Brief

Automatic Toner Replenishment

Automatic Toner Replenishment (ATR) is an optional just-in-time supplies (ink/toner) delivery mechanism contractually available in conjunction with HP Managed Print Services (MPS).[1] This service utilizes remote monitoring software to report current supplies status levels to a central database maintained by HP.

ATR utilizes remote monitoring software to report current supplies status levels.

ATR triggers are set using both of the following processes:

1. Printing history = days remaining
2. Percentage of supplies left in the cartridge = percentage (%) remaining

ATR uses both processes to determine when supplies are ordered. A service request for supplies is initiated by our back-end system when either process (days remaining or % remaining) triggers.

HP has set ATR default triggers at:

- Up to 12 days remaining; or
- Less than 5% supplies remaining

Sometimes, end-users indicate the need for a change to the ATR trigger. Special requests for making changes can be considered by device, by location, or organization-wide. Change Requests can be submitted by HP personnel through the MPS Help Desk with a request for ATR review. Upon review, the ATR team will implement the change after reviewing past ATR performance and can validate the need to change the process or trigger.

How to request ATR changes:

If you would like to request a change to your ATR trigger—for a single device or location, or for the entire organization—please contact your account manager or your MPS sales specialist, or contact the HP Dispatch Desk directly by calling 800.745.2025 or by emailing cmps-us-dispatch@hp.com. Please provide supporting documentation for your request.
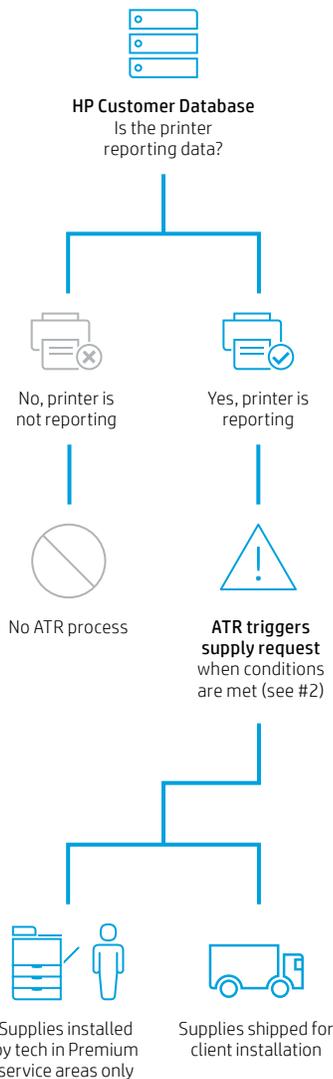
Considerations before ATR implementation:

Following are requirements for ATR to function properly as well as some things to think about before deciding to implement ATR:

1. Physical shipping address must be accurate and complete
Accurate and detailed shipping information (including contact names) must be associated with each device/site in HP's database for devices receiving ATR. Exact and complete shipping information can be provided to our dispatch team at any time by calling 800.745.2025 or by emailing cmps-us-dispatch@hp.com.

ATR process

HP Customer Database
Is the printer
reporting data?

No, printer is
not reporting

Yes, printer is
reporting

No ATR process

**ATR triggers
supply request**
when conditions
are met (see #2)

Supplies installed
by tech in Premium
service areas only

Supplies shipped for
client installation

2. The ATR trigger looks for certain conditions before triggering (default is 12 days or 5% supply remaining).
ATR must verify two things prior to triggering a supplies shipment. First, open service tickets cannot have been opened within the last 10 days. Second, backup supplies cannot have been ordered within the last 21 days. If both of these scenarios are true, ATR will trigger. Additionally, when the supplies level falls below the minimum threshold and if HP has previously shipped supplies that have not yet been installed in the device, a new order for supplies would not be triggered. Therefore, it is important that supplies are used in the device for which they are ordered.

3. Devices must be compatible with an approved data collection agent to report accurately
There are some legacy devices (generally older than 2005) that cannot accurately report data through a data collection agent. The technology in the Management Information Base (MIB) of these devices is not intelligent enough to respond to the requests being sent by monitoring software. *Example:* The HP LaserJet 4000 series will report data; however the data is not reliable for supplies replenishment. This device only reports 100%, 50%, or 0% remaining.

There may also be instances with newer devices where cartridges have problems reporting current supplies levels and may be excluded from ATR. *Example:* The HP LaserJet Pro 8XXX series can sometimes be included in an MPS program, but cannot report supplies levels via a data collection agent. Therefore, ATR cannot be utilized.

4. Unexpected large print jobs may cause outage
Unexpected large print jobs can result in supplies depletion sooner than expected. If you anticipate a large print job, you always have an option to request supplies to have on-hand.

5. Devices not online when a scan is conducted will not be audited
If a device is not on the network when the DCA conducts a scan, no updates are made to the number of pages printed within the HP database, which may result in delayed supplies shipments. Devices can be in sleep mode and still be audited, but must not be powered off.

6. When relying on the days remaining ATR process, a data collection agent must be functional and reporting supply/meter data for 30 days to the central database in order to be reliable
End-users are encouraged to check whether supplies requests have been made prior to submitting an order for the first 3–4 weeks of service until the algorithm has enough historical data to trigger a supplies request.

7. Worried about supplies running out? Submit a request!
ATR is not a perfect system. If a low alert has you worried, you always have an option to place a request for supplies. When you do, the ATR algorithm simply starts over. Conversely, a low alert may be initiated long before supplies levels are really low enough to warrant replacement. Some devices trigger a low alert when there is as much as 25% remaining in the cartridge. In this scenario, the low alert would be visible for many days before a change would be required.

8. Have a mission critical device and need a set of supplies on site (i.e., when 24x7 device uptime is required)?
You can request a set of backup supplies from dispatch to keep on-hand. However, backup supplies must be rotated on a regular basis and are considered usable inventory in the ATR process. An ATR trigger will replace the backup supply in this scenario.

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