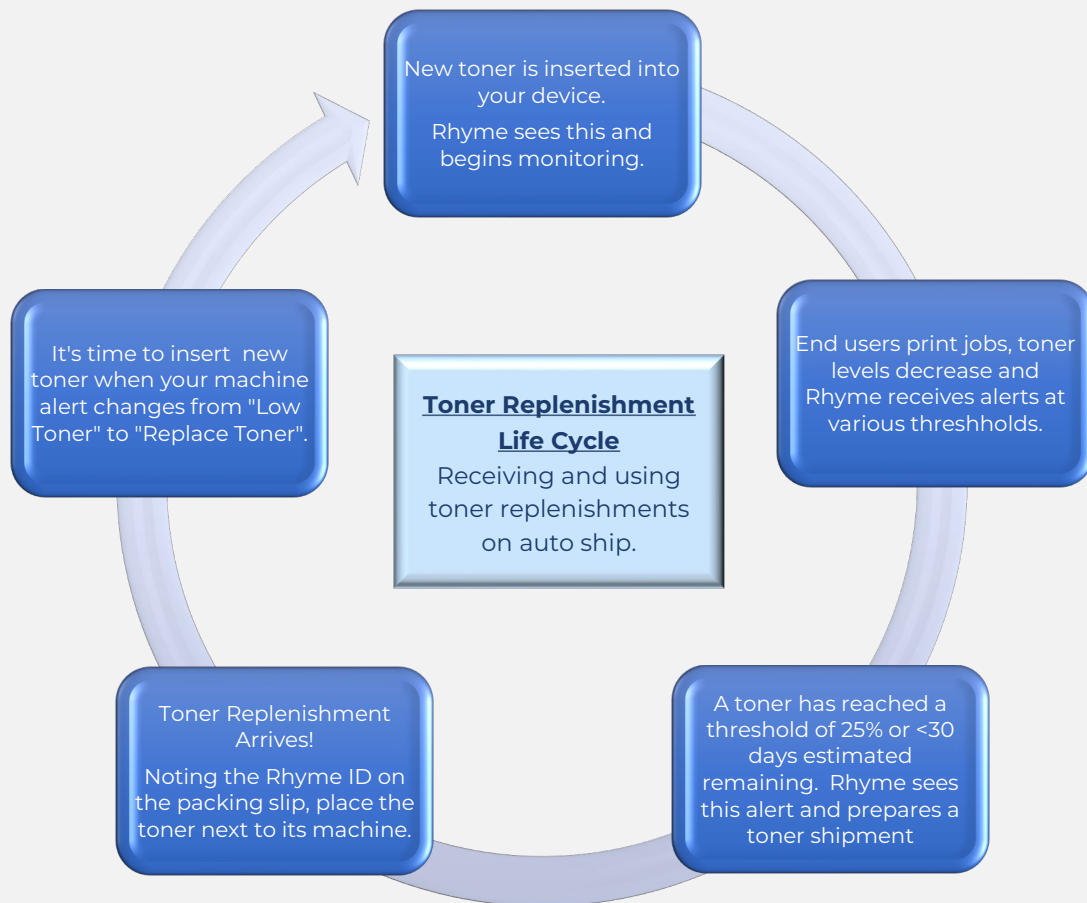


# AUTO TONER REPLENISHMENT PROGRAM

## Understanding How the Program Works



### What Auto Toner DOES Do

- Monitors networked devices & auto ships toner
- Eliminates manually monitoring & ordering toner
- Eliminates the need to store backup toner

### What Auto Toner DOESN'T Do

- Monitor Non-Networked devices
- Send alerts for service-related issues
- Monitor waste toner containers, drums, paper, or staples

## What Part Do Customers Play in Helping Rhyme Make the Program A Success?

- Be sure to place all toner with the corresponding printer ID noted on your packing slip.
- Always allow your device to completely empty of toner before installing a new toner.
- Has your printer moved? Please be sure to let Rhyme know so that we may update our shipping address.
- Planning a large print job? We can better account for a sudden increase in volume and adjust your toner shipments accordingly if you let us know!
- To avoid unnecessary Help Desk calls please make sure your printer (and desktop if FMAudit is installed) is powered on for at least 4 hours a day.
- Do not manually order toner as these are flagged for review. If you have a downed machine or feel you have not received the needed toner, please reach out to the Rhyme Fleet Services Specialist directly.
- Please be advised that once a toner shipment is delivered to your location and confirmed with a signed delivery, any loss or misplacement of the toner becomes the responsibility of the customer. In such cases, if a replacement toner is needed, an additional charge will apply.