



# REVOLUTIONIZING THE CUSTOMER EXPERIENCE

**Copiers & Printers**

Welcome to Marco! We are absolutely thrilled to have you on board. At Marco, we believe in delivering nothing short of excellence, and we are committed to providing you with a Gold Standard experience every step of the way.

Our team is here to ensure your journey with us is seamless, successful, and rewarding. Whether you need support, guidance, or simply want to explore all the value Marco has to offer, we're ready to assist you.

Your success is our success, and we can't wait to embark on this journey together. If there's anything you need, please don't hesitate to reach out.

Cheers to a strong and successful partnership!



# AGENDA

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- Marco's DCA for Contracted Devices
- How Marco Alerts for Toner
- Defective or Spare Toner
- Toner Shipping Label Information
- Auto-toner Shipping Notification Contact
- Other Consumables
- Technology Changes
- Non-reporting Device Troubleshooting
- Security Services
- Device Add/Remove/Location Changes
- Marco's Recycling Program
- Copier & Printer Training Resources

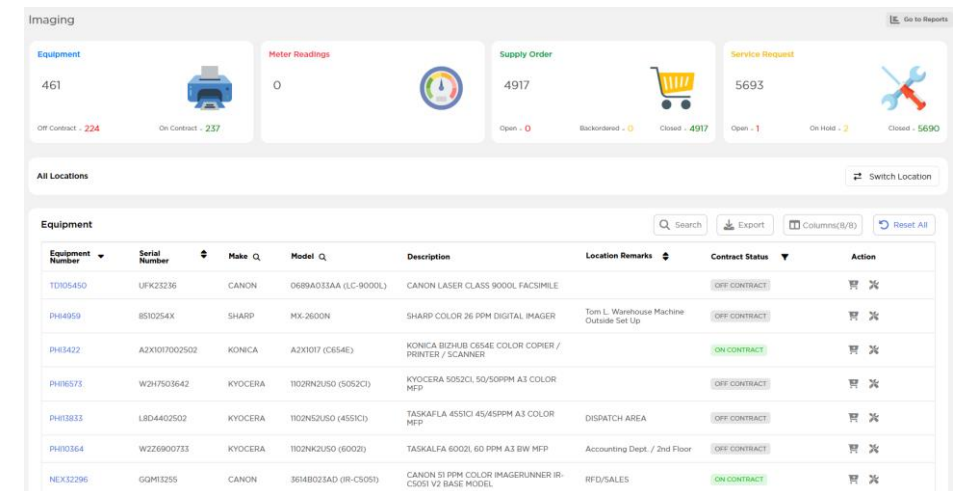
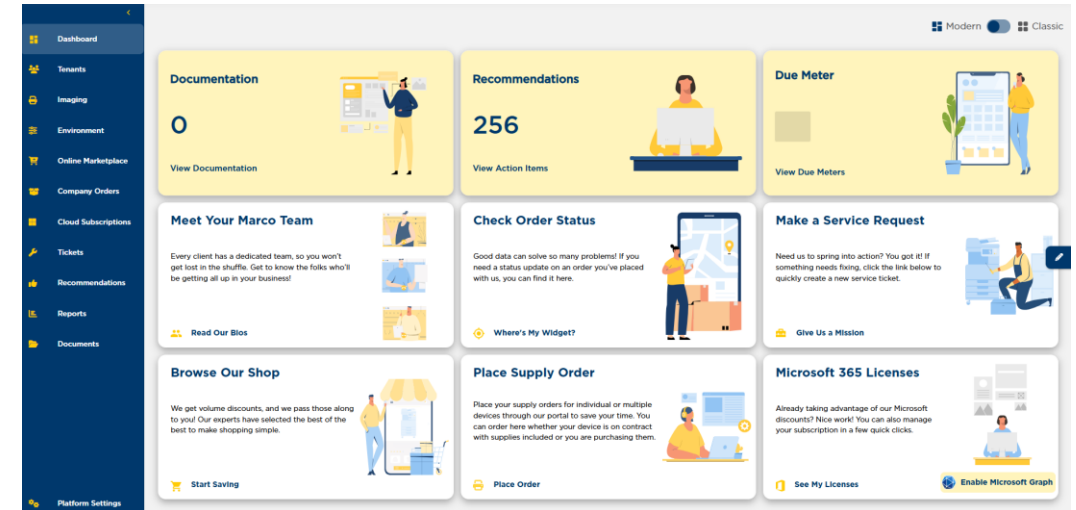
# MARCO'S INSIGHTS CLOUD PORTAL

