

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, 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, location, or for the entire organization—please contact your account manager, your MPS sales specialist, or contact the HP Dispatch Desk directly by calling [800-745-2025](tel:800-745-2025) or send an email to cmpps-us-dispatch@hp.com. Please provide supporting documentation for your request.

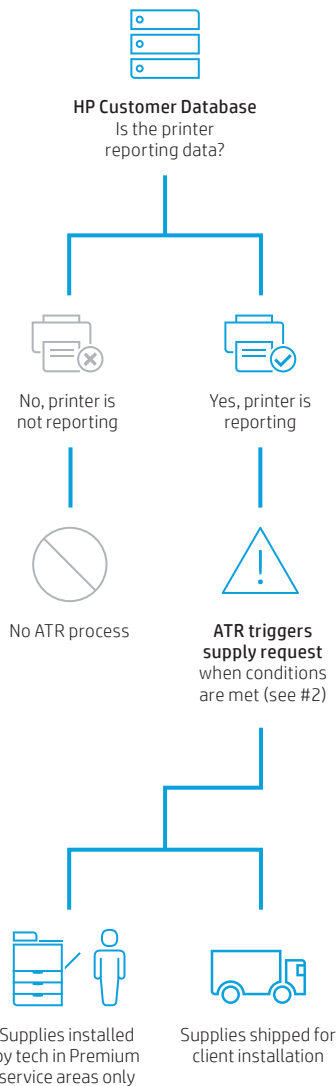
Considerations before ATR implementation:

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](tel:800-745-2025) or by sending an email message to: cmpps-us-dispatch@hp.com.

ATR Process



2. The ATR trigger looks for certain conditions before completing any supplies order

ATR looks for the following before triggering: there are no open service tickets (within 10 days) when receiving Premium service, the cartridge is registering below 65%, and no backup supplies are ordered within 21 days prior to the request. All three scenarios must be “true” before ATR will trigger. In addition, 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’s important supplies are used in the device for which they are intended.

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 with the DCA conducts a scan, no updates are made to the number of pages printed within the HP database, and 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 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 24/7 device uptime is required)?

You can request a set of back-up supplies from dispatch to keep on-hand. However, back-up supplies must be rotated on a regular basis and are considered usable inventory in the ATR process. An ATR trigger will replace the back-up supply in this scenario.

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¹ ATR service is an optional service, contractually agreed up by both parties, and should not be relied upon solely for supplies replenishment needs. However, many of our clients choose to use it as a back-up mechanism to augment end-user requests. As with any technology system, there are instances that result in service interruption, such as system outages, employee interactions, database calculation failures, or technology process issues. However, as a back-up option, working in conjunction with standard HP MPS, ATR is very effective to increase device uptime and contribute to employee productivity.

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