June 11, 2015

Subject: University of Minnesota OES Maintenance Changes & New setup for Xerox MFD’s

Dear Valued Customer:

Departments will be setup with their own maintenance/supply billing through Xerox and the current Full Service Maintenance Agreement Plans in place will bill business as usual.

The first step in the process is to ensure each Department signs up for Automatic Meter Reads. Each Department/End user can select one of the following choices to submit the meter reads for their machine. We recommend the first 2 options but they can select one of the others. The full explanation for each option is attached separately.

- AMR (Meter Assist) - Automatic Meter Read submission
- WEB – Customer signs up on the web either via www.xerox.com or call 888-998-9922
- IVR – Customer calls their meter reads to 866-373-0095
- FAX – customer can fax their meter read to 866-373-0095
- eMail – customer can email their reads to XeroxRead@xerox-meterreads-us.com each Department individually.

If you have any questions please contact us.

Best,

Katie

Katie Wooster
Client Manager, Higher Education
Large Enterprise Operations - US
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Bloomington, MN 55431
Office 952-921-1311
Cell 612-834-3838
## Meter Offerings / Registration Process

<table>
<thead>
<tr>
<th>Method</th>
<th>Registration Process</th>
<th>Prompting Process</th>
</tr>
</thead>
</table>
| Web          | • Provide Serial Number(s) to be registered for Web  
• Provide contact name and telephone number  
• Provide primary email address  
• Provide information to Xerox Meter Reads at 1-866-373-0095 or via email to XeroxRead@xerox-meterreads-us.com  
• You will receive via email your login ID and temporary password.                                                                                       | • 2 scheduled email prompts distributed throughout the bill cycle.  
- Prompts are sent for serial numbers that remain Due To Bill.  
- Only primary contact receives web reminder prompts.  
• If a read is not received, an automated voice message will be sent to the primary contact to communicate estimation.  
• Reminder prompts will not list S/N’s that are Due To Bill but will provide a link to Xerox.com.                                                  |
| eMail        | • Provide Serial Number(s) to be registered for eMail  
• Provide contact name and telephone number  
• Provide primary and secondary email address  
• Provide prompt preference: HTML or Plain Text  
• Provide information to Xerox Meter Reads at 1-866-373-0095 or via email to XeroxRead@xerox-meterreads-us.com                                                                 | • 3 scheduled email prompts distributed throughout the bill cycle.  
- Prompts are sent for serial numbers that remain Due To Bill.  
• 2nd prompt to primary contact & 3rd prompt to secondary contact to communicate estimation.  
• If a read is not received, an automated voice message will be sent to the primary contact to communicate estimation.  
• Reminder prompts will list the S/N’s that are Due To Bill.                                                                      |
| Fax          | • Provide Serial Number(s) to be registered for Fax  
• Provide contact name and telephone number  
• Provide Fax number for prompts to be sent  
• Provide information to Xerox Meter Reads at 1-866-373-0095 or via email to XeroxRead@xerox-meterreads-us.com                                                                 | • 2 scheduled fax prompts distributed throughout the bill cycle.  
- Prompts are sent for serial numbers that remain Due To Bill.  
• If a read is not received, an automated voice message will be sent to the primary contact to communicate estimation.  
• Fax prompts will list the S/N’s that are Due To Bill.                                                                        |
| IVR          | • Provide Serial Number(s) to be registered for IVR  
• Provide contact name and telephone number  
• Provide information to Xerox Meter Reads at 1-866-373-0095 or via email to XeroxRead@xerox-meterreads-us.com  
--- Note: Voice prompts cannot be delivered to extensions                                                                                           | • 3 scheduled voice prompts distributed throughout the bill cycle.  
- Prompts are sent for serial numbers that remain Due To Bill.  
• 1st & 2nd prompt to primary contact & 3rd prompt to secondary contact to communicate estimation.  
• Voice prompts will not indicate which S/N’s are Due To Bill.                                                                        |
| Meter Assist | • Reference Xerox.com website at: www.xerox.com/smarthesolutions for registration instructions and to determine if equipment is eligible  
--- Note: you must have a PC, the Internet and the equipment must be networked for this service to report reads                                                                                 | • You will not receive a reminder prompt unless a meter read is not received via the Meter Assist software.  
• If a read is not automatically submitted, the account will defer to the web process and you will receive a Web prompt.                                                                 |

