

## **TONER AND SUPPLY REPLENISHMENT**

### **How do I get toner for my Toshiba device(s)?**

All new networked Toshiba Multi-Functional devices installed at Orange County Public Schools have been set up for Automatic Toner Replenishment (ATR). With ATR enabled, once a device has reached the predefined 40% threshold, a toner is automatically shipped to your site Bookkeeper's or Primary contact's attention. Please check with your bookkeeper and/or primary contact for toner that may already be on site for your device prior to contacting Toshiba's Customer Service.

Additionally, a spare toner was delivered with your new copier and can be found in the cabinet underneath or next to your device (for larger systems).

You will only need to contact Toshiba's Supply Team when you are out of staples and/or need a new waste container. To place an order, please email us at [supply@tbsfl.toshiba.com](mailto:supply@tbsfl.toshiba.com). Make sure to provide the ID number(s) of the device(s) you are referencing. The ID number can be found on the Toshiba sticker located on the front panel of each device.

### **Toner Delivery:**

Toner will automatically be shipped to your site Bookkeeper's or Primary contact's attention. To update your site contact details, submit a change request here → [Contact Change Request](#)

Site contacts will receive an email notification with tracking details for the incoming auto toner replenishment(s). If you are the primary contact for your site, please share the respective status updates with your end-users.

**Please note, automatic toner shipments are specifically intended to replace toner in the device that has triggered the low toner notification. Should you use a toner in the device not intended for, the auto replenishment system will not redeploy another toner cartridge.**

For reference, we have included samples of the Shipping Notification and Shipping Label.

*Shipping notification sample:*

Order #: 15930912  
Customer PO#: ATT: OSC0147 ATT: SARAH VICKERS  
Order Date: 09/11/2019  
Toner SUP Contact: OSC0417//SARAH VICKERS 407 251 6000  
Supplier Routing Label: SARAH VICKERS 407 251 6000  
Ship-To Customer: OCPS PRINTING SERVICES  
Ship-To Location: OCPS PRIN SVCS/2900W OAK RIDGE/BLDG500 RM534/ORLANDO  
Ship-To Address: 2900 W OAK RIDGE ROAD, BLDG 500 ROOM 534, ORLANDO, FL, 32809,US

\* Item #: TFC505UC, Ordered Qty: 1, Asset Tag(s): OSC0417, Item Desc: CYAN TONER FOR ES2505AC/3005AC/3505AC/4505AC/5005AC 33.6K (110V AND 220V) (CARTRIDGE STYLE)

\* Item #: TFC505UM, Ordered Qty: 1, Asset Tag(s): OSC0417, Item Desc: MAGENTA TONER FOR ES2505AC/3005AC/3505AC/4505AC/5005AC 33.6K (110V AND 220V) (CARTRIDGE STYLE)

This notification confirms your order has been placed. Once the order is shipped, a shipping notification will be sent along with order tracking details.

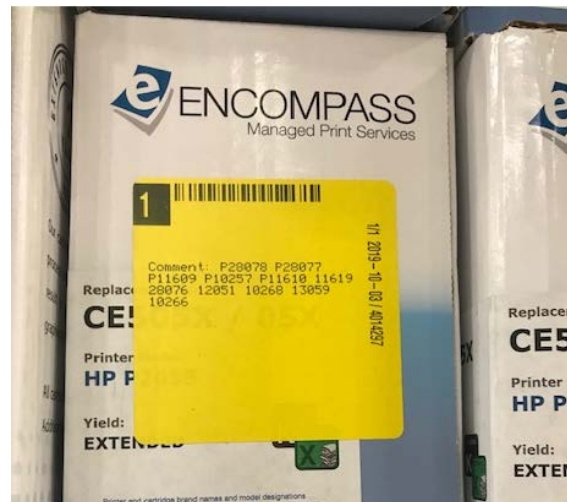
Thank You,

Toshiba America Business Solutions Fulfillment Center

\*\*\*\* Please do not reply to this e-mail. This message is sent from an automated mailbox. \*\*\*\*

Disclaimer : This message (and any attached files) is secret, confidential and proprietary and is intended solely for specific addressee(s). If the reader of this message is not the intended recipient, please notify the sender immediately by reply email and delete it and all backup copies immediately.

Shipping label sample:



**\*\*The Shipping label will specify its respective device to avoid misplacing/misusage of the toner\*\***

#### REMINDERS:

- You should leave the current toner installed until it reaches **0%**.
- Each staple "order" contains three cartridges of staples. You will receive 1 "order" per device ID number.
- Staples, toner, fuser oil, and parts are included in the Toshiba cost per copy and therefore no additional charges will apply for these supplies.
- If your Toshiba device **is not networked**, auto toner replenishment is not available. You can order toner via email at [supply@tbsfl.toshiba.com](mailto:supply@tbsfl.toshiba.com) or by calling 1-800-526-7926. Please have your ID number(s) ready to place your order.