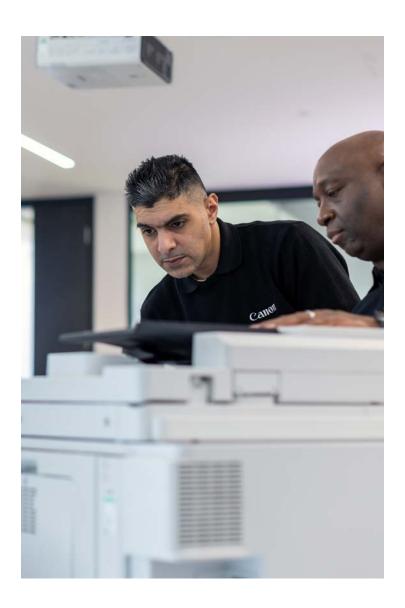# THANK YOU FOR CHOOSING CANON

Canon

CONTENTS

IMPORTANT INFORMATION

To get started, this pack contains key information you need. We recommend you review the checklist below and also share this document with stakeholders.

- ☐ Understand how Device Management Service works and ensure your IT Department has made the necessary updates. See page 5 for more details.

- ☐ Familiarise yourself with our billing process and provide any Purchase Orders (PO) and information where needed. See page 6 for details.

- ☐ Take a look at our key support contacts information on page 13.

- ☐ Have a look at suitable media products for your device(s). See page 11 for more details.

- ☐ You are responsible for using suitable insurance cover while leasing the Canon device.

OUR SERVICE

To help you get the most from our Canon products, our wide range of services will help you discover new efficiencies and unlock fresh opportunities to increase your productivity.

From the moment you install a Canon device, our expert team is here to support you, whatever your needs are.

Our dedicated customer contact centre handles your support requests and general queries.

Our national field service team are here to support your business with local service delivery, skills, expertise and tooling.

Our global network of technical product experts provide extra peace of mind.

Whether you wish to place a service support call, request consumables, or have a general query, simply have your serial number to hand and contact us on:

Telephone: **(01) 605 0320***
(Monday to Friday: 08:00 - 18:00)
email: service@canon.ie

DEVICE MANAGEMENT SERVICE

Benefits to you
Using Canon's eMaintenance tool we deliver:

Device monitoring
Delivering automation and uninterrupted device availability such as Automated meter reading collection for accurate billing.

System updates
Continually checking against security risks and updating latest applications such as remote device firmware and application updates.

Consumables management
Efficient replenishing of toner and other consumables such as:
· Proactive monitoring of toner levels and 'low toner' alerts
· Automated smart replenishment of genuine consumables based on individual device usage
· Timely delivery of toner, and other consumables – across offices
· Free Standard Delivery

How it works

To enable us to send notifications when an automated toner order has been triggered and shipped, we require the person responsible for toner stock to provide:
· contact name
· telephone number
· email address (a team inbox is preferred).
NOTE: You will need to store toner securely and replace it when prompted by a device.

Automated toner management uses information from your device(s) about actual toner level status, volume of pages produced and the coverage of the toner you use. This allows us to forecast when toner is needed, our intelligent system will place an automatic order in time for when your device(s) ask for a replacement. In some instances, where there are a lot of devices in one place, we will have a small stock of toner on site to use when devices require it and automatically replenish the stock as this happens.

To make all this possible we need a primary contact to address the toner to, a place for the toner to be stored and collected from when users need it for their device(s), and some help from your IT team to allow the device(s) to talk to us.

Technical information

In order for the Device Management Service (DMS) to be implemented on your devices, we will install eMaintenance software to allow the automation of printer-related admin tasks.

To ensure seamless installation, we need to ensure that you have:

· constant network connection

· port 443 open - all communication is secure via HTTPS. Proxy can be used and can be authenticated if required.

In addition to the above, the device will need to be allowed to communicate with the following URLs (we are not able to provide IP addresses for these URLs):

https://b01.ugwdevice.net (SHA2 encryption)

https://device02.c-cdsknn.net & https://a02.c-cdsknn.net (SHA2 encryption)

BILLING

As a customer, it is important to understand how our billing cycle works ahead of your invoice.

Central to this cycle is the **billing window**. The 'billing window' is the period prior to the scheduled invoicing date. Meter readings received during this period will be used to calculate your invoice. This period is approximately 10 to 15 days.

Meter reading types

There are two ways to share your meter readings with us:
1. Automated reading included in E maintenance - Device Management Service (DMS) agreement
2. Customer submission

Purchase order

Please provide a Purchase Order for the entirety of the Contract including all ongoing contract charges. If this is not possible, please ensure you issue a Purchase order annually.

To ensure invoices are easily processed and help avoid unnecessary queries, include details of what periods the PO will cover, including serial numbers and/or contract numbers as well your email address.

Ensure you send any updated PO information to our billing team, preferably in advance of the chargeable period to ensure this is updated for you in good time.

Global price changes

Please note, depending on your agreement, there may be annual price increases applied. Please refer to your T&C's for more information.

Additional information

If your lease agreement is with a third-party leasing company, you will receive invoices from them as per your agreed schedule. Please contact them directly if you are concerned that you've not yet received an invoice.

