



FREQUENTLY ASKED QUESTIONS

Beginning in June 2011, APS will utilize an outside vendor to provide copier services. The following questions and answers provide information on this new service model.

Q. Why is APS making this change?

- A. The decision to change the provision of copier services was part of the 2011-12 budget approved by the APS Board of Education. APS will realize approximately \$400,000 per year in savings by utilizing an outside service model.

Q. Will we still have the same copier equipment?

- A. No, the manufacturer will be Xerox rather than Konica. However, the copier equipment will either be similar or upgraded compared to current models.

Q. Will the copiers offer the same features as our current equipment?

- A. All copiers will be new, digital equipment that can be connected to the network. These machines will be multi-function devices (MFDs) that can print, copy, email and scan documents. For additional information on equipment features and functionality for each of the Xerox copier models, click on the links below:

[WC 3550](#)

[W5135PT/W5150PT](#)

Q. When will the new copier equipment be introduced?

- A. A plan and schedule will be developed and posted on the Print Services website as it becomes available. The new copiers will be installed at all district sites in June 2011.

Q. Can APS sites choose to keep their old copier equipment?

- A. No, this will not be an option. APS received trade-in value for the original equipment as part of the new service plan.

APS Convenience Copier Program



Q. How can I save my stored documents from Konica copiers?

A. APS staff members who store documents on copiers will need to ensure that they save these documents on their computers before the new equipment is installed. If you need assistance, contact Copier Services at 303-367-3000, ext. 28630.

Q. How will staff members receive training on the operation of the new equipment?

A. When the new equipment is delivered, Xerox technicians will provide a 30-minute “Green Button Training” to staff members at each location. If you need additional training, please contact Brenda Darveau at x28282 to schedule.

Q. How will staff request repair services? Will this still be done through Maximo?

A. Repair service requests will no longer be done through Maximo. Staff will contact Xerox directly at the 1-800 service number (the phone number and device serial number will be affixed to each copier). Xerox will respond by telephone within one hour of receiving a maintenance service request. The average response time for Xerox technicians to respond on site will be within a four hour business window. If you experience problems, you may contact Brenda Darveau at ext. 28282.

Q. What will staff be responsible for in terms of maintenance to copiers?

A. Staff will only need to replace paper, toner and staples.

Q. Will staff be responsible for ordering their own toner and supplies?

A. All copiers have the capability to notify Xerox electronically to order supplies automatically. The machines can also communicate click counts directly to Xerox. As a result, staff members will no longer be responsible for reporting meter reads or ordering supplies once copiers are connected to the network.

APS Convenience Copier Program



Q. What is the cost to APS sites?

A. Base Lease costs are as follows:

WC3550	\$19.99/mo.
W5135PT	\$71.98/mo.
W5150PT	\$87.34/mo.

Cost per copy charges are \$.0044 for B/W copies/prints for all machines.

Q. How will billing be handled?

A. Xerox Machines have been setup to be “Automatically” charged to your school’s new copier credit card on a monthly basis. These charges will occur 8 days after the date of the invoice. Once you receive your invoice, if you have questions or concerns, please contact Xerox @ 1-888-391-5525 Option 2. If a dispute is logged during this time and before the charge date, that invoice will not be picked up during the “automatic” charge process. If you need additional information about the Automatic charge process, or questions pertaining to your Credit Card Charges, you can contact the Credit Card team directly at 1-800-772-6150 Option 2. For all other inquiries or questions, please refer to the contact information located on your invoice.

Q. How do I order supplies?

A. When machines are on the network, supplies will be automatically ordered and shipped to your location.

Q. When will my machines be on the network?

A. All machines are scheduled to be added to the network by the end of August 2011.

Q. How do I order staples?

A. You can order staples for the 5135/5150 models from our office supply vendor “Staples”. Search for part XER108R493

Q. What do I do with my left over supplies from my old machines?

A. Please send them to Print Services via interschool mail for disposal.

APS Convenience Copier Program



Q. Can I email a document from the copier to an outside address?

A. No. For security purposes, you'll need to send the document to yourself and then forward it outside of the APS network.

Q. How do I dispose of used toner bottles, etc.?

A. Xerox will be sending "ECO BOXES" to each location. When the box is full, seal up and affix the provided label and send to Xerox for disposal.

Q. What is a "MFD"?

A. Multifunction device, an office machine that incorporates the functionality of multiple devices in one; Our new machines have the ability to copy, fax, scan, email and print.

Q. Can I fax from my new machine?

A. Yes, if your device is set up for faxing. Model 3550 devices are ready to fax. Model 5135/5150 devices require the purchase of a fax card from Xerox. Call Brenda to request pricing if you're interested in adding the function. You'll need a working phone line nearby to plug into.

Q. Can we print from Oracle?

A. Not yet, we are in the process of setting up these devices to be able to print from Oracle.

Q. Should I turn my copier off at the end of the day?

A. No. Machines will go into energy saving mode when not used for a while. The machines need to stay on in order to communicate with Xerox and allow us to run diagnostics and reports.

Q. I've received an invoice from Xerox – what do I do with it?

A. Hang on to it – you'll receive a statement for a Pcard that has been set up just for your Xerox copier. Reconcile your Pcard like any other you have.

Q. Can I use my new Xerox as my printer?

A. Yes, enter a HEAT request for IT.