Ricoh's Toner Program
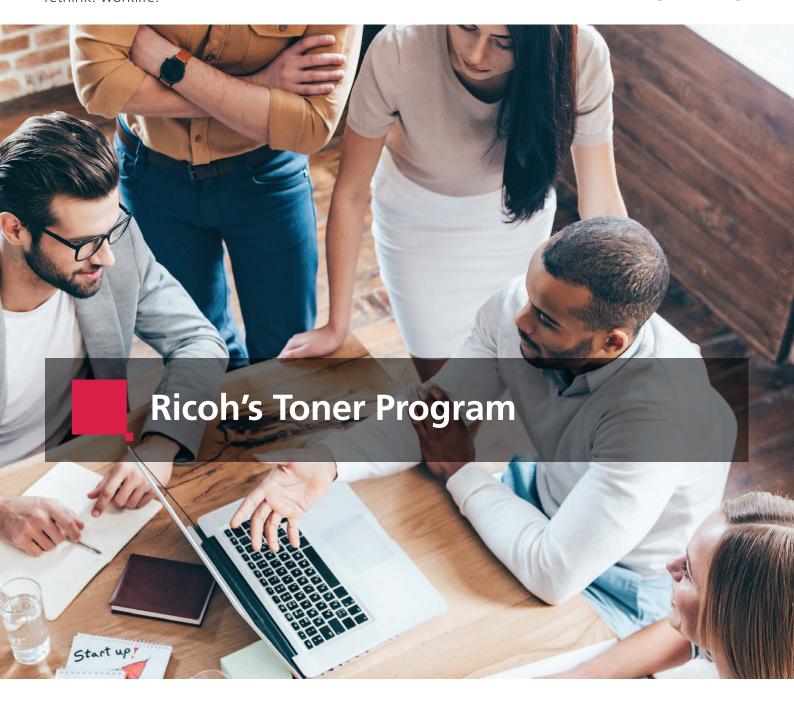
Our Simply Managed Automated Ricoh Toner (S.M.A.R.T) Delivery Program provides you with quality toner when you need it, saving you storage space, time and money whilst also supporting Ricoh's green initiatives.

S.M.A.R.T Delivery Program features:

- Reduce inventory costs and the burden of storing toner cartridges
- Real time monitoring supports our green initiatives by eliminating wasted toner
- No need to monitor your devices, our intelligent system does it for you

Toner Alert > **Toner Ordered** > **Toner Shipped** > **Toner Received**

S.M.A.R.T Delivery Program

Ricoh has created the S.M.A.R.T system that is able to streamline the toner ordering process and reduce the environmental impact of toner wastage.

Using sophisticated algorithms, the system can predict when new toner is going to be required and deliver it to you at least 7 days before you actually need it, eliminating the need for you to store spare toner on your premises.

The Ricoh Smart Toner Management System also checks for additional colour toners in your colour devices to see if they are due for replacement in the next 10 days, consolidating them in one order. It also collects meter reads for billing processes, so there is no need for you or your staff to provide these to us each month.

To activate Ricoh Smart Toner Management system on your device, simply email automation@ricoh.com.au.

Ricoh Smart Toner Management system is completely free of charge for Ricoh customers on a toner inclusive serivce contract.

Hints & Tips

We want you to get the most of your Ricoh device, so we've put together several smart ideas that can significantly improve efficiency and reduce downtime of your machine.

Tip #1

Ensure that you match the device serial number on the delivery label to the corresponding toner serial number, this ensures the delivery of automated toner supply is not disrupted.

Tip #2

If you sign up for our S.M.A.R.T Delivery Program, our software will automatically determine when you are likely to need new toner and place an order and you will receive it at least 7 days before new toner is required. Even if you see the 'low toner' alert you are still able to print until you recieve your replacement cartridge.

Tip #3

The replenishment of Waste Toner bottles is not managed through the S.M.A.R.T Delivery program. When the "Waste Toner low" message appears on your device please visit ricoh.com.au/support/order-supplies to request a replacement bottle.

Depending on the model of your device we might need to log a service call for the actual replacement of the waste toner bottle.
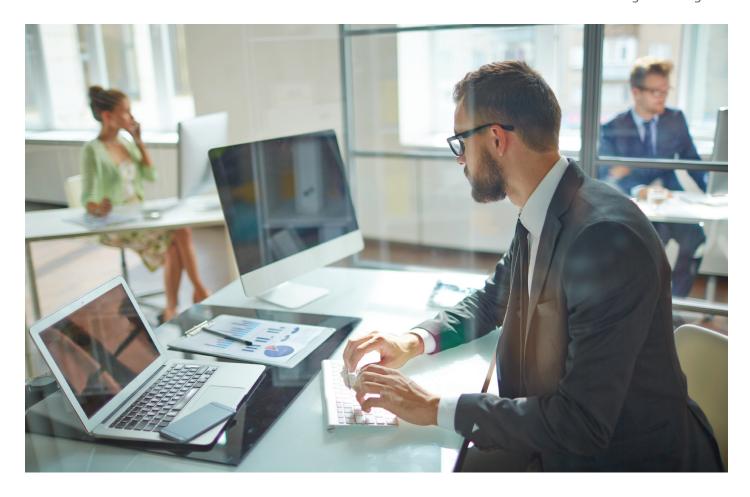
Tip #4

Help protect the environment and request your toner recycling kit today by visiting ricoh.com.au/recycling.

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Ensuring the toner reaches the right device

- Please make sure we have the correct shipping address and contact details of the person receiving the toner. If these details change, please let us know by visting ricoh.com.au/support/order-supplies and provide us with the serial number of the device and contact name for delivery of consumables, delivery address, phone number and email address.
- When you receive toner for a device, please make sure it is only used in the device referred to in the delivery documentation.
- Please ensure that toner is stored securely next to the device it is addressed to.

Manual orders

Manual toner ordering remains available for customers on toner inclusive service agreements. Even if you have Ricoh Toner Management activated and have a large print job scheduled, you can still place a manual request for toner. Please visit ricoh.com.au/support/order-supplies and have the device serial number ready.

A green future

As an industry leader, Ricoh's sustainability programs manage product stewardship to recycling, research and environmental education. Based on our ongoing actions and greenhouse gas emissions reduction efforts, Ricoh has been recognized by CDP* as a global leader in the corporate response to climate change.

*CDP is an international non-profit organisation that drives companies and governments to reduce their greenhouse gas emissions.

Ricoh and the Business of Change

Ricoh empowers organisations and employees with the tools they need to manage the open flow of information securely, blending everywhere environments with intelligent edge devices and partner products and solutions. Ricoh empowers digital workplaces for our customers by merging technology and human-centred workspaces to make work life part of a great life.

Talk to us today about the Business of Change. Call 13 Ricoh.　　　　　**ricoh.com.au**