For service support charges – you will be billed separately, on a quarterly or monthly basis depending on your agreement or contract type.

For questions regarding your billing arrangements or any general contract queries, please provide your company name, and or Account number & device serials in query, as this will help us resolve your query quicker.

For submitting purchase orders or updating your contact details, get in touch with the billing team. Email:
roi.queries@canon.ie

For meter reading submissions, Email:
billing@canon.ie

*DMS excludes imageFORMULA scanners.

DIRECT DEBIT AN EASIER WAY TO PAY

Move to 45-day payment terms instead of the standard 30 days.

Direct Debit is the preferred method of making payment for a simple, safe and convenient way of paying bills.

Many customers have signed up for Direct Debit as a preferred method of making payment.

How will it work?

Once your Bank/Building Society has received your permission, payments will be made automatically.

Invoices will continue to arrive by your preferred selected method. You will then have at least 45 days before the amount of the invoice is deducted from your Bank/ Building Society account.

Even when paying through Direct Debit, queries can be made to postpone collections.

Benefits to you

Uninterrupted supply
As the Direct Debit scheme settles each invoice in full and at the right time, your account is automatically maintained within our payment terms so avoiding any overdue transactions. This will ensure uninterrupted service and supplies.

Keeping track of your expenditure
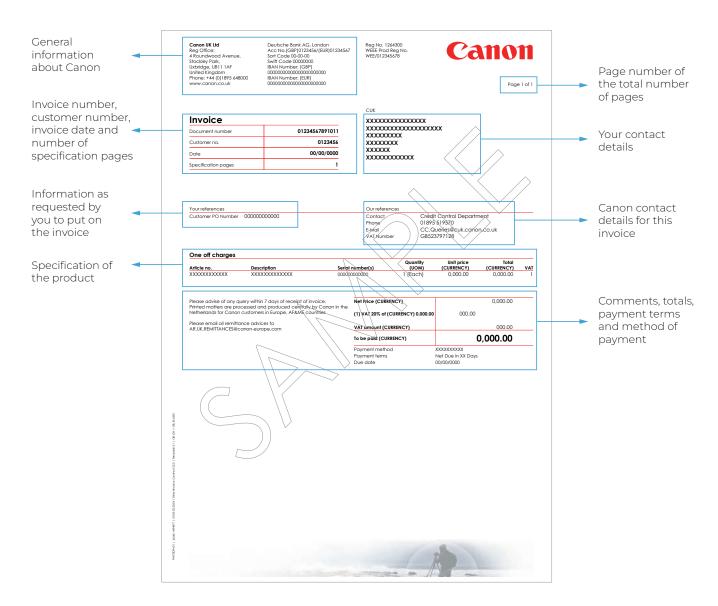A statement is available on request listing all the Direct Debit transactions.

If you wish to go paperless and have your invoices delivered by email, please contact Email: **creditcontrol@canon.ie**

UNDERSTANDING YOUR INVOICE

The layout below gives you a comprehensive understanding of your invoices and addresses any frequently asked questions you might have regarding your invoice. These visual representations consist of key data, such as itemised charges, payment breakdowns, and billing cycles, which will enable you to quickly find the information you need.

Please contact the accounts receivable team for any queries regarding outstanding invoices and payments or to receive paperless copies. Email: **roi.queries@canon.ie**

General information about Canon

Invoice number, customer number, invoice date and number of specification pages

Information as requested by you to put on the invoice

Specification of the product

Page number of the total number of pages

Your contact details

Canon contact details for this invoice

Comments, totals, payment terms and method of payment

Canon UK Ltd
Reg Office:
4 Roundwood Avenue,
Stockley Park,
Uxbridge, UB11 1AF
United Kingdom
Phone: +44 (0)1895 648000
www.canon.co.uk

Deutsche Bank AG, London
Acc No.(GBP)0123456/(EUR)01234567
Sort Code 00-00-00
Swift Code 00000000
IBAN Number: (GBP)
00000000000000000000000
IBAN Number: (EUR)
00000000000000000000000

Reg No. 1264300
WEEE Prod Reg No.
WEE/012345678

Page 1 of 1

Invoice

Document number	01234567891011
Customer no.	0123456
Date	00/00/0000
Specification pages	1

CUK
XXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXX
XXXXXXXXX
XXXXXXXX
XXXXXX
XXXXXXXXXXXX

Your references
Customer PO Number   000000000000

Our references
Contact   Credit Control Department
Phone   01895 519570
E-Mail   CC.Queries@cuk.canon.co.uk
VAT Number   GB523797128

One off charges

Article no.	Description	Serial number(s)	Quantity (UOM)	Unit price (CURRENCY)	Total (CURRENCY)	VAT
XXXXXXXXXXXX	XXXXXXXXXXXX	000000000000	1 (Each)	0,000.00	0,000.00	1

Please advise of any query within 7 days of receipt of invoice.
Printed matters are processed and produced centrally by Canon in the Netherlands for Canon customers in Europe, AF&ME countries.

