

Xerox Distribution Channel Partners

HOW TO ORDER A3 MULTIFUNCTION
LIGHT PRODUCTION &
ENTRY PRODUCTION COLOR

Xerox® Products are available through industry-leading distributors for resale to end-user customers.

HOW TO ORDER XEROX® PRODUCTS FROM A DISTRIBUTOR

A4 MFP, A3 MFP Office Printers, and Light Production Printers are available from a Xerox Authorized Distribution Channel Partner. Place your orders with your distribution sales representative listed below.

ESSENDANT

For Supplies, Contact:

Christopher Stevens — Product Manager
cstevens@essendant.com/716-662-0200

Place Orders:

<http://www.essendant.com>/800-733-4000

Orders Status: <http://www.essendant.com>

INGRAM MICRO

Log in to the [Ingram Micro website](#) and enter the Ingram or Xerox item number to see pricing and inventory levels.

Place Orders:

XeroxA3@IngramMicro.com/800-456-8000 x 76236

Order Status: <http://www.ingrammicro.com>

SUPPLIES NETWORK

Supplies, A4 Equipment, and Xerox® Replacement Cartridges may be ordered. Contact directly at 800-729-9300.

General Sales Inquiries:

sales@suppliesnetwork.com/800-729-9300

Tom Jung — Product Manager

tom.jung@suppliesnetwork.com/636-720-3144

Order Status: <http://www.suppliesnetwork.com>

SYNNEX

Log in to the [SYNNEX website](#) and enter the part number to see pricing and inventory levels. For all A3 machines, a “-BD” will have to be tagged onto the part number. This is only for machines (not accessories, warranties, or supplies).

Please contact your SYNNEX Account Manager at 800-456-4822 or

Team Xerox

800-456-4822

Order Status: <http://ec.synnex.com/ecx>

PRODUCT AVAILABILITY

Distributors’ product availability and inventory levels are listed on their websites.

PRODUCT AVAILABILITY AT A GLANCE

DISTRIBUTOR	SUPPLIES	XRC*	A4 DEVICES	A3 DEVICES**	LIGHT PRODUCTION	ENTRY PRODUCTION COLOR
Essendant	✓	✓				
Ingram Micro	✓		✓	✓	✓	✓
Supplies Network	✓	✓	✓			
SYNNEX	✓	✓	✓	✓		

* Xerox® Replacement Cartridges.

** A3 Advanced Multifunction Products are only available to Authorized Channel Partners.

*** Xerox® C60/70 Pro Printers and Xerox® D95/D110/D125/D136 Pro Copier/Printers.

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PRODUCT DELIVERY

A3 devices may be delivered in 2 ways:

1. Through the Xerox carrier network to the end customer.
Required delivery window of less than four hours or before/after 8 AM to 5 PM.
2. If authorized for installation, shipped directly to the Channel Partner.

A4 devices may be delivered in 2 ways:

1. Shipped directly to the end customer.
2. Through the Xerox carrier network to the end customer.

DELIVERY VIA THE XEROX CARRIER

Distributors send devices to a local Xerox carrier when requested. Xerox carriers receive delivery information from a third-party broker - TMS. TMS will provide the carrier with the delivery information included on the Purchase Order sent to distribution. The carrier will coordinate the delivery with the contact person provided on your Purchase Order. Contact TMS at orders@tms.com or 888-274-5266, 8 AM–5PM CST M-F.

- The order-to-delivery cycle time is expected to be faster when shipping from a distributor to the carrier. To avoid additional shipping charges, ensure that the installation location is set up and ready to accept deliveries when contacted by the carrier. Extra delivery charges may incur if the carrier is required to do excess rigging, such as stairs, installation in complicated locations, and also if they are required to hold the equipment for extended periods or make multiple trips to the installation location.
- Clearly identify how the equipment is to be ordered and delivered in your Purchase Order. It is highly recommended that separate Purchase Orders be submitted when ordering more than one piece of equipment. This will ensure that the proper equipment and accessories are sent and delivered with the order to the carrier.
- TMS (a third-party affiliate) contacts the reseller within 24 hours after receiving information of an upcoming delivery with the current status of the order, expected arrival to the carrier, and tentative delivery date based on the carrier's delivery level of service (i.e., metro deliveries are done within two business days of receipt and rural deliveries are done off the rural zone run schedule established with Xerox). Notification will occur through the TMS order management system called ShippersEdge. ShippersEdge will send an automated email notification when an order has been scheduled and again when the order is completed. Resellers with ShippersEdge access may view all orders by visiting the ShippersEdge website. Contact TMS for further details about how to access ShippersEdge.
- The day after installation, TMS notifies the reseller of installation completion.
- TMS can also assist resellers with lease returns, equipment relocations, and removal/disposal of old equipment.
- The Xerox reseller website does not provide order status for equipment that is shipped from a distributor.

