

Xerox[®] Managed Print Services SCOT Tool

User Guide

Version 5.0

October 2014



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1 Screens

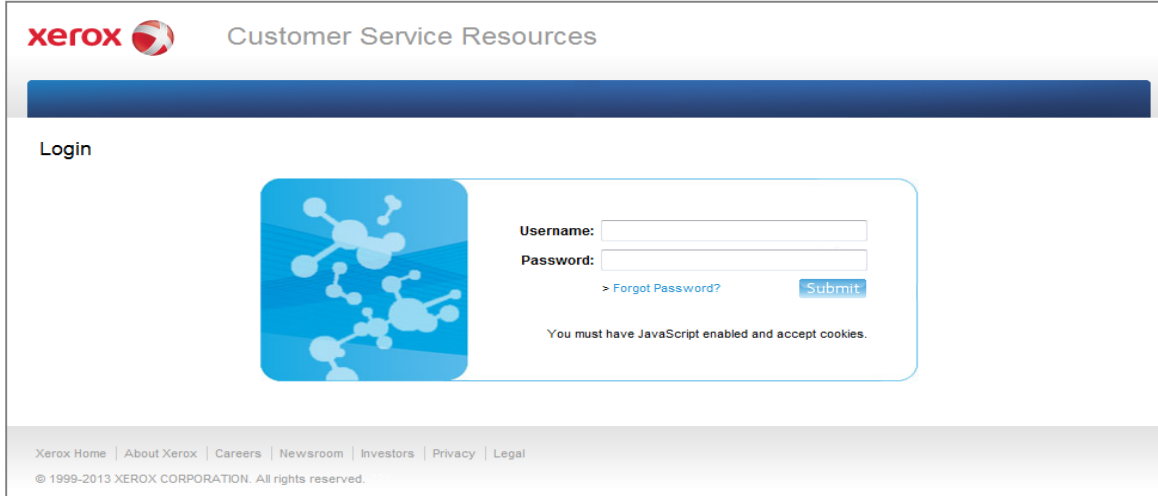
To access the Service Contract Ordering Tool (SCOT tool), the Partner will first login to their Reseller Extranet site and navigate to the Print Services home page.

The screenshot shows the Xerox PageConnect Services website. At the top left is the Xerox logo. To the right of the logo are navigation links: "Reseller Home", "Xerox.com", "Your Partner Profile", and "Logout". Below these links is a blue navigation bar with four tabs: "Products", "Partner Programs", "Sales Tools", and "Training". The main content area features a large green banner with the text "Xerox® PageConnect Services" and "Take control of your ongoing printing costs." To the right of the banner is a photograph of two people in business attire reviewing documents. Below the banner, the heading "Xerox PageConnect Services" is followed by a welcome message and a list of key channel partner benefits. On the right side, there are two vertical menus. The first menu, titled "Print Services", includes links for "Print Services Home", "Xerox eConcierge", "Xerox Small Office Savings Plan", "Xerox PageConnect Services", "Xerox Partner Print Services", and "Supporting Documents". The second menu, titled "PageConnect Resources", includes links for "Resource Hub Login" (highlighted with a red box), "Partner agreement", "Brochure", "Procedures", "PageConnect Price list (pdf)", "Xerox Products Under PageConnect", and "PageConnect FAQ".

Click on the “Resource Hub Login” link to open a web browser to the SCOT Tool Login screen.

1.1 SCOT User Login Screen

Enter the Username and Password provided when becoming certified. The original, temporary password will need to be changed the first time the login is used.



The screenshot shows the Xerox Customer Service Resources login page. At the top left is the Xerox logo and the text "Customer Service Resources". Below this is a dark blue horizontal bar. The word "Login" is displayed on the left. In the center is a login form with a blue graphic of a network of nodes. The form contains fields for "Username:" and "Password:", a link for "> Forgot Password?", and a "Submit" button. Below the form, it states "You must have JavaScript enabled and accept cookies." At the bottom, there is a footer with links: "Xerox Home | About Xerox | Careers | Newsroom | Investors | Privacy | Legal" and the copyright notice "© 1999-2013 XEROX CORPORATION. All rights reserved."

Once the Username and Password are entered, click the Submit button to proceed to the SCOT tool home screen. Passwords are case sensitive.

Note: If you are an ASP Certified User you may see a different screen prompting you to select your next option. To get into the SCOT tool choose the Xerox® MPS Resource Hub.

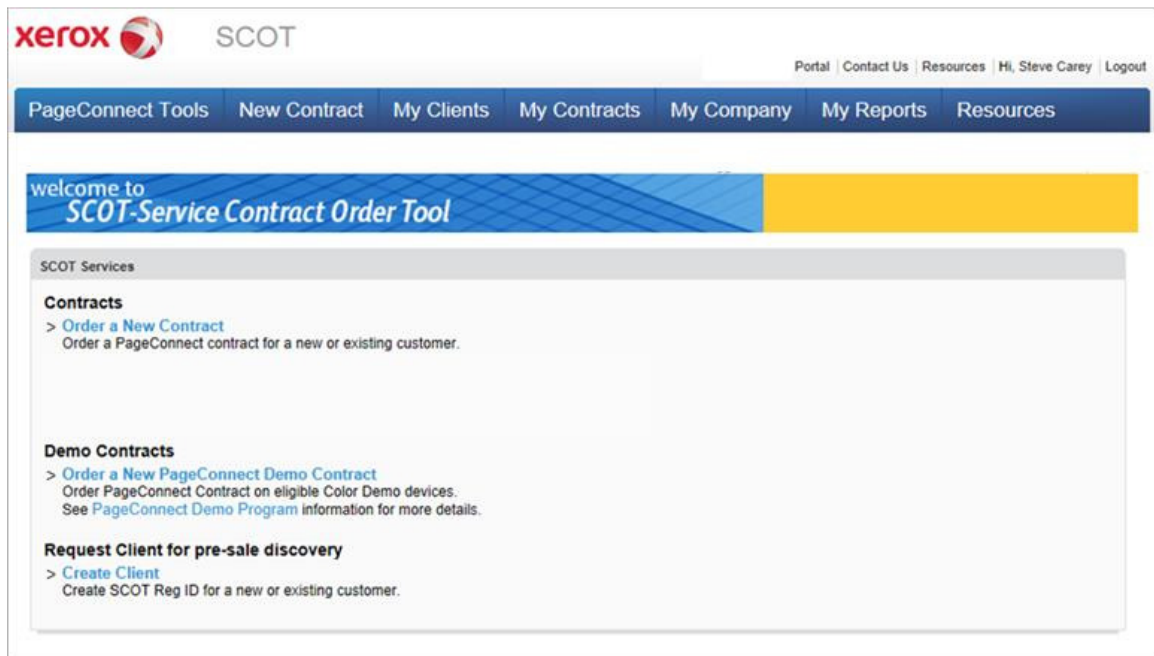
This will take you to the Xerox® MPS Resource Hub page.



The screenshot shows the Xerox MPS Resource Hub page. At the top left is the Xerox logo and the text "Xerox MPS Resource Hub". On the top right, there are links: "Contact Us | Resources | Hi, Steve Carey | Logout". Below this is a dark blue navigation bar with the following menu items: "Contracts", "Assessments", "Fleet Management", and "Administration". The main content area features a large graphic with the text "Assess", "Design", "Implement", and "Manage" over an image of people working. To the right of this graphic is a "Partner benefits" section with four blue boxes containing the following text: "One portal, many possibilities", "Tools for establishing quotes, building deals and managing contracts", "Capture the post-sale", "Build recurring revenue", and "Establish long-term customer relationships based on managed services". Below the main graphic is a section titled "Xerox MPS Resource Hub" with a welcome message: "Welcome to your home for accessing services and support tools provided under our Xerox MPS programs. For access to the full suite, please complete all required training and applications." At the bottom left, there is a section titled "MPS Tools" with a sub-section "Contracts" containing a link: "> SCOT - Service Contract Offering Tool" and a description: "Order new contracts, manage existing contracts, access reporting, and manage your customer and account details."

