

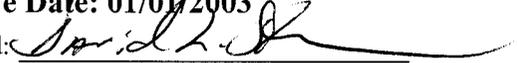


# Operational Instruction

**Operational Instruction: OI 2018.1**

**Area: Information Technology**

**Effective Date: 01/01/2003**

Approved: 

David Stevenson, Associate Director,  
Office of Information Technology  
Chief Technology Officer (Acting)

## PRINTER AND FAX TONER AND REPAIR OPERATIONAL PROCEDURE

### I. COVERAGE

This procedure covers all permanent, temporary, and part-time Court Services and Offender Supervision Agency (CSOSA), Office of Information Technology Services (OIT) employees, as well as interns, and contractors. The term "employee" as used in this policy covers all of these categories.

### II. BACKGROUND

The Office of Information Technology is responsible for the procurement and distribution of printer and fax toner. Also, OIT is responsible for coordinating the repair of printer and fax machines.

### III. POLICY

The Office of Information Technology will distribute one (1) toner cartridge per printer or fax when the toner is low or empty. All requests for printer and fax repair will be handled by OIT. All requests for these services will be directed to the CSOSA IT Helpdesk via telephone (x5377) or e-mail ([IT\\_HELPDESK@CSOSA.GOV](mailto:IT_HELPDESK@CSOSA.GOV)).

### IV. AUTHORITIES, SUPERCEDURES, REFERENCES, AND ATTACHMENTS

A. Authorities:

None

B. Supercedures:

None.

C. Procedural References:

None.

D. Attachments:

Appendix A. General Procedures

**Appendix A: Fax and Printer Toner and Repair Procedure  
Office of Information Technology ONLY**

**I. PROCESSING FAX AND PRINTER TONER REQUEST**

When a toner [printer or fax] request comes into the IT Helpdesk, via email or phone, the following steps must be performed:

1. Create a ticket in Touchpaper with the type of toner being requested
2. Contact Shelia Porcher via email [**request read receipt as indication of Shelia acknowledging the email**] with the requested toner type [only one (1) cartridge at a time per printer/fax will be dispersed]\*\*
  - a. For users @ 633IND – cartridge will be placed on Shelia’s desk for pickup
  - b. For all other users – place two copies (one on each side of toner box) of toner mail cover sheet [located on [\\dc0633it01\it administrative forms\toner cartridge mail cover sheet.doc](#)]
  - c. Place in interoffice mailbox adjacent to Voni Ross’s office
  - d. Used toner will no longer be sent back to IT Helpdesk. Toner will be picked up by MSS at the applicable site
  - e. Put a copy of the e-mail to Shelia Porcher and the read receipt in the Touchpaper ticket
3. Immediately update the spreadsheet [located on [\\dc0633it01\it administrative forms\toner cartridge inventory](#)] with the following information:
  - a. Date request was submitted
  - b. Requestor’s name
  - c. Ticket number [**\*\*new column\*\***]
  - d. New toner balance [one less than previous number]
  - e. Does toner need to be reordered? [if less than 5 cartridges of one toner type appear on the spreadsheet, the answer is ‘yes’]
4. Create a reminder in Touchpaper as a tickler to close the ticket the next day after you receive the read receipt [see step #2]

*[\*\*Note: If Shelia is unavailable, HD staff will retrieve toner from the storage closet]*

**II. TONER REORDER PROCESS**

When you see that there are **two [2] or less** of a particular toner type in the toner closet or less than 5 of a particular toner type appear on the spreadsheet perform the following steps:

1. Send an email to **IT Budget** stating the amount and toner type needed
2. **IT Budget** will forward the request via e-mail to MSS (Jeff Agler – [jagler@mss-inc.com](mailto:jagler@mss-inc.com) and Joyce Shih – [jshih@mss-inc.com](mailto:jshih@mss-inc.com)) and cc: the Helpdesk using the toner order request spreadsheet

Toner Type	Part Number	Number	Cost	Total Cost
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				0
				0
				0
				\$0.00

3. MSS will order the toner and update the spreadsheet with the per unit cost for each toner and return it to [IT Budget@csosa.gov](mailto:IT Budget@csosa.gov) .
4. MSS will send an invoice for the toner.
5. Once shipment arrives, the Helpdesk will update the toner cartridge inventory spreadsheet with the following information:
  - a. Date toner shipment arrived
  - b. Put the words ‘Toner shipment arrived [the toner amount]’ in the *Name* column
  - c. Indicate new balance
  - d. Put ‘no’ in the Need to Order column
6. IT Budget will receive and certify the invoice from MSS. The amount of the invoice will be recorded on the BPA Contractor spreadsheet.
7. IT Budget will send the invoice to Office of Financial Management (OFM) for processing.
8. IT Budget will monitor Status of Funds to ensure invoices are recorded correctly.

