



# Consumables Management



# Introduction

The following information has been created to help you understand how your toner requirements can be fulfilled and how to access support.

Toner is a costly commodity and is the vital fuel for your print devices to operate and produce high quality documents.

We have a specialised Consumables Management Team, focussed on the supply and control of toner to keep your machines producing printed documents.

If covered by a toner inclusive agreement, we supply the quantity of toner aligned to the number of prints produced.

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# Consumables Management Services

## ARMA & Apogee’s Client Portal - Better Together

At Apogee, your productivity is our priority, and our ARMA (Apogee Remote Management Application) enables proactive monitoring that ensure your staff do not have to interrupt their work to contact us to order toners or provide meter readings, as the system does this on your behalf automatically for connected devices.

ARMA provides a range of automated benefits including toner ordering, volume analysis, green reporting, collection of meter readings to ensure accurate billing and device performance monitoring. All aimed at reducing your administrative overheads.

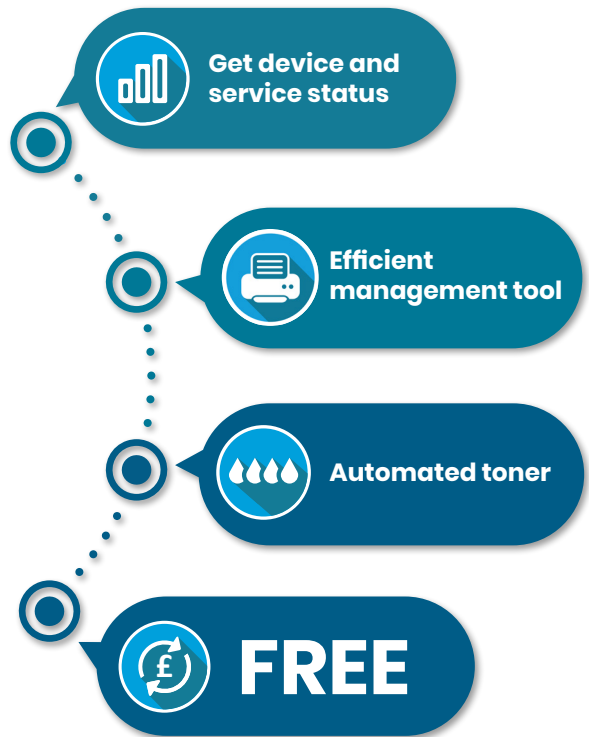
ARMA is configured to the network environment - all done in a way that satisfies even the most stringent security requirements (there is a White Paper available upon request from the team).

**To complement ARMA, Apogee’s Client Portal is a convenient online self-service portal.**

### CLIENT PORTAL

The Client Portal is available 24/7 at [customer.apogeecorp.com](http://customer.apogeecorp.com) and allows you to:

- Request and track toner and other consumable items (toner needs to be ordered when the device indicates low)
- Access to self-help for problem-solving
- Place and track requests for a service engineer



#### New enhanced features:

- Replacement of the 3rd Party built Portal with our own in-house solution whilst still keeping much of the existing functionality the same to ensure consistency during the transition
- Enables clients to personalise own portal to company branding

*To create an Apogee Client Portal account, all that is required is the serial number of the device and the postcode.*

If further support is required with using the portal or any consumable related queries, contact our friendly support team at [support@apogeecorp.com](mailto:support@apogeecorp.com) or call 0345 300 9955

## More about ARMA automatic toner replenishment

Successful deployment of ARMA requires collaboration in the initial set up between Apogee and your IT team. ARMA can automatically ensure appropriate toner supplies are always on hand for your contracted print device. This requires initial set up and maintenance between your IT and Apogee, to maintain the services.

ARMA works by searching predefined network IP ranges and discovering all print devices. This is based on information supplied in the Site Survey prior to installation: The search ranges may need to be adjusted by contacting Apogee if the devices do not connect to ARMA.

Preparatory work is required by your IT to ensure the network allows communication from the device to Apogee's data centre to create toner orders. Please see the FAQs for the specific technical requirements.

### Access to your new service

Once the device is connected to ARMA, this provides access to a range of automated services, including toner, meter readings and creation of some remote resolution service requests.

Ongoing toner ordering is reliant on the maintenance of the connection between your IT and Apogee. Changing the default account password (or the SNMP community string settings) on your print device can prevent toner ordering. Please contact us in advance of changes.