Marco has an online portal where you can submit service tickets, monitor existing tickets, order and track supplies as well as see supplies and service history, review detailed information about your fleet, and so much more.

Access Marco's Insights Cloud Portal at <https://portal.marconet.com/>

If you are accessing for your first time, please select the "Sign Up" link and follow the prompts to register an account. If you have already created an account, use that to log in.

Online training videos for portal instruction and usage can be found on our YouTube channel: [Marco Client Portal Training](#)



Equipment Number	Serial Number	Make	Model	Description	Location	Remarks	Contract Status	Action
TD05430	UFK23236	CANON	0699A033AA (LC-9000L)	CANON LASER CLASS 9000L FACSIMILE			OFF CONTRACT	<a href="#">View</a> <a href="#">Edit</a>
PH4059	850254X	SHARP	MX-2600N	SHARP COLOR 26 PPM DIGITAL IMAGER	Tom L. Warehouse Machine Outside Set Up		OFF CONTRACT	<a href="#">View</a> <a href="#">Edit</a>
PH8422	A2X007002502	KONICA	A2X017 (C654E)	KONICA BIZUB C654E COLOR COPIER / PRINTER / SCANNER			ON CONTRACT	<a href="#">View</a> <a href="#">Edit</a>
PH8673	W2H7503642	KYOCERA	102RN2U50 (S052C)	KYOCERA 5052CL 50/50PPM A3 COLOR MFP			OFF CONTRACT	<a href="#">View</a> <a href="#">Edit</a>
PH13833	L8D4402502	KYOCERA	102NS2U50 (4553C)	TASKALFA 4553C 45/45PPM A3 COLOR MFP	DISPATCH AREA		OFF CONTRACT	<a href="#">View</a> <a href="#">Edit</a>
PH80364	W2Z6900733	KYOCERA	102NK2U50 (6002)	TASKALFA 6002L 60 PPM A3 BW MFP	Accounting Dept. / 2nd Floor		OFF CONTRACT	<a href="#">View</a> <a href="#">Edit</a>
NEX32296	GGM53255	CANON	3634B023AD (R-C505)	CANON 51 PPM COLOR IMAGERUNNER (R-C505) V2 BASE MODEL	RFD/SALES		ON CONTRACT	<a href="#">View</a> <a href="#">Edit</a>



# CONTACT US | SERVICE & SUPPLY REQUESTS

Please utilize Marco's Insights Cloud Portal <https://portal.marconet.com/> for service & supply requests. You can also email or call our Customer Success Representatives and Coordinators for general device service and supply questions.

Phone: 800-847-3098

Copier Service: [copierservice@marconet.com](mailto:copierservice@marconet.com)

Copier Supplies: [supplies@marconet.com](mailto:supplies@marconet.com)

When emailing about a device, please include:

- Serial Number (ID)
- Make and Model
- Location
- Contact Person Name and Number
- Description of Service or Supply Requested

The email & phone number are monitored from 7:30 a.m. to 5 p.m., and questions will be routed to the appropriate personnel within Marco.