### III. FAX AND PRINTER REPAIR PROCESS

When a printer/fax repair request comes into the IT Helpdesk, via email or phone, please perform the following steps:

1. Create a ticket in Touchpaper with the required information
  - a. Make/Model of the Printer or Fax
  - b. Serial Number of the Printer/Fax
  - c. Location/Room Number of the Printer/Fax
  - d. Detailed information of the printer/fax problem (including any error message).
2. Assign the ticket immediately to the PRINTER/FAX queue, if it’s a problem that clearly needs to be solved by a repair technician. Some examples would be if the printer/fax is making a grinding noise, or black streaks are appearing on print job, a distinct error message is appearing on the printer/fax display]

OR

3. Assign the ticket to the FIELD SUPPORT queue for their analysis [Note: FS will either close the ticket immediately after solving the problem, or reassign to PRINTER/FAX queue, noting steps taken to try to resolve the issue]
4. Send email to MSS [Steve Combs -- [stevesea@mss-inc.com](mailto:stevesea@mss-inc.com) and Terri Casalaspro – [tcasalaspro@mss-inc.com](mailto:tcasalaspro@mss-inc.com)] and cc: IT Budget. The e-mail should read as follows:

- ◆ Please perform the following repairs on CSOSA printer(s) or fax machine (s) in the attached document. Please contact Beverly Hamilton (202)-220-5479 or Jean

Haynesworth (202) 220-5383 prior to performing any repair over \$200.00 (with the exception of maintenance kits). Please acknowledge receipt of this request.

5. Once the e-mail has been sent to MSS, update the ticket with the time the request was sent.
6. MSS will email the helpdesk ([IT\\_Helpdesk@csosa.gov](mailto:IT_Helpdesk@csosa.gov)) or call 202-220-5377 once work has been completed and provide the following information:
  - a. Description of the Problem
  - b. What was done to repair the problem
  - c. Time the work was completed
  - d. Cost of each repair
7. The IT Helpdesk will update the ticket with the information provided by MSS.
8. MSS will send an invoice for the repairs.
9. IT Budget will receive and certify the invoice from MSS. The amount of the invoice will be recorded on the BPA Contractor spreadsheet.
10. IT Budget will send the invoice to Office of Financial Management (OFM) for processing.
11. IT Budget will monitor Status of Funds to ensure invoices are recorded correctly.

# Fax and Printer Toner

Fax and Printer Repair Process

MSS will pickup recycled toner monthly from CSS sites.

The Office of Information Technology (OIT) is responsible for the purchasing and distribution of all fax and printer toner and repair services. Please call or e-mail the IT Help desk (x5377) when your printer or fax:

- Is not functioning properly
- The **TONER LOW** message appears or the toner has run out (NOTE: Only one cartridge per printer will be distributed).

Before contacting the IT Help desk, make sure you have the following information:)

- Printer or Fax type (i.e. HP1200, HP 2200 etc.)
- Printer or Fax serial number
- Description of the Problem (for printer or fax repair request)
- Printer or Fax location

Also, recycling bins for printer and fax toner have been placed at several CSOSA sites. Used printer and fax toner cartridges should be placed in these bins. This toner will be picked up periodically and recycled. Please follow these steps when disposing used fax and printer toner:



1 Place used cartridge in the bag and box which came with your new HP toner cartridge.



2 Close box using flaps



Place the instruction



4 UPS sticker on the outside box as illustrated. (Sticker is located on sheet inside the toner box)

Place the box in the recycle bin.

## The recycling bins are at the following locations:

633 Indiana NW,  
3850 S Capitol, SE  
1230 Taylor, NW  
1418 Good Hope, SE  
25 K Street, NE  
1707 Kalorama, NW  
401 New York, NE  
300 Indiana Ave, NW  
1900 Mass Ave, SE

7TH Floor Copy Room  
MAIN LEVEL COPY AREA  
2ND Floor Copy Room 209  
1ST Floor Copy Room  
2ND Floor Copy Room  
CSOSA Copy Room 203  
1ST Floor Copy Room  
ADMIN OFFICE & ROOM 2148 Copy Room  
3rd Floor Copy Room

For all other sites, send used toner to 633 Indiana Avenue, OIT 7<sup>th</sup> Floor.