UW – Copier Transition FAQ

Implementation

• Why is the University switching to a new supplier and new copiers?
  o The current contract with All Copy Products for the Konica Minolta copiers ends June 30, 2023. As required by UW policy, a request for proposal (RFP) process was conducted with the proposals we received reviewed by a cross functional group of university stakeholders. The Office Shop was the recommended supplier, and the partnership was approved by the Board of Trustees at the January 2023 meeting.

• How long is the new contract with the Office Shop?
  o The new Canon copiers through the Office Shop will be leased for a period of 5 years/60 months.

• Will our department point of contact be notified when the Office Shop is ready to install the new Canon copier in our area?
  o UW Copier Services, UWIT and the Office Shop are all working on the final steps before we are ready to begin with installing new copiers on Campus.
  o The designated point of contact for your area will receive an email notification or phone call from the Office Shop when your area is next up for installation.
  o The Office Shop will work with the designated point of contact to coordinate a delivery date and time and to ensure a representative from your area will be available during the installation.

• When the new Canon copier is installed in my area, what do we need to do with the Konica Minolta copier?
  o When the new Canon copier arrives on site for installation, the Office Shop technician will print off a final usage report from the Konica Minolta copier, unplug the Konica Minolta and move it to the side (in most cases). They will then proceed to install the new Canon copier.
  o Once the new Canon copier is installed and functional, the Office Shop will notify UW Copier Services, the Konica Minolta copier is ready for pickup. UW Copier Services will notify All Copy Products and All Copy Products will schedule the pickup. Departments do not need to contact All Copy Products directly to schedule a pickup for the machine.
  o All Copy Products will be picking up Konica Minoltas on scheduled days and area by area.
  o Your patience during this transition is greatly appreciated.
  o Please contact copierservice@uwyo.edu if you have any questions about the pickup of your Konica Minolta.
Invoicing and Billing

• Who will pay the lease and usage invoices with the Office Shop?
  o UW Copier Services will continue to receive a consolidated invoice for monthly usage and monthly lease charges and will take care of the payment of those invoices with the Office Shop.

• Who will handle the monthly copier billing process and allocation of charges to departments?
  o UW Copier Services will continue to manage the monthly billing process and will upload monthly usage and lease charges for copiers into WyoCloud using the associated GL account strings and PPM projects.
  o Monthly lease and usage charges will not be marked up with the new Canon copiers as they have been previously.

• Why are Cost Center Approvers and Project Managers being asked for user information and account string information?
  o The new Canon copiers utilize a software called Uniflow that tracks usage by user.
  o When a user walks up to their Canon copier, they will use their WyoOne ID card to authenticate at the copier and the user must also be tied to a GL account string or PPM project in order to be able to print/copy.
  o The copies/prints they make will then be tracked to their associated GL account string or PPM project.
  o If the user is not tied to a GL account or PPM project, they will not be able to print/copy.
  o Users may be associated with more than one account string; if this is the case, the user will be able to select on which account they would like the print job to be associated with.
  o By gathering this information on a per user basis this will allow for more accurate reporting and tracking, instead of using generic passcodes that are shared.

Copier Access

• Is there a resource that can walk me through badging in at the new Canon copier?
  o Yes, please see the links below that will walk you through the steps of authenticating at the copier and also setting up printing functionality:
    - UWCanonTutorialFinal.mp4

    Adding UW Canon Secure Print Copiers to a Mac:
    https://uwyo.teamdynamix.com/TDClient/1940/Portal/KB/ArticleDet?ID=145738

    Adding UW Canon Secure Print Copiers to a Domain connected Windows PC or Non-Domain/Personal Windows PC:
    https://uwyo.teamdynamix.com/TDClient/1940/Portal/KB/ArticleDet?ID=145706
• If we receive a new user in our area, how will they gain access to the copier?
  o Employee information is updated in uniFLOW on a daily basis using information contained in Active Directory.
  o When an employee joins UW, they will automatically be added to Active Directory, and they will be able to authenticate at the copier. The employee will also need to be associated with a GL account string or PPM project in order to be able to copy/print.
  o UW Copier Services will have a process for departments to submit account information for new employees in their area.

• If a user leaves UW, how will their access be managed?
  o User information is synced in Uniflow on a daily basis using information contained in Active Directory.
  o When a user leaves UW, they will automatically be removed from Active Directory and their printing/copying access will be removed.

