



# SERVICE ENROLLMENT FOR EXISTING DEVICES

Green Office Partner offers you the opportunity to add your existing print devices under our managed print services program. Below, we highlight our onboarding and support requirements.



## What We Need for Onboarding



### Assess Device's Condition

Our team evaluates the condition of your device. In order for us to support your copier or printer, it must be 100% fully operational.

If it has any mechanical errors, we cannot adopt this device until those issues are resolved.

We also check the device's starting meter, which tells us how much volume the device has printed prior to onboarding.



### Check Machine's Value

We determine what the machine is worth. If the device is valued at \$200 or less, we can offer maintenance and toner replenishment, but we cannot provide repair services.



### Connect to Network

We can only service a device if it can connect to the network. If it does not have Internet connectivity, we cannot monitor it, and therefore cannot service it.



### Review Make and Model

Green Office Partner only services certain makes and models of print devices. Before bringing your device under our management, we will need to make sure it is on our approved device list.

## What We Need for Support



### Data Collection Agent

Our DCA collects information on device usage and performance. We use two data collection agents for redundancy to avoid disruption in service and supply delivery.



### Configuration Sheet

The configuration sheet lists the current settings of the device, its accessories, and other information to help with troubleshooting.



### Asset Tag

The asset tag is a unique code used for tracking physical devices during transportation.

### Important Note:

In order for an approved device to be eligible for service, the device must be actively reporting (within 10 business days) to the DCA and/or a configuration page with serial number and start meter(s) produced (within 10 business days).

If this requirement is not met, the device will be excluded and ineligible for service and/or supplies.