

# Welcome Information

Reliable Office Technologies





# Reliable Office Technologies

## General Contact Information

Phone: 301-695-0464 \*10 / 800-564-0989 \*10

Fax: 301-682-6503

[www.rotcsolutions.com](http://www.rotcsolutions.com)

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## Educational Support

Reliable Office Technologies is committed to our clients getting as much value out of their new device as possible. To that end, we offer numerous resources that our clients can take advantage of to ensure they are fully aware and capable of utilizing.

- Comprehensive user training at installation of your device.
- As needed user training as part of quarterly reviews.
- As required user training by client request.
- A comprehensive “help desk” 24/7 available website can be supplied at no charge. ( [www.rotcsolutions.com](http://www.rotcsolutions.com) )
- Many of Sharp’s newest devices offer a comprehensive user manual as part of the user interface.

## Key-Operators

It is our experience that assigning a “key-operator” to take responsibility for the copier/printer results in greater uptime, long-term reliability and client satisfaction. Recommended key-operator responsibilities include:

- Train/Educate new and legacy users
- Check and clean scan bar and platen glass
- Check and load paper as needed
- Check, order, inventory and change supplies
- Call ROTC with supply orders
- Clear difficult jams
- Assess and try to resolve reported copier problems before calling for service
- Determine if IT or mechanical related
- Provide detailed description of the problem to ROTC
- Contact client’s IT support for network/PC problems
- Contact ROTC for mechanical problems

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## Service Support

The majority of Reliable Office Technologies' service plans include all parts, labor, and unlimited service visits. Many of our service plans also include consumable supplies but exclude paper and staples. All service plans are specifically designed to comprehensively cover all mechanical failures that may arise. IT/network related issues are not covered under your contract; however, ROTC is committed to your uninterrupted enjoyment of your device so we do offer, as needed, when available, complimentary virtual IT/network support related to the covered device's operation.

Many IT/Network related problem resolutions can be found within the "Problem Resolution" area the "Customer Center" within our website at:

<http://www.rotcsolutions.com/sharp-problem-resolution>

## Requesting Service

Reliable Office Technologies values you as a client and if you require additional support please contact Client Services at **301-695-0464 or 800-564-0989 x 10**. Our goal is to resolve all issues to our client's satisfaction.

To place a service request via telephone

- Call **301-695-0464 or 800-564-0989**, dial extension **10**

To place service request via email

- Email [service@rotcsolutions.com](mailto:service@rotcsolutions.com)
- Include the Equipment ID and/or Serial Number
- Key-operator contact information for copier/printer
- Problem with the device (Please be specific, include any messages or codes from the machine.)
- Any special instructions (hours of operation, department location, etc.)

To place request for service via our website

- Go to [www.rotcsolutions.com](http://www.rotcsolutions.com)
- Click on "Customer Center" tab
- Click on "Request Service"
- Complete the requested information
- Click submit

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## Placing a Supply Order

Reliable Office Technologies' "supplies included" service plans are designed for "just in time" supply replenishment so our clients do not need to manage supply inventories onsite. You should reorder supplies for your copier / printer when a toner level reaches 25% remaining or below. If you order supplies by 3 PM, you should receive your supply item the next business day. There are three ways to order supplies:

To place a request for supplies via telephone

- Call **301-695-0464 or 800-564-0989**
- Dial extension **10**

To place a request for supplies via email

- Email [supplies@rotcsolutions.com](mailto:supplies@rotcsolutions.com)
- Include the Equipment ID and/or Serial number of the machine(s)
- Contact information
- Supplies requested

To place a request for supplies via website

- Go to [www.rotcsolutions.com](http://www.rotcsolutions.com)
- Click on the "Customer Center" tab
- Click on "Order Supplies"
- Complete the requested information
- Click submit

**Xerox E-Concierge and PageConnect customers must order supplies through their program portal.**

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## Meter Collection

Many of Reliable Office Technologies' service plans bill the client for usage as determined by the device's meter read.