Under the Contracts section click on "SCOT – Service Contract Order Tool"

1.2 SCOT Home Screen



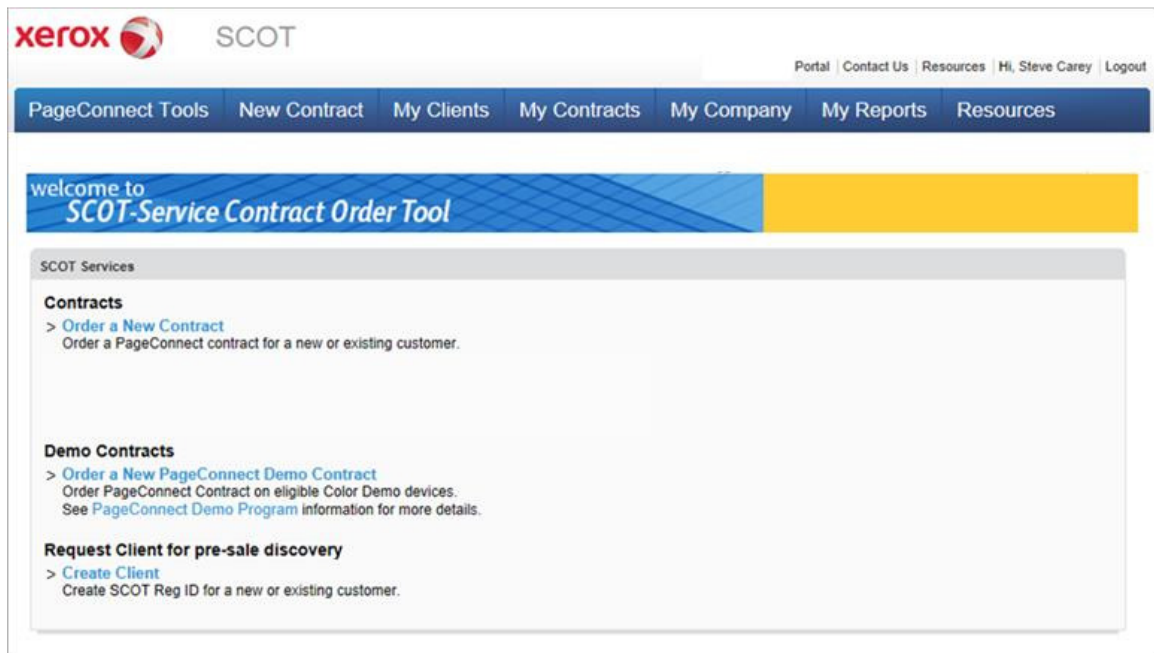
The SCOT Tool home screen provides various menu options in the blue bar at the top of the screen, and the most frequently used options in the middle of the page. The following list describes each menu choice, which will be covered in more detail:

Menu Item	Description
New Contract	Order a New PageConnect Contract or a Demo Contract
My Clients	List of Clients with an PageConnect contract and the contract details
My Contracts	List of PageConnect contracts and management of contract renewals
My Company	Partner address and financial information, e.g., credit cards
My Reports	Billing Details information is available in this menu item
Resources	Links to the PageConnect Services Procedures document and current Price List
Portal	Returns you to the Xerox® MPS Resource Hub page
Contact Us	Opens an email to the PageConnect Support Team
Log Out	Log out of the SCOT tool

2 Order New Xerox® PageConnect Services Contracts

2.1 PageConnect Contract for a New Client

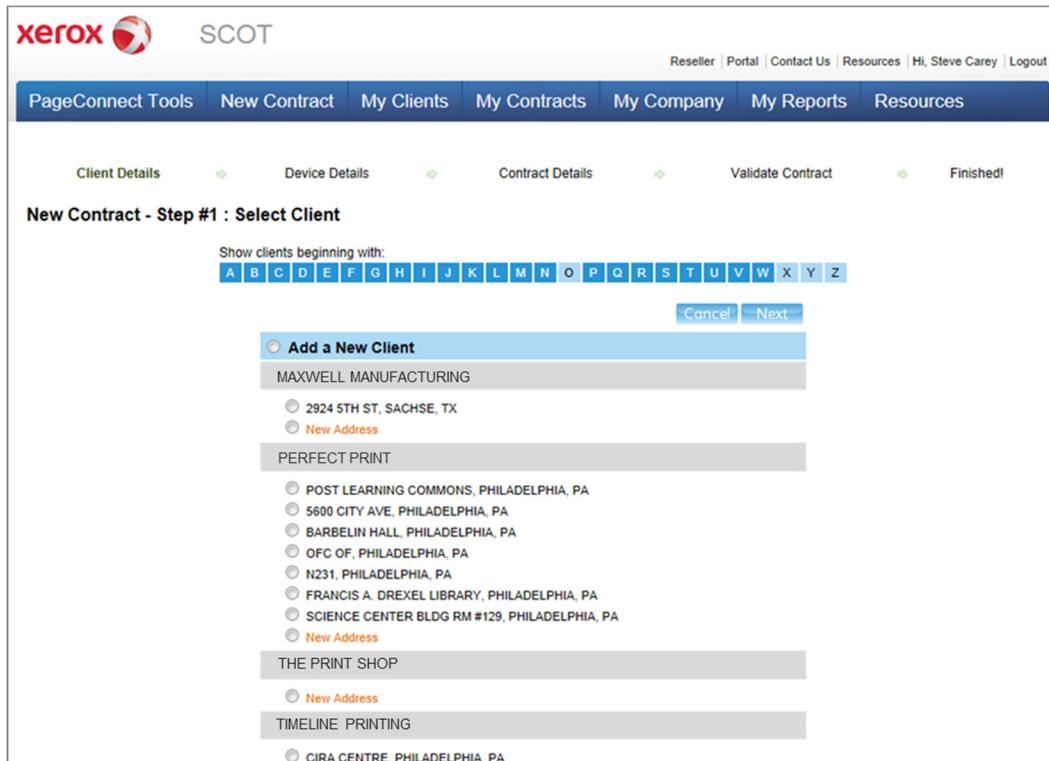
To create a new PageConnect contract, click on the New Contract menu item, or the [Order a New Contract](#) link in the middle of the SCOT tool landing page.



This will open the Select Client selection screen, with a listing of all existing PageConnect customers.

2.2 Select Client

The Select Client screen will have a listing of all existing PageConnect customers in alphabetical order. You can narrow the view of existing customers by clicking on the first letter of the customer in the bar across the top of the page.



xerox **SCOT** Reseller | Portal | Contact Us | Resources | Hi, Steve Carey | Logout

PageConnect Tools | New Contract | My Clients | My Contracts | My Company | My Reports | Resources

Client Details | Device Details | Contract Details | Validate Contract | Finished

New Contract - Step #1 : Select Client

Show clients beginning with:

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Cancel Next

- Add a New Client**
- MAXWELL MANUFACTURING
 - 2924 5TH ST, SACHSE, TX
 - New Address
- PERFECT PRINT
 - POST LEARNING COMMONS, PHILADELPHIA, PA
 - 5600 CITY AVE, PHILADELPHIA, PA
 - BARBELIN HALL, PHILADELPHIA, PA
 - OFC OF, PHILADELPHIA, PA
 - N231, PHILADELPHIA, PA
 - FRANCIS A. DREXEL LIBRARY, PHILADELPHIA, PA
 - SCIENCE CENTER BLDG RM #129, PHILADELPHIA, PA
 - New Address
- THE PRINT SHOP
 - New Address
- TIMELINE PRINTING
 - CIRA CENTRE, PHILADELPHIA, PA

To create a contracts for **Existing** clients, select the address where the device will be located. If that address is not shown under the existing client, select the New Address radio button to create under that existing client and click Next. Remember, all devices at the addresses under a client must be on the same customer network so allow communication with the Xerox® Device agent.

2.3 Client Details Entry and Confirmation

For Existing clients the address will be displayed, so only selection of the customer contact for the device must be selected.

xerox SCOT

Portal | Contact Us | My Resources | My Account | Logout

PageConnect Tools | New Contract | My Clients | My Contracts | My Company | My Reports | Resources

Client Details ▶ Device Details ▶ Contract Details ▶ Validate Contract ▶ Finished!

