

eService: Beyond the Box

Introducing a new, convenient way to purchase service from Xerox: The eService solution eliminates Service-In-A-Box and allows purchase or renewal of Xerox service through a new electronic process.

The benefits of eService include:

- 100% availability
- Immediate delivery
- Improved response
- Simplified process



Seamlessly connect your hardware and service purchases.

Here's all you need to do:

1. **Buy a hardware product.**
2. **Buy a Service Agreement along with the product.** Place your order and provide the following information: Contact Name, Phone Number, and Email Address. Look for the NEW PART# (eg. EXXXXSA) that replaces the old Service-in-a-Box Part# (eg. XXXXSA).
3. **Receive an order report and email.** The email is an invitation for you to validate your product, which confirms the start of their service contract. It will include your Service Agreement Order number for validation.
4. **PLEASE NOTE: The EMAIL you receive will replace the BOX we used to send via snail mail.** Look for an email with subject line **Xerox Service Agreement Order #XXXXXXX – ACTION REQUIRED** from Xerox Service Sales. Do not delete or ignore this important start to your Xerox Service Agreement.



*J.D. Power and Associates
Certified Technology Service
and Support Award*

**Awarded to Xerox Services,
January 2006**

As a testament to the world-class support Xerox Service representatives deliver to customers daily, J.D. Power and Associates awarded Xerox Services the prestigious **Certified Technology Service and Support Award**—the industry benchmark of customer satisfaction and technical service quality.

Service Beyond the Box: eService

Questions & Answers

How is eService different than Service-in-a-Box?

The eService solution is an electronic way to sell service agreements and installation offerings. You will receive an automated invitation to validate your product by email (via the eService Validation link) instead of the Service-in-a-Box part you used to receive by mail. eService nomenclature (ex: E4500S3) replaces Service-in-a-Box and Installation-in-a-Box part numbers.

What offerings are included in eService?

All service offerings and product installations will be included as part of eService. This includes all current extended on-site, exchange and depot service agreements and product installations.

Which Xerox products have an eService offering?

All products offered through the North American Reseller channel will have an eService service agreement and, if applicable, an installation offering. This includes all printers and multi-function products sold through distribution, national resellers or direct-buying resellers. Some restrictions may apply.

What happens if I lose or do not respond to the eService email?

Any eService part that has not been acted upon will be flagged for follow-up. After ten business days, a reminder email is sent. You will receive a phone call from Xerox as a final reminder. To validate the product, visit the validation weblink:

http://www.office.xerox.com/cgi-bin/formeng.pl?form=service_validation2

Is it possible to register multiple products at one time?

Yes, the Registration Website will allow five products at a time to be registered. For more than five units, you will need to return to the website until all products are registered. To register large quantities, contact your Xerox Sales Account manager for assistance.

