

6 Questions You Need to Ask When Vetting Copier and Printer Partners for Your Company

Copiers, printers, and multifunctional devices come in a wide variety of sizes, capabilities, and prices. Deciding on the best option for your office and/or business is not only a big decision but an investment. You've painstakingly combed through features of the various manufacturers for each machine and made the best selection. Now what? Choosing the device is only half of the equation. Most people don't realize what's involved after deciding upon your copier is just as important as selecting the device itself. We've rounded up some of the top questions received and answered them below.

1. What are the benefits of leasing instead of buying?

Purchasing means just that – you own the equipment outright and it's yours to keep. As office technology continues to evolve at a rapid pace, equipment can become quickly outdated. Leasing allows for flexibility as your business changes and grows. For maximum flexibility, look for a partner that offers true in-house leasing, which means that company owns the lease to your equipment, this helps ensure that you will have functioning equipment best suited to your changing business needs.

2. How is service and support provided?

Timely, customer-oriented service ensures quick, expert responses for the life of any equipment. You want every aspect of service to be as efficient and customer-oriented as possible, including technician compensation. Ensure your print partner compensates technicians for productivity, not for how many problems you have. Technicians should be top-level certified from the manufacturer. A good technician will have anytime access to manufacturer websites, parts availability, machine histories and call information to make the most of every service visit.

3. Is training provided?

Whether you are looking to set up your new office printer or a more complex multifunctional device, proper training and onboarding can help your organization become more productive and effective. Ensure adequate training is provided to ensure you know how to use your equipment to get day-to-day work done more efficiently.

4. How does the invoice/billing process work?

If you've chosen to lease equipment, most contracts begin on the date of equipment delivery. Invoices can be monthly, quarterly, semi-annually, or annually, depending on the terms of your contract. Readings for overage billings can be requested automatically by email/fax, reconciled on a quarterly basis or by using free software available on networked devices. Most often, many contracts missing meters five days beyond the contract bill date are estimated based on contracted usage or using service call readings. Invoices are mailed and payments can be made by check or processed as soon as billing occurs with a credit card or automatic bank draft.



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5. Do you offer Unlimited Flat Rate printing?

With an unlimited flat rate printing option you have one flat monthly fee. That means – no more meter readings. A flat rate printing option provides you with consistent billing to assist with budgeting. This program is designed to provide you with a streamlined approach to printing, so you can focus on more important things – like running your business.

6. What types of guarantees are offered?

You will be shocked by what some companies include in the fine print. If you plan to lease equipment, you owe it to yourself and your company to read the fine print carefully. Beware of third-party lenders and “Hell or High Water” clauses. Before you sign an office equipment lease, ask for a guarantee – in writing – that it is not a “Hell or High Water” lease. If you can’t get this guarantee written into your lease agreement, don’t sign it. Also look for a satisfaction guarantee like RJ Young’s We Make It Right™ Guarantee. Every product and service RJ Young offers is backed by this guarantee that touts “If you are not happy with our equipment, service, supplies, billing, or anything, let us know and we will make it right, right away.”

Knowing what to ask your office equipment dealer once the equipment is selected offers peace of mind that you are getting the most for your business dollars and in your office equipment. Look for an office equipment dealer that helps strategically design your office to run efficiently and boost your productivity.

“It’s not a transactional relationship. It’s actually a partnership. They know they’re reflected in the work they produce for us. Our companies are aligned. They put companies first. We put companies first. It’s really easy to work with them because they have our best interest at heart.”

Emily Bonomo, Marketing, Lee Company

“I’ve loved working with RJ Young. In a lot of ways our missions match. RJ Young was more than just a vendor. They were a partner. They were on our team. They were here to make sure Darlington was getting the best thing that it needed.”

Stefan Eady, Assistant Head of School, Darlington School