Sustainable Print FAQ’s

Sustainable Print

- **What is Sustainable Print?**
  - The Sustainable Print policy aims to provide MFD’s (multi-functional devices) for all staff and students to use, negating the need for personal printers. Print requests are sent through a print queue and released at any MFD using your U-Card or by logging in.

- **Why can’t I carry on using my old HP desktop?**
  - Old personal printers are very costly per sheet printed, and have none of the benefits such as confidentiality, scanning, mobility or double-sided printing. You may have difficulties using your old printer with Windows 10. Through the Sustainable Print policy we aim to ensure that everyone who needs to print can do so at a conveniently located MFD.

Choosing the right printer

- **I need a new printer – how do I start?**
  - Have a look at the information on the Sustainable Print web pages. The use of MFDs is preferred to desktop printers as they have proven advantages in terms of confidentiality, convenience and waste reduction.

- **MFD or Canon personal printer?**
  - MFD’s (multi-functional devices) are preferred as they have much greater functionality. You can scan or copy securely by logging in to the printer using your U-card or signing in, and it’s easy to cancel printing which has been sent by mistake. MFD’s will be located in convenient locations where they can be used by a number of people.

- **Is it best to buy or lease?**
  - Think about how long you will want to use the printer and compare the prices in the Device Catalogue for a 3 or 5 year lease to the upfront purchase cost. Leasing spreads the costs over a longer period so is preferred by most departments as it makes budgeting easier. Bear in mind that if you take a 3-year lease but keep the printer on the same terms for longer, it will cost you proportionately more overall than if you took a 5-year lease at the outset.

Ordering a printer

- **How do I buy a printer?**
  - Raise a requisition in MyERP. Canon require specific details to be included in the order, so refer to the guides on the Sustainable Print pages.

- **How do I lease a printer?**
  - Contact our Canon Account Manager, Tom Lawson: tom.lawson@cuk.canon.co.uk He will send a lease form for you to sign.

- **I have a research grant – how do I arrange printing?**
  - Ask your School Manager if there is an MFD available that you can use. If you do need to buy or lease a printer for your project, bear in mind that the grant code will need to cover the ongoing costs for the life of the device. Sustainable Print have a small number of Canon desktop printers which can be loaned for the duration of a grant – contact sustainable-print@bristol.ac.uk for advice.

- **How do I buy replacement toners and staples for MFDs?**
  - You don’t need to buy replacement toners or staples as these are covered by the click charge. Simply call Canon on 0800 0353535 and quote the serial number of your printer.

- **How do I buy replacement toners for Canon desktop printers (LBPs)?**
  - Toner for LBPs can be purchased via MyERP. We recommend the use of Canon branded toners as these will be recycled by Canon at no cost to the University. Non-Canon toners will incur a charge to be recycled. Use of non-Canon toners in the first 12 months will invalidate the warranty.
Costs

- **Who pays for my printer?**
  - The ongoing lease and click charges for MFDs are invoiced quarterly. A budget code needs to be provided at the time of lease or purchase which will cover the lifetime costs of the printer. Finance will recharge the costs to your budget code.

- **How can I minimise my costs?**
  - Using a suitable MFD for the number of people in your team or area will minimise costs and is also the most environmentally-friendly approach.
  - Only print what is absolutely necessary – think about using electronic meeting notes instead of sending paper copies, and sharing documents using OneDrive and Sharepoint.
  - Print in mono instead of colour. The cost to print a page in colour (even if it only has a small amount) is up to 13 times more expensive than a mono page. MFD’s which print mono only are also much cheaper to lease.

- **What is a click charge?**
  - All MFDs, whether leased or purchased, are subject to a charge per sheet printed, covering the cost of servicing and consumables ie toner and staples. The amount of the click charge depends on the model of printer, but they are generally billed quarterly, and paid and recharged to the department by Finance. Low-use printers are billed once the click charge reaches £50.
  - The click charges are recorded automatically through the UoB network connection, and ensure accurate billing for each printer.

Deliveries

- **How is delivery of an MFD arranged?**
  - Once Canon have received the fully completed order or lease, their delivery partner CEVA will contact you to arrange delivery. It is important to supply the names and phone numbers of two people who can discuss the delivery.

- **How is delivery of an LBP arranged?**
  - Delivery will be by carrier directly to the delivery address.

- **How will the printer be set up?**
  - For MFD installations, Canon will arrange for their engineer to visit on the delivery day. IT Services need to tag and network the machine, so it is important that a ticket is raised with the Service Desk in advance of the delivery. More detailed guidance can be found in our guides.

Disposing of Printers

- **How do I arrange for a printer which is no longer required to be disposed of?**
  - It depends on the brand, age of printer and whether it is under contract. Follow the steps in our disposal chart or contact sustainable-print@bristol.ac.uk for advice.
  - All Canon printers will need a final meter reading recorded prior to disposal. This will ensure the last invoice is accurate.