UNIVERSITY *of* CALIFORNIA

FAQs:
UCOP Printing Smarter: Print Services Recharge

WHAT IS THE PRINT SERVICES RECHARGE AND WHEN WILL IT BE IMPLEMENTED?

On August 1, 2012, a new recharge model for print management services was put in place for all Xerox-maintained devices. UCOP departments will be recharged for printing by their employees. On September 4, 2012, departments will also be recharged for copying by their employees. The new logon required for the copying recharge is being rolled out over the month of August by floor.

WHY THE CHANGE?

Note that this is not a new charge. These expenses have been disbursed in the past but in ways not always visible to departments. The advantage of the new model is that departments will have greater transparency, accountability and tracking capabilities by being provided specific data about each user's printing and copying activity.

HOW MUCH WILL WE BE CHARGED PER COPY/PRINT?

The recharge rate will be $.02 for black & white printing/copying and $.12 for color. Charges are assessed per click (i.e., a double-sided or two-page document counts as two clicks). Faxing and scanning on the Xerox-maintained devices are not subject to a recharge.

WHAT EXPENSES DOES THE RECHARGE COVER?

The recharge includes cost of the devices and depreciation, standard white paper (8.5" x 11", 8.5" x 14" and 11" x 17"), phone lines and maintenance/repair (including the Xerox helpdesk, on-site technician when needed and consumables like toner and staples) on all Xerox-maintained devices.

HOW WILL THIS AFFECT PRINTING FROM MY COMPUTER?

For printing documents from your computer, you don't need to use the logon procedure because you are already logged on to your computer. Simply proceed as before; print jobs will use the active directory to capture the activity and recharge your department.

HOW WILL THIS AFFECT COPYING, SCANNING AND FAXING WHEN I AM USING A XEROX MULTIFUNCTION DEVICE?

You will follow a logon procedure for any of these functions at the multifunction device:

1. Enter your User ID (same as your computer logon)
2. Enter your Account ID (four-digit department code)

Your department will be recharged for copying only; it will not be recharged for scanning and faxing.

Remember to log out when you are done. The device will time out if you leave and don't sign out, but someone can potentially make copies under your name before the time out occurs.

WHERE CAN I FIND MY FOUR-DIGIT DEPARTMENT CODE (8XXX)?

If you don't know your department code, go to your department manager, departmental budget contact or primary administrator to get it.

WHICH ACCOUNT WILL PRINTING AND COPYING RECHARGES BE APPLIED TO?

Each employee id is linked to a corresponding department account (FAU). At the end of the month, total charges will be applied to the department's account and reports will be available for review.

HOW CAN I CHANGE THE XEROX DEVICE ACCOUNT ID OR THE PRINT SERVICES FAU?

There may be occasions (transfer, reorganization, promotion) when the corresponding FAU or Xerox Device Account ID need to be changed. Using the IT Service Hub (https://ucop.service-now.com), go to *Access and Service Requests* – *Update Directory Information*; indicate the required change and submit the request. Fields will be added to the form used to update the active directory. Until the fields are available, enter the information into the *More information* field at the bottom of the form.

WHAT HAPPENS IF WE USE AN OLD PRINTER?

If you use an old, non-supported printer (those purchased by departments, which do not have white stickers on them), costs for printing as well as maintenance, paper and other supplies are the responsibility of the department that owns the printer. Eventually, all these old, non-supported printers will be phased out.

WHERE DO EMPLOYEES GO FOR MORE DETAILED INFORMATION OR TO ASK QUESTIONS ABOUT THE PRINT SERVICES RECHARGE?

- Go to the Printing Smarter website.
- Email additional questions to printingsmarter@ucop.edu.
- Visit the Work Management Center in 6314 Franklin or call 510-987-0600.