



## Sample End User Email (Using the help-desk)

Your organization has recently initiated a new service for your printers and copiers through HP called Managed Print Services which is designed to reduce the cost of internal printing within your organization and remove the support burden for print devices.

To facilitate this program, a sticker has been placed on each of the print devices under management, assigning each one a unique identification number. This identification number is linked to important information about the device which is held in HP's service database. The identification number can be found on the sticker placed on the device:



When your printer or copier displays 'toner low', or you experience a problem with any print device, simply email or call the help-desk and include the identification number along with a description of the issue you are experiencing.

The help-desk will contact HP. HP will respond quickly to resolve the issue reported according to the service contract in place which includes onsite delivery of parts, supplies (including toner), and service or repairs as needed.

If you have previously been tasked with placing orders for toner and maintenance kits, or contacting a repair service for printers or copiers, please discontinue these practices and only contact HP from this date forward.

If you have questions about this support program, please contact \_\_\_\_\_.