# ATTACHMENT 4, CANON SAMPLE MPS CUSTOMER EXPECTATIONS DOCUMENT

1. **Introduction.** This Customer Expectation Document is designed to provide details related to the Canon Managed Print Services (‘MPS”) Program and to answer commonly asked questions. The terms and conditions of the MPS program can be found in the associated Managed Print Services Agreement.
2. **Program Objectives.** The MPS program is designed to help organizations achieve business efficiencies and cost savings through better management and administration of print environments. Our unique consulting process contemplates collaboration with our customers to identify areas for print optimization, increased productivity and cost savings. Critical to this process is the availability of print volume data from all sources within the print enterprise. The success of the program is dependent on uninterrupted communication with the printers or alternative sources of data capture in order for Authorized Dealer to perform the services and provide accurate and timely billing under the agreement.
3. **Initial Contract Set-up**
4. ***Start Date.*** The contract becomes effective approximately 10 days after the Customer executes the MPS Agreement accompanied by a complete listing of the covered Printers on Schedule A and Schedule B, if applicable. This allows Authorized Dealer ample time to prepare its systems to accept customer calls and begin to provide services.
5. ***Initial Printer Listing.*** Schedule A and B contain all relevant information on each printer initially covered under the MPS Agreement. Printers listed in Schedule B will only be eligible for toner fulfillment and monitoring services. The Customer is responsible for discovering and identifying the required information for all printers to be covered under this agreement. Although Authorized Dealer software tools may help discover devices based on detection of activity, idle units and units with no network connection may not be detected during this discovery process. In the event a customer identifies additional equipment which was mistakenly excluded from the original schedules, additional printers can be added using the Change Order form along with a printed configuration page for each printer added and made retroactive to the start date. Customers who call for services or toner for units not yet added to the contract may be told their printer is not covered since it will not appear in the Authorized Dealer system.
6. ***“Fit for Service” Requirements***. Prior to the start of the contract, the following must be confirmed:
7. Each printer must have a minimum of 25% toner remaining in the cartridge;
8. Each printer must have a minimum of 25% life remaining for other consumable maintenance items (fuser kit, maintenance kit, drums);
9. Any printer displaying a service or supplies alert (error codes, low consumables, etc.) or demonstrating a technical or performance issue (regardless of alert status) must have the condition corrected;
10. Any printer with an image quality issue must have the condition corrected; and
11. Any printer inadvertently placed on an MPS contract that does not meet “Fit for Service” requirements, must have the issues promptly remediated or the Printer must be removed from the MPS contact.
12. Customers can contact Authorized Dealer Customer Service (see Section 5 below) to purchase the required consumable items (toner cartridge, maintenance kit, fuser kit, drum, etc.) and/or request a service call to remediate technical issues, so the printer can be added to an MPS contract.
13. ***Tagging.*** Each printer initially covered under the agreement may be tagged with an Authorized Dealer Service tag by an Authorized Dealer representative. The tag includes the serial # of the printer, the phone # for service and supplies and other relevant information. The tag should not be removed from the printer during the term of the agreement. Authorized Dealer may mail tags to the customer for placement on the printers for machine additions or remote locations during the term of the contract.
14. ***Installation of DCA Software.*** Authorized Dealer will work with the Customer’s IT staff to perform the initial installation of the Data Collection Agent (“DCA”) software for networked devices. Additionally, Authorized Dealer may assist the Customer’s IT staff to push the local client version of the DCA software for use with any non-networked printers. It is the Customer’s responsibility to keep the DCA installed during the term including any reinstallation that may be required because of change in the Customer’s infrastructure or environment.
15. **Ordering Procedures**
16. ***Toner.*** Printer toner cartridges may be ordered from Authorized Dealer by either calling Customer Service or by placing an on-line order (if applicable). Customers who wish to use on-line ordering must first register through Authorized Dealer’s on-line customer portal. Customers will be asked to provide the related serial # or asset tag# located on the asset tag placed on the printer. The maximum toner order is limited to one (1) cartridge per serial#. Authorized Dealer Reserves the right to limit toner shipments based upon print volume/utilization. Canon’s Managed Print Services program does not contemplate the provision of “shelf stock” at Customer locations. Customers that require extra toner stored onsite may purchase shelf stock by contacting Customer Service (see Section 5 below).
17. ***Service Calls.*** Requests for repair may be placed by either calling Authorized Dealer’s Dispatch Center or by placing a service request on-line within the Authorized Dealer’s on-line customer portal (if applicable).
18. ***Add/Remove.*** Additions or deletions of printers covered under the MPS Agreement are made by executing and submitting an MPS Change Order form indicating the pertinent information on the specific units being added or removed from the agreement or submitting such request on-line within the customer portal (if applicable). Additionally, Customers must provide a printed configuration page from each added or removed unit that provides Authorized Dealer necessary meter, quality and other information necessary to make the change effective. Please note that changes to the printer fleet configuration may impact the price per copy reflected in the contract on a prospective basis.
19. **Customer Service.** For any questions or contract changes, please reference the following contact information:

