



Copier Services Business Process Change

Effective immediately, the process for replenishing toner and requesting maintenance for copier machines on the network of the Laramie campus is changing to an automated process.

This improved process will streamline and reduce service times for the copier machines on the network by:

- Monitoring the supply levels of networked copiers via recently installed software and ordering toner on behalf of the user when the remaining supply level reaches 20%. The other two user-administered supplies, waste toner containers and staples, are not monitored by the software. You will need to contact the supplier as referenced below to replenish these supplies.
- Automatically requesting service for a networked copier if it generates an error code. The error code is sent directly to the supplier via the software. However, not all malfunctions will generate an error code. If there is an issue or you need immediate assistance, please reach out to the supplier directly.

Our long-time partner Konica Minolta Business Solutions was recently acquired by All Copy Products (ACP). If there is an immediate need for service or an error code has not been generated, users may contact ACP at dispatch@allcopyproducts.com or 800-332-2352. This contact information is also found on the front of the copiers.

ACP is now the first point of contact for campus users. If you have any issues working with the supplier directly, please contact Copier Services at copierservices@uwyo.edu or 307 766-5546.

This change was covered during the July Deep Dive presentation and users can view the recording and presentation [here](#).

Contact Information

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