## Equipment Details

<b>Equipment Number</b> TD105450	<b>Description</b> CANON LASER CLASS 9000L FACSIMILE	<b>Installation Date</b> --
<b>Serial Number</b> UFK23236	<b>Location Remarks</b> --	<b>Warranty Date</b> 10/06/2010
<b>Make</b> CANON		<b>Installed Location</b> MARCO FIXED ASSETS ST CLOUD 4510 HEATHERWOOD RD, SAINT CLOUD, MN
<b>Model</b> 0689A033AA (LC-9000L)		



# MARCO'S DCA FOR CONTRACTED DEVICES

The DCA or Data Collection Application, is an application that is installed on your network, which allows us to directly communicate with your printers and copiers. It helps us gather meter reads, track page usage, and monitor toner levels—all without you needing to do anything manually.

When implemented, this solution will include:

- Toner: Marco will automatically monitor toner usage on devices that report into our monitoring software, then automatically ship a new toner to your locations once your current toner reaches a low threshold.
- Service: Marco provides technical support to help resolve issues with contracted print devices.
- Meters: The system gathers meter reads automatically.







# HOW MARCO ALERTS FOR TONER

Toner usage is accurately calculated based on the remaining percentage of the cartridge, in conjunction with how much volume the cartridge holds, and the amount of prints the device produces.

This information is calculated every night to accurately meet the individual demand of each device.

The data collection agent (DCA) monitors your device's usage and accurately determines when a new toner cartridge is needed.





# DEFECTIVE OR SPARE TONER

To request a replacement for a defective toner or order a spare, please submit your request through Marco's Insights Cloud Portal <https://portal.marconet.com/>. In the Order Remarks, specify either "Replace defective toner" or "Requesting spare toner."

You can also contact our Customer Success team:  
[supplies@marconet.com](mailto:supplies@marconet.com) or 800-847-3098.

**Supply Item Details**

Item Number	Description	Quantity	Price
BP-NT70BA	SHARP BLACK TONER CARTRIDGE (BP-50C26/31/36/45)	<div>- 1 +</div>	\$ 0.00

Shipping cost and taxes will be calculated at the time of invoicing

Total: \$ 0.00

Enter Customer PO Number (optional):

Order Remarks (optional):

Enter Order Remarks

Note-Type up to 500 characters0/500

Place Order

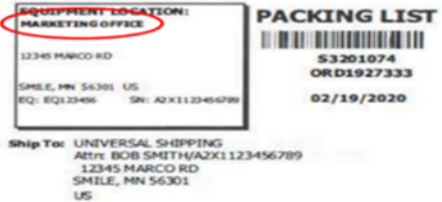
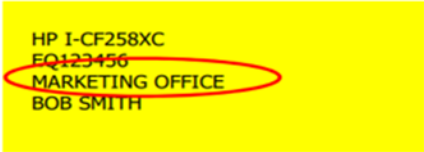
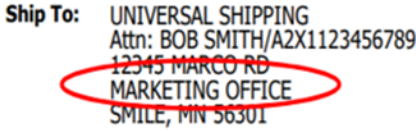






# TONER SHIPPING LABEL INFORMATION

Depending on the facility your toner is shipping from, the location detail for the copier/printer associated with the toner you have received can be found in one of three areas:

In the upper left corner of the packing list	On a yellow label that has been applied to the toner box	As a line within the shipping label address on the toner box
 <p>The packing list shows the following information: EQUIPMENT LOCATION: MARKETING OFFICE (circled in red), 12345 MARCO RD, SMILE, MN 56301 US, EQ: EQ123456, SN: A2X1123456789, 02/19/2020. The shipping address is: Ship To: UNIVERSAL SHIPPING, Attn: BOB SMITH/A2X1123456789, 12345 MARCO RD, SMILE, MN 56301, US.</p>	 <p>The yellow label shows the following information: HP I-CF258XC, EQ123456 (circled in red), MARKETING OFFICE (circled in red), BOB SMITH. Below the label is the text: *sample only – actual label may vary</p>	 <p>The shipping label shows the following information: Ship To: UNIVERSAL SHIPPING, Attn: BOB SMITH/A2X1123456789, 12345 MARCO RD (circled in red), MARKETING OFFICE (circled in red), SMILE, MN 56301.</p>

Please note, multiple toners might be shipped together in one box. In that case, the individual labels with location remarks will be on the toners inside the larger box.