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Relocations.** If Customers relocate any printers under the agreement, they must promptly notify Authorized Dealer in order to change the location information in the Authorized Dealer database. Customers are responsible for de-installing and reinstalling all relocated printers including installation of the DCA in order to keep the printers communicating with Authorized Dealer. Please note that printers relocated outside of Authorized Dealer’s Servicing geography may not be eligible to be covered under this agreement.
2. **Meter Collection.** The MPS program is designed to automatically collect periodic meter readings from the printers covered under this agreement using the DCA software program. The DCA program is initially installed on the Customer network for connectivity to networked printing devices. A local DCA program must be installed on individual networked computers in order to communicate with non-networked printers. It is extremely important to keep the DCA software connected in order for Authorized Dealer to capture information in order to provide the services under the MPS Agreement. Customers are responsible to maintain this critical connection that may require reinstallation of the local DCA software when upgrading, replacing or repairing related computers.
3. **Fixed Volume.** If Authorized Dealer does not receive timely meter readings from the DCA software or alternatively from the Customer through other means of communication, Authorized Dealer will estimate the usage on the related devices utilizing predetermined average monthly volume information, which are based on Authorized Dealer standard usage rates by model.
4. **Toner Usage Reconciliation.** The MPS program includes replenishment of toner cartridges based upon toner page coverage of 5% for black toner and 20% for color toner. Customers who print images with more toner average coverage should expect to pay additional charges. Toner usage reconciliation is done separately for black toner, color toner, and MICR toner. Please see the reconciliation example below:

Toner Manufacturer Yield per Cartridge 3,000

# of Cartridges shipped to Customer\* x 10

Manufacturer Expected Print Volume 30,000

Extra 10% provided by Authorized Dealer 3,000

Authorized Dealer Expected Print Volume 27,000

Actual Print Volume 25,500

Volume Reconciliation 1,500

Price per Page x $ .0200

Toner Usage Reconciliation Charge $30.00

\* **Note 1:**  Certain cartridges for the same models may contain different manufacturer yields.

\* **Note 2:** Cartridge yield associated with “Unused Toner Cartridges” (see definition in Section 12 below) purchased from Authorized Dealer for purposes of “shelf stock” may be considered during toner reconciliation, when the Actual Print Volume exceeds the Authorized Dealer Expected Print Volume.

1. **Quarterly Review Process.** Customers are entitled to a quarterly review discussion to review expectations, charges, print volume data and recommendations for further optimization of the print environment.
2. **Renewal and End of Term Process**
3. The MPS agreement will not automatically renew. If the Customer wishes to renew, then Authorized Dealer shall promptly provide a renewal quote for the renewal period. Upon mutual agreement, a new agreement shall be executed for the renewal term.
4. If the Customer does not choose to renew, the Customer may return unused toner cartridges within 30 days of the end of term and Authorized Dealer will adjust the # of cartridges shipped for computing the final toner reconciliation described above.
5. Customers must contact Authorized Dealer’s Customer Service to obtain return instructions and return authorization # prior to mailing the returned supplies back to Authorized Dealer. In the event Authorized Dealer is unable to obtain a final meter reading from the DCA or other reasonable means, Authorized Dealer will estimate the final meter reading using customer volume history or utilizing the Authorized Dealer standard usage rates by model.
6. **Unused Toner Cartridges.** Unused toner cartridges are defined as the original items shipped to Customers, which:
7. were provided to the Customer by Authorized Dealer;
8. are in the original box, which is unopened and undamaged;
9. the contents (toner cartridges) are sealed and undamaged; and
10. are deeded resalable, in Authorized Dealer’s sole discretion.
11. **Restocking Fee.** A restocking fee of 10 percent (10%) of the MSRP value shall be charged for all unused toner cartridges returned to Authorized Dealer, unless the returned cartridge is deemed defective or the restocking fee is prohibited by law.
12. **Toner Availability.** Authorized Dealer shall use commercially reasonable efforts to procure toner cartridges for the printer(s) covered by the MPS contract. In the event OEM toner is no longer readily available (discontinued by the manufacturer, restricted distribution, exhausted inventory, etc.) Authorized Dealer shall, at its option, either (i) substitute OEM cartridges with compatible (3rd party) toner cartridges, or (ii) substitute comparable printer(s) at your expense, or (iii) cancel the balance of any remaining term of the MPS contract for the affected printer(s) and refund the unearned portion of any prepaid charges associated with the printer(s).

