



## Frequently Asked Questions

# What can PrintIQ™ do for my business?

You asked. We answered.

### Q: How does PrintIQ™ work?

**A:** We've revolutionized office printing. Office Depot® has sourced "best-in-class" hardware, and reduced the costs of software, supplies and service to offer an outstanding managed print services program. For one monthly cost per page rate, you'll receive a bill that'll never change throughout the term of the contract, no matter how much you print. We'll also install your printers and connect up to five users.

### Q: Can Office Depot® supply toner for all my print printers?

**A:** Office Depot® has thousands of toner items available for next business-day delivery. However, there may be a few printers we cannot supply.

### Q: Can Office Depot® service all of my printers?

**A:** Office Depot® will service almost all of your HP®, Lexmark®, Brother®, Dell® and some Xerox® printers. This equates to about 95% of the market share for all laser printers today. However, there are some printers that aren't serviceable. There are two main reasons for this:

1. **The printer was never meant to be serviced.** Many sub \$100 printers such as inkjets do not have replacement parts. And the cost of repair goes beyond the cost of the printer.
2. **The device has outlived its usefulness.** Take the popular HP® 4000 for example. It was initially launched in 1998, and if it was repaired, it would lack the functionality and memory required to work with today's applications. It also may lack the diagnostics necessary to make it part of a managed print solution. In these cases, we'll supply and bill for the toner for this device without providing additional maintenance.

For more information, call 855-634-6677 (55.OD.GO.MPS)  
or email [PrintIQMPS@officedepot.com](mailto:PrintIQMPS@officedepot.com)

**Office  
DEPOT.**

### Q: Why can't you manage all of my printers?

**A:** The sheer number of printers on the market is the main reason. Currently, there are more 17,000 different printer models in use. In order for a device to be part of PrintIQ™, Office Depot® must be able to monitor toner levels and track page counts. Some models are older and don't support these requirements. Plus, some manufacturers don't track this information. Nevertheless, we're confident that the printers we do track represent the majority you currently use.

### Q: If I choose to lease a new printer, will I need to provide any insurance?

**A:** As the lessee, you're responsible for keeping the equipment fully insured against loss. Office Depot® offers performance protection plans for a monthly fee that will cover certain type of equipment failure. Contact your Office Depot® Account Manager for more information. Please note: Not all insurance policies cover leased equipment. To determine whether or not your policy will cover equipment, we recommend that you contact your insurance carrier.

### Q: Can I add more hardware in the future?

**A:** If your printing needs change at any time, you can add additional printers by including a simple Add-On sheet to the initial contract.

### Q: What are my options when a device is deemed no longer serviceable?

**A:** When you start with PrintIQ™, you'll be given a list of devices that the program will cover as part of your contract. That list can be added to or reduced periodically upon mutual agreement. The list will include:

1. Devices covered for supplies and service
2. Devices covered for supplies only

If a device is contracted for supplies only, you'll have a couple of options.

- Migrate the page volume to another device (our service team can help guide you through installing new drivers, etc.)
- Source a replacement device

In many cases, you may already have a surplus of printers in your organization. Office Depot® can review the printing history (volume, peak usage periods, etc.) for the printer and can offer a number of options to meet your specific printing requirements.

**Q: What should I do with our large office copiers and multifunction printers?**

**A:** In most cases, these printers are leased over a 3-5 year period which includes supplies and service, as well as the hardware costs for the printers. If they're already under contract, it probably makes sense to keep them through the end of the lease. If you have access to these contracts, Office Depot® can review the terms and take you through your options.

**Q: Why does software need to be installed on my network?**

**A:** The main advantage PrintIQ™ has over your current approach to office printing is the elimination of excess inventory onsite, through a just-in-time supplies program. In order to do this, we'll continue to receive updates on your printer fleet via the installed management tool which alerts us of the inventory levels. For more information, please review the literature provided by your Account Manager.

**Q: What about local devices and inkjets?**

**A:** Using inkjet printers vs. those directly attached to the network can be problematic. For the most part, Inkjet printers have a much higher supply cost than traditional laser printers. Adding inkjet printers wouldn't allow us to offer such a competitive per-page rate, nor the service levels we'd provide to the rest of your fleet.

**Q: What should I do with these printers?**

**A:** If you need desktop convenience, then you can continue to order those supplies through Office Depot®. However, if your organization is looking to reduce printing costs, removing these devices or having users print to a more cost-effective networked device would be the best option.

**Q: Do you need to do a site assessment of my printing environment to begin the program?**

**A:** In most cases it's not necessary. You can start PrintIQ™ almost immediately. For most companies, we ask that you install a Data Collector Agent (DCA), which will receive data relating to your printers. After 10-14 days of monitoring, we'll have a much better sense of your printing volume and requirements. At that time, we'll schedule a meeting to share the information we've gathered about your printing environment. For offices with more than 200 printers, we'll work closely with you to determine if your printing goals require an onsite visit.

**Q: Who do I contact with questions about the data collected or the security of the DCA?**

**A:** Contact your Account Manager for DCA literature which provides a thorough overview of the data received, security information, and installation requirements. Office Depot® is committed to providing products that are secure for use in your network environment. Our software does not collect, house or transmit any information regarding the content of print jobs, and therefore, will not affect your compliance with various regulations such as HIPPA, SOX, GLBA and FISMA.

**Q: Will using remanufactured toner void my printer warranty?**

**A:** No, unless specified in your manufacturer's warranty agreement. Keep in mind, that with PrintIQ™, we'll be servicing your printers, so you'll no longer need to use your printer's original warranty. You should also be aware that Office Depot® ink and toner cartridges pass rigid quality control standards. In addition, samples from every batch undergo a Cartridge Life Test to ensure pull seal tension, toner density and page yield.

