



Multifunction Copier FAQ's

❖ What to do if you need to surplus a copier?

- First, contact procurement@valdosta.edu to let us know as all copiers are on contracts and those contracts will need to be terminated. We will also need the final meter reading, it is important to report that to the manufacturer before removing the machine.
- Second, contact Chris Griggs at cmgriggs@valdosta.edu to have the item sent to surplus.

❖ How to move a machine to another department on campus?

- Contact procurement@valdosta.edu and we will contact the copier representative to have them come move the machine. Please notify us if you are replacing a machine.

❖ How to purchase a copier?

- Contact procurement@valdosta.edu and we will reach out to the manufacturer representative to get price quotes. Procurement ensures that we are purchasing using the Mandatory Statewide Contract.
- After you have chosen which machine you need, a special requisition will need to be entered into ePro to process the order on a PO.

❖ My copier has been received on campus, what do I do now?

- Contact procurement@valdosta.edu to give us the serial and model numbers. You can begin using your machine. Each month you will need to report the meter reading for the copier.
 - Xerox: xeroxread@xerox-meterreads-us.com.
 - Ricoh: 1-888-456-6457

❖ What to do if my department receives a Copier renewal in the mail.

- Send the renewal document to Procurement@valdosta.edu. Renewals often contain information regarding click charge increases, these are tracked in Procurement.

❖ My department is copying more than usual. How do I put money on my PO for more copies?

- Enter a requisition for b/w, color, or both types of copies. Be sure to include a notation to "add to po XXXXXX" with the PO number you wish to add to and include the serial number in the item description. Color and b/w copies must be on separate lines of a requisition.

❖ Something is wrong with my machine; how do I schedule a service visit? Be sure to have your serial number on hand.

- Xerox: Service: 1-800-821-2797 & Supplies: 1-800-599-2198
- Ricoh: Service and supplies:1-888-456-6457
- Canon: Service and supplies: 1-800-613-2228
- Colson: Service and supplies: 229-247-4461