Many of the devices we supply to our clients automatically send a meter read to ROTC on a monthly basis, so no action is required by the client. If your device does not automatically send meter reads or if your organization does not permit the meter read to be sent automatically, there are numerous ways to send a meter read to ROTC:

To report read(s) via telephone

- Call **301-695-0464 or 800-564-0989**
- Dial extension **10**

To report read(s) via fax

- Please fax your read(s) to **301-682-6503 or 800-564-0989**
- Be sure to include the Equipment ID and/or Serial number along with the read(s)
- For color devices, please provide separate meter read(s) for color and black & white

To report read(s) via email

- Please email read(s) to [meters@rotsolutions.com](mailto:meters@rotsolutions.com)
- Be sure to include the Equipment ID and/or Serial number along with the read(s)
- For color devices, please provide separate meter read(s) for color and black & white

**\*\*Clients who are set to receive email requests will receive meter requests via email 5 days before the read is due for billing purposes. Reads will be accepted up to 5 days before the due date\*\***

To report read(s) via website

- Go to [www.rotsolutions.com](http://www.rotsolutions.com)
- Click on the "Customer Center" tab
- Click on "Meter Reads"
- Complete the requested information (contact info, each device info & read(s) & date reported)
- Click submit

**\*\*If you have more than 5 devices to report read(s), click on "Go back to the form" to enter read(s) for additional devices\*\***

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## Green Initiatives

Here at Reliable Office Technologies, we are committed to supporting the environment. The following links below will assist with recycling your empty Sharp and/or Xerox cartridges.

For Sharp -

- The following link to assist with recycling your empty Sharp toner cartridges.

<http://www.sharpusa.com/AboutSharp/SharpAndTheEnvironment/Recycling/TonerRecycling.aspx>

For Xerox -

- The following link to assist with recycling your empty Xerox toner cartridges.

<http://www.xerox.com/perl-bin/product.pl?mode=recycling&referer=xrx>

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## Frequently Asked Questions

When should I expect to receive my supply order?

- Toner should be reordered when the toner installed reaches the 25% mark. If the supply order is received before 3 pm, the order will be processed that day and should arrive within 1- business day via FedEx Ground. If the supply order is received after 3 pm, the order will be processed the next business day and should arrive within 2-business days of when the order was placed. If you have any questions regarding your supply order, please call **301-695-0464 or 800-564-0989 x 10**.

After I place a service request, when should I expect a technician to arrive?

- Service calls will be made during normal business hours (8 am to 5 pm). Our goal is to respond to all service requests within a 4-8 hour window. Normally if a call is placed in the morning, we will respond by the afternoon and vice versa. Devices that are inoperable are always prioritized.

Whom do I contact if I have a question about my invoice?

- Please call **301-695-0464 or 800-564-0989 x 10**. A Client Representative will assist you with any questions regarding your invoice.

Can I pay my invoice with a credit card?

- Yes, we accept payments from American Express, MasterCard and Visa. To make payment, please contact us **301-695-0464 or 800-564-0989 x 10** and provide credit card information and billing zip code. The payment will be processed within 24-hours and you will receive confirmation of receipt via email or mail.

What should I do if I need to relocate a machine?

- Please call Client Services at **301-695-0464 or 800-564-0989 x 10** for assistance with your machine relocation. Upon evaluation of your relocation needs, Client Services will inform you of any applicable fees. Damage caused while moving your copier or printer yourself will not be covered under your service plan.

Our company's needs have changed and we need to discuss an upgrade?

- If you need to reassess your company's environment or needs, please contact your Solutions Consultant or call **301-695-0464 or 800-564-0989 x 10** to be directed to your Consultant.

Whom should I call regarding my lease or service plan if I should have questions?

- Our Solutions Consultant will assist you with any questions pertaining to your lease. Please call **301-695-0464 or 800-564-0989 x 10**.

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Reliable Office Technologies Customer Service- We are convinced *our client's satisfaction is the most important ingredient* to our long-term success!

- As a *valued client*, we will periodically schedule an Account Review with you to assess your overall satisfaction with every aspect of our relationship, and then we will do whatever is necessary to positively influence the delivery of an exceptional level of service and support to your organization. You should expect our Client Satisfaction Manager, David Jahnes, to contact you two, to three times per year to set up an appointment, but if you would like to schedule an account review sooner, please do not hesitate to reach out to David, he can be reached at [djahnes@rotsolutions.com](mailto:djahnes@rotsolutions.com), **301-695-0464 x 38**.

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