



Canon

CANON SOLUTIONS AMERICA

**TAKE CAUTION.
DO YOU KNOW
WHO'S CALLING?**

BE CAREFUL:

Don't be fooled by deceptive telemarketers and vendors trying to convince or mislead you into placing toner orders on the spot or disclosing information on toner and equipment models that may lead to a subsequent "sales" calls to you.

ARE THERE ANY RISKS?

On the surface, caller's claims of savings sound appealing, however:

- Supplies and service are already included with your lease. Please call the toll free number on your device's ID label and be prepared to provide the information on the ID label.
- The potential for counterfeit Canon supplies exists which, if used, can affect your device's performance.

If you believe you encountered a scam attempt, please contact Paul Kim, Procurement Services, paul.kim@nd.edu

WHAT TO WATCH FOR:

- A telemarketer or "other" may contact you and claim they are from Canon and calling from a sales, customer service or inventory control department.
- The caller may ask about your equipment models, or request serial number verification of a device. They may have knowledge of a specific model on a floor-pretty convincing.
- The caller may ask about toner levels, order quantities and delivery dates and claim they are doing an inventory.
- The caller is not someone you normally deal with and avoids providing name, company or phone number and may become aggressive when unsuccessful.
- The caller may pitch lower prices, appealing to a common goal to reduce and control cost.
- In some cases, it may be a "user" who may be new, and is not familiar with the toner process...
- In some instances it may be a legitimate Canon dealer trying to sell toner. Supplies and service are included in the program.

WHAT TO DO:

- Be professional, polite and courteous regardless of how disgruntled the caller may become.
- Request name, department or company name; you can reply you are not authorized to disclose information or place orders but will escalate.
- Contact Paul Kim, Procurement Services, paul.kim@nd.edu