

Hi All,

Regarding: Copier and Duplicator equipment maintenance

All of your CANON, RISO, DUPLO, LANIER, KONICA copiers/duplicators are maintained by Joe Ramos our District Copier repair technician.

HOW: When you need to have a machine repaired please do an electronic work order on Maintenancelogin.com (not SPMMS). The work order will be routed to Joe. **(DO NOT CALL any company or let any company touch your equipment!)** Thanks!

TONER AND STAPLES: Create and order for supplies for the Canon, Riso, or Lanier supplies showing your machine model # and toner #, we will select the appropriate vender. We have negotiated lower pricing on toners than you get by going on open orders to Office Depot, generally. Supplies normally ship within 24 hours.

COST: Maintenance: Charges are .0025 per copy on copiers and .00192 per copy for duplicator maintenance. Maintenance will be a “charge back” each month based on your usage. Be sure to email your copy counts to Kevin Garcia on the 4th Friday of each month. Thanks!

***ACCOUNT NUMBER:** *Please let Accounting know what account number to charge by June 5th of each year.* You will need to use a 5746 object code in your account number.

IS IT A GOOD DEAL? Our maintenance costs could be doubled if we had stayed with outsourcing our maintenance to be about .006 or .007 per copy. Your costs are about .0045 per copy overall taking into consideration your toner costs.

OLD EQUIPMENT or EXCEPTIONS TO THE RULE: What if you have a repair that exceeds the value of your OLD equipment? Old equipment that has outlived its life span OR a repair caused by negligence on the part of the user. (Some people have been known to dig for paper with scissors and ruin drums.) Joe will stop and let you know the cost. If you are willing to pay the cost, then he will repair. You will process a requisition for the part. If not, the machine will go into his graveyard of parts.

Any questions please call me,
Thanks
Carol Oedeker
Purchasing

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