New Contract - Step #1 : Enter Client Details

Device Location

Company Name:

Address:

City:

State:

Zip:

Client Contact

First Name:

Last Name:

Phone: -- X

Email:

Cancel Next

For New clients, all client details will be required. Please ensure that all entries have been entered properly, such as the correct zip code or email address. A contact telephone number and email address are also required.

xerox SCOT

Reseller | Portal | Contact Us | Resources | Hi, Steve Carey | Logout

PageConnect Tools | New Contract | My Clients | My Contracts | My Company | My Reports | Resources

Present View: XRPS | change view | Logged in as: EDGEWOOD PARTNERS GROUP (4410680)

Client Details ▶ Device Details ▶ Contract Details ▶ Validate Contract ▶ Payment Options ▶ Finished!

New Contract - Step #1 : Enter Client Details

Device Location

Company Name: CIO AJAX COMPANY

Address: 2828 W AIRPORT WAY

City/State/Zip: BOISE, ID 83705-5069

Client Contact

BETTY OLAY - 208-856-0245

New Contact (Add Information Below)

First Name:

Last Name:

Phone: -- X

Email:

Cancel Next

Once all entries have been made and verified, click the Submit Client Details button to go to the Serial Number entry screen.

2.4 Enter Serial Number

Select the contract type and enter serial number on the Enter Device Details screen.

The screenshot shows the 'Enter Device Details' screen in the Xerox SCOT tool. The page has a blue header with the Xerox logo and 'SCOT' text. A navigation menu is located below the header, and a breadcrumb trail shows the current step: 'Client Details > Device Details > Contract Details > Validate Contract > Finished!'. The main heading is 'New Contract - Step #2 : Enter Device Details'. There are two sections: 'Xerox Devices - Cost-per-Page on selected Xerox models' and 'Non-Xerox Devices - Cost-per-Page on selected Non-Xerox models'. The 'Xerox Devices' section has a radio button selected for 'PageConnect Contract (includes Supplies and Service)' and a 'Serial Number' input field with a 'Submit' button. The 'Non-Xerox Devices' section has radio buttons for 'Supplies and Service' and 'Supplies Only', and input fields for 'Make', 'Model', and 'Serial Number', each with a 'Submit' button.

Xerox® Devices: Xerox® devices require only the serial number. The system will then verify the Serial Number for accuracy, and to be sure there is no existing coverage on the device.

Xerox® devices have 9-digit serial numbers: a 3-digit prefix followed by 6 numbers. The prefix may be all letters, such as AUA, or a mixture of letters and numbers, such as L99.

If the Xerox serial number ends in a letter, do not enter that letter or letters. If the serial number is 10-digits and begins with an “S”, do not enter the “S”, just the last 9-digits. There are also no dash “-“characters in the serial number.

Non-Xerox® Devices: Select the contract types, Supplies & Service or Supplies Only, and then select the Make and Model from the drop-down lists, and the device serial number. Please be accurate, as these serial numbers cannot be validated.

Click the Submit button to move to the next screen.

2.5 Enter Contract Details

The contract details page is used to select the contract length, contract start date, and service provider.

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Reseller | Portal | Contact Us | Resources | Hi, Steve Carey | Logout

PageConnect Tools | New Contract | My Clients | My Contracts | My Company | My Reports | Resources

Client Details → Device Details → **Contract Details** → Validate Contract → Payment Options → Finished!

New Contract - Step #3 : Contract Details

Serial Number: XFL130725
Model: 8870

Select Contract Length (in years): 1 3 4 5

Select ColorQube Price Plan: Hybrid Colorplan3

Contract Price*: 5 Year Contract \$960.00 [\$16.00 a month for 60 months]

Monthly Usage Charges:

	Pages Included	Add'l Cost/Print
MONOCOLOR1	0	\$0.0110
CLRLVL2	0	\$0.0199
CLRLVL3	0	\$0.0474

Contract Start Date: 05/12/2013

Select Service Type:

- XEROX - Xerox will manage service on this product
- PARTNER - I will manage service on this product. Instruct customer to call.
- NOTIFY - I will manage service on this product.

Send email notification to: kay hanna - kara.alber@xerox.com

Cancel Next

*Pricing is limited to new devices. The first meter read on all new devices will be automatically set at 100.

Contract length for Xerox® devices varies depending upon the model, up to 5 years. All contract lengths are in full year increments. Non-Xerox® devices will have 1 year lengths, but can be renewed after the first year with a price uplift as defined in the PageConnect Procedures and Price List.

The contract price is the total amount of the Base Monthly Charge times the number of months in the contract. The total contract amount is not charged at once but is only shown for reference. Billing will be charged as the monthly base amount along with the usage charges. For some models, pages are included in the base amount, so usage charges would be for pages in excess of the pages included. Non-Xerox® models under supplies-only contracts will have no base charge.

Note: If you have requested special pricing through a Special Marketing Exception, or SME, be sure to verify the pricing in the Monthly Usage Charges section. The pricing displayed is the pricing that will apply to this contract.

The Contract Start Date allows the choice to start the contract up to 1 month in the future, to allow for installation of the device and the Xerox® Device Agent software. The Xerox® Device Agent Assistant software can be installed prior to this date.

There are 3 Service Types available on most Xerox® models:

- **Xerox** – Xerox will manage service on this product.
Xerox will manage the service call, including contacting the customer to remote solve the issue, scheduling an on-site service visit if needed, and dispatching the technician. No action is required by the Partner.
- **Partner** – I will manage service on this product. Instruct customer to call.
With this selection, when a customer tries to create a Service Request in Customer Portal they will receive a pop-up message instructing them to call you, the Partner, and the Partner phone number will be displayed. Xerox will not have visibility of this service request, so it will be up to the partner to manage this service incident, either by delivering the service or contacting the Xerox Customer Support Center for service.
- **Notify** – I will manage service on this product.
With this selection, the customer will be able to create a Service Incident in the Customer Portal, and all details will be sent to the Partner at the email address selected. Xerox will not take action on this service request, so it will be up to the partner to manage this service incident, either by delivering the service or contacting the Xerox Customer Support Center for service.

Click Continue to proceed to the next screen.

2.6 Select Credit Card

The Credit Card selected on this screen will be automatically charged each month for the billing amount for this serial number. Select the desired credit card from the drop-down list, or Add New Credit Card. Click **Submit Order** for the next screen.

Note: This screen will not appear for Channel Partners who have qualified for open account (Net) terms.

xerox **SCOT** Portal | Contact Us | Resources | Hi, KAY HANNA | Logout

PageConnect Tools | New Contract | My Clients | My Contracts | My Company | My Reports | Resources

Client Details → Device Details → Contract Details → Validate Contract → **Payment Options** → Finished!

Present View: XRPS change view

New Contract - Step #5 : Select Payment Type

Payment Options

Credit Card Select Credit Card

- Select Credit Card
- **** * 0005
- **** * 1111
- Add New Credit Card

Cancel Submit Order

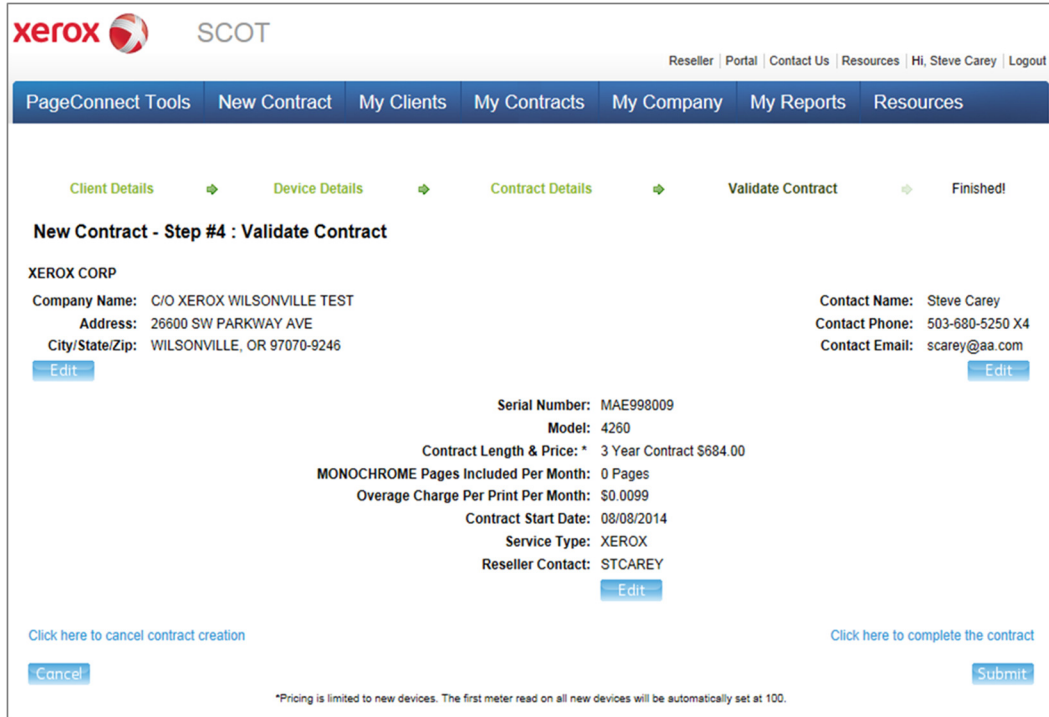
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2.7 Validate Contract Data

The Validate Contract screen is a summary of the previous screens and is used to confirm that the data has been entered accurately. Changes can be made by using the Edit button under each section, so the corrections can be entered and applied.