*Warnings: If a device falls silent or the ARMA becomes disconnected we will notify the agreed IT contact after a set period. The status is also visible on the portal. Please contact [arma@apogee.com](mailto:arma@apogee.com) to update the key IT Contact if there are any changes in your organisation.*

Support with connecting to services, where an ARMA appliance/software is on the network, is available via the ARMA team, who need the correct IP address and verification that the device is networked. This allows the ranges to be reviewed and initiate the connection with devices.

### Responsibility

Please be aware of the critical IT dependencies below to maintain your automated ARMA services.

Action		Apogee	Customer's IT	Customer's Administrator
Onboarding	Customer Service Design completed	Yes		
Onboarding	Provide full set of IP Ranges and network details *		Yes	
Set Up	Customers network configured to allow toner alerts to be sent to Apogee**		Yes	
Set Up	IP search ranges provided from customer programmed into ARMA software	Yes		
Set Up	Confirm toner delivery address to meet Apogee's carrier requirements on the delivery label. Send to the Apogee ARMA team. Please retain the spread sheet for future reference and any amendments ***			Yes
Set Up	Initial networking of print device	Yes	Yes	
Maintenance	Maintain print device connection to the network		Yes	
Maintenance	Maintain the Apogee ARMA appliance/software connection to the network.		Yes	
Maintenance	Alert ARMA regarding new devices/moves and confirm new delivery details and IP address.			Yes
Maintenance	Notify ARMA of any changes to the network in advance (Firewall/proxy server/ IP address changes)****		Yes	
Maintenance	Monitor ARMA for disconnection from the Apogee data centre	Yes		
Maintenance	SLNX only - Add devices to the server*****		Yes	

*Note: The ARMA software is monitored for disconnections from the Apogee data centre in real time. If the Appliance does not communicate for more than twenty four hours, we will notify your designated Administrator daily, by email, and support your IT team with reconnection if required.*

Automated toner orders, incident requests and meter readings will not be created when a device cannot communicate back to our data centre, due to disconnection from your network or ARMA server. In this instance, please raise orders and incidents via the Apogee Portal.

\* This includes proxy server/firewall/gateway details

\*\* Please see details in Apogee Support Services FAQs

\*\*\* This should include delivery address with contact name, department, floor and email address for notifications.

\*\*\*\* Changes need to be reviewed in advance by Apogee as they can stop automated services working.

\*\*\*\*\* Where auto discovery is not configured on the server

For ARMA connection queries, contact [ARMA@apogee.com](mailto:ARMA@apogee.com) or 0345 300 9955

# Introducing the Consumables Management Team

To support the services, the dedicated Consumables Management Team should be the first point of contact for all queries. They are the quickest way to get further help regarding toner orders.

Your Account managers are not able to handle or manage toner related queries. To do this, contact the Consumable Management Team directly for support.

## EMAIL

To request support, you will need to provide us with the information below. Please note, missing information may result in your service being delayed or query being unresolved.

### Consumable requests:

- Device ID or Serial Number
- Colour(s) of toner
- Mono/colour meter reads
- Contact details
- Full address
- Any special instructions

## CLIENT PORTAL

### Need a hand?

To quickly and easily check and request consumables, please use the 24/7 Client Portal.

## Consumable Ordering

Every device has a unique Device ID and/or serial number. Please order toner only for the machine that it is intended for. The toner delivered is associated with the specific device ID or serial number of the machine that should use it. We are not able to bulk order for multiple devices as this prevents monitoring the efficiency of the devices and assessing your future toner requirements.

Before contacting the consumables management team, please consider that the device may be on automation and most of the consumables may already be auto-ordered, and we want to avoid duplicate orders. You can check if the device is on auto-ordering via the Apogee Portal within your Device Dashboard.

You can also check when the last toner was ordered via the Device Details page.

## Consumable Management Team

Available Monday–Friday, 8am to 6pm (excluding Bank Holidays)  
on [support@apogeecorp.com](mailto:support@apogeecorp.com)



# What you need to know about Proactive Consumables Management

The service agreement with Apogee includes the governance to track the “Billed Pages” and compare against the “Shipped Pages” to determine the “Fair Usage” pages at both device and account level for onward billing.

