


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. Estimated printing days remaining.
2. Percentage of supplies remaining as reported by the device.

ATR will initiate a pro-active request for supplies shipment for either trigger.

HP has set ATR default triggers at:

- Up to 18 days remaining according to printing history; or
- Less than 15% supplies remaining

After 30 days of printing history, HP may adjust the percent remaining threshold to reflect actual usage. Please note some PageWide devices have a default of 18% rather than 15%.

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 pmmps-servicerequest@hp.com. Please provide supporting documentation for your request. After 30 days of printing history, HP may adjust the percent remaining threshold to reflect actual usage. Adjustments may occur to increase or decrease the percentage remaining for specific devices; however, the default of 18 days is retained for the print environment overall.

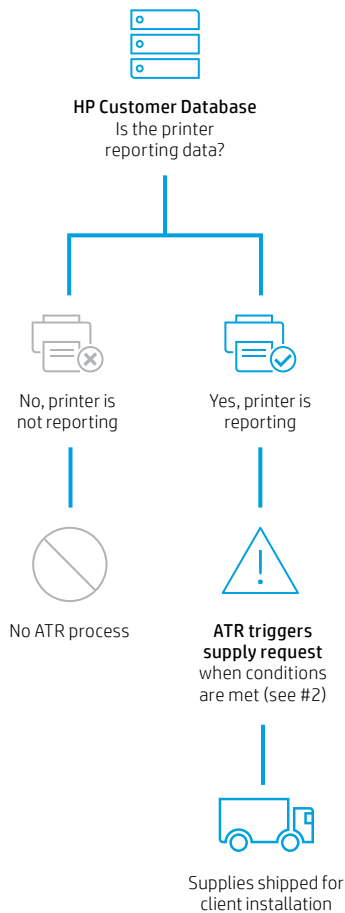
Considerations before ATR implementation:

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

1. **Accurate and detailed** shipping information (including contact names) must be associated with each device/site in HP's database for devices receiving ATR. You may request an ATR health check report by email to: pmmps-dca@hp.com

To change the shipping addresses or customer contact information, please contact: pmmps-fleetmaintenance@hp.com

ATR process



2. The ATR trigger looks for certain conditions before triggering (default is 18 days or 15% supply remaining).

ATR must verify two things prior to triggering a supplies shipment. First, open service tickets cannot have been opened within the previous 10 days. Second, device readings must indicate the previous supply shipped was installed. If both scenarios are true, ATR will trigger.

3. Devices must be compatible with an approved data collection agent (DCA) to report accurately

There are some legacy devices (generally older than 2005) that cannot accurately report data through a DCA. 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 DCA. Therefore, ATR cannot be utilized. If you have questions about the supportability of older devices, please contact your HP MPS Account Manager.

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, or is powered off, when the DCA conducts a scan, no updates are made to the number of pages printed which can result in no ATR trigger as expected. 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 DCA 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 designed to ship an order 2–3 weeks before the toner/ink cartridge runs out. If you request supplies shipments prior to an ATR trigger (i.e., in preparation for a large print job) the ATR algorithm simply starts over. You may be asked to provide a printed configuration page showing toner/ink levels for non-standard requests.

8. Why doesn't HP ship toner/ink when the device displays a Low Toner alert?

Some devices show a Low Toner alert when there is as much as 20% supply remaining. Managed devices suppress these alerts, but non-managed devices will display them. HP's remote monitoring system replaces the need to respond to these Low Toner alerts. ATR triggers do not coincide but are based on more reliable information to provide just-in-time delivery of supplies.

9. Does ATR support the replacement of all consumables?

No. ATR only supports the replacement of toner/ink and drum kits only. End users request replacements for all other consumables, such as staples, toner collection units, rollers, fuser kits, etc.

10. Have a mission critical device and need supplies (toner/ink) on site (i.e., when 24x7 device uptime is required)?

For devices that consistently print large volumes, you can request an early shipment of supplies in anticipation of printing spikes. HP first validates no supplies have shipped in the previous 5 days. Early shipments of supplies must be rotated through and are considered usable inventory.

Sign up for updates
hp.com/go/getupdated



Share with colleagues

1. ATR service is an optional service, contractually agreed upon 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 backup 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 backup option, working in conjunction with standard HP MPS, ATR is very effective to increase device uptime and contribute to employee productivity.

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.

© Copyright 2019 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

