

Xerox Lease Order Process

Xerox Lease bundled with Agent Support Solution(s)

Preparing Your Quote in ValueQuix:

1. Go to [Extra Amount Financed] within your ValueQuix Order
2. [Add] a line item for the desired product(s) and/or service(s) to be bundled- for example: “Agent Support #STSVP100” would be entered in the field on the left, and “\$2695” would be entered in the field on the right side.

Agent Support #STSVP100	\$2695
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For adding a professional service do the same:

Agent Support #PRO-SRV1	\$995
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3. Save, Close, and Sign (the customer that is)

After the XOA is SIGNED- SPA Order Process

1. Turn in your signed XOA with an official Agent Support Quote.

Send a quote request to “orders@agsupport.net”. When requesting the quote please include the following:

- Company Name
- Customer Contact information (name, phone number(s), email address)
- Company's physical address
- Their desired delivery timeframe
- The Part#/Description that you entered into ValueQuix and the

price for which it was sold.

Agent Support Order Support will then generate a quote and email it back to you. Please allow 1-2 hours for processing. At the end of the month we know you need to get your orders processed as quickly as possible, we will try to expedite the quotes in return.

1. Send your Coversheet, XOA, and Agent Support Quote to the SPA. Make sure your “coversheet” is marked for the “SPA”. If you send it into the General Markets fax # it will get held up. **The SPA processes Agent Supports' orders.**
2. Xerox will process your order and provide Agent Support a Purchase Order (a document requesting the product(s) and/or service(s) from Agent Support). This is a required document authorizing Agent Support. Your SPA CBR should generate this document when processing your customer's order.

Setting up Delivery/Installation Expectations (The GOAL: A Smooth Process with a Happy Customer)

1. **Please notify with your Agent Support Analyst about delivery status.** Normally, your Agent Support analyst can call and introduce him or herself to the appropriate customer contact. The Agent Analyst will give them their contact information so that they can call us once the equipment is installed and assembled (if necessary, such as 4590s or Doc250 with a Front end fiery).
2. **Together, we can then schedule the install for a convenient time for the customer, their IT staff (if needed), and your Agent Support Analyst.** We will strive to get every customer up and running as soon as possible, however, at the end of the month and especially at times at the beginning of the next month extra time may be needed to get the solution installed.

After the Installation: Turning in the Famous BP-1202 (Customer

Delivery and Acceptance Document)

1. Your Agent Support Analyst will have the customer sign the Xerox BP-1202 document. This is a required document in the lease process. Agent Support will then forward you the signed copy. **Please forward the BP-1202 immediately to your CBR at the SPA.** The CBR will then “financially install” the order so that your customer can order supplies, receive technical service, and start the billing & payment process.

Cash Purchase or 3rd Party Lease of Equipment with Agent Support Solution(s)

1. Please email the following info to orders@agsupport.net:
 1. Company name
 2. Customer contact information (Name, phone number(s), email address)
 3. Company's physical address
 4. Their desired delivery timeframe
 5. The Part#/Description that you quoted and the price for which it was sold.

Agent Support Order Support will then generate an invoice with the appropriate reseller discount on each product sold and email it back to you. Please allow 1-2 hours for processing.

1. **2.** Reseller will be responsible for invoicing client for end-user purchase price and collecting the funds upfront for delivered solutions. Reseller will also be responsible for paying invoice from Agent Support, relative to end-user purchase.

Setting up Delivery/Installation Expectations

1. **3.** Please notify with your Agent Support Analyst about

delivery status. Normally, your Agent Support analyst can call and introduce him or herself to the appropriate customer contact. The Agent Analyst will give them their contact information so that they can call us once the equipment is installed and assembled (if necessary, such as 4590s or Doc250 with a Front end fiery).

1. **4. Together, we can then schedule the install for a convenient time for the customer, their IT staff (if needed), and your Agent Support Analyst.** We will strive to get every customer up and running as soon as possible, however, at the end of the month and especially at times at the beginning of the next month extra time may be needed to get the solution installed.

After the Installation: Your Agent Support Analyst will have the customer sign a Xerox “System Consultation Authorization Document” (SCAD) for your records that all has been completed with the appropriate serial numbers and other information. Please see that this document is forwarded to your appropriate Xerox contact if needed for necessary “financial installation”.

Online URL: <https://support.quikbox.com/article.php?id=169>