

Supplies Ordering at MFP

One touch supplies order management system

Situation

A Xerox partner is receiving complaints from customers that the current process required to order replacement supplies is not user friendly. The process requires multiple steps and provides no visibility on the order status which creates worry and confusion about if and when the supplies will arrive.

Solution

Customer uses an app on the user interface of their MFP to order supplies and track order status. When an order is placed, the request is immediately sent to the partner's order management system so they can respond promptly to the customer's request. In addition to the specific supply item ordered, the partner also receives MFP status data to confirm that supplies are required for delivery to the customer location.

Getting Started

Assess your customer situation. Do they have similar challenges?
Evaluate their network infrastructure.
Choose technology and implementation options from suggested Technology Required.
Decide how you prefer to monetize.ere.

Technology Required

ConnectKey MFP

PAB tools or contact an authorized developer

Custom integration

Solution Links: [Find Out More on ConnectKey](#)
[Find Out More on Xerox All Apps](#)

