

Work Order - Copier

I. Overview

The purpose of this Operating Procedure is to explain the process to place a work order when a UACCB copier is not operating properly. UACCB has entered into a new three-year copier contract, and documenting service calls is a critical element of the new contract. The Administrative Assistant to the Vice Chancellor for Academics will be the campus primary Point-of-Contact for service requests for all copiers with the copier provider. This Operating Procedure will outline the process which has been implemented to track copier malfunctions and service needs for the leased copiers. To ensure all service requests are adequately documented, ALL copier issues must be reported using this Work Order request via Outlook.

II. Practice

An e-mail account has been set up specifically for copier work order requests. It is "Work Order – Copier," and an Outlook note should be sent to the Work Order - Copier inbox whenever there is a copier issue. The following steps should be completed when sending note:

1. Determine description of work to be completed
2. Open Outlook 2007, in your "**Inbox**" mode
3. Click on **New**
4. Click on **To...**
5. Scroll down the address list to "**Work Order - Copier**" and highlight
6. Click on **To...**, then click **Ok**
7. Enter your **Subject:** (a brief description of work to be completed)
8. In the blank note section, enter a **detailed description** of the copier issue, including a contact person, location of copier, copier number, and any other information that might be helpful in getting the work completed. The copier number is located on the face of the copier cabinet and will be #1 - #14.
9. If your request is Urgent, you can click on the red exclamation point on the Outlook toolbar to signify the note is of High Importance.
10. Click on **Send**.

III. Clarifying Points

Each division / department where a copier is located is responsible for appointing someone to be the contact person for the machine in his or her area. This person will be the first-line general maintenance contact for routine copier questions or issues. Individuals who experience operating issues with a UACCB copier should first address this issue with the division / department contact person. If the problem cannot be resolved with the contact person, an e-mail should be sent to the "Work Order – Copier" account. A Service Request will be sent to the copier provider, and an e-mail will be sent back to the division / department contact person acknowledging the receipt of the request and notice that a service request has been submitted.

The division / department contact person should send e-mails to the campus POC to request toner or stapler supplies. To maintain accurate records for contract purposes, the division/department contact person must send an e-mail, or the copier issue will go unresolved.