If you have requested special pricing through a Special Marketing Exception, or SME, be sure to verify the pricing. The pricing displayed is the pricing that will apply to this contract.



xerox **SCOT** Reseller | Portal | Contact Us | Resources | Hi, Steve Carey | Logout

PageConnect Tools | New Contract | My Clients | My Contracts | My Company | My Reports | Resources

Client Details → Device Details → Contract Details → **Validate Contract** → Finished!

New Contract - Step #4 : Validate Contract

XEROX CORP

Company Name: C/O XEROX WILSONVILLE TEST	Contact Name: Steve Carey
Address: 26600 SW PARKWAY AVE	Contact Phone: 503-680-5250 X4
City/State/Zip: WILSONVILLE, OR 97070-9246	Contact Email: scarey@aa.com

[Edit](#) [Edit](#)

Serial Number: MAE998009
Model: 4260
Contract Length & Price: * 3 Year Contract \$684.00
MONOCHROME Pages Included Per Month: 0 Pages
Overage Charge Per Print Per Month: \$0.0099
Contract Start Date: 08/08/2014
Service Type: XEROX
Reseller Contact: STCAREY

[Edit](#)

[Click here to cancel contract creation](#) [Click here to complete the contract](#)


[Cancel](#) [Submit](#)

*Pricing is limited to new devices. The first meter read on all new devices will be automatically set at 100.

If all entries on the Contract Confirmation screen are accurate, click on the Submit Contract button to go to the final screen.

2.8 Contract Confirmation Page with SCOT Registration ID

The final screen in the PageConnect Contract ordering process is the Confirmation screen. This contains the contract data as well as the Registration ID, which is required during installation of the Xerox® Device Agent software.

xerox  SCOT

Portal | Contact Us | My Resources | My Account | Logout

PageConnect Tools | New Contract | My Clients | My Contracts | My Company | My Reports | Resources

Client Details → Device Details → Contract Details → Validate Contract → Payment Options → Finished!

New Contract - Step #6 : Contract Confirmation

Information has been received for C/O THE PRINT SHOP,
a confirmation email will be sent once the contract is created.

EDGEWOOD PARTNERS GROUP

SCOT Registration ID: THEPRINT9639-39771

Company Name: C/O THE PRINT SHOP **Contact Name:** Linda Nelson
Address: 1721 10TH AVE S **Contact Phone:** 406-361-4521
City/State/Zip: GREAT FALLS, MT 59405-2629 **Contact Email:** joe.garrison@xerox.com

Serial Number: LBP252387
Model: 3635MFP

Contract Length & Price: * 3 Year Contract \$720.00
MONOCHROME Pages Included Per Month: 0 Pages
Overage Charge Per Print Per Month: \$0.0135
Service Type: XEROX

Payment Option
Card Type: Visa
Card Number: *****1111
Expiration Date: 07/2016

*Pricing is limited to new devices. The first meter read on all new devices will be automatically set at 100.

Please print this page for your records

Thank you for your business!

A Confirmation email will be sent with all contract details, and the Registration ID required for installation of the Xerox® Device Agent software. You may also print this page for future reference.

If this is an existing PageConnect customer, the Xerox® Device Agent should already be installed, so no additional action is required. The Xerox® Device Agent will discover the new device and activate the coverage on the contract start date.

Note that for the contract shown above the Registration ID is THEPRINT9639-39771. The format for the SCOT Registration ID is the first 8 characters of the Client Company Name (without spaces or special characters such as the ampersand) usually followed by 4 numbers, a dash character ("-"), and 4 more numbers. The SCOT Registration ID ties together the serial number, client, channel partner, and the Xerox® Device Agent software for ongoing management of the device.

This completes the standard PageConnect contract ordering process.

3 Contracts and My Account Information

3.1 My Clients

You have visibility of your customer information under My Clients, including all created addresses under each client. Click on an address to see all contracts associated with that address. You will also see the SCOT Registration ID, should you need to re-install the Xerox® Device Agent, and a like to initiate an early termination of a contract if needed.

The screenshot displays the Xerox SCOT web interface. At the top, the Xerox logo and 'SCOT' are visible, along with navigation links: Reseller | Portal | Contact Us | Resources | Hi, Steve Carey | Logout. Below this is a main navigation bar with tabs: PageConnect Tools, New Contract, My Clients (highlighted with a red box), My Contracts, My Company, My Reports, and Resources.

The 'Client List - Select a Client' section shows a search filter 'Show clients beginning with:' with an alphabet grid (A-N). Below the grid, several client entries are listed with their addresses. 'THE PRINT SHOP' is highlighted with a red box and an arrow pointing to its address: '1702 LOVERING AVE, WILMINGTON, DE'. Other clients include MAXWELL MANUFACTURING, PERFECT PRINT, and TIMELINE PRINTING.

The 'Client Contracts' section on the right provides details for 'THE PRINT SHOP'. It shows a 'Current Contracts' dropdown and a 'Start a new contract at this location' link. The client address is 'The Print Shop, 1702 Lovering Ave, Wilmington, DE 19405-2029'. The SCOT Registration ID is 'THEPRINT9639-39771'. Three contracts are listed:

- PHASER 3635MFP, 35PPM, NETWORK PRINT110V**: Contract 1914307 v1, Duration 05/11/2011-05/10/2014, Serial LBP346613, Credit card Visa - 1111. Contact: Linda Neilson (406-361-4521, joe.gamson@xerox.com). Includes a 'Terminate Contract' link.
- COLOR LASERJET 3600**: Contract 1914314 v1, Duration 01/12/2011-07/11/2011, Serial JG001, Credit card Visa - 1111. Contact: Linda Neilson (406-361-4521, joe.gamson@xerox.com). Includes a 'Terminate Contract' link.
- COLOR LASERJET 3600**: Contract 1914315 v1, Duration 01/12/2011-07/11/2011, Serial JG0512A, Credit card Visa - 1111. Contact: Linda Neilson (406-361-4521, joe.gamson@xerox.com). Includes a 'Terminate Contract' link.

A fourth contract entry for 'PHASER 6125, GOI' is partially visible at the bottom, with Contract 1914312 v1 and Contact Linda Neilson.

3.2 Update Client Contacts

You can also update client Contact information by clicking on Contact Maintenance next to the Client name. You can Add, Update, or Remove contacts as needed. If you remove a contact who is associated with one or more contracts, you will need to use the Replace functionality so a new Contact is associated with those contracts.

The screenshot shows the Xerox SCOT portal interface. The top navigation bar includes 'PageConnect Tools', 'New Contract', 'My Clients' (highlighted with a red box), 'My Contracts', 'My Company', 'My Reports', and 'Resources'. Below the navigation bar, the 'Client List - Select a Client' section is visible. It features a search filter 'Show clients beginning with:' followed by a grid of letters A through Z. Below the grid, two client entries are listed: 'MAXWELL MANUFACTURING' and 'PERFECT PRINT'. Each entry has a 'Contact Maintenance' link next to it, which is highlighted with a red box.

To update the email address or phone number, click Update by the contact you want to change. In the following window update the email address and/or the phone number then click "Submit". If the first or last name is incorrect a new record will need to be created and the old record deleted.

Adding a new contact is a two-step process; both steps must be done before the system will create the account.