# AUTO TONER SHIPPING NOTIFICATION CONTACT

A separate contact can be set up for each location to receive e-mails when auto toner shipments have been ordered. These e-mails contain tracking information for the toner. Please email [supplies@marconet.com](mailto:supplies@marconet.com) to add contacts to the location in question.

- Name:
- Phone Number:
- Email Address:
- Physical Address:





# OTHER CONSUMABLES

Other consumables, such as staples, maintenance kits, waste toner cartridges, etc. can either be ordered via the portal <https://portal.marconet.com/> or please contact our Customer Success Representatives at 800-847-3098.





# TECHNOLOGY CHANGES

This section is important for your IT provider's awareness. Please confirm your IT provider's contact information by sending an email to:  
[cpdatacollection@marconet.com](mailto:cpdatacollection@marconet.com)

Please update all corresponding network changes, such as new IP addresses or new print subnet ranges, within the data collection application that is installed on your network or let your Customer Success Manager or Sales Representative know and we will get proper resources to assist.

Please be aware of the location of the software and any changes to that computer/server.

For assistance with any questions or concerns, please contact our application support team at  
[cpdatacollection@marconet.com](mailto:cpdatacollection@marconet.com).





# NON-REPORTING DEVICE TROUBLESHOOTING

Reasons devices may not be reporting:

- Locally connected
- SNMP is disabled
- No Network Card installed on device
- No Network Jack available for device
- Device is powered off
- Device is non-compatible

For assistance with any questions or concerns, please contact our application support team at [cpdatacollection@marconet.com](mailto:cpdatacollection@marconet.com).

Please Note: For devices that are not reporting into our software, meters, and toner requests will have to be submitted.







# SECURITY SERVICES

As part of your managed print services contract, the Marco print security consulting services are available at no additional cost. Our dedicated team of print security architects can assist in scoping and designing of controls to mitigate risk throughout the lifecycle of your print devices.

We recognize every organization is unique, and that security requirements are as well. It is the responsibility of each organization to define their internal IT controls regarding print. This opt-in service is available to ensure your organization's controls meet or exceed industry best practices and manufacturer guidance.

Please contact your Marco sales representative for more information.