**Toner is a costly commodity and is the vital fuel for your print devices to operate.**

**To help reconcile the “Fair Usage” pages, Apogee recommends and promotes the best-in-class MPS industry methodologies for the supply, replenishment and use of toner.**

## Delivery Points

Apogee will deliver to your main reception or your central Goods In delivery location, as agreed with you during onboarding. In addition, you would have agreed an internal supplies strategy to ensure that the Toner supply is routed to the appropriate/ designated “Champion” who will be responsible for the management of the supplies received.

## Check Delivery label on Toner supply for intended device

Apogee has ensured that the labels on our consumables orders allow sufficient levels of details including Device Routing Information which includes the Device Name and Location, to ensure they reach the destination within your business and users know which device they are intended for.

## Manual Orders & USB locally attached devices

There may be some device exceptions that require manually ordered consumables in your contract (such as USB connected devices, Secure Printing Environments). Other examples could be due to certain consumables that do not have “micro chips” or have a lack sensors and therefore they cannot be monitored remotely for usage tracking and auto-replenishment.

If this is the case, then Toner orders can be placed via the Apogee Client Portal but will require the submission of meter readings to reduce the “Fair usage” page variance.

**APOGEE**  
An HP Company

**MINI DESPATCH NOTE**

Account No.	44APO001
Cust. Ref	1863917
Despatch No.	FSP1000/00
Date	17/06/2024
End User Ref	7561000
Number of Parcels	00001

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Deliver To

**John Smith**  
**Apogee Corporations Limited.**  
**Nimbus House, Liphook Way,**  
**Maidstone, ME16 0FZ UK**

**Apogee Internal Routing Label**  
Right Consumable : Right User :  
Right Device : Right Time  
Please ensure this consumable  
delivery is placed into this  
designated device  
IT Department  
Apogee Call Ref: 7560123  
Device: ID629412

Item Code	Description	Quantity Desp.	Balance to follow
W9240MC	HP LASERJET BLACK MANAGED TONER CRTG	1	
<b>Total Items</b>		<b>1</b>	

## Replace Toner when Device state “Replace Now”

The expectation is to use 100% of the yield of the toner. Any toner that is taken out before completely empty will contribute to the excess “Fair Usage” page calculation.

To avoid loss and increasing “Fair Usage” page calculations, we recommend all toner/supplies be treated with care, and stored safely and securely until they are needed for the intended Device.

# Frequently Asked Questions

## ARMA FAQs

- **How do I get a device connected to ARMA and set up for toner ordering?**

Please contact the ARMA team with the serial number and the IP address, to confirm the device is networked. We will also need you to confirm the delivery address for toner, along with additional details required by our carrier. This will include the contact's name and department. The ARMA team cannot connect a device without this information.

- **Why did my device not automatically order toner?**

Toner ordering is reliant on the device being managed by ARMA, maintaining your device's connection to the network and appliance, and your network allowing us to receive the request for toner. Please contact your IT and Apogee to confirm the status of your device.

Also, please review/confirm the delivery address details that you have provided previously.

- **What do I need to do if ARMA becomes disconnected?**

If you notice this has happened, please contact the ARMA team immediately. We will notify your designated administrator by email if ARMA is not connected for more than 24 hours.

Our team will assist your IT with re-establishing connection, to continue the delivery of automated services.

Please note, if your device displays Supplies Order Failed or similar, this can indicate the device is disconnected from the network. Contact your IT as the order will not be raised automatically.

We are not able to manage and monitor toner levels automatically while offline, but toner can be ordered (if required and a device is low) on our 24/7 Client Portal. details that you have provided previously.

- **What happens if we replace a partially used toner cartridge in another device?**

Each toner cartridge has a unique identifier. When this is put into another device it will not be recognised, causing issues with the creation of subsequent orders.

Swapping part used toners between devices will prevent automatic replenishment working.

- **What work is required to the network in advance of installation of ARMA?**

For ARMA to be in communication with your devices there will need to be some allowances made by your IT. ARMA requires that the below endpoints are set up to allow outbound communication prior to the installation date:

**Messaging Server**    **137.117.179.157**    **Port 5222 TCP**

Collected device data is sent via this route using 2048bit TLS encryption

**Licencing Server**    **13.95.30.78**    **Port 443/80 TCP**

Required to maintain valid software licence

**Update Server**    **104.40.214.173**    **Port 443 TCP**

Used to download software and device definition updates

**SNMP**    **Internally from ARMA host**    **Port 161 UDP**

Used to collect data from print fleet  
**Server to print fleet TCP**

These are pre-requisites in terms of protocols which need to be met to allow successful communication between ARMA installation and print devices.

