

## Scanner Subscription Services by Fujitsu FAQ's

#	Question	Answer
1	What is the Scanner Subscription Model?	Scanner Subscription Services by Fujitsu is the first scanner-as-a-service business model in the industry! Our Partners can combine their cloud and on premise solutions with Fujitsu's newest and most innovative document scanner, the fi-7300NX, along with FCPA's Advanced Exchange warranty. This cloud ready solution provides an easy pay-by-month package that is convenient, affordable, and easy to implement.
2	What is included in the subscription bundle?	The following is included in the Scanner Subscription Services by Fujitsu bundle: <ul style="list-style-type: none"> <li>• FUJITSU fi-7300NX Document Scanner with NX Manager</li> <li>• Advanced Exchange Warranty</li> <li>• Free Shipping (both ways)</li> <li>• Priority customer support line for setup and support</li> </ul>
3	What does Advanced Exchange warranty provide?	FCPA's Advance Exchange Service Program offers whole-unit, next business day replacement for scanner equipment that cannot be repaired through technical support. It is available in all 50 states to help minimize downtime and applies to most models of Fujitsu scanners. If the Technical Assistance Center (TAC) is unable to resolve a problem, a replacement unit is shipped overnight for requests received by 2pm PST, or else on the next business day for requests received later. The cost of the Advance Exchange program includes parts, labor and shipping to and from the customer.
4	What are the benefits of having a scanner subscription?	Many of our software partners offer their services in a subscription based model and we wanted to align with them! Here's 5 great reasons why a subscription service is a great option for businesses: <ul style="list-style-type: none"> <li>• Convenient pay by month document scanning solution – the first ever in the document imaging category!</li> <li>• Affordable low monthly cost with reduced risk to the customer</li> <li>• Proactive technology – cloud ready whenever the customer is ready</li> <li>• Easy to implement – contact one of our partners today to learn more!</li> <li>• Less approvals for purchase due to low monthly price</li> </ul>
5	What is the monthly scanner subscription cost?	The Scanner Subscription Services by Fujitsu begins at \$59.95 per month. Please contact a Sales Representative at 888-425-8228 for additional details.

6	Participating Software Partners	<ul style="list-style-type: none"> <li>• Document Logistix - (512) 345-4600x1 or email <a href="mailto:Us.Sales@Document-Logistix.com">Us.Sales@Document-Logistix.com</a></li> <li>• PaperSave - (877) 727-3799 or <a href="https://www.papersave.com/personalized-demo/">https://www.papersave.com/personalized-demo/</a></li> <li>• KODAK Services for Business – (855) 881-3508 or <a href="https://www.kodak.com/US/en/services-business/default.htm">https://www.kodak.com/US/en/services-business/default.htm</a></li> <li>• DiG – email us at <a href="mailto:jhaber@docigroup.com">jhaber@docigroup.com</a></li> <li>• HMB – email us at <a href="mailto:sales@hmbelectronics.com">sales@hmbelectronics.com</a></li> </ul>
7	What happens if I need help with my scanner?	Please contact our Technical Assistance Center at (866) 356-3788 M-F, 5am – 5pm PST for any technical support issues.
8	What am I supposed to do after I terminate the contract? Return the scanner?	Yes, when you are shipped the scanner, the box will include a return shipping label. Please repack the scanner per the instructions provided and ship the scanner back.
9	Is there a buyout option?	No. If you decide you want to purchase the FUJITSU fi-7300NX scanner, we will be happy to sell you a brand new scanner. You can return the subscription model using the included return shipping label.
10	How we can become a subscription partner?	Please contact our Inside Sales team to learn more about becoming a subscription partner at 888-425-8228.
11	How can I subscribe to the Scanner Subscription Service?	Please go to <a href="https://fujitsuscannerstore.com/cg01000-295001/">https://fujitsuscannerstore.com/cg01000-295001/</a> to view subscription options.