

Carolina Managed Print Services

Letter of Understanding

Thank you for your participation in the Carolina Managed Print Services Program.
This system has been designed to better serve the needs of the University.

AUXIL ENTERPRISES-GEN ADM/Auxiliary Services

Bsmt - 39, LENOIR

1. The new service will include the following material / equipment:

Product/ Market Code	Description	Monthly Base Charge	B/W Cost per Page	Color Cost per Page
W7535-PGPK	WorkCentre 7535-PGPK Color Printer/Copier/Scanner/Fax with Integrated Finisher (Serial# XKK025855, CMPS Id# X10201)	\$95.00	\$0.0050	\$0.0500
	Optional Accessories			
		=====		
	Total Monthly Base Price (Pages printed / copied are in addition to Monthly Base Charge)	\$ 95.00		

2. Toner Supplies.

- A. Toner supplies are included in the total monthly base charge listed above. Paper and staples are excluded.
- B. Toner will be automatically shipped to a designated department contact.
 - i. Toner shipments must be used in the device that matches the serial number on the toner shipping label.
 - ii. Using toner shipped for a specific serial number in another same mode device will cause disruptions in regular toner shipments.

3. Service Requests.

- A. All service requests must be made by calling the vendor at 855-314-9934.
- B. The average response for Vendor Maintenance Technicians to respond to calls is 4 hours. Occasionally, it may take longer than 4 hours. Calls will be responded to on a first come, first serve basis.

4. Departmental Responsibilities.

- A. The department must provide proper electrical wiring for the copier at the time of installation. All copiers require 110 volt / 20 amp outlet. The higher volume copiers (55 copies per minute) require a DEDICATED ELECTRICAL LINE. THE DEPARTMENT IS RESPONSIBLE FOR PROVIDING THIS ELECTRICAL SERVICE.
- B. All copiers are required to be connected to a network data port. The purpose of the data port is to allow connection for printing and scanning by department staff and for the management of access codes by the Key Device Contact. If you want fax capabilities, you will need to provide a fax line.
- C. In the case where a network connection cannot be made we will require the department to run a report from the Multi-Function Device (MFD) on a set day of the month and scan it to Carolina Managed Print Services Accounting at unmanagedprint@aux-services.unc.edu. We will provide training and send out reminders each month to run this simple report. If the department is unable to run this report, we will have to make a visit and run the report. The department will be assessed a \$20 fee for this visit.
- D. Departmental IT Staff will be responsible for loading print drivers after initial install. Our vendor will provide information to your IT Staff on how to load the driver.
- E. The department must provide adequate space for the MFD and supplies.
- F. The department must take responsibility for any abuse to the MFD and report the damage to the Carolina Managed Print Services manager. In the event there is damage to the copier resulting in additional cost for repair, the department will be charged the additional cost of repair on its monthly statement. Carolina Managed Print Services will inform the department prior to any and all charges. NOTE: If the internal readings (known as access codes) are lost due to any malfunction or network error, Carolina Managed Print Services will bill the department based solely on the copier meter reading. The department will be responsible for all meter clicks despite the differences or absence of internal readings.

- G. In the event that a department requests the copier be moved from one building to a different building, there will be a charge for moving the copier. Carolina Managed Print Services will include this cost in the invoice following the date of the move. In addition, if a department requests a copier be moved to a new location, the department will be responsible for providing power and a network data port at the new location.

Carolina Managed Print Services will review costs annually. Departments will be given a minimum thirty (30) day notice of any price change.

This contract ends on June 30, 2026, for all MFDs. In the event that your department no longer requires this MFD or if you require an upgrade or downgrade, you may be responsible for Early Termination Charges (ETC). These ETCs will be made available upon request.

The Carolina Managed Print Services manager will be your contact person for any information you require. Priorities of service and resolution of problems will be handled in the Carolina Managed Print Services Office, located at Room 039 Lenoir Hall.

I have read the letter of understanding and agree to have Carolina Managed Print Services provide copy service under the terms of this intent.

Date of Installation

Key Departmental Device Contact

Contact's PID

Department Head

Carolina Managed Print Services