> Website is [www.Xerox.com](http://www.xerox.com) (Click on Account Management, Submit Meter Readings)

> Fax number is 1-800-588-9650

> The telephone number for the IVR system is 1-800-891-8405
Xerox Rochester Banking Operations  
Attn: Credit Card Team  
100 South Clinton Ave, XRX2-005 (RBO), Rochester, NY 14644  
Phone: (800) 772-6150 Ext. 2

Automatic Credit Card Payment Authorization

<table>
<thead>
<tr>
<th>☐ New Automatic Credit Card Customer</th>
<th>☐ Update to Existing Customer Information:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay all open invoices at the time we setup the automatic payment request?</td>
<td>☐ Credit Card Number</td>
</tr>
<tr>
<td>☐ Yes</td>
<td>☐ Add / Remove Serial Number</td>
</tr>
<tr>
<td>☐ No</td>
<td>☐ Credit Card Expiration Date</td>
</tr>
<tr>
<td></td>
<td>☐ Change Stop Date</td>
</tr>
</tbody>
</table>

By completing the information and signing below, I authorize Xerox Corporation to utilize the credit card number identified below to pay my monthly invoice(s), automatically, one day after the invoice date. In so doing, I am aware that I do not need to contact Xerox every month to have my invoice(s) paid via credit card. Further, I agree to notify Xerox at the phone number above or fax number below of any changes required, including canceling this automatic payment agreement. I understand that any invoice delivered to me, either electronically or by mail, with the customer number and serial number (if referenced) will automatically be paid as set forth above, and I will receive an email notification when a payment(s) is processed. If the transaction limit indicated is exceeded, the invoice will not be paid and I will receive an email notification with this information. If a Stop Date is provided below, the automatic payment will cease when the stop date is reached. In addition, if I wish to change any information below, including terminating this agreement, I will provide 30 days written notice to the above mailing address of such change.

IN NO EVENT SHALL XEROX BE LIABLE FOR ANY LOSS, DAMAGE, COST OR EXPENSE RESULTING DIRECTLY OR INDIRECTLY FROM THIS LETTER AGREEMENT, INCLUDING, WITHOUT LIMITATION, THE USE OR FAILURE OF THE AUTOMATIC PAYMENT PROCESS. WITHOUT LIMITING THE FOREGOING, IN NO EVENT SHALL XEROX BE LIABLE TO CUSTOMER OR ANY THIRD PARTY FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, INDIRECT, PUNITIVE OR EXEMPLARY DAMAGES, INCLUDING LOSS OF PROFITS AND LOSS OF BUSINESS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Please fax signed form to (585) 423-4120 (Please do not Email this form):

<table>
<thead>
<tr>
<th>Business Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Number(s):</td>
</tr>
<tr>
<td>Serial Number(s): (optional)</td>
</tr>
<tr>
<td>If a serial number(s) is not provided, all invoices will be paid. If a serial number(s) is provided, only invoices for those serial number(s) will be paid.</td>
</tr>
<tr>
<td>Maximum Transaction Limit: (optional)</td>
</tr>
<tr>
<td>If no amount is provided, a limit of $999,999.99 will be set.</td>
</tr>
<tr>
<td>Stop Date:</td>
</tr>
</tbody>
</table>

Credit Card Information:

<table>
<thead>
<tr>
<th>Credit Card Type:</th>
<th>☐ Visa</th>
<th>☐ Master Card</th>
<th>☐ Amex</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Card Number:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cardholder Name:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cardholder Bill To Address:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credit Card Expiration Date:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cardholder Phone Number:</td>
<td></td>
<td></td>
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<tr>
<td>Email Address(es) for confirmations:</td>
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<td></td>
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<tr>
<td>Cardholder Special Reference: (optional)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cardholder Signature:</td>
<td>Date:</td>
<td></td>
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