been ordered. As long as documentation is provided by the Channel Partner or customer that accounts for the supplies shipped, the audit will be closed with no further action.

PagePack for Existing Xerox Devices — Eligibility

These FAQs apply to the eligibility of PagePack for Xerox-existing devices. This program is available to PagePack 3.0 Certified Channel Partners only.

What are Xerox-existing devices?

They are a select set of Xerox devices that are out of warranty, but eligible for PagePack contracts under certain conditions.

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Am I eligible to place Xerox existing (out of warranty) devices on PagePack contract?

There are two criteria for adding PagePack contracts to Xerox-existing devices:

1. The Channel Partner must be PagePack 3.0 Certified, and,

2. The Xerox-existing devices must be part of a fleet opportunity and require a fleet assessment.

Individual Xerox existing devices cannot be individually converted to PagePack unless they are part of a total fleet opportunity.

What is a "fleet opportunity"?

A PagePack fleet opportunity is defined as:

1. A fleet assessment that involves all devices in a customer environment (three devices or more),

2. Is submitted as a CompleteQuote or QuickQuote involving the PagePack Print Assessments team, printassessments@xerox.com

3. Includes a proposal that incorporates PagePack on eligible Xerox-existing devices and PagePack NX/NX-T on eligible non-Xerox devices.

Xerox expects that the addition of existing Xerox devices is the result of a new sales opportunity for Xerox equipment and a desire by the customer to have additional Xerox devices placed under a PagePack Contract at the same time. Exceptions will be handled on a case-by-case basis.

How does the program work?

As a PagePack 3.0 Certified Partner you should be familiar with the PagePack assessment tools CompleteQuote and QuickQuote. These tools are expanded to include Xerox-existing devices. The process is as follows:

1. Submit an assessment using CompleteQuote or QuickQuote as appropriate, using the normal process. Contact the PagePack Assessments team at printassessments@xerox.com for assistance.

2. The proposal document includes pricing for any eligible Xerox-existing devices as well as the PagePack NX/NX-T pricing for eligible non-Xerox devices.

3. When the deal is closed the order must be submitted using the file template provided by the PagePack Assessments team.

4. Service Status Validation:

- If the PagePack Assistant (PPA) is already installed, the PagePack team will check the device status to ensure all covered devices are in working condition and eligible for service coverage.

- For a new customer account, the PagePack team will submit the orders and validate eligibility once the PagePack Assistant is installed.

Any device not in "good" or "operational" status is not eligible for a PagePack contract. Please confirm the status of devices in advance by collecting and reviewing device profile pages prior to submitting the billing file.

Are all Xerox-existing (out of warranty) devices eligible for a PagePack fleet opportunity?

Some Xerox-existing devices may be eligible for full PagePack (service and supplies), toner only, and for limited contract terms. Certain conditions apply, per device. Please refer to the list of Xerox eligible devices found on the Reseller site.

Are new Xerox (in warranty) devices eligible for the toner only option in a fleet opportunity?

No. The toner-only option is only available for non-current devices for which service support is limited or very costly.

What contract durations are available for Xerox-existing (out of warranty) devices?

Contract terms for Xerox-existing devices are consistent with new Xerox devices, (one, three, four, and five years), with some exceptions based on Xerox End of Service availability.

How is pricing calculated for Xerox-existing devices?

There is no published pricing for Xerox-existing devices, but pricing is consistent with current "toner out" costs for the specific device. Pricing is provided as part of the assessment process. Please contact your PagePack Assessments team at printassessments@xerox.com to begin the fleet assessment process.

Prices for Xerox-existing devices are subject to a 3% monochrome and 5% color price adjustment at the time of renewal.

Is pricing for a new Xerox-device (in warranty) the same as for a like Xerox existing (out of warranty) device?

Yes. Pricing is the same for new Xerox (in warranty) and Xerox existing (out of warranty) devices. For example, if a fleet opportunity includes new (in warranty) devices as well as an existing (out of warranty) devices, pricing is the same for both devices.

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Are ColorQube devices eligible for the PagePack for Existing Xerox Devices Program?

Yes. ColorQube devices are supported on Hybrid 2 Meter Plans only under this program. All other eligibility requirements apply.

Are there any additional registration or re-certification fees for existing Xerox devices?

A key advantage of full fleet management with PagePack 3.0 is that all registration fees are waived for new Xerox (in warranty) as well as Xerox existing (out of warranty) devices. To be eligible, all devices must be verified as "operational."

My customer's device already has consumables installed with a high yield remaining. Will my cost per page be adjusted?

Credit is not provided for existing supplies, supplies installed in the device, or a service contract that is in place. The partner must provide any customer accommodation, or must time the start of the PagePack contract appropriately.

Is there a waiting period before a service call can be placed for eligible Xerox existing devices on a PagePack service and supplies contract?

Service calls can be placed immediately upon contract approval. The device must be in operational status at the time of the contract. Long life CRUs (drums, imaging units, etc.) are not covered during the first 30 days of the contract term. Replacement of these items can be provided at time and materials rates.