• Will students have access to use the new Canon copiers?
  o UW Copier Services is working on getting UW employees set up with access first.
  o UW Copier Services will be working with other areas to identify ways for student employees to access the copiers for their employment needs and to remove their access when they are no longer employed.

• Why do users have to use their WyoOne ID card to badge in at the new copiers?
  o This is a feature called secure printing.
  o As a large organization, many sensitive items are printed that contain Personally Identifiable Information (PII) such as social security #’s and other confidential information that create institutional risks.
  o This secure print process ensures that print jobs are not left at a copier.
  o An additional security consideration is that users are managed by the employee Active Directory which maintains all active employees and removes those from having print access when they leave UW. If an employee is not on campus and able to authenticate, then they will likely have to send the print job to someone who is.
  o If a user forgets their WyoOne ID card and needs to print/copy on campus, they will still be able to authenticate at their copier using their WyoCloud sign on credentials.

• If a UW employee does not have a WyoOne ID card or needs to obtain a new card how do they get one?
  o Visit the University’s WyoOne ID office located on the first floor of the Information Technology Center at 1710 Sorority Row to receive a new or updated card.
**Toner and Paper**

- Will the new Canon copiers automatically order toner when toner is running low?
  - Yes, the new Canon copiers will have the automatic toner replenishment enabled when the copiers are installed. Toner will automatically be sent out to the corresponding copier when the remaining level reaches 20 percent remaining in the cartridge. Canon devices utilize artificial intelligence technology to predict toner outage. It has proven to be very accurate.
  - If an area has an urgent need arise and your copier is completely out of toner, please contact the Office Shop at: (855)333-0100 or dispatch@officeshopinc.com
  - Also, if your area has a large printing project or knows the copier will receive a large volume of usage (i.e. finals week, etc.) and feels the need to have a spare toner cartridge on hand, please contact the Office Shop at: (855)333-0100 or dispatch@officeshopinc.com

- Will the waste toner boxes/cartridges also be automatically sent out when they are near capacity?
  - Yes, the waste toner cartridges will also be sent out through the automatic replenishment function when the cartridges reach 80% capacity. Canon devices use artificial intelligence to predict, based on volume and usage, when waste toner cartridges will reach capacity.

- Is toner and the waste toner boxes/cartridges included in the contracted per print rates with the Office Shop?
  - Yes, these consumable items are included in the contracted pricing with the Office Shop. Departments will not be charged for these items separately.

- Will my department still be responsible for ordering copy paper?
  - Yes, copy paper is not included in the no cost consumable supplies provided by the Office Shop. Departments will continue to be responsible for purchasing and paying for copy paper. Departments are encouraged to purchase copy paper through the Office Depot catalog available in WyoCloud, Amazon or the University Store.

**Service and Training**

- Does UW have a dedicated service technician in Laramie who will be servicing our copiers?
  - Yes, UW’s dedicated service technician with the Office Shop who will be located in Laramie is James Christensen. Additional Office Shop Inc personnel may be utilized to support the needs of the University.
• If the Canon copier in my area is not functioning properly and needs service, what do I do?

  o Please contact the Office Shop at: https://officeshopinc.com or (855)333-0100. You can also email dispatch@officeshopinc.com. Please have the machine ID number from a sticker located on the machine available to provide to the Office Shop as well as a description of what challenges the copier is currently experiencing.
  o Below is a sample of what the sticker with the machine ID will look like:

![Sticker Example]

• What types of training will be available so users in my area can become familiar with the functionality of our copier?

  o Members of the Office Shop will provide basic in-person training when the copier is installed at its location.
  o A quick start guide will be available at each copier. This will provide an overview of the basic functionality of the copier.
  o A tutorial button can be accessed at the device. This button accesses the user manual of the device.
  o Various step by step how to videos will be available for users to access. These videos can be accessed through the following link: https://officeshopinc.com/uw-contract/
  o If additional in-person on-site training is needed on a specific copier, a representative from your area may contact the Office Shop at: (855)333-0100 or dispatch@officeshopinc.com to schedule a training.

Additional Questions

• Who can I reach out to if I have additional questions?

  o If you have questions regarding your Canon copier, its functionality, its performance, toner or need additional training, please contact the Office Shop at: (855)333-0100 or dispatch@officeshopinc.com
  o If you have questions regarding monthly copier billing, have a need to update GL or PPM account information or need to associate a user with an account string, please contact UW Copier Services at: copierservices@uwyo.edu