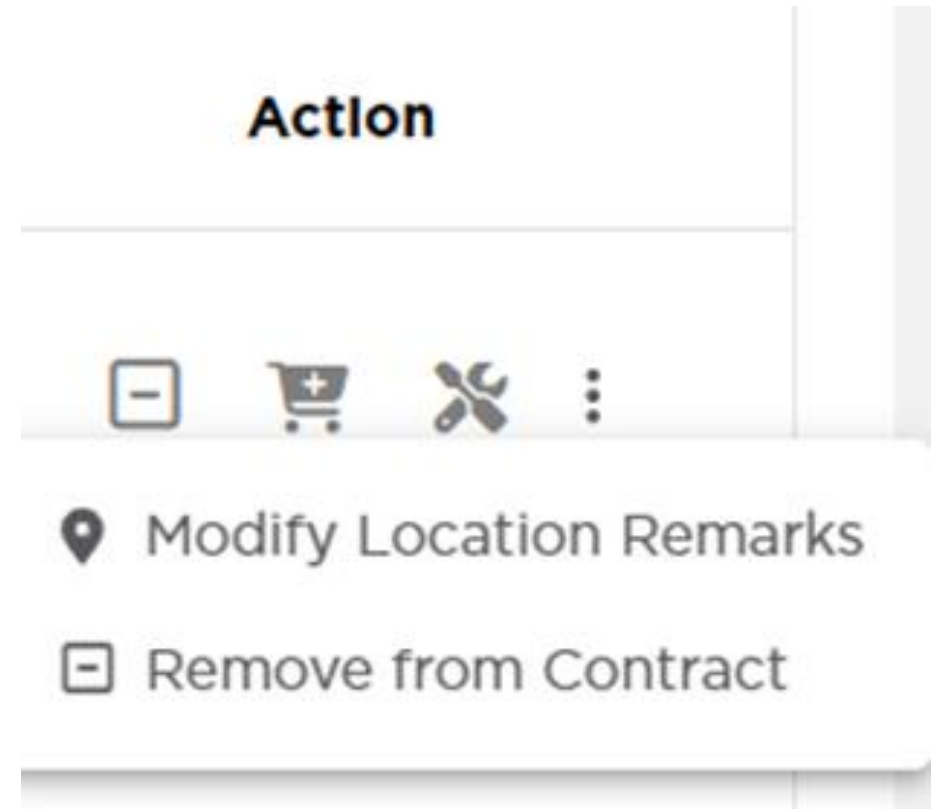
# DEVICE ADD/REMOVE/LOCATION CHANGES

Marco's Insights Cloud Portal is a convenient place to update location remarks and to submit requests for device add/remove from your contract(s). Click on the Copier Tab and choose the appropriate action item for each corresponding device.

If you are not a Marco's Insights Portal user, don't miss your chance to sign up for the portal:  
<https://portal.marconet.com/>

Otherwise, please click the link below for add/remove device requests from your contract(s) or contact your Customer Success Manager or Sales Representative.

Online Form: <https://help.marconet.com/print-device-change-form>





# MARCO'S RECYCLING PROGRAM

For instructions on returning toners, portal users should click on "Discover Helpful Resources", choose "Help", click on the Copiers & Printers card and then click the Toner option on the left side of the page.

You can also access Marco's Website:  
<https://help.marconet.com/recycle-your-toner>

Select the appropriate program based on your device make. For HP and Printer Toner: Fill out the pre-paid shipping label on the Marco webpage.

To request large boxes for multiple toners:  
E-mail [returns@marconet.com](mailto:returns@marconet.com) to request large boxes for toner collection. Boxes come with pre-paid shipping and are 20" x 20" in size.

The screenshot displays the Marco portal interface. At the top, a navigation bar includes a "Discover Helpful Resources" link circled in red with a red arrow pointing to it. Below this, a dashboard shows various service request statistics: Backordered (0), Closed (4917), Open (1), On Hold (2), and Closed (5690). A "Service Request" card displays the number 5693. Below the dashboard, a "Customer PO Number" field shows A79K011012867 and an "Order Remarks" field. The bottom section is the "Knowledge Base" for "Copiers & Printers". A sidebar on the left lists various topics, with "Toner" circled in red and a red arrow pointing to it. The main content area for "Copiers & Printers" includes a welcome message and a section for "Copier & Printer Training Videos" with links to help operating various machines.



# COPIER & PRINTER TRAINING RESOURCES

Marco's Insights Cloud Portal users should click on "Discover Helpful Resources", choose Help and then click on the Copiers and Printers Card.

You can also access the training resources by clicking the link.  
<https://help.marconet.com/copiers-printers>.

Locate Copier & Printer Training Videos section and select the applicable option.

## **Copier & Printer Training Videos**

Need help operating your Canon machines?

Need help operating your HP machines?

Need help operating your Konica Minolta machines?

Need help operating your Lexmark machines?

Need help operating your Sharp machines?

Thank you for your trust and your partnership.

We want to take a moment to personally thank you for choosing us as your trusted partner. Your support means the world to us, and we truly appreciate the opportunity to serve you.

At Marco, we are committed to delivering a Gold Standard experience, and it's customers like you who make our work so rewarding. If there's ever anything we can do to enhance your experience, please don't hesitate to reach out.

Looking forward to continuing our partnership!

