



# Toner Supply Management

## What operating procedures do dealers use?

Compiled by: Brent Hoskins, Office Technology Magazine

Following is a question submitted by a dealer member as part of BTA's Dealers Helping Dealers resource and some of the answers received. These answers and others can be found in the members-only section of the BTA website. Visit [www.bta.org/DealersHelpingDealers](http://www.bta.org/DealersHelpingDealers). You will need your username and password to access this member resource.



**I have a question related to toner supply management: Is there an industry standard operating procedure in monitoring and managing automated email notifications that a data collection tool such as FMAudit or VCARE is distributing?**

**Our supply team receives the group email notification and sometimes there could be more than 200 emails sent per day. This step is only the beginning of managing customer toner supply reorders, yet it can be overwhelming. We have tried to implement the brand's program(s) to automate the supply ordering process, but executing it seems to be a hurdle when dealing with a team that is set in its daily habits and has a hard time trusting the automation process. Old habits are hard to break, and having to sort through the insane number of emails is not realistic and is set up to fail.**

**I would like to know how other dealerships are handling this. Is it even common at other locations? I am looking for a simple way to handle this part of the process and want to know if there is an outline that can be clearly visualized and understood.**

"We use various data collection tools as well. However, we have narrowed it down to one for supplies. We are using Predictive In-Sight. We are currently moving everyone away from FMAudit."

*Stephen Valenta, president/owner  
Offix, Gainesville, Virginia*

"Get off FMAudit. We switched from FMAudit to Print Tracker Pro and have a much more robust way of managing and ordering customer supplies now. Customers get lots of warning emails and calls if the DCA is not running. If they need anything, even a billing inquiry, they first have to have

updated firmware and the DCA must be functioning before anything else happens. And, if they fall off the DCA and ignore the emails so that we have to estimate usage for billing in e-automate, we estimate very high. New contracts call for a surcharge if we have to estimate billing and allow us to

take a 100% efficiency fee if a contract ends on estimated meter readings and the actual meters are lower."

*Jeffrey Foley, COO  
Apollo Office Systems, Alvin, Texas*

"We set it to when they put in a new toner. We want only one on the shelf and one in the machine. This way, we can get them the toner they need the next time."

*Tyler Best, president  
Abadan, Richland, Washington*

"We have a dedicated supply order staff member who monitors the automated notifications for toner orders and cross-checks them with historical records of past orders and use history. We do this to help make the process more accurate. It is still not foolproof, as the DCA often does not report as well as it could."

*Russell Kromminga, director of technical services  
Century Business Technologies Inc., Topeka, Kansas*

"I don't know of any industry standard operating procedure for FMAudit email alerts, but we have three people monitor a distribution group email address and we process about 50 orders per day."

*Shawn Kelly, director of operations  
Noordyk Business Equipment, Grand Rapids, Michigan*

"We use EKM and it has been working fine."

*Chip Miceli, CEO  
Pulse Technology, Schaumburg, Illinois*

"Check out CEO Juice for possible help."

*Hans Chaddick, vice president of strategic alliance  
Infonality Partners, Allen, Texas* ■

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