Canon Copiers/Printers Procedure

This procedure addresses how service and billing is managed for Canon copiers and/or printers.

**POLICY**

**Printer Problems** – Call Ryan Business - 1-800-842-1916

**Networking Issue** – Create a ticket with help desk (4069) or and Tech will resolve

- To submit a trouble ticket or service request, sign in to https://itshelpdesk.fairfield.edu with your NetID, fill out a New Request form, and click Save.

**Billing Issues** – http://fairfield.coffeecup.com/forms/Billing_Response_Form/

**Toners** – Call Ryan Business (1-800-842-1916) after the first toner is used so you always have one on hand

**Paper** – Departments order their own paper. Exception: ITS orders paper for departments within Donnarumma, Canisius, Gonzaga.

**Monthly Billing**

ITS receives the following two excel spreadsheets from John Spiak:

- Detailed by email address
- Totals per Org

Issues with Billing reports call John Spiak Cell 315-256-2984

http://fairfield.coffeecup.com/forms/Billing_Response_Form/

<table>
<thead>
<tr>
<th>Billing:</th>
<th>B/W</th>
<th>Color</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>.0325</td>
<td>.0425</td>
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|          | .0825 | .0925  | (Donnarumma, Canisius and Gonzaga departments)

Example monthly notification:

Dear Canon Copier contact,

Attached is the Prior Months report for using the Canon Copiers. The Duplex rate is incorporated in the Total cost. The total costs and per-copy rates for the Banner Finance Orgs/organizational departments that we have associated with you are below. You will see
the charges appear on your Banner budget reports under the same account number as in the past, 731350.

<table>
<thead>
<tr>
<th>ORG Details</th>
<th>User / Printer</th>
<th>BW Pages</th>
<th>Color Pages</th>
<th>Fax</th>
<th>Duplex Pages</th>
<th>Total Cost</th>
</tr>
</thead>
</table>

As you review the details above, you may notice some users whose Banner organizational department is recorded incorrectly. If so, do not reply to this e-mail. Instead, please complete the online form at [http://fairfield.coffeecup.com/forms/Billing_Response_Form/](http://fairfield.coffeecup.com/forms/Billing_Response_Form/). You may submit the form more than once if you have more information than will fit on one submission. We will work with Human Resources to correct the data on your behalf and process credits that total over $15.00 at a later date.

You may also use this form to indicate a different individual who should be the primary recipient of this information, to request additional persons to receive copies of the reports, or to provide us with any other information that you think is relevant.

Thank you,
Information Technology Services

We send these out the first week of the month to all departments. We wait a week as to address any issues with charges and then post to banner for payment.

- Changes to Uniflow
  - **Fix user Departments** – Rich will make the changes in UNIFLOW – these changes will reflect only moving forward from the date of change.
  - **Add to User Departments** – Rich Medica gets a weekly report from HR.
    - If the user is in Uniflow already (Rich will add the correct department)
  - **Get Cards Made** (Joan Finley X4009 In the Barone Campus Center ) and entered into UNIFLOW by Rich
  - **Changing PIN #’s** for departments this can be done on a one by one basis by Rich