Important: the automated services will not work without the network preparation being successfully completed.

- **Can I buy additional toner, inks and office supplies on a one-off chargeable basis to meet my business needs?**

Yes, you can buy all products to meet your business needs. Please speak to one of our consumables team, who will be happy to provide a quotation for you.

- **I am a new customer and ARMA is still being setup, how do I get toner?**

There is some technical work required to set new customers up by both Apogee and your IT. The time frame to activate this is dependent on deployment complexity and infrastructure set up. Our machines are delivered with toner installed, and in the majority of cases this is sufficient to last beyond the ARMA set up period. Toner can be accessed in the interim (if devices are low) by Apogee's Client Portal.

- **Can other consumables be automated with ARMA? (e.g. waste toner units or staples)**

Only toner can be automated by ARMA.

Staple consumption can vary too much making it very challenging for any system to accurately predict when staples need to be replenished, therefore Staples need to be ordered manually via the Client Portal, as do waste toner bottles/units.

- **I have placed an order on the Client Portal but received less than requested, why?**

We review the requirements of your device on every request. Based on detailed data from your device we might reduce the amount of toner requested. However, you will receive an update to advise the reasons for any changes.

## Delivery FAQs

- **How long will it take for my toner to be delivered?**

Toner should be delivered 2-3 working days after processing. The status for all orders can be checked via Apogee's Client Portal.

- **How do I obtain a proof of delivery?**

Proof of Delivery (POD) are available via our Apogee's Client Portal. Please click on the cart icon next to the consumable order.

- **How will my toner be delivered?**

Within the terms of the contract, we have with our preferred carriers, UPS, FedEx and DPD, and they will deliver to reception or goods in. They are not permitted to enter premises to deliver to an internal department.

The delivery labels on our orders allow sufficient levels of details to ensure they reach the destination within your business. This can be different to where the device is physically located and has ample room to provide extra information, if needed, to ensure toner is received in the appropriate place.

Completed consumable requests in last 60 days

WebRef	Request No.	Device	ID	Location	Address	Postcode	Request Date	Requested By
+ 7470833	7470833	CNCIM6S031	ID432697	FINANCE	NIMBUS HOUSE LIPHOOK WAY	ME16 0FZ	12 Apr 2024	IT (BIZSUPPORT@APOGEECORP.COM)
+ 7438170	7438170	CNCIM6S031	ID432697	FINANCE	NIMBUS HOUSE LIPHOOK WAY	ME16 0FZ	19 Mar 2024	IT (BIZSUPPORT@APOGEECORP.COM)
+ 7427168	7427168	CNCIM9R03Y	ID423848	PEOPLE & CULTURE	NIMBUS HOUSE LIPHOOK WAY	ME16 0FZ	12 Mar 2024	IT (BIZSUPPORT@APOGEECORP.COM)

Please check with the signatory as to where this toner has been forwarded to. If you are unable to locate the toner, we can order you a replacement, but this would be chargeable.

In the event of any delivery escalations, please email: support@apogeecorp.com with your serial number, order reference number, and the reason for the escalation. Upon receipt, we will investigate and respond within 24 hours.



- **Will I get spare toners delivered with my device?**

All multifunctional products are initially delivered with a sufficient toner installed. Desktop printers are delivered with a starter toner; however this will typically allow a month's printing based on average volumes for the model type.

Future toner orders can be placed by using the Client Portal or calling the dedicated Consumable Management Team, once the toner has reached 'Low' level alert.

- **What happens if I need a toner urgently?**

We are always here to help should this occur. Please contact the Consumables Management Team. We have a stock holding in the UK and can request an overnight delivery if requested before 1 pm (some parts of Scotland excluded). Please note, there is a charge for this service.

- **How can I order other consumable parts?**

All consumable items can be ordered via the Client Portal or the Consumable Management Team.

- **How do I obtain a proof of delivery?**

Proof of Delivery (POD) are available via our Apogee Portal. Please click on the cart icon next to the consumable order.

## General FAQs

- **I have a large job/busy period ahead, can I get extra toner?**

Apogee has a system in place to handle these toner queries efficiently. Additional toners can be requested through the portal, if prompted please specify the reason for the extra toner order.

Alternatively, you can speak to one of our dedicated Consumable Management advisors to order toner or investigate any toner requirements.

On a longer-term basis, increased volume trends should reflect in your Meter data captured from the device. Therefore, we can understand how to best support and ensure you get the amount of toner required to keep running, checked via Apogee's Client Portal.

