**Lexmark Managed Print Services**

**Frequently Asked Questions**

Thank you for your support and cooperation during the implementation of Lexmark devices throughout Loughborough Hospital.

Please find below the responses to some frequently asked questions and guidance on how the MPS contract will work until full trust-wide implementation is completed:

1. **BUDGETS:** We understand there are concerns around paying for machines that other people may be able to use from your own individual budgets, but until we have rolled out across the whole Trust we cannot centralise this. Please be aware that the fobs you now use to print provide us with management information (for networked devices) that we can analyse to attribute spend to each individual, team and division so we can correct any major discrepancies retrospectively.
2. **NETWORKED PRINTERS:** If you have a printer in your area that is connected to the network then you do not need to worry about ordering cartridges as they will be automatically ordered via the Managed Print Service, and will be delivered to your reception team.

Consumables will be supplied to each location and the delivery label on each supply item will be delivered to Reception at the Delivery Address, confirming the Serial Number and IP Address of the Printer.

Once the supply has been delivered, it is imperative that the supply is only used on the Printer it has detailed on the packaging and ***should only be installed when the Print Device states a*** ***"Replace Toner" warning message.*** Do not replace toner cartridges until this message is issued – it does not need replacing when the message reads “Toner Low”

Please let the procurement team know if there are any problems with this and your toners do not arrive.

1. **NON-NETWORKED PRINTERS:** If you have a printer in your area that is not connected to the network then you will need to manually order print cartridges via requisition on the iProc system. When ordering, you must clearly state your machine’s serial number.

The cost of cartridges appears expensive but negates the “cost per click” that networked printers invoke. Effectively, whether you have a networked printer or not, the final cost to the Trust is the same – your cartridge may appear more expensive than you are used to, but includes additional services that make up the full MPS system (e.g. proactive supply management including imaging kits, scheduled maintenance kits, break-fix engineer visits, governance and recharge management information, and print release solution including technical support).

1. **STARTER CARTRIDGES:** Your new printer will be provided with a “starter” cartridge that does not have a full barrel of ink. You will be able to print approximately 6,000 pages with this cartridge which equates to the 15 – 20% yield of a normal cartridge. Therefore, please be aware that you will need to order replacement cartridges as above for non-networked printers quite quickly.
2. **PAPER:** Again, until full trust-wide implementation is complete, you are required to order paper as usual, via NHS SC within your existing budgets.
3. **PRINT FOBS:** You will need a print