

## Frequently Asked Questions

### Purchasing

#### **Do I still have to get competitive bids?**

– No, any items purchased under a master agreement do not require bids.

#### **Do I have to process my Purchase Requisition through FFE?**

– No, all Purchase Requisitions will be processed by Print Services.

#### **Do EZPOs have to go through the same approval process?**

– Yes, all copier purchases are processed by Print Services.

#### **If I have a Canon or Ricoh, who do I call for service & maintenance now?**

– Call IKON at the number indicated on the black sticker on your copier.

– Older, analog, Ricohs and Canons are no longer covered by a University maintenance contract.

#### **If I have an existing copier that is not Canon or Ricoh, who provides the service & maintenance?**

– The current vendor will continue to provide maintenance until the lease expires and a new machine is purchased/leased.

#### **Why is there such a drive to make sure all new equipment is connected to the network?**

– The equipment that is on the market now is capable of many functions. For less than the cost of the toner on a laser printed page a multi-functional copier/printer provides all supplies (except paper and staples), maintenance, and more finishing options. The cost benefit is dramatic for the department and for the University as a whole when compared to a high-speed laser printer. When the costs are compared to smaller laser printers and especially inkjets, the benefits multiply as much as 1,000%. Also, as more and more documents only exist on computer, the odds are that the item you want to copy is coming off a laser printer first. Why not skip a step and the investment in additional equipment and space. Multifunctional machines also offer the option of scanning to the desktop, to a server, or to email, reducing the reliance on interoffice mail and faxing. In fact, many come with the option of integrated faxing. Networked copiers also allow Print Services to retrieve meter reads remotely (please see Billing and Meter Reads below)

### Billing

#### **How will I be billed for maintenance?**

– The designated contact for the equipment at your location will be emailed to go to our web site and input the current month's meter readings. If your copier is networked, Print Services will be able to read the meter remotely without departmental intervention.

– All copier maintenance contracts are managed by Print Services and billed back to departments through the IDI process.

#### **How will I receive my statements for lease and supply costs?**

– Print Services will send monthly paper statements via inter-office mail, which will include maintenance, supplies and lease/purchase costs.

#### **What if I receive a bill directly from a copier vendor?**

– Forward it to Print Services, attention: Copiers, MC 3841.

#### **What if my statement is wrong?**

– Send an email to [copiers@columbia.edu](mailto:copiers@columbia.edu) and let us know what is wrong. We will contact you to correct the situation.

### **Am I responsible for purchasing any supplies?**

– Supplies, excluding paper and staples, will be included in the maintenance contracts, except Xerox. You can order supplies directly from the vendor, referencing your machine's serial number, and billed back to you through Print Services.

## **Meter Reads**

### **What is the CU Print Services Meter Reads program?**

– It is a Web-based program developed to allow you to submit meter readings online that will allow Print Services to bill you for your actual use.

### **How do I sign up?**

– You are already signed up. All you have to do is click on the link that will take you to a login screen. You enter your UNI and network password. A list of equipment that is assigned to you comes up. If you print this page to enter the reads on paper as you go to the equipment, make sure to refresh your browser and login before you input the information on the web.

### **What is a “Key Operator”?**

– This is the person who is responsible for maintaining equipment supplies, calling the machine in for service, and providing meter reads. Print Services designates a primary and alternate Key Operator for each machine. Both have access to enter the machine's meter, but only the most recent meter read will be used for billing purposes.

### **How do I find my meter reads?**

– The machine meters track usage. Different models have different meter types. Some are digital, meaning you can only access them at the copier panel when the machine is turned on. Others are like old car odometers and are clearly visible when you open the front cover of the machine (this is typical in older, analog machines).

– For many machines, this IKON site will direct you:

[http://www.ikon.com/support/meter\\_reads/locator/](http://www.ikon.com/support/meter_reads/locator/)

– For Xerox machines, go to the [Xerox.com](http://www.xerox.com) web site and search for “meter reads” then locate your machine in the answers that come up.

### **Why do some machines require two meter reads?**

– For color machines we need to capture the usage for color and for black and white copies. You will be billed differently for each type so it is important to capture both meter reads. For Canon color copiers, you will be asked to enter the **TOTAL** meter as **Meter1** and the **BLACK** meter as **Meter2**.

### **How do I submit a meter read?**

– You will receive an e-mail from Print Services approximately 5 days prior to the close date for the month. To submit a meter read, go to the Web site

<http://www.columbia.edu/cu/studentservices/printing/> and click the Submit Meter Read link, or simply click on the embedded link in the e-mail. Enter the new meter read for the appropriate piece of equipment. Confirm your entry and the new meter read is recorded by the system.

### **What if I don't submit a meter reading on-line?**

– Print Services will estimate your usage based on the historical data we have for your copier. When necessary, your department will be billed \$75 per machine to cover the cost of having someone from Print Services obtain the meter read in person.

### **Can I enter Meter Reads for more than one piece of equipment?**

– Yes, the request for meter read(s) will show all the equipment that you have primary or alternate responsibility on. If you have shared responsibility for a copier, you may simply repeat the same meter on the website if it was entered recently by an alternate.

**How do I enter a closing meter read when a machine is removed?**

– Go to the Print Services web site, select “Submit Meter Reads”, input the meter read for the machine being removed, and put in a note indicating that this is the final meter read and let us know the date the machine was removed.

**What if I do not want to enter a Meter Read at this time?**

– You will receive up to three notifications, unless you submit the read. After that Print Services will either estimate your usage or have a person come up and take the meter read for you. You will be billed \$75 per machine that Print Services has to visit for a meter read.

**Can someone else submit my meter read(s) for me?**

– Typically, we designate a primary and alternate person for the meter reading process. Both of you will have access to input the meter reads for your equipment.

**How do I assign or re-assign responsibility for submitting future meter reads?**

– Send a notice to [copiers@columbia.edu](mailto:copiers@columbia.edu) to notify us of any change in responsibility.

**Other**

**What are the hours of service available?**

– Monday – Friday, 9-5, except for Federal Holidays. After hours service is available at an additional charge.

**Will I receive training on the new equipment?**

– Yes, the vendor will provide you with comprehensive training and support.