



Instructions for  
Automated Toner Replenishment  
for Qualified Networked Printer Devices on Toshiba  
Unified Print Program



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## PRINTER AUTOMATED TONER REPLENISHMENT SERVICE

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Toner is automatically replenished for all covered devices.

### How It Works

The system is set up as just-in-time, meaning printer toner arrives approximately one week before the toner is fully depleted. Therefore, when there is a “low toner” alert, don’t be alarmed. Our system will ensure the replacement toner is delivered before the cartridge is empty.

The toner cartridge is delivered with a label clearly showing the internal device location, serial number, device make/model, and designated site representative’s name (shown here).

### Easy Tracking

Upon shipment, an email notification will be sent to the designated site representative with shipment information and tracking number.



### Ordering Through eCommerce – “Manual Orders”

Not all printers are capable of reporting accurate device data for auto replenishment purposes. Supplies for these printers will occur through the Toshiba eCommerce portal. To order supplies for these exception printers, please log into [gsp.toshiba.com](http://gsp.toshiba.com). Users without Internet access can send request to [Supplies.Toshiba@tabs.toshiba.com](mailto:Supplies.Toshiba@tabs.toshiba.com) or call 800-260-6320, select option 2.

Please note the device asset tag will let you know whether the device is under the automated toner replenishment or manual order process.

**Toner Shipments** will arrive “just in time” – approximately 3-5 days before supply is depleted. The Primary Site Contact will receive email notification of toner en route. Once supplies arrive, the Primary Site Contact will distribute the toner to the appropriate device.

If there are questions on toner status, please contact [supplies.toshiba@tabs.toshiba.com](mailto:supplies.toshiba@tabs.toshiba.com) or check the status via the Printer Toner Reporting Tool.

## PAGESMART PLUS+

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Where is my toner? To help answer that question, Toshiba offers PageSmart Plus+ via an online tool. This tool simplifies the printer management process, providing you complete status on your printer toner supply levels and recent shipments for qualified networked devices covered under the Toshiba Unified Print Program.

The following are the procedures to access the tool:

The following are the procedures to access the tool:


- 1) Go to <http://www.gspmps.com>.
- 2) Log-in to the toner reporting tool; your user name is your email. The tool requires a separate log-in.

If this is your first time visiting this site, please “Register for an Account”. For simplicity, we recommend you use your corporate email address as your user name.

User Name:

Password:

[Recover your Password](#)

 [Register for an Account](#)

- 3) To register, please provide your user information. Please note the device Zip Code **must** match the device Serial # location.

Title:

Email Address:

Confirm Email:

Full Name:

Company Name:

Zipcode:  ?

Phone:  ?

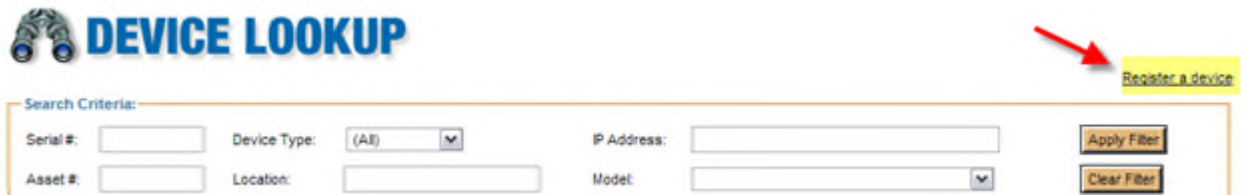
Serial #    Asset #

Device:  ?

Mouse over ? for tips on filling out form.

- 4) Once registered, you will receive an email with a temporary log in password.
- 5) Once in the site, you may start searching for your initial registered device.

If you are responsible for more than one device, simply click on the “Register a Device” link to register additional devices.



**DEVICE LOOKUP**

Search Criteria:

Serial #:    Device Type: (All) ▾   IP Address:   

Asset #:    Location:    Model:  ▾  

[Register a device](#)

- 6) To start searching, enter your Serial Number and click “Apply Filter” to see the device details.



**DEVICE LOOKUP**

Search Criteria:

Serial #:    Device Type: (All) ▾   IP Address:   

Asset #:    Location:    Model:  ▾  

Click on any row for more details.

2 device(s)

[Register a device](#)

- 7) Click on the device to view the details.

 **DEVICE LOOKUP**

[Easy Upload of Device Data](#)

Search Criteria:

Serial #:  Device Type:

ATRS / Asset #:  Location:  Model:

Only Unmapped Devices Click on any row for more details. 1 device(s)



Device	Customer	Location	Ship To	IP Address	Serial #	ATRS / Asset #	Mapped
ET000400310727 Lexmark E352dn	Marshall Medical Centers	HR	Marshall Medical Center 312 5th Avenue NW Cindy Broome Attalla, AL 35954	10.20.30.116	621343D		<input checked="" type="checkbox"/>

8) This screen provides pertinent device information, such as:

- Serial Number
- Consumables level remaining
- Last active meter date
- Estimated replenishment date
- Shipping tracking number

 **DEVICE DETAIL**

[Return to Search Results](#) | [Register another device](#)

Date Registered:	02/06/2012	Manufacturer:	Hewlett Packard	
Device Name:	22100 Radiology	Device Zip:	36203	
Serial #:	CNGXC30144	IP Address:	172.20.16.57	
Asset #:	P106	Model:	HP LaserJet 4240	
Ship To:	Regional Medical Center - Anniston 260 Industrial Dr. Extension Kim Ashley Anniston, AL 36203			
Device Location	<input type="text" value="22100 Radiology - P106"/> * Optional	Alternate ID#	<input type="text" value="Express"/> * Optional	
Department Code	<input type="text"/> * Optional	Department Name	<input type="text"/> * Optional	
Days Stale Before Alert	<input type="text" value="3"/> * Optional	Last Device Pull Date	9/16/2012	
<b>Consumables</b>				
<b>Part Name</b>	<b>Level Remaining</b>	<b>Last Read of Level Remaining</b>	<b>Estimated Replenishment Date</b>	
Black Toner/Ink/Wax	57.00%	9/16/2012 10:20:24 PM	9/28/2012	
Maintenance Kit	0.00%	9/16/2012 10:20:24 PM	Recent Shipment	
<b>Recent Shipments</b>				
<b>Shipped</b>	<b>Part Name</b>	<b>Shipping Order #</b>	<b>Quantity</b>	<b>TrackingNum</b>
7/27/2012	Black Toner/Ink/Wax	13199389	1	<a href="#">UPS:1Z6714930333859095</a>

## CONTACT US

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If you have questions about your order, please contact Toshiba at:

**Email:** [supplies.toshiba@tabs.toshiba.com](mailto:supplies.toshiba@tabs.toshiba.com)

**Phone:** (800) 260-6320, select option 2

## SUPPLY RETURNS

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In the event any supply is defective, please notify Toshiba using the following steps:

- Send an email to: [supplies.toshiba@tabs.toshiba.com](mailto:supplies.toshiba@tabs.toshiba.com)
- In the email, state the serial #, make/model, shipping address, and reason for defect
- Toshiba Supplies will issue a Return Authorization via email. Return the defective toner per the instructions outlined in the email.
- Replacement toner will be sent to the User's attention