



# COPIERS / PRINTERS

## Delivery & Installation

*After ordering equipment from Fisher's, our team works diligently to procure, set up, configure, test, and install your new technology.*

### THIS PROCESS TAKES PLACE AS FOLLOWS:

- 1** At the time of order, you and your Account Manager will complete a "Customer Information Survey" that includes many of the installation and support parameters needed to support your account.
- 2** At the time of order, your Account Manager will provide an approximate delivery timeframe. If you have questions about the specific delivery time, please contact our **Supplies & Logistics Team at (877)727-4602**.
- 3** Prior to Fisher's delivering and installing your equipment and software, your "IT Contact," as indicated on the Customer Information Survey, must complete an online survey that provides the Systems Engineer the complete installation specifications. A link to this survey will be emailed to your IT Contact.
- 4** Our Distribution and Delivery team will contact your "Delivery Contact," as indicated on the Customer Information Survey, and provide an agreed upon delivery date and time. Final delivery times will be confirmed the day before the delivery. Equipment will be delivered and installed by Fisher's Distribution and Delivery team.
- 5** If needed, we will arrange a Systems Engineer to network and configure equipment and software. This will happen either at the time of installation or at a later time, depending on your response in the Customer Information Survey.
- 6** The Systems Engineer will typically also install PrintFleet on your network. This allows Fisher's to electronically capture meter readings from your networked devices.
- 7** Fisher's has an equipment service portal account, called E-INFO. E-INFO can be used to look up your equipment inventory, place an equipment service request, view status of service request, order supplies, and submit meter readings. To access E-INFO, go to [www.fisherstech.com](http://www.fisherstech.com) and click on the E-INFO button on the top of the homepage. If you are interested in accessing E-INFO, please reach out to your account manager to obtain login credentials.