

# SJSU

## CCP Handbook

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## Introduction

The Campus Copier Program (CCP) is a University-wide Program created to monitor and negotiate copier costs for the entire University and to provide copy services at a reduced cost for everyone. By purchasing copiers, services and supplies in bulk quantities, CCP is able to pass these savings onto the program members in the form of competitive copier costs that remain constant and do not jump from year to year.

Traditionally, vendors charge extremely high prices to service and supply individual copiers. CCP has contracted prices for supplies and service for the life of its copy machines. The size of CCP contracts allow for the most cost-effective volume discounts.

By partnering with fewer maintenance providers, CCP has contracted for guaranteed 4 - 6 hour copier service and loaner copiers when parts or repairs will take more than two workdays. CCP saves University staff considerable time by being a central contact for all copy supplies, service and assistance.

Campus-wide use of the CCP insures that SJSU has a healthy program available to all, even those smaller departments who on their own could not afford to provide this service for themselves. Campus-wide use of the CCP also insures maximum use of SJSU's capital outlay for copier equipment. All equipment is used to its maximum life before being traded in against the purchase of new equipment.

## Program Participation Costs

The CCP offers black & white copiers as well as color copiers. Departments are billed an annual base program fee in July. This participation fee covers copier maintenance, consumable supplies (toner and staples), equipment vestment and a quarterly copy allowance.

Black and white copiers are billed the annual base program fee of \$1,500 per copier. The annual base fee covers all costs up to 20,000 copies per quarter. On a quarterly basis, copies in excess of the 20,000 per quarter threshold will be billed at \$0.01 each. Note that departments will be charged for actual copies made in excess of the 20,000 per quarter threshold.

Color copiers are billed the annual base program fee of \$1,920 per copier. The annual base fee covers all costs up to 20,000 black & white and 1,000 color copies per quarter. On a quarterly basis, black & white copies in excess of the 20,000 per quarter threshold will be billed at \$0.01 each and color copies in excess of the 1,000 per quarter threshold will be billed at \$0.07 each. Note that departments will be charged for actual copies made in excess of the 20,000 and 1,000 per quarter thresholds.

CCP's quarterly billing schedule for copy overage consists of the following months:

1 <sup>st</sup> Quarter	June, July, and August
2 <sup>nd</sup> Quarter	September, October, and November
3 <sup>rd</sup> Quarter	December, January, and February
4 <sup>th</sup> Quarter	March, April, and May

Please keep in mind that payment of program fees vests your department into the CCP. Vested departments will never have to purchase another copier again. The CCP will place an appropriate size, high quality copier in their department at no additional cost.

Copy machines are placed in department locations so they are accessible to the majority of users. It is the intention of the CCP to place newer and/or larger copiers in the busiest departments and lightly used and/or smaller copiers in departments with less demand. The CCP Office will issue annual copier solicitations and negotiate maintenance and supply agreements to cover all campus copiers. All copy machines have designated Key Operators.

## Key Operator Scope of Responsibility

Office copiers are located throughout the campus. Each program copier must be assigned a department contact (key operator) who is responsible for taking care of the on-site requirements of the machine. The Key Operator will be responsible for:

Sending in quarterly meter readings for billing

- Serving as a point of contact for CCP personnel
- Clearing minor paper jams
- Calling for service when repairs are required
- Ordering, installing and monitoring copier supplies

If a copier is shared by more than one department, the department making the majority of the copies will be called upon to assign a key operator. When key operators change, the CCP Office must be notified so the maintenance technician can schedule appropriate training for the new key operator.

## Quarterly Maintenance and Usage Reports

Meter readings are required to be submitted quarterly to CCP.

Key Operators should record the meter readings for each copier on the last business day of each quarter (August, November, February, and May). The Copier Program Coordinator will notify Key Operators by email to submit meter readings online.

In the response, the Key Operator is to provide the CCP number and the current meter reading. For color copiers, type the CCP number and a separate meter reading for black/white and color copies. Response is due to the CCP Office by the 5th of the next month.

Key Operators should retain an historical record of copier meter readings for each copier in their department.

## Maintenance and Service Requests

All copiers are covered by maintenance agreements coordinated by the CCP Office. All key operators should notify the CCP Office of any problems. For service on your copier(s), please submit a Service Order Ticket [http://www.sjsu.edu/finance/about\\_us/core\\_services/ccp/index.html](http://www.sjsu.edu/finance/about_us/core_services/ccp/index.html)

## Supplies

The CCP provides all consumable copier supplies and a full service maintenance contract (copier supply agreements include all supplies except paper and transparencies). The Key Operator is responsible for maintaining an adequate supply of toner, staples, etc. with the copier. As needed, the Key Operator can request additional supplies using the CCP Supply Order form.

Departments are responsible for maintaining the inventory of paper for their copiers. Paper can be purchased on-line from Staples using the campus ProCard.

Visit [http://www.sjsu.edu/finance/about\\_us/core\\_services/ccp/index.html](http://www.sjsu.edu/finance/about_us/core_services/ccp/index.html) for Supply Order Requests.

## Request for New/Replacement Copiers

### Request Like for Like Copier Replacement

If your copier experiences numerous breakdowns and is not providing a quality service, the following steps are taken:

- Contact CCP Coordinator at 924-1767 or [emely.balingit@sjsu.edu](mailto:emely.balingit@sjsu.edu)
- The service history is reviewed by the CCP Coordinator
- If warranted, a service technician is sent to review and evaluate the problem
- The technician will determine if the equipment is repairable or if a replacement is needed

### Request for a Replacement Copier

Criteria for Replacement Copier:

- End of useful life as guaranteed by vendor at time of bid/purchase
- Actual and/or estimated volume
- Change in volume or technology needs
- Special feature requirements
- Review of service to determine if the equipment is experiencing excessive repairs and down time

A request for replacement of existing equipment is made by contacting the CCP Coordinator. Placement will be determined based on the information received and availability of equipment.

### **Request for a New Copier**

To request a new copier, contact the CCP Coordinator at 924-1767 or email [emely.balingit@sjsu.edu](mailto:emely.balingit@sjsu.edu).

Please note: a dedicated electrical line is recommended for all CCP copiers. When electrical lines are shared with other items like computers, refrigerators, microwaves, printers, faxes, fans, heaters, etc., problems may be experienced with copier circuits causing jams, fires, and destruction of internal circuits.

### **Request to Move a Copier**

Never move a copier without the permission of the CCP. Requests to move a copier should be directed to the CCP Coordinator at 924-1767 or [emely.balingit@sjsu.edu](mailto:emely.balingit@sjsu.edu). The CCP Coordinator will determine whether the move will be handled by campus movers or outsourced to a service provider. It is the requesting department's responsibility to pay for copier moving fees; copier moves will not be paid for by the CCP.