Step 1: Click the **Add New** link in the Contact Management screen, to access the Add Contact screen. Enter the new contacts first and last name, email address and phone number in the fields provided and click Submit. When you return to the Contact Management page the new contact will be listed.

The screenshot shows the 'Client Contact Management' screen in the Xerox SCOT portal. The client name is 'A GREAT COMPANY'. Below the client name, there is a table of contacts. The table has columns for NAME, PHONE#, EMAIL ADDRESS, USERNAME, and ACTION. The ACTION column contains links for UPDATE, REPLACE, and DELETE. A red box highlights the 'ADD NEW' button in the top right corner of the table area.

NAME	PHONE#	EMAIL ADDRESS	USERNAME	ACTION
NELL SNELLA	808-555-4646	kara.alber@xerox.com	nellsnella51264	UPDATE REPLACE DELETE
JACK LARAMIE	847-553-2476	kara.alber@xerox.com	jacklaramie51262	UPDATE REPLACE DELETE
ANGELO PERSONS	509-123-4461	kara.alber@xerox.com	angelopersons51261	UPDATE REPLACE DELETE
Major Changes	530-868-6222	kara.alber@xerox.com	MajorChanges112293	UPDATE REPLACE DELETE
Tiger Jungle	503-978-4855	kara.alber@xerox.com	TigerJungle112291	UPDATE REPLACE DELETE
Bethany Roberts	503-937-6525	kara.alber@xerox.com	BethanyRoberts112282	UPDATE REPLACE DELETE
Liz Barr	509-123-4660	kara.alber@xerox.com	LizBarr112270	UPDATE REPLACE DELETE

Enter the New Contact information to create the contact.

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Reseller | Portal | Contact Us | Resources | Hi, Steve Carey | Logout

PageConnect Tools | New Contract | My Clients | My Contracts | My Company | My Reports | Resources

Add New Contact

First Name:

Last Name:

Email:

Phone: - - X

[Cancel](#) [Submit](#)

Once the new contact is added, it can be assigned as the contact for contract by clicking Replace next to the old contact.

xerox **SCOT**

Reseller | Portal | Contact Us | Resources | Hi, Steve Carey | Logout

PageConnect Tools | New Contract | My Clients | My Contracts | My Company | My Reports | Resources

Client Contact Management

Client Name: [A GREAT COMPANY](#)

[Contacts](#) [ADD NEW](#) [CLOSE](#)

NAME	PHONE#	EMAIL ADDRESS	USERNAME	ACTION
NELL SNELLA	808-555-4646	kara.alber@xerox.com	nellsnella51264	UPDATE REPLACE DELETE
JACK LARAMIE	847-553-2476	kara.alber@xerox.com	jacklaramie51262	UPDATE REPLACE DELETE
ANGELO PERSONS	509-123-4461	kara.alber@xerox.com	angelopersons51261	UPDATE REPLACE DELETE
Major Changes	530-868-6222	kara.alber@xerox.com	MajorChanges112293	UPDATE REPLACE DELETE
Tiger Jungle	503-978-4855	kara.alber@xerox.com	TigerJungle112291	UPDATE REPLACE DELETE
Bethany Roberts	503-937-6525	kara.alber@xerox.com	BethanyRoberts112282	UPDATE REPLACE DELETE
Liz Barr	509-123-4660	kara.alber@xerox.com	LizBarr112270	UPDATE REPLACE DELETE

Step 2: In the Replace Contact window select a serial number from the Select Device drop down and click the radio button next to the new contact under **Replacement Contact Information**. Click Replace then click OK in the confirmation window. At this point our system will process the new contact and an email with the new contact's username and password will be emailed to the contact's email within 24 hours.

xerox **SCOT**

Reseller | Portal | Contact Us | Resources | Hi, Steve Carey | Logout

PageConnect Tools | New Contract | My Clients | My Contracts | My Company | My Reports | Resources

Replace Contact

Replace customer contact on the active contracts with the user selected below.

Name: NELL SNELLA
Email: kara.alber@xerox.com
Phone: 808-555-4646

Select Device:

(If no device is selected, contact will be replaced for all devices.)

REPLACEMENT CONTACT INFORMATION
(Please select the contact information with which you want to replace the above contact.)

- Liz Barr, kara.alber@xerox.com
- Bethany Roberts, kara.alber@xerox.com
- Tiger Jungle, kara.alber@xerox.com
- Major Changes, kara.alber@xerox.com
- ANGELO PERSONS, kara.alber@xerox.com
- JACK LARAMIE, kara.alber@xerox.com

Cancel Submit

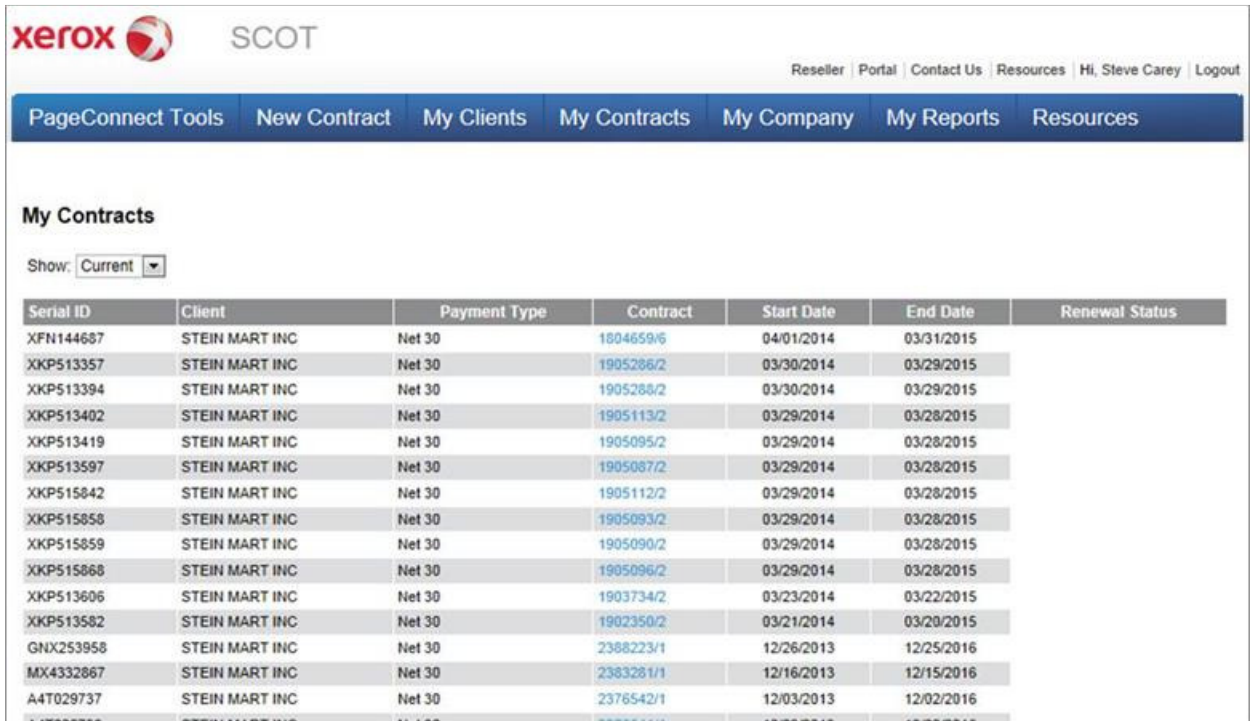
To delete a user account, you are required to replace that user on all devices they are associated with. So, to delete a user from SCOT you would need to do the Replace step above until there are no more serial numbers in that user's drop down.

Once the user is no longer assigned as a contact, the Delete link will be active. Click Delete, you will be asked to confirm the deletion. After you complete the Delete step email PageConnectSupport@xerox.com and inform us that a user account has been deleted.

3.3 My Contracts

In the My Contracts area the Channel Partner can view individual contract details, update the page cover limit on Graphic Arts / A3 Color Tabloid Printers and as contracts become eligible for renewal; review pricing and manage the renewal process.

To view the contract details or update the page cover limit on Graphic Arts / A3 Color Tabloid Printers, click the Contract link.