BYPASS THE CARRIER NETWORK

Channel Partners that are certified for installation of equipment can bypass the carrier. Channel Partners must be pre-approved to utilize this process. If you would like to utilize this process moving forward, please contact Xerox Field Logistics Operations at Delivery_Certification@Xerox.com.

- Devices will be shipped directly to the Channel Partner and/or end customer via the distributor's trucking company.
- No unboxing or setup will be completed. Equipment will simply be left as is at the delivery location and for the Channel Partner to complete the installation.
- Channel Partners will be responsible for the installation of all kits (speed kits, labels, billing impression mode, fax kit, finisher, etc.).
- Requirements for bypassing the Xerox carrier:
 - A loading dock or ramp for the forklift to access the trailer (delivery hours typically M–F, 9–5)
 - Ability to receive a 48' or 53' trailer with a narrow fork pallet truck/jack (21" wide)
 - Lift gate
 - For further requirements, Contact Xerox Field Logistics Operations at Delivery_Certification@Xerox.com

LOCAL ACCESS

If your distributor is nearby, you can arrange directly with them to pick up your equipment from their location.

PROFESSIONAL SUPPORT SERVICES

Ingram Micro and SYNEX offer Professional Support Services for Advanced MFPs (A3 MFP). Work with your distributor directly on the processing and requirements for submitting a Purchase Order. Distributors will work with the Professional Support Services team to coordinate training and analyst services.

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DAMAGED AND/OR DOA A3/LIGHT PRODUCTION UNITS SHIPPED FROM DISTRIBUTION

Xerox warrants that A3 and Light Production equipment will be free from defects in materials and workmanship for a period of 90 days from the date of shipment. If the equipment is damaged or not working properly, every attempt will be made to fix the device or replace it within in this period.

If you encounter either of the two scenarios mentioned below, follow the instructions provided.

Outer box damage:

If a piece of equipment is delivered with outer box shipping damage, refuse the shipment. Do not sign for and accept outer box damaged units from the delivery carrier. Contact the distributor and notify them of the refused unit, and they will ensure a new unit gets shipped.

(DOA) outside of geographic area:

When the machine is outside of the ASP's geographic area, the service request is made directly to the Xerox Service Organization. Please fill out this [form](#).

Equipment resides at partner warehouse:

Service associated with concealed damage is within 90 days when the equipment is stored at a partner location and will be aligned to the Xerox Service Organization.

DOA:

Partner will submit the request to have Xerox dispatch onsite for a service call. Please fill out this [form](#).

Physical Damage:

ASP Partner will determine if there is any physical damage when preparing the equipment for sale.

Follow the standard ASP IDR replacement process. Send a follow up email with a picture(s) showing the damage to USA.ASP.Technical.Support@Xerox.com.

BID SUPPORT

Bid support may be available for your opportunity. To request bid support, download the current Xerox Partner Pricing Request from the Partner Portal (Sales>Pricing Support) and send the request to your Channel Business Manager (CBM) or Virtual CBM. Your account manager will work with the Xerox bid desk for actual bid dollars. Upon arrival, Xerox will provide you and the Distributor with the approved bid support.

XEROX FINANCING

Leverage Xerox Financial Services with purchases through Ingram Micro and SYNEX. Contact Xerox Financial Services at XFSLeasingSupport@Xerox.com if you have additional questions.

REQUIREMENTS

- Contact Ingram Micro to establish a buying relationship. Email at XeroxA3@IngramMicro.com or call on 800-456-8000 x 76236.
- Light Production product going directly to a customer or a reseller with no dock and/or means to deliver large equipment to a customer must include rigger delivery.
- You must specify one of the following delivery options on your purchase order:

PRODUCT	PRICE
Light Production Color	\$610
Light Production Mono	\$720
Entry Production Color	\$900

OR

- Part number RBU. You must be pre-approved to use the RBU delivery option. If you qualify, you can deliver and set up an A3 MFP either at your location or at the customer's location.