

Xerox eConcierge®

Free lifetime service on Xerox printers and easy supplies ordering.

Keep up with printing supplies' levels and reorders quickly and easily. Plus, receive free lifetime service coverage* for all your eligible Xerox printers and multifunction printers with Xerox eConcierge.

Make Office Life Easier

It's About Time

The Xerox eConcierge service vastly simplifies every aspect of ordering printer supplies—for Xerox and other leading brands. It's easy to use, super convenient, and includes service for Xerox printers and select multifunction printers. And best of all, it's free and comes with no obligation.

Hassle Free

To get started, simply download the Supplies Assistant application to your desktop. It automatically discovers the printers on your network and allows you to edit the list through its intuitive interface. You can check printer status any time. When a printer is running low on ink or toner, an alert reminds you to review and approve your pre-populated supplies options. Place your order online with Shop Xerox and you're done!

Free Lifetime Service Rewards

A \$1,280** average value—per printer.

The service also provides a free service reward for eligible Xerox printers. That's right, Xerox will provide free lifetime service coverage** for each eligible Xerox printer and multifunction printer.

To qualify, simply use the service for a minimum of 30 days and with your second supplies order for each Xerox product, the extended service coverage will begin. Xerox will provide free extended service coverage over the normal supported life of that Xerox product as long as you continuously place your supply orders through the Xerox eConcierge service.

Your service rewards coverage is worth \$1,280** on average, for each of your eligible Xerox printers and multifunction printers.

At Your Convenience

Proactive Alerts

You'll never have to run out of printing supplies and wait for more to arrive. The service sends an automatic email alert when supplies are low and it's time to think about ordering replacements—before you run out.

Instant Identification

You'll never have to search out printer model numbers or sift through confusing supplies part numbering systems again. The service automatically identifies each printer model and its associated supplies, including options like standard- and high-capacity toner cartridges.



The Xerox eConcierge service manages your printer supplies automatically. It's the new default in office printing.

Deploy your own personal printer supplies assistant.

Item	Without Service	With Service
Low supply levels	Inconsistent or manual process	Automatic alerts
Supply purchase history	Manual tracking	Consolidated online tracking
Inventory costs	Excess, or not on hand when needed	Order only what's needed
Supplies ordering process	Identify model, locate & verify part numbers, locate suppliers	Pre-populates order info for review and one-stop shopping
Device support	Individual	Multiple brands across network
Extended service reward	NA	A \$1,280** average value, for each eligible Xerox product

Depth and Breadth of Coverage

The Xerox eConcierge service supports leading brands and models of networked office printers and multifunction systems. It leverages the same connectivity that allows you to print over your network to provide useful information that makes managing and ordering supplies hassle free. Plus, you can access and manage your account online at anytime from anywhere.

Custom Printer Naming

Identify your printers by the names most useful to you. You can name them by their location, capabilities, or any nickname you choose.

Safe and Secure

Printer information and status updates are encrypted, securely managed and hosted by the Xerox eConcierge cloud.

Top Quality Supplies

The printing supplies provided through the service are genuine quality, to ensure reliable performance, dependable print yields and the excellent print quality you expect.

Pricing and Cost-Savings

Supplies pricing provided through the service is market competitive, and will save your office time monitoring, managing and ordering printing supplies. It also reduces printer downtime, waiting for supplies to arrive. The more printers in your office, the greater the savings, so time can be used for more business-critical tasks.

The screenshot shows the Xerox eConcierge web interface. At the top, it says "eConcierge powered by XEROX". Below that, the user's account is identified as "Account Connie McGarrett". There are navigation tabs for "Dashboard", "Account", "Shipping Information", "Preferences", "Orders", and "Help". A summary bar shows "All(4)", "Low Status(3)", "Recently Added(0)", and "Reward Eligible(3)". Below this is a table of devices with columns for Device, Model, Alerts, Location, and Order. The devices listed are:

- 2nd floor:** Xerox Phaser 6500. Alert: Yellow Toner Cartridge Empty. Location: 29600 SW Parkway Ave, Wilsonville, OR 97070-1000.
- Connie's:** Xerox WorkCentre 6015. Alert: Magenta Toner Cartridge Low (8% full). Location: 1250 1st Ave South, Seattle, WA 98134.
- Lobby:** Xerox ColorQube 8870. Alert: Cyan Ink Stick Nearly Low (35% full). Location: 15660 SW Talus Way, Beaverton, OR 97007.
- Joe's O...:** Xerox Phaser 6600. Status: OK. Location: 1250 1st Ave South, Seattle, WA 98134.

Maximize Business Efficiency

Today's business has one speed: fast. The free Xerox eConcierge service streamlines the entire process of monitoring and ordering printer supplies. It's easy to use, super convenient and provides free lifetime service for Xerox printers. Deploy your own personal printer supplies assistant now.

For more information visit: shop.xerox.com/econcierge

* After 30 days and your second supplies order through the program, Xerox will provide free extended service coverage over the normal supported life of that eligible Xerox product as long as you continuously place your supply orders through the Xerox eConcierge service. The coverage will be the same as what was provided when the device originally shipped—quick exchange, depot repair or onsite. Xerox reserves the right to discontinue the service reward for a specific model at any time.

** Average cost of extended service coverage for four years when purchased separately. Prices vary by model.

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