Guidelines on the Purchase of Document Output Devices for Off-site Use

1. Introduction

This document outlines the procedures required by IT staff when purchasing a Document Output Device for a staff member for off-site use (for example home use, exam locations etc).

All Document Output Devices must be purchased from the University’s Preferred Suppliers Fuji Xerox and Kyocera.

Please remember to complete an ‘Off-site Document Output Device Agreement’ for new purchases.

2. Choosing and Purchasing a Document Output Device

The Tender Panel recently appointed the below suppliers as the service providers of Document Output Devices to the University:

- Fuji-Xerox – for the provision of Multifunction Devices (MFDs) and Multifunction Printers (MFPs).
- Kyocera – for the provision of Printers only.

Once you have selected the Document Output Device that is best suited for it’s intended off-site use, please purchase the Document Output Device using the normal process (sending a purchase order to the Preferred Supplier using the email template).

Please note, Fuji Xerox are able to deliver a Document Output Device to a home address however Kyocera are unable to fulfil this requirement so the device will need to be delivered to a University address and transported home by the staff member.

3. Meter Readings

One of the conditions of staff having a Document Output Device for off-site use is that they submit their meter readings regularly. This allows the University to ensure that the charges are paid on time and avoids an accumulation of charges resulting in a large lump sum to be paid at once and implicating budget accuracy.

Fuji Xerox Meter readings

For most Fuji Xerox Devices, please advise staff to follow the steps below to obtain their off-site device meter reading:

- Press the 'Machine Status' button on the device (this will take you to a new screen)
- Select the 'Billing Meter/Report' tab
- Select the 'Billing Meter' icon
- Take a note of the number on the screen

*Please note, the icons and screens may vary slightly between models.*
Staff should then email the meter reading to their local admin support, who will then ensure Fuji Xerox receive this via email.

If further assistance is required, staff can contact the Fuji-Xerox Helpdesk on 1800 112 626.

**Kyocera Meter readings**

Kyocera meter readings can be obtained by printing the ‘Status Page’, this can be done as follows:

- Press the ‘Menu’ button
- Go to Report Print
- Right arrow across
- Down arrow until the ‘Print Status Page’ can be seen
- Press the ‘Ok’ button twice and the ‘Status Page’ will print.

The staff member then needs to give this Status Page to their local admin support, who will then ensure Kyocera receive this via email.

4. Repairs

All Document Output Device repairs must be repaired by the preferred suppliers only, under no circumstances should the staff member arrange for the device to be repaired by other manufacturers.

There is no charge for the repairs as this is included in preferred supplier service agreement.

Please note, Kyocera technicians are only able to fix devices located at a University address so the Device will need to be brought back to base by the staff member for repair. Fuji Xerox, however, are able to send a technician to an off-site/home address so it is the staff member’s responsibility to provide access to their home site to allow the repairs to be carried out.

When requesting a repair request, staff need to call either Fuji Xerox on 1800 112 626 or Kyocera 13 59 62. The device’s serial number will be required so that our suppliers can assist more easily. This is located on a sticker on the Device.

5. Toners and Paper

All of the toner cartridges for Document Output Devices are included in the service agreement, therefore there is no charge for these.

Toner cartridges can be obtained for Fuji Xerox Devices by contacting the help desk on 1800 112 626. Or for Kyocera devices contact their local office on 08 8311 4300. The Device serial number will be required.

All used toner cartridges for off-site devices need to be disposed of using the normal process, that is placing them in the designated toner cartridge recycling boxes based at the University. It is the staff member’s responsibility to ensure that the used toner cartridges are transported back to the University for appropriate disposal.

All paper for off-site Document Output Devices must be purchased from Staples, who is the preferred supplier for the provision of Office Supplies and Promotional Merchandise to the University. Please remind staff to take a ream of paper home for use with the printer when required.
6. Off-site Document Output Device Agreement

All staff who have a Document Output Device for off-site use are required to sign the ‘Off-site Document Output Device Agreement’. Where possible, please complete and sign this agreement before purchasing the device.

The agreement will act as a contract between the staff member using the device off-site and the University and covers aspects such as responsibilities and usage.

Please ensure that the Agreement is stored in a safe location, such as the HR Personnel file, in case it is required in future.

7. Contact Details

Contact details for key staff involved in this process are given below:

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<thead>
<tr>
<th>Name</th>
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<th>Email</th>
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