The screenshot shows the SCOT user interface. At the top, there is a navigation bar with the Xerox logo and 'SCOT' text. Below this is a secondary navigation bar with links: Reseller, Portal, Contact Us, Resources, Hi, Steve Carey, and Logout. A main navigation bar contains: PageConnect Tools, New Contract, My Clients, My Contracts (highlighted), My Company, My Reports, and Resources. The main content area is titled 'My Contracts' and includes a 'Show: Current' dropdown menu. Below this is a table with the following columns: Serial ID, Client, Payment Type, Contract, Start Date, End Date, and Renewal Status. The table lists 18 contracts for 'STEIN MART INC' with various contract IDs and dates.

Serial ID	Client	Payment Type	Contract	Start Date	End Date	Renewal Status
XFN144687	STEIN MART INC	Net 30	1804659/6	04/01/2014	03/31/2015	
XKP513357	STEIN MART INC	Net 30	1905286/2	03/30/2014	03/29/2015	
XKP513394	STEIN MART INC	Net 30	1905288/2	03/30/2014	03/29/2015	
XKP513402	STEIN MART INC	Net 30	1905113/2	03/29/2014	03/28/2015	
XKP513419	STEIN MART INC	Net 30	1905095/2	03/29/2014	03/28/2015	
XKP513597	STEIN MART INC	Net 30	1905087/2	03/29/2014	03/28/2015	
XKP515842	STEIN MART INC	Net 30	1905112/2	03/29/2014	03/28/2015	
XKP515858	STEIN MART INC	Net 30	1905093/2	03/29/2014	03/28/2015	
XKP515859	STEIN MART INC	Net 30	1905090/2	03/29/2014	03/28/2015	
XKP515868	STEIN MART INC	Net 30	1905096/2	03/29/2014	03/28/2015	
XKP513606	STEIN MART INC	Net 30	1903734/2	03/23/2014	03/22/2015	
XKP513582	STEIN MART INC	Net 30	1902350/2	03/21/2014	03/20/2015	
GNX253958	STEIN MART INC	Net 30	2388223/1	12/26/2013	12/25/2016	
MX4332867	STEIN MART INC	Net 30	2383281/1	12/16/2013	12/15/2016	
A4T029737	STEIN MART INC	Net 30	2376542/1	12/03/2013	12/02/2016	

This will open details about the specific contract and device.



The screenshot shows the 'Update Contract Details' page in the SCOT interface. It features the Xerox logo and 'SCOT' text at the top. A navigation bar includes: XRPS Tools, New Contract, My Clients, My Contracts (highlighted), My Company, My Reports, and Resources. Below the navigation bar, there is a 'Present View: XRPS' dropdown menu. The main content area displays contract details for 'A GREAT COMPANY'. The details include: Contract/Version: 2167299/1, Serial id: MX1186036, Model id: 7830, Contract Type: XRPS, Contract Start Date: 08/07/2013, Contract End Date: 08/06/2018, Monthly Base Price: \$ 8.00, and Monthly Usage Charges: Pages Included Add'l Cost/Print. A table shows usage charges for COLOR (0 pages, \$0.0552) and MONOCHROME (0 pages, \$0.0103). A 'Cancel' button is located at the bottom right.

Client Company Name : A GREAT COMPANY
 Contract/Version : 2167299/1
 Serial id : MX1186036
 Model id : 7830
 Contract Type: XRPS
 Contract Start Date: 08/07/2013
 Contract End Date: 08/06/2018
 Monthly Base Price: \$ 8.00
 Monthly Usage Charges: Pages Included Add'l Cost/Print

COLOR	0	\$0.0552
MONOCHROME	0	\$0.0103

Some Graphic Arts models and all non-Xerox® color models have pricing bands based on toner coverage. Contracts should be ordered with the appropriate estimated coverage. However, if toner coverage is higher than anticipated the customer may not receive the toner required to continue printing. In these cases you may need to increase the coverage percentage, which will increase the cost-per-page but also increase the amount of toner available for this device.

To increase the coverage, click the drop-down next to “Change Pricing Coverage to”, and select the appropriate coverage percentage. This will update the color price-per-page, and allow additional toner to be ordered for this device.

The screenshot shows the Xerox SCOT web interface. At the top, there is a navigation bar with the Xerox logo and 'SCOT' text. Below the navigation bar, there are several tabs: 'PageConnect Tools', 'New Contract', 'My Clients', 'My Contracts', 'My Company', 'My Reports', and 'Resources'. The main content area is titled 'Update Contract Details'. It displays various contract information including Client Company Name, Contract/Version, Serial id, Model id, Contract Type, Contract Start Date, Contract End Date, and Monthly Base Price. There is also a table for 'Monthly Usage Charges' with columns for 'Pages Included' and 'Add'l Cost/Print' for both COLOR and MONOCHROME. A 'Current Pricing Coverage' section shows '0-40%' with a 'do not change' link. A dropdown menu is open, showing options for '0-40%', '41-60%', and '61-80%'. The '0-40%' option is currently selected. There are 'Cancel' and 'Submit' buttons at the bottom right of the form.

Monthly Usage Charges: Pages Included Add'l Cost/Print		
COLOR	0	\$0.1032
MONOCHROME	0	\$0.0215

Change Pricing Coverage to: 0-40%
0-40%
41-60%
61-80%

Contract Renewals

When contracts reach 90 days prior to their End Date, an Expiring Contracts notice will be displayed on the SCOT landing page. The status of Expiring will also be displayed in the Renewal Status column of the My Contracts screen. To review and manage a contract renewal, click on the Expiring link next to a device.

xerox SCOT

Portal | Contact Us | My Resources | My Account | Logout

PageConnect Tools | New Contract | My Clients | **My Contracts** | My Company | My Reports | Resources

My Contracts

Show:

Serial ID	Client	Payment Type	Contract	Start Date	End Date	Renewal Status
AUA342858	PERFECT PRINT	***** 1111	1914310/1	05/10/2011	05/09/2014	
RXD110172	PERFECT PRINT	***** 1111	1914309/1	05/10/2011	05/09/2014	
WIMY300980	PERFECT PRINT	***** 1111	1914308/1	05/10/2011	05/09/2014	
LBP345813	THE PRINT SHOP	Credit Card Available	1914307/1	05/11/2011	05/10/2014	
JG001	THE PRINT SHOP	Credit Card Available	1914314/1	01/12/2011	07/11/2011	
JG0512A	THE PRINT SHOP	Credit Card Available	1914315/1	01/12/2011	07/11/2011	Expiring
LAN037748	THE PRINT SHOP	Credit Card Available	1914312/1	12/25/2010	12/24/2013	
UAK494230	THE PRINT SHOP	Credit Card Available	1914313/1	12/25/2010	12/24/2013	

Clicking on Expiring will open the Contract Review Screen below, showing current and renewal information.

Contract Review Screen

Make	Model	Current	Renew
XEROX	3600	Start Date 10-SEP-2009	10-SEP-2014
Serial ID	Contract	End Date 09-SEP-2014	10-SEP-2015
MHB846330	1738844	Base Price \$ 8.00	\$ 8.40
		Mono Overage \$ 0.0159	\$ 0.0167
		Mono Page Allowance 0	0
		Color Overage	
		Color Page Allowance	
Customer Name & Address		Version 1	2
LINN COVINGTON COMPANY 2615 WILLIAMS BLVD SW CEDAR RAPIDS, IA - 52404-1549,US.			

Close Do Not Renew Renew

The current contract information (base price and usage charges) will be displayed along with the renewal version information. To renew coverage for, simply click the Renew button. All renewals will be for 1 year, at the Renewal pricing. If the contract will not be renewed, click Do Not Renew.

Email notifications will be sent to the Partner at 90 days, 30 days, and again at 5 days prior to the contract End Date. However, selecting Renew or Do Not Review at any point will suspend further notifications.

If no action is taken, the contract will automatically renew for one year with the renewal pricing.

3.4 My Account

The Channel Partner account information is available via the My Company menu selection. Partner address information, payment terms, partial credit card information (if on Credit Card terms is shown).

xerox SCOT

Portal | Contact Us | My Resources | My Account | Logout

PageConnect Tools | New Contract | My Clients | My Contracts | **My Company** | My Reports | Resources

My Company

PROFILE

Billing Address: EDGEWOOD PARTNERS GROUP
2615 WILLIAMS BOULEVARD SW
CEDAR RAPIDS, IA 52404

Credit terms: 2 credit cards are required

Authorized to order contracts: Yes

Send order confirmation via email: Yes

Invoice Attention Line:
Enter a value in this field if you would like an ATTN: line printed on your invoice with the billing address.

