

## Process Guide for MPS Dealers



### Contracting

- Select desired program features and services.
- Review your quote. We offer both cost per page and cost per cartridge pricing models.
- Provide a fleet list and monthly volumes. In many cases, we can provide a quote without this information.
- Complete and sign the Suite Fleet agreement.



### Configuration

- Schedule monitoring software setup with our Customer Success team, and get your login.
- They will remotely send you a link for setup, but someone on the network must complete the process.
- The software will "discover" networked devices. You will confirm the list of devices to add to Suite Fleet to ensure nothing is missing and nothing is there that should not be.



### Supplies Replenishment

- We assign the correct supply SKU(s) to each machine.
- For new fleets, we send starting toners (and a few extras...just in case) for all machines at contract start.
- Whenever a cartridge's fill level drops below 20%, we ship a replacement.
- If your end user notifies you of a shipment issue or a defective, let us know, and we will ship a replacement.



### Service Requests

- When your end user tells you a device is not working, contact us to open a service ticket.
- A technical agent will call your end user to attempt to diagnose and resolve the issue remotely.
- After that initial call, we will dispatch a service technician to the site. Our standard SLA is next business day.
- Our third party technicians offer unbranded services as an extension of your company.



### Billing & Reporting

- With per cartridge billing, you will receive an invoice after each shipment. Cost per page clients receive monthly statements with device-level detail.
- Clients have access to a dashboard with device detail and reporting.
- If you have a maintenance contract, your service is covered. Service on non-contracted devices is billed on a time & materials basis.



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