- **What to do if toner has been lost onsite, how can I get a replacement?**

If your toner has been misplaced internally, then contact our Consumable Management Team directly and they will assist you in ordering a chargeable replacement toner. We strongly recommend keeping unused toner in a secure managed location, to avoid additional replacement toner costs to your business. We can support with training materials to ensure users understand to only take the toners that have been labelled for the individual devices for which they are intended.

- **Have I been sent the wrong toner? (the model referenced on the box does not match the device)**

Manufacturer toners fit a large range of machines; the packaging will often only reference the most recent version of the device. We recommend that you compare the toner received to the toner in the device to check the correct product has been supplied.

Please speak to our Consumables Management Team for support if required, where they can verify the correct toner by the code on the package.

- **How do I find out more information on how to recycle toner cartridges?**

Please visit Apogee's website for full details on how to recycle your ink and toner cartridges or click on the link below:

[How to recycle your ink or toner cartridges?](#)

- **Can Apogee provide on-site personnel to support toner management ?**

Toner Valet is an additional service offering for Apogee customers.

The toner valet will be responsible for the management and replenishment (including recycling) of all consumables at the site. As well as basic device maintenance i.e. panel cleaning and Paper drawer top-up, where applicable.

Please speak to your Account Manager for further information and pricing.

- **How do I provide Manual Meter Readings?**

Please send your manual meter reads to [Billings@apogee.com](mailto:Billings@apogee.com) Including the Device ID / Serial number and the BLACK and COLOUR readings.

Alternatively, if you would like to switch to automated readings instead please email the ARMA team with the network / IP settings at [ARMA@apogee.com](mailto:ARMA@apogee.com) to get the device connected.

- **How can I notify Apogee of device location and/or network changes?**

Services are reliant on the continuous connection of your device(s) to your network.

The network needs to be maintained by your IT to allow automated requests, including toner to be received by Apogee and orders created. Apogee requires advance notification of any network changes e.g., firewall rules, IP address changes or changes in internet provider (as these will prevent the solution from working).

ARMA appliances search areas of your network as defined by your IT only. Please notify us of any device moves or changes to IP structure/address, as these are likely to stop automation.

Users can request the device address information to be changed via Apogee's Client Portal or via your Customer Success Manager/ Customer Relationship Executive.



## Customer-Centric Service Excellence

In an ever-evolving world, customers expect the highest levels of service from the businesses and organisations they work with.

Similarly, we hope Apogees' customer-first approach will retain customers and grow our business. Our unflinching focus on customer satisfaction and quality requires us to have a comprehensive insight into our customers, understand the user's experience and have sound processes focusing on delivery, timeliness, information, professionalism and staff attitude.

Our teams continue to demonstrate our commitment to customer service and continuous improvement. We are extremely proud to be a Customer First organisation and our customers think so too - **with a Trust Pilot score of 4.8, customer satisfaction scores of 90% and Net Promoter Score of 43.**



Apogee is a member of the Customer Experience Foundation, a Customer Experience Industry Association that provides resources and support, driving innovation in the customer experience community globally, driving superior relationships that people can trust.





## Offset your paper footprint with PrintReleaf

PrintReleaf is the world's first platform that automatically converts your paper footprint into actual trees. As you print, you actively replant trees in forests that need it most around the world.

### Why should I use it?

PrintReleaf measures your paper footprint based on your cumulative printing. Once trees are planted, PrintReleaf administers an 8-year audit process to track the progress and survivability of the trees.

[Register here](#)

## Send your post with Automail

With one click, AutoMail sends letters from your device, straight to your recipient's door – giving you more freedom to focus on the tasks that matter.

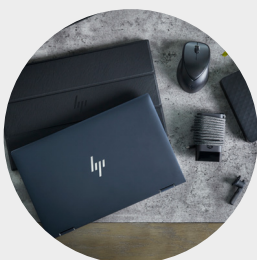
### Why should I use it?

Compatible with Microsoft Word and Excel, AutoMail couldn't be easier to use. Once sent, your document is processed in our secure facilities, then delivered by post at discounted rates.

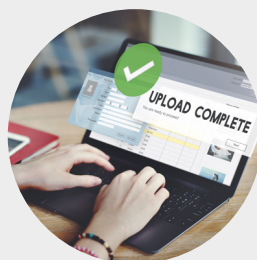
[Watch the video](#)

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