MPS Tip Lead
What to Look for & Probing Questions You Can Ask.

THINGS TO LOOK FOR IN WALK-THROUGH:
If you see any of the items listed below, you may want to ask the client one or more of the following probing questions to gauge interest.

- Several desktop printers (5 or more). (Pay attention)
- Ask to check toner stocks (take notice of all toners)
- Multiple venders associated with cartridges.
- Defective cartridges. Toner piles inside printers.
- Printers used as copiers for convenience.
- Controlled Door Access / Security Cameras (check when entering building)
- Boxes of Paper, lots of file cabinets, etc. (the client may need Doc Management or Scanning Services)
- Has the client expressed any network or IT issues (maybe a good opportunity for Managed IT)

QUESTION: Do you still have a lot of employees working from home? If you do, do they have a desktop printer? If so, who manages that printer?
   WHY MILNER CARES: *Milner just wants it to be easy and secure for our customers/partners*

Client Response:

QUESTION: I see you have a lot of different toners, who manages your desktop printers?
   WHY MILNER CARES: *We can simplify the ordering and streamline the management for you.*

Client Response:

QUESTION: What happens when they have issues? Who handles the placing service calls for your printer?
   WHY MILNER CARES: *You know we take care of the copiers, we can do the printers and Network & IT services.*

Client Response:

QUESTION: Even if we don't service, we may be able to save you money on the supplies?
   WHY MILNER CARES: *We can have supplies drop shipped directly to you, often for a lower cost.*

Client Response:

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Who should the Sales Rep contact to follow-up on the information? Get a business card if possible and turn that in with this form.

Company Name _____

Contact Name _____

Contact Title/Position _____

Phone _____

Email _____

Please provide any insights about your observations and/or the client's environment.

_____

_____

_____

Is the contact expecting a return call/email to discuss? _____

Completed & Submitted By: _____
                                           Service Tech Name

Turn into ATLTIPLEADS@MILNER.COM .