

COMPUGEN

1. SUBMITTING METER READS

When FleetWatch is installed, there is no need to submit meter reads on a monthly basis as they will be captured electronically. FleetWatch will supply the meter read automatically as part of its regulated polling process without any interruption to the end user.

Machines that are not connected to the network are not included in the Fleetwatch, End Users will be required to submit meter reads. Compugen will set up and provide End Users their login information as well as instructions for taking and submitting meter reads. Compugen will send a separate correspondence in this regard.

2. ORDERING SUPPLIES

When FleetWatch is installed, there is no need to call or e-mail for supplies (staples, transparencies and paper are excluded). **With FleetWatch, Compugen will remotely monitor the fleet and send toner on a “just in time” basis . Copiers not included in the Fleetwatch cannot be monitored, those devices will require orders placed by phone, e-mail or eMerge.** Should you require additional support please refer below:

1. Online via eMerge <http://emerge.compugen.com>; or
2. E-mailing us directly at supplies@compugen.com;
3. Speak with one of our Service Advisors 1-877-339-8667.

The serial number can be found on a label inside the front door OR by opening the side-cover using the release latch and then open the front door. The serial number is located on a panel above the Print Cartridge.

When ordering Supplies via eMerge:

1. Login using your supplied login credentials and click on the “Request Supplies” link in the top right corner on the screen;
 - a. In the “Password” field, input your current password if you are already a Key Operator for another device. If you are not already a Key Operator or have forgotten your password, please click on “Forgot Password” and a password will be generated and e-mailed to you.
2. Select the printer by clicking on the appropriate serial # of the unit from the drop down menu that is automatically populated;
3. When you are finished, click Submit. Your order is now placed and you will receive a confirmation pop up window.
4. Print the attachment sent to you by email entitled “Print One Page Hand Out” & place close to your printer for your users to know who/where to call for supplies and service.

Please do not wait until the last minute to order supplies. When the device indicates supplies are low, please place the order. This will reduce “emergency” situations and equipment down time.

3. REQUESTING SERVICE

To request service for a contracted device, there are multiple ways to contact Compugen:

1. Online via eMerge <http://emerge.compugen.com>; or
2. Email – sending an email to service@compugen.com; or

3. Voice – by calling 1-800-353-2933 seven days a week, twenty-four hours per day and speaking directly to a Service Advisor in either official languages.

4. USEFUL INFORMATION

4.1. Information required when placing a service/supply request

When placing any requests with Compugen, please have the following information readily available:

- The Serial Number of the device
- The Make & Model
- The Problem (if you have a problem code, please provide that) or the Supply needed
- The address where the device is located
- Site contact information

4.2. Information contained on Compugen packing slips

When deliveries are made by Compugen the Packing Slip that accompanies all deliveries will contain:

- Both Bill To and Ship To addresses;
- Full contact information of the person who is to receive the product;
- The date the order was initiated;
- The PO # (if applicable);
- A description of the product (Part Number, SKU #, Manufacture Part Number, a Description of the product and the Quantity ordered;
- The Serial Number of the device the product is intended for.

4.3. Overview of the Compugen Toner Recycling Process

When toners are delivered, within the box the instructions for how to return the product is included.

Please follow the link below and follow the instructions for returning your spent/empty toners. There are options for “Single Item Returns” and “Eco Box Returns” which would be used if you have 5 or more items to return at once. <http://www.xerox.ca/about-xerox/recycling/enca.html>