Please email all remittance advices to
AR.UK.REMITTANCES@canon-europe.com

Net Price (CURRENCY)		0,000.00
(1) VAT 20% of (CURRENCY) 0,000.00	000.00	
VAT amount (CURRENCY)		000.00
To be paid (CURRENCY)		**0,000.00**

Payment method   XXXXXXXXXX
Payment terms   Net Due in XX Days
Due date   00/00/0000

Understanding your invoice

To get a clear understanding of what your first invoice looks like and information it may contain, please visit our invoice guidance page **canon.ie/invoice-info** or scan the QR code for more information.

ADDITIONAL SERVICES

Managed Print Services (MPS) and how it works

Managed Print Services (MPS) comes in two-tiers, Core and Enhanced service. It is designed to remove the effort of managing print, providing you with improved and managed internal operations, allowing you to focus on your core activities.

For more information, please visit
canon.ie/business/solutions/managed-print-services

You can scan the QR code below to visit our service page.

MEDIA & CONSUMABLES

Consumables - Automated toner replenishment

Device Management Service (DMS) includes:

• Proactive monitoring of low toner levels

• Automated ordering and just-in-time delivery of toner

Media - The perfect match for optimal printer performance

Selecting the wrong type of media can impact the look, feel and quality of your print, but it can also influence your printer output and reliability.

Canon's wide range, including papers for everyday communications, important business documents, presentations and mailings, has been developed and tested to work with your Canon printer.

Using approved media improves your productivity by:

• Reducing waste caused by jams and misprints

• Preventing machine downtime and service call-outs

• Boosting output with guaranteed compatibility and consistency.

Manual toner replenishment

To order all your contract consumables, please email **toner@canon.ie** or call the Canon Contact Centre on **(01) 605 0320**.

THE PERFECT MATCH FOR YOUR OFFICE

Yellow Label
Offers outstanding value that's great for everyday use.

Black Label
A quality multifunctional paper for sharp text contrast.

Red Label
Create a stunning impression with superior quality.

Top Colour
The super smooth surface is perfect for creating a visual impact.

100% Recycled
Impressively white, for quality that's responsible too.

Any paper, any time.

The vast range of approved media, their specifications and profiles, can be found via our unique Media Guide – the largest media compatibility database available.

Search by device, application, print technology or media qualities.

For added convenience, our Webshop is open 24/7 allowing you to place your order at a time that suits you*.

For chargeable media supplies, please contact our media specialist today.
Call: **(01) 205 2444**
Email: **supplies@canon.ie**

*Supplies webshop required.

KEY SUPPORT CONTACTS

You can reach us through these contacts below. To help speed up your queries, please ensure you supply as much information as possible including the following: company name, contact details, email address, contract number(s) and product serial numbers.

Accounts receivable team
Regarding outstanding invoices and payments, contact our credit control team
Email: **creditcontrol@canon.ie**

Regarding setting up direct debits, contact the DD team
Email: **creditcontrol@canon.ie**

Contract management team
For your billing arrangements or any general contract queries
Email: **roiqueries@canon.ie**

To submit a purchase order or update your contact details, get in touch with the billing team.

Customer service team
To place a service call, request a device move, order contract consumables such as Toner, or have a general query
Email: **service@canon.ie**
Phone: **(01) 605 0320***

Media supplies (Paper and Ink)
For chargeable media supplies
Email: **supplies@canon.ie**
Phone: **(01) 205 2444**

* (Calls charged at geographical local rates dependent on your call plan and service provider. For exact charges, please check with your service provider).

SUSTAINABILITY AT CANON

To facilitate more sustainable printing and support you and your environmental goals, all Canon products and branded office papers are produced from responsibly sourced materials and consider:

Reducing environmental impact

To minimize our product impact, we're actively reducing CO_2 emissions throughout the lifecycle - 3% annually, aiming for a 50% reduction by 2030 from 2008 levels. Progress is on track, with a 4.1% average improvement from 2008 to 2022, totaling a 43% reduction.

Our targets are validated through the Science Based Targets initiative, ensuring alignment with the latest climate science and Paris Agreement goals. Using both intensity and absolute measures, we target a 50% reduction in CO_2 emissions by 2030 throughout the product lifecycle.

Our commitment to environmental impact reduction and achieving net zero by 2050 remains unwavering, with no changes to our actions and targets.

Recognition and awards

Our environmental initiatives have been recognised by the international environmental non-profit organisation CDP since 2014, in the fields of climate change and water security.

Most of our products have been awarded with the Blue Angel ecolabel from the German Federal Government.

As of 2020, ISO 14001 consolidated certification covers Canon Inc. as well as 124 Group companies in 40 countries (593 operational sites) and regions around the world

Partnerships and programmes

We collaborate with our customers, business and industry partners to help make positive contributions to climate action through initiatives such as the Tiny Forest project which aims to bring a forest's benefits – from tree cover for wildlife to increased biodiversity, lower carbon levels and reduced flooding – to urban areas. Proudly supported by Canon, the initiative has been specifically conceived with sustainability in mind. Our sustainability activities also focus on initiatives to help create positive social and environmental impact on our local communities.

For more information, please visit **canon.ie/sustainability**