**Q: What should I do with all the toner I currently have in stock?**

**A:** For supplies you've purchased from us within the last 30 days, our return policy applies. For inventory older than 30 days, we'll require details on the number of supplies, and for which machines, in order to ensure these are used prior to shipping your new supply inventory. If you have any specific concerns on this part of PrintIQ™, please contact your Account Manager.

**Q: Can I mix and match PrintIQ™ programs?**

**A:** Absolutely. You'll still receive one monthly bill based on your printer serial number. The bill will show which ones are on per-page billing or a monthly flat rate program.

**Q: What about maintenance kits and fusers, are those covered?**

**A:** Yes, with PrintIQ™ we provide FREE maintenance kits and fusers, as well as the installation of these parts.

**Q: Will Office Depot® install our new hardware?**

**A:** Yes, installation is included. We can also 'take back' your old equipment and recycle responsibly on your behalf. This service is FREE as well.

**Q: My current supplier advises me that I should have a ratio of one device for every 10 employees, is that the right number?**

**A:** Probably not. There's no set ratio of printers per employee. However, it's true that if you have one printer and do all your printing through it, you can reduce your hard printing costs. On the other hand, in this extreme example you'd have a single point of failure. On average, large copier equipment requires service at least seven times per year. And, you should weigh the cost savings of half a cent per page, with the productivity loss of having employees walk back and forth to a central printing area. Most print jobs average 3 pages. But saving 1.5 cents by making an employee waste 5 minutes getting the job done isn't cost effective.

**Q: Will Office Depot® help me recycle used supplies and equipment?**

**A:** Yes. We have a free recycling program in place for supplies. Simply order a FREE Ink Cartridge recycling box (SKU# 621558) or a FREE Toner Cartridge recycling box (SKU# 650988) at [business.officedepot.com](http://business.officedepot.com). Place used cartridges inside the specific box, add the pre-labeled box to your regular UPS pick up. Shipping is also FREE. And for some laser printer cartridges returned, you may receive a cash bonus payment.

**Q: What happens at the end of my contract?**

**A:** You'll have three options:

1. Lease another printer and keep using PrintIQ™
2. Purchase the printer (end-of-contract buyout will be equal to three monthly payments)
3. Return the printer to Office Depot® for recycling

**Q: How do I get started with PrintIQ™?**

**A:** Simple. It's a four step process.

Step 1. Tell your Office Depot® Account Manager you'd like a Print Assessment.

Step 2. Office Depot® will email you a link to download and install the DCA, and a questionnaire on your office printing goals.

Step 3. Office Depot® will monitor your fleet for two weeks and will present our findings, along with some recommendations to increase productivity and decrease expenses.

Step 4. If you agree to the terms of the program, you can sign a contract and begin using PrintIQ™ immediately.

## Evaluating the true cost of MPS contracts and copier leases

Before you choose the hardware and managed print program that best meets your needs, make sure you are comparing apples to apples. Many contracts can be confusing or misleading. We recommend asking any vendor the following questions so you are equipped with the necessary information.

Question	Why it's important to ask	How Office Depot MPS works
<p><b>Q: What happens at the end of the contract?</b></p>	<p>Copier leases may carry a large residual at the end of the contract. While this can decrease the monthly payment, it may cost you thousands of dollars at the end of the contract if you want to own the hardware.</p>	<p><b>A:</b> Office Depot provides a wide range of options at the end of our hardware contracts. You can upgrade to new equipment, or continue on with the current hardware as is.</p>
<p><b>Q: Who in the area can service and supply the hardware?</b></p>	<p>Many copier dealers sell hardware that can only be serviced and supplied by a limited number of authorized dealers. If you decide to purchase the hardware at the end of the lease, you may find that supplies, parts and service are not widely available from other vendors.</p>	<p><b>A:</b> Office Depot offers hardware from channel friendly manufacturers, such as HP, Lexmark and Xerox, which means you will have many options for acquiring supplies and service. While we hope you continue with one of our managed print options, you are free to have another vendor service and supply your device at the end of the contract.</p>
<p><b>Q: How long is the lease term?</b></p>	<p>Longer lease terms decrease the monthly payment but increase the amount you pay over the life of the contract. If the monthly payment seems small, it is likely that the lease term is long or the residual is high.</p>	<p><b>A:</b> Office Depot typically recommends a 3-year contract term, but we can customize an agreement to meet your specific needs.</p>

For more information, call 855-634-6677 (55.OD.GO.MPS) or email [PrintIQMPS@officedepot.com](mailto:PrintIQMPS@officedepot.com)

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Question	Why it's important to ask	How Office Depot MPS works
<p><b>Q: What is included and not included in the contract?</b></p>	<p>Many contracts have a variety of hidden charges. Does your rate include toner, maintenance kits, parts, service and labor? Can fuel surcharges be billed separately? Are there are minimum page charges or overage rates? Do rates increase over the lease term? Ask these questions to determine the total cost of the contract.</p>	<p><b>A:</b> Our PrintIQ Plus program includes hardware, supplies, parts, service and labor for a flat monthly rate. If you want us to manage your existing hardware, our PrintIQ program includes supplies, parts, service and labor for a standard per-page rate. There are no minimum page charges, overage rates or fuel surcharges, and our lease rates do not increase over the contract term.</p>
<p><b>Q: What features are included in the hardware?</b></p>	<p>Hardware with many features, such as tabloid printing and stapling, drive up the cost. While some businesses may require these features, many do not. Know what features you require and do not pay for anything additional that you do not need.</p>	<p><b>A:</b> Office Depot works with you to determine your hardware needs, so you do not end up paying for unnecessary features.</p>

We want you to be fully informed before choosing hardware or a managed print program. If you have any questions about our programs or contracts, please ask your Account Manager.

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