PPA LINK

PPA URL

PPA Link does not exist for the Partner

[ADD NEW](#)

CONTACTS

NAME	EMAIL ADDRESS	TYPE	ACTION
kay hanna	joe.garrison@xerox.com	SCOT User	UPDATE
brian johnson	brian.johnson@xerox.com	Notify Only	UPDATE DELETE

SHARED CREDIT CARDS ON FILE

Credit Card	Expires On	Cardholder Name	Status
VISA *****1111	07/2016	KAY HANNA	Valid
MasterCard *****4444	07/2017	KAY HANNA	Valid

For Credit Cards, there are three actions for maintenance:

- **Update**
Edit the current information on the card, such as expiration date.
- **Replace**
Remove this card and enter a new one in its place. This action will update the credit card on all related contracts.
- **Add New**
Add a new card. Once added, the new card will be available for new contracts, or the Replace action described above.

3.5 Billing Details

Monthly PageConnect Billing Details information is available in the SCOT tool through the My Reports menu item. Select Billing Details from the list of reports to display the following screen below.

The screenshot displays the Xerox SCOT tool interface. At the top, the Xerox logo and 'SCOT' are visible, along with navigation links: Reseller, Portal, Contact Us, Resources, Hi, Steve Carey, and Logout. A dark blue navigation bar contains the following items: PageConnect Tools, New Contract, My Clients, My Contracts, My Company, My Reports (highlighted with a green box), and Resources. On the left, a 'Reports' sidebar lists several options, with 'Billing Details' highlighted by a green box and an arrow pointing to the main content area. The main content area is titled 'Billing Details' and features the following configuration options:

- Select Year:** A dropdown menu set to '2014'.
- Select Month:** A dropdown menu set to 'July'.
- Report Type:** Radio buttons for 'HTML' and 'EXCEL' (selected).
- File Export Format:** A link labeled '(more details)'. Below it are logos for Autotask, Connec+Wise, and GreatAmerica.

At the bottom right of the form, there are 'Cancel' and 'Submit' buttons.

Then select the year and month for the billing period. Select the report type, either HTML for online viewing or EXCEL to download for additional analysis and use in the partner billing process.

Note that this file can also be exported in formats that allow easy upload of meter read data into the billing applications of select affiliated companies.

The report is displayed with one line per serial number per contract. Contract renewals are considered a separate contract and will show the asset on two lines. The first columns of the file display the Customer/Client, the model and serial number, the beginning and end dates of the billing for that serial number and the Base Monthly Charge, which may be split into Service and Supplies for taxation purposes. Note that new contracts or ending contracts may be a partial month, thus showing pro-rated charges and a start date other than the 25th or an end date other than the 24th.

	A	B	C	D	E	F	G	J	K	L		
1	Monthly Invoice Details											
2	Billing Period: September - 2014											
3	Reseller Name: THE PRINT SHOP											
4	Program: PAGECONNCT											
5												
6	Invoice #	Customer	Make	Model	Serial #	Contract ID	Contract Type	Invoice Period Begin	Invoice Period End	Base -Svc		
7	2205707294	MAXWELL MANUFACTURING	Xerox	7535	XKK397019	2055391	PAGEPACK	25-AUG-14	24-SEP-14	\$8.00		
8	2205707294	MAXWELL MANUFACTURING	Xerox	3600	MHB897478	2056745	PAGEPACK	25-AUG-14	24-SEP-14	\$3.00		
9	2205707294	MAXWELL MANUFACTURING	Xerox	3600	MHB911672	2056744	PAGEPACK	25-AUG-14	24-SEP-14	\$3.00		
10	2205707294	MAXWELL MANUFACTURING	Xerox	3600	MHB911936	2056743	PAGEPACK	25-AUG-14	24-SEP-14	\$3.00		
11	2205707294	MAXWELL MANUFACTURING	Xerox	3635M	BB1855113	2056739	PAGEPACK	25-AUG-14	24-SEP-14	\$8.00		
12	2205707294	MAXWELL MANUFACTURING	Xerox	3635M	BB1858104	2056753	PAGEPACK	25-AUG-14	24-SEP-14	\$8.00		
13	2205707294	PERFECT PRINT	Xerox	3635M	BB1858606	2056754	PAGEPACK	25-AUG-14	24-SEP-14	\$8.00		
14	2205707											
15	2205707	Q	R	T	W	X	Z	AU	AV	AZ	BA	BE
16	2205707	Mono-Beg	Mono-End	Mono-Usage	Color-Beg	Color-End	Color-Usage	Mono-CPC	Color-CPC	Mono-Total	Color-Total	Device Total
17	2205707											
18	2205707	114146	117246	3100	190698	198414	7716	0.004	0.04	\$12.40	\$308.64	\$329.04
		100	100	0	0	0	0	0.0069	0	\$0.00	\$0.00	\$3.00
		100	100	0	0	0	0	0.0069	0	\$0.00	\$0.00	\$3.00
		1164	1164	0	0	0	0	0.0069	0	\$0.00	\$0.00	\$3.00
		39157	40235	1078	0	0	0	0.0069	0	\$7.44	\$0.00	\$15.44
		3584	3584	0	0	0	0	0.0069	0	\$0.00	\$0.00	\$8.00
		8053	8421	368	0	0	0	0.0069	0	\$2.54	\$0.00	\$10.54
		16608	16648	40	0	0	0	0.0069	0	\$0.28	\$0.00	\$8.28
		5088	5295	207	0	0	0	0.0069	0	\$1.43	\$0.00	\$4.43
		6072	6123	51	0	0	0	0.0069	0	\$0.35	\$0.00	\$3.35
		34740	34862	122	0	0	0	0.0069	0	\$0.84	\$0.00	\$3.84
		3894	3896	2	0	0	0	0.0069	0	\$0.01	\$0.00	\$3.01

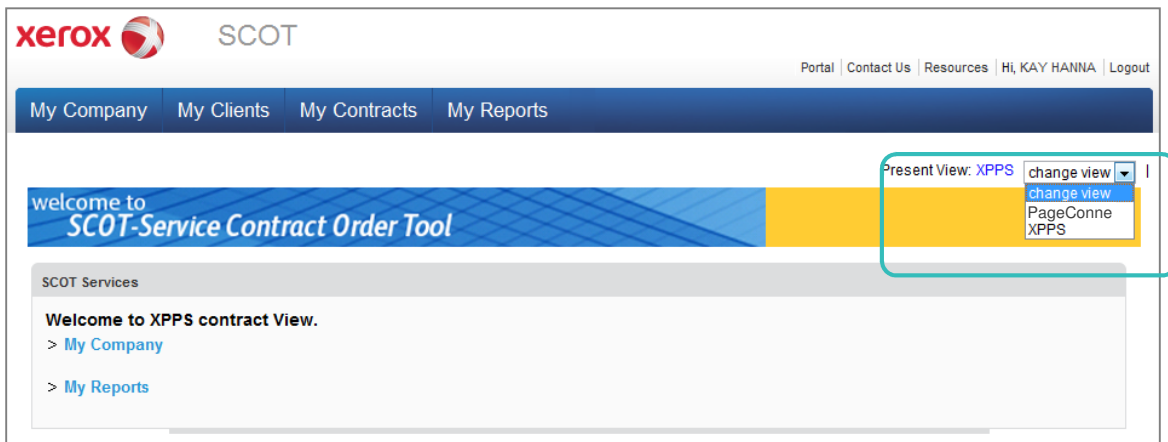
Continuing with the same spreadsheet, Mono and Color Begin Read, End Read, Adjustments, Invoice Period Usage, Base Included Pages and Usage Pages are displayed in the Billing Details file. Mono, Color and Total costs per serial number are not shown here but are displayed in the rightmost cells of the spreadsheet.

PageConnect billing details information will be available in the SCOT tool no more than 3 business days after the 24th of the month.

4 Xerox® Partner Print Services View in SCOT

In the Xerox® Partner Printer Services program, contracts are initiated in the Print Services Sales Tool, (PSST), rather than SCOT. However, several Xerox® Partner Printer Services functions continue to utilize SCOT, and Partners who are Xerox® Partner Printer Services Certified can access a special Xerox® Partner Printer Services view to access these Xerox® Partner Printer Services -specific functions.

4.1 SCOT Home Screen



Xerox® Partner Printer Services Certified Partners can change Views between PageConnect and Xerox® Partner Printer Services (referred to as XPPS in the SCOT Tool) in the drop-down in the upper right section of the SCOT home screen. Selecting Xerox® Partner Printer Services will show a limited set of Services and Menu items.

4.2 My Company

xerox **SCOT** Portal | Contact Us | Resources | Hi, KAY HANNA | Logout

My Company | My Clients | My Contracts | My Reports

Present View: **XPPS** |

My Company

PROFILE

Billing Address: EDGEWOOD PARTNERS GROUP
2615 WILLIAMS BLVD SW
CEDAR RAPIDS, IA 52404

Credit terms: 2 credit cards are required

Authorized to order contracts: Yes

Send order confirmation via email: ▼

Invoice Attention Line:
Enter a value in this field if you would like an ATTN: line printed on your invoice with the billing address.

XDA LINK

XDA URL

PPA Link does not exist for the Partner

[ADD NEW](#)

CONTACTS

NAME	EMAIL ADDRESS	TYPE	ACTION
kay hanna	kara.alber@xerox.com	SCOT User	UPDATE

SHARED CREDIT CARDS ON FILE

Credit Card	Expires On	Cardholder Name	Status
VISA *****1111	11/2021	BILL SMITH	Valid
MasterCard *****4444	07/2017	JOE SMITH	Valid

The My Company screen is the common between PageConnect and Xerox® Partner Printer Services, and can be used to manage order confirmations, update the Attention line for invoices, maintain company contacts, and manage Credit Cards, (if required). Any updates here will apply to both PageConnect and Xerox® Partner Printer Services activity.

4.3 My Clients

xerox SCOT

Portal | Contact Us | Resources | Hi, KAY HANNA | Logout

My Company | My Clients | My Contracts | My Reports

Present View: XPPS |

Client List - Select a Client

Show clients beginning with:

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

A GREAT COMPANY	XRPS
-- 111 N WALL ST, SPOKANE, WA	
-- 700 SW 5TH AVE, PORTLAND, OR	
-- 601 PACIFIC AVE, BREMEN, GA	
-- 5201 TOUHY AVE, SKOKIE, IL	
-- 2772 CHURN CREEK RD, REDDING, CA	
-- 410 KALIHI ST, HONOLULU, HI	
-- 8850 SW MAVERICK TERR, BEAVERTON, OR	
AJAX COMPANY	XRPS
-- 2828 W AIRPORT WAY, BOISE, ID	
-- 8835 SW MAVERICK TER, BEAVERTON, OR	
ERIC CO	XRPS
-- 26600 SW PARKWAY AVE, WILSONVILLE, OR	
-- 8820 SW MAVERICK TERR, BEAVERTON, OR	
GAMEBOY SPORTS	XRPS
-- 1000 COMMERCE ST, DALLAS, TX	

The My Clients screen will show both PageConnect and Xerox® Partner Printer Services clients, as indicated next to the Client Name. In the Xerox® Partner Printer Services view these clients are View Only. Any new Xerox® Partner Printer Services Clients are created in the Print Services Sales Tool, (PSST).

4.4 My Contracts

Present View: XPPS [change view](#)

My Contracts

Show: [Current](#)

Serial ID	Client	Payment Type	Contract	Start Date	End Date	Renewal Status
YNX110021	XYZ COMPANY	**** ** 4444	2159165/1	02/13/2013	12/31/2015	
YNX110055	XYZ COMPANY	**** ** 4444	2159166/1	02/13/2013	12/31/2015	
YNX110056	XYZ COMPANY	**** ** 4444	2159164/1	02/13/2013	12/31/2015	
YNX110070	XYZ COMPANY	**** ** 4444	2159167/1	02/13/2013	12/31/2015	
2159157	XYZ COMPANY	**** ** 4444	2159157/1	02/01/2013	02/28/2014	
YXN110019	XYZ COMPANY	**** ** 4444	2159156/1	02/01/2013	02/28/2014	

The My Contracts screen will show only Xerox® Partner Printer Services contracts when the Xerox® Partner Printer Services View is selected. Contract details are available by clicking on the Contract number link for a specific device.

The Credit Card associated with a specific device can also be updated by clicking on the Credit Card number in the Payment Type column.

When a contract is within 90 days expiration, an Expiring link will be shown in the Renewal Status column. Clicking on that link will open the contract details and display current and renewal pricing.

4.5 My Reports

The screenshot shows the Xerox SCOT web interface. At the top left is the Xerox logo and the text 'SCOT'. To the right are links for 'Portal', 'Contact Us', 'Resources', 'Hi, KAY HANNA', and 'Logout'. Below this is a dark blue navigation bar with 'My Company', 'My Clients', 'My Contracts', and 'My Reports' (which is highlighted). On the right side of the page, it says 'Present View: XPPS' with a 'change view' dropdown menu. Under the heading 'Reports', there are two bullet points: 'Billing Details' and 'Serial ID Inquiry'. At the bottom of the page, there is a footer with links for 'Xerox Home', 'About Xerox', 'Careers', 'Newsroom', 'Investors', 'Privacy', and 'Legal', followed by the copyright notice '© 1999-2013 XEROX CORPORATION. All rights reserved.'

The My Reports screen in the Xerox® Partner Print Services View shows the Billing Details report. This provides details of monthly summary billings, including device information, meter reads, usage, pricing and the billing amount for each device for the month. (Note: This report does not reflect any tax amounts.)

The Billing Details report in the Xerox® Partner Print Services view will show only Xerox® Partner Print Services billings. To see PageConnect billing, change the view to PageConnect and navigate to My Reports.

All other Reporting for the Xerox® Partner Print Services program will be run from the Xerox® Partner Print Services Fleet Management Portal or PSST. Reporting capabilities include Standard Reports as well as analytics using the Xerox® MPS Business Intelligence tool.

5 SCOT Frequently Asked Questions

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

For additional users, please email PageConnectProgram@xerox.com with the user's First name, 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?

From the Reseller Extranet webpage, go to the PageConnect home page and select Logon to SCOT. On the user login page, select **Forgot Password?**, which will take you through 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 current credit card information (such as the Expiration Date); select Replace to remove this credit card and replace it with another credit card; select Add New to add a new credit card to the account. The Add New option should only be used if there are less than two credit cards currently entered.

Where can I find my billing information in the SCOT tool?

Billing Details information is available under the Reports menu selection in the SCOT tool. Billing details are available in HTML or Excel format and can be selected based on month and year.

Where can I find the SCOT Registration ID in the SCOT tool?

The Registration ID for each PageConnect device is found in the My Clients menu item of the SCOT tool.

I do not yet have the serial number for the machine. Can I still enter a PageConnect 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 PageConnect contract is orders in the SCOT tool until the device is registered in the system?

It normally takes 24 to 48 hours for the PageConnect contract to be setup in the system. An email notification will be emailed to the Channel Partner when the contract has been setup.

If I am Xerox® Partner Print Services Certified, how do I see Xerox® Partner Print Services-specific activity?

Change the View in the in the upper right corner of the SCOT Home Page to Xerox® Partner Print Services to see Xerox® Partner Print Services-specific activity. Remember, most client management and reporting is done in the Xerox® Partner Print Services tool suite, and only limited Xerox® Partner Print Services functions are supported in SCOT.

For Non-Xerox® devices, what contract lengths are available?

Non-Xerox® models have initial contract lengths of 1 year, with annual renewals after the initial term.

How do I increase coverage levels on models with page coverage-based pricing levels?

Xerox® Graphic Arts models and non-Xerox® color models have pricing bands, based on the toner coverage levels. (See the PageConnect Procedures and Price List for more details.) To increase the coverage, and the toner provided for these devices, go to My Contracts, select the contract for the related device, and in the Update Contract Details page next to the “Change Pricing Coverage to:” select the appropriate coverage percentage. This will update the cost-per-page going forward, and will allow additional toner to be ordered for this device.

What if I need to terminate a contract early?

For early termination, go to the same Contract Details page, and click on the Early Contract Termination link. That will open a termination screen, where you select the termination date and reason for the termination. Note that early termination in the first 36 months of coverage for Xerox® devices may result in an early termination charge. Please refer to the PageConnect Procedures for more details.