



# A Common Sense approach to Printer Service and Supplies.

## Welcome to Printer SeNSe®!

Now's the time to look at a new innovative cost-saving program we call **Printer SeNSe®**. With **Printer SeNSe®** your organization will never have to pay for costly printer repair calls again.

### Never Pay for Costly Printer Repair Again

Printer SeNSe® is a complete printer management program. The program is simple. You purchase our premium laser cartridges for your printers and we provide you with a lifetime extended warranty on your printers. You will never have to pay for parts, labor or service calls on your printers again, as long as you continue to purchase your supplies from us. And we even include maintenance kits and fusers unlike other programs out there. Some of the benefits of Printer SeNSe® include

- ✓ One call for printer repair and supply needs
- ✓ Eliminate costly annual maintenance contracts
- ✓ Never pay for time and material service calls again
- ✓ All maintenance kits and fusers included unlike other programs
- ✓ Never buy replacement printers again

Superior Quality  
Unmatched Reliability  
Real Value



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## Printer SeNSe® Benefits



- Professional Service Support
- Certified and experienced technicians
- Service available nationwide
- We will handle all printer issues
- Maintain your current printers hassle-free
- Lifetime extended warranty on your printers
- Fusers and maintenance kits all included
- Never buy replacement printers again
- Assurance of quality supplies
- One call for all of your service and supply needs
- Courteous and helpful Customer Support
- Save money on supply costs
- Eliminate costly annual service contracts
- No more time and material costs ever again
- Redirect savings to other IT needs



Document Imaging Dimensions is not a direct manufacturer of toner and ink supplies. Over the last ten years we have scrutinized and tested many cartridges from different manufacturers. Out of that effort, we have discovered the best cartridges come from multiple sources. As a result, we have developed strategic partnerships with many of the top manufacturers in the industry. Document Imaging Dimensions has standardized requirements for the manufacturing process, which all the manufacturers we source from follow. This enables us to supply consistent premium compatible cartridges from various sources.

**205 Beaver St. Yorkville, IL 60560 Call US (877) 934-3462**

**FSSI BPA: GS02FXA002**

**GSA Schedule 75: GS-14F-0049M GSA Schedule 73: GS-07F-0323Y**

**GSA Schedule 811B: GS-02F-0195 GSA Schedule 51V: GS-21F-161AA**

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## Service Highlights

- Professional service support
- Our goal-100% next day fix rate
- Certified and experienced technicians
- Able to service virtually any printer model
- 6000+ service providers throughout US and Canada
- Contracted with over 30 manufacturers
- 30,000 sq ft parts/printer service depot
- Parts distributor for 23 years
- Loaner printers available



All service is backed by *Proactive Account Communication (PAC)* which ensures the quickest possible resolution for each call placed. This includes proven procedures for every step of the way in resolving your problem and consistent communication with the end-user about what is being done. Please contact us for details on *PAC*.

## Supply Highlights

- Cartridges meet or exceed OEM industry standards
- 100% Guarantee and Warranty
- BLI tested
- Best cartridges from multiple sources
- Assurance of quality supplies
- Generic savings vs. Name brand OEM
- Orders in by 10am CST ship same day
- Empty recycling available
- Helpful and courteous Customer Support



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**Q: What do I need to do next to get started?**

A: Simply contact us and we will walk you through the process and answer any questions you may have.

**Q: What types of printers are covered under Printer Sense?**

A: We will service and maintain any printer you have. However, Printer Sense was designed to specifically maintain laser printers. As a compliment, we can also maintain your dot matrix, inkjet printers, Xerox/Tektronix and other models of office equipment. We will design a program for your specific needs. Contact us and ask to speak to a Printer Sense Representative about the possibilities.

**Q: Do we need to be a large business to take advantage of Printer Sense?**

A: Not necessarily. We take into account each customer's unique situation and needs and put in place the best program for you. If Printer Sense isn't a good fit for your organization, we have other cost-effective programs that can be implemented and save you money. Simply contact us and let us share what we have to offer.

**Q: What all is covered under Printer Sense?**

A: All parts AND labor are covered on any printers you sign up. This includes fusers and maintenance kits unlike other programs. The only expense you have is the cost of the consumable supplies. We are asking you to do nothing more than what you do now which is buy supplies as needed for your office printers.

Printer SeNSE® is a printer service and supply program developed by Document Imaging Dimensions, Inc (DID, Inc.). Document Imaging Dimensions, Inc (DID) provides office solutions and office supplies to companies, schools and organizations of all sizes including the federal government. Our products and services include general office supplies, office furniture, office equipment, nationwide printer repair and web design among others. We specialize in bringing our customers added value by combining our various products and services into customized solutions to meet their needs. Our innovative Printer SeNSE® program provides an enormous value by bundling laser printer supplies and service all into one cost-effective printer management solution. We have also been awarded a GSA contract (GS14F0049M) with the federal government for office and technology supplies and currently offer our products on GSA Advantage and the DOD EMail.

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