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 see copier representative list below). Copier representatives will email the OPC Work Center requesting the paper size and quantity needed. (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 that are 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-OPC 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 to the Help Desk. Also please notify your copier representative. Help Desk staff will consult with the copier rep and address the problem as appropriate. The copier representative will be requested to 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 – LOST CARTRIDGES ARE VERY EXPENSIVE TO REPLACE; please ensure that back-up supplies are stored securely.
• Also please do not install a new cartridge until the device reads that all toner has been used.

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

**Cartridge Recycling**

Please place spent toner and printer cartridges in the special recycling containers. To request that the containers be emptied, please contact CI Mail Services at Ext. 3380.