

# Auxiliary Services Policy

The University of North Carolina at Chapel Hill

## Policy – Campus Multi-Functional Device (MFD) Copier Policy

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	<b>Last Reviewed</b> January 27, 2016
	<b>Responsible University Officer</b> Director of Auxiliary Services
	<b>Responsible Unit</b> Auxiliary Services

### Policy Statement

Effective January 1, 2016, The University of North Carolina at Chapel Hill has established a campus-wide contract for Multi-functional Devices (MFDs) that provide copy, print, scan and fax capabilities. University schools/divisions are required to adhere to this contract.

#### Overview of Policy Terms:

1. Schools and divisions (including institutes, departments and centers) must receive MFDs from the official contracted vendor.
2. MFDs provided to campus have the capability to copy, print and scan. Capabilities include in full color and black & white or standard black & white output. All MFDs default to black & white output for copying and printing and default to two-sided copying and printing. These settings can be manually changed if needed.
3. MFDs that print 80 or 90 pages-per-minute are available in black & white output only.
4. MFDs are available to units through a low cost per-print program. All toner and service is provided.
5. Carolina Managed Print Services will oversee this campus-wide program in close collaboration with Procurement Services. Pre-existing MFD contracts will be honored until they expire.

### Reason for Policy

Prior to the implementation of this policy, the University used multiple vendors for printing and copying services, which was costly. By consolidating these services, the Carolina Managed Print Services Program reduces costs and provides effective copying and printing without compromising productivity or convenience.

## **Procedures Assessments**

1. An assessment of each school, division, department, and center is conducted by Carolina Managed Print Services and the Managed Print Services vendor at the beginning of the new vendor contract. This assessment determines the size/speed for MFDs needs based on current copy/print volume, number of employees, etc.
2. A recommendation for each area is developed by Carolina Managed Print Services based on the assessment findings.
3. Carolina Managed Print Services meets with each department to review the recommendation, discuss potential savings, explain support services and remedy concerns. Carolina Managed Print Services works with the department determine how best to proceed. New orders for equipment are placed.

## **Delivery**

1. Delivery of equipment occurs approximately 30 days after confirmation of the order.

## **Training**

1. Training is provided at the time of delivery and is ongoing by vendor technicians.
2. Web-based training will available on [Carolina Managed Print Services'](#) website or the vendor website.

## **Device Monitoring**

1. All devices are monitored centrally for proactive maintenance and toner levels. Toner will be delivered as needed.
2. Other supplies, such as staples, will be delivered upon request and for an additional charge if appropriate.

## **Billing**

1. Billing will occur monthly to each customer through the [Carolina Managed Print Services](#) website. Each department will be billed electronically through CBM.

## **Pricing**

1. Customers will not be subject to any minimum copies printed each month. As part of the MFD program, customers will pay a base charge and cost-per-copy. Paper and staples will be extra. All toner, maintenance and parts will be included in the cost-per-copy price. This policy applies to all MFDs.
2. Additional features or upgrades can be added for additional costs.
3. See the Carolina Managed Print Services website for exact pricing.

## **Additional Information**

### **Frequently Asked Questions**

Q: Why is the University doing this?

A: With pricing leveraged on more copiers on campus, the University can get the best price available in the market.

Q: What if I don't want to participate?

A: This will be a required program for all divisions for MFDs.

Q: What is involved in the assessment?

A: The assessment involves a vendor representative and/or Carolina Managed Print Services staff member physically coming to a department and taking inventory of the devices there, determining current print volume and assuming future volume, recording number of employees, space layout, etc. Then a proposal for a number of devices will be created and shared with the department for implementation.

Q: How long after the assessment will I receive my new MFD?

A: Once an agreement is reached between a department and Carolina Managed Print Services, it will take on average about 30 days.

Q: I am currently under contract for a lease agreement with another vendor. What do I do when it expires?

A: Once your contract expires, we'll replace your MFD with one from our program. You will then call Carolina Managed Print Services and we will provide you with new equipment.

Q: How would I obtain a larger volume copier than what your assessment says I need?

A: There will be an exception form available for these cases which will need to be approved by your Dean/Vice Chancellor.

Q: How will I get toner or maintenance for my MFD?

A: All toner and maintenance is included in your pricing. This eliminates the need to order toner from any outside vendor. Toner will either be shipped directly to your department or hand delivered by our staff. Toner levels will be monitored so we'll know when you are low on toner and get it to you using the above method.

## Contacts

SUBJECT	CONTACT	TELEPHONE	FAX	E-MAIL
Campus Copying & Printing	Carolina Managed Print Services	919-962-2799	919-962-1656	<a href="mailto:carolinacopy@aux-services.unc.edu">carolinacopy@aux-services.unc.edu</a>

## History

Revised 11/3/2015