






MEMO — Action Required

Re: Copier/Duplicator Maintenance and Supplies

Date: Oct. 2, 2015

To: All Principals and Department Directors

From: Gary O. Hansen, CPM, Purchasing Director
Susan Taylor, Purchasing

Approvals: Joanne Ackerman  Alice Peck  Bob Dowdle  Mike Sirois  Kathryn McCarrie 

Since the first days of the District's operations, we have required schools and departments to enter work orders into Sprocket if they needed supplies or maintenance done on copiers and duplicator systems. For each location, the District agreed to pay the servicing costs of a specific number of such systems. Those allotments are as follows:

- Elementary schools Up to four (4) systems
- Middle schools Up to six (6) systems
- High schools Up to ten (10) systems
- District Offices As determined

Starting at the receipt of this memo, the following process is to be used when service and/or supplies are needed:

- The District will still maintain and pay for all service, parts and supplies (including staples but not paper) for the number of systems articulated above. Note: Each location that has full-color systems will be responsible for the full cost per copy of all color copies made. You will be billed quarterly for these copies.
- Each location will receive a list from the Purchasing Department identifying the systems in your facility and which ones the District will maintain as discussed above.
- All systems not included in District coverage must be covered by a service agreement. However, the location will be responsible to pay for all service and supplies. On a quarterly basis, Susan Taylor, the Purchasing Department's Administrative Assistant, will send you a summary of monies due and reimbursement needed.
- When service or supplies are needed, please call one of our servicing partners. Some of those partners are Canon for Canon systems, Automated Business Products for Ricoh and Savin systems, and Fowler Service for Toshiba and Riso systems. You will no longer enter a work order into Sprocket. Contact information for servicing vendors and information needing to be provided when placing call will be provided to you shortly.



Purchasing Department
Gary O. Hansen, CPM, Director
Phone: 801-826-5390
Gary.Hansen@canyonsdistrict.org

If you have any questions, please contact Susan Taylor at 801-826-5391.

SERVICE AND SUPPLIES FOR CANON AND OCE/IMAGISITC SOLUTIONS – COPIERS ONLY.

You will need the serial number for your copier. To acquire the serial number on a Canon copier, press the “counter check” button on the copier interface control panel. The serial number will display in the lower left hand corner of the screen. For Oce, or Imagistic, brand machines, see the Canon Label on the front of the copier, or there will be a silver label on the back of the copier with the serial number.

Placing a **service** call for your Canon Solutions America (CSA) service contract supported copier:

- a) Call 1-800-355-1385 the recording will direct you to select from the following menu of choices. Press the # numbers on your telephone in the following sequence.
- b) *Press (1)* “to request service, product training, or support.” Next.
- c) *Press (1)* “to place a new service request or to check on an existing request.”

A representative will come on the telephone and ask for your serial number. Answer their questions: address, machine location, contact, and what is broken on the copier. They will give you a confirmation number for your service call.

If Canon tells you, the machine is not on contract, call Susan Taylor at the District office 801-826-5391.

Ordering Supplies: Toner, and Waste Toner Boxes, for your Canon Solutions America (CSA) service contract supported copier:

1. Call 1-800-355-1390 the recording will direct you to select from the following menu of choices. Press the # numbers on your telephone in the following sequence.
 - a. *Press (2)* “to order supplies.” Next
 - b. *Press (3)* “for all other office product by Canon, Oce Imagistics, or other manufactures” Next
 - c. *Press # (1)* “to order supplies included in your service agreement,”
A representative will assist you; give them your serial number.

For Canon solution, staples are not covered under the cost-per-copy (staples) maintenance agreement, however these are covered under the District issued purchase order (PO) to Canon. Please order as specified below. Do not give Canon a PO or P-card for payment.

- a. Send an email to: mpeterson@csa.canon.com
- b. Michael Peterson is your contact at CSA staples.
 - i. Send an email to Michael with your serial number, school name, shipping address, telephone number, contact name, and supply item(s) needed.
 - ii. His direct fax number is 847-706-3417.
 - iii. Michael’s direct telephone number is 847-706-3423