**ARTICLE II**

**DCA Software & Technical Requirements**

Authorized Dealer must utilize data collection software to provide services under this agreement. Authorized Dealer is responsible to maintain the software, provide updates when necessary, and assist with the initial installation as necessary. The detailed technical information with respect to the Data Collection Agent (DCA) is as follows:

The DCA collects usage data on Products from predefined Management Information Bases (MIBs), using Simple Network Management Protocol (SNMP). For greater security, the DCA initiates communication solely with the Authorized Dealer Data Repository. Communication sessions are conducted via HTTPS (port 443), the universal standard in secure transactions. The DCA sends and receives data in a single hourly session.

Authorized Dealer does not provide root access or local edit access to the DCA and Authorized Dealer does not permit scripts to be run against the DCA.

Customers must provide the following technical information in conjunction with the implementation of the Canon Managed Print Services program. This information is required specifically for the expressed purposes of configuration and implementation of the DCA. Requirements and details below may be subject to change based on modifications to the existing software or a change to the DCA software being utilized.

**INFORMATION**

**DCA Server (must be able to access all subnets with devices under contract)**

Hostname

IP Address

Default Gateway

Fully Qualified Domain Name

DNS Server (primary and secondary)

Subnet Mask

**Network**

Subnet Range(s)

**Proxy (if applicable)**

Proxy Name

Port Number

Username / Password (if required)

**SNMP**

Public (READ)

Any non-public SNMP community strings

**CONFIGURATION**

In addition to the information above to function properly, the DCA requires the following network configuration

Port 80 TCP (outbound access)

Port 443 TCP (outbound access)

SNMP (access to all subnets with devices on contract) Port 161 UDP (access to all subnets with devices on contract)

**ADDITIONAL PORTS REQUIRED FOR MDS CLOUD CC AGENT**

 Port 427 UDP (outbound access)

 Port 47545 UDP (outbound access) (Canon Devices)

 Port 47546 TCP (outbound access) (Canon Devices)

 Port 9007 TCP (outbound access) (Canon Devices)

 Port 50700 UDP (inbound access) (Canon Device event notifications)

 Port 11427 UDP (inbound access) (Canon Device power status notifications)

 Port 44301 TCP (inbound access) (Open CC Agent dashboard on network)

**HARDWARE**

Hardware: Non-dedicated server powered on 24 hours a day, 7 days a week

Network Card: 100mbit or higher

RAM 512 MB or higher

Internet connected browser

**ADDITIONAL HARDWARE REQUIRED FOR MDS CLOUD CC AGENT**

 Dual Core CPU 2.0GHz or faster

 RAM 4GB or more Recommended 8GB or more

 Available Storage 8GB or more Recommended 35GB or more

**SOFTWARE**

Computers where the DCA will be installed must meet the following software requirements:

Windows 7, 8, 10, Server 2008 R2, Server 2012, Server 2016 or higher and .NET Framework 3.5 SP1 Including .NET 3.0 and 2.0 Feature enabled

Virtualization software support: The following virtualization software will support the installation:

Microsoft Virtual Server 2005

VMware GSX

**ADDITIONAL SOFTWARE REQUIRED FOR MDS CLOUD CC AGENT**

 Virtual Environments:

VMware vSphere v6.0/v6.5

Microsoft Hyper-V: Windows Server 2008 R2/Server 2012/Server 2012 R2

 .NET Framework 4.5.2 or higher: <https://www.microsoft.com/en-US/download/details.aspx?id=42643>

 IIS 10.0 Express: <https://www.microsoft.com/en-us/download/details.aspx?id=48264>

 SQL Server Express 2014 SP2 or higher: <https://www.microsoft.com/en-US/download/details.aspx?id=53167>

**COLLECTION INTERVALS FOR MDS CLOUD CC AGENT**

 Errors and alerts – Every 5 minutes while not in sleep mode

 Consumable Supplies (Toner & Paper levels) – Every 60 minutes while not in sleep mode

 Counters – Every 8 hours

**DATA TRANSMISSION**

The DCA transmits small amounts of data to the central server. This data includes only statistical and alert condition information. NO IMAGE DATA IS TRANSMITTED. The following data estimates are provided to assist in the assessment of network impact.

DCA scan, blank IP: 5.2KB

DCA scan, 1 printer: 7.2KB

DCA scan, 1 printer, 254 local IP addresses: 96KB

DCA scan, network of 15 printers, 254 local IP addresses: 125KB