



Sample End User Email

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, and looks like the following:



When your printer displays 'toner low', or you experience a problem with your printer or copier, simply go online to the website indicated on the sticker at www.hpmpsservice.com or call toll-free to **800 261 0291**. An attendant is available to take your call between 8 AM and 5 PM Monday through Friday. Please provide the identification number for the printer or copier that needs attention. 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 _____.