

COPIER SUPPLY AND SERVICE INFORMATION

CSU Channel Islands Copier Program Service and Supply Request Instructions

Paper Ordering/Distribution

The Copier Program covers the cost of 20 lb., white - 8½x11, 8½x14, and 11x17 paper for the HP machines on Pharos.

Each department has a copier representative who has been designated to request paper. Please contact that person to order paper (please go back on your browser or click on this link to see the [Copier Representative List](#)).

To request the paper size and quantity needed, *copier representatives* will contact their department admin to complete a work order online with the [Facilities Work Center](#) or email fsworkcenter@csuci.edu for assistance. (CI Shipping and Receiving strives to deliver paper within 24 hours of the receipt of a request).

PLEASE NOTE - Individual departments are responsible for purchasing:

- White paper for desktop/network printers and fax machines
- Colored paper for copiers

Service Requests

BMC, Inc. provides maintenance and repair service for all Hewlett Packard (HP) multifunction printers (MFPs) that are located on campus and those on the Pharos chargeback system. There are typically three identification tags on each machine. The 4-digit number on the “BMC tag” is used by BMC to identify the machine which needs service. There is also a “CI-Facilities tag”, and a “CI-T&C tag” which are used by staff to identify and locate machines.

When a repair or maintenance is needed, please report the nature of the problem with the BMC 4-digit number and the Facilities number to the [Help Desk at helpdesk@csuci.edu](#) and cc your copier representative or notify them of the request. Help Desk staff will consult with the copier rep and address the problem as appropriate. The copier representative will post any status information on the machine.

Supply Requests

Toner and drums for the HP MFPs are provided on contract. PrintSolv- is used to manage each MFP and a notification is automatically generated when supplies (toner, drums etc.) are running low. Supplies are delivered to the CI Receiving Warehouse labeled with the 4-digit BMC ID number. CI Shipping and Receiving delivers the supplies to the Help Desk who checks the package contents against the packaging slip, logs receipt of supplies, and delivers the product to

the appropriate department. Copier representatives install supplies in the MFPs when necessary.

PLEASE NOTE – Toner cartridges are very expensive to replace:

- Ensure that back-up supplies are stored securely.
- Do not install a new toner cartridge until the device reads that all toner has been used.

If supplies are missing or lost, please contact the Help Desk for assistance in tracking them. If the department has lost supplies, the department must pay for the new supplies with a PCard.

Special Orders

Contact the [Coast Copy Center](#) located in Town Center for heavy orders (i.e., special orders, color printing, for faculty during test times, etc.). They can be contacted by email at info@coastcopycenter.com or at 484-6633.

Cartridge Recycling

Please place spent toner and printer cartridges in the special recycling containers. To request that the containers be emptied, please contact [Mail Services](#) at MailServices@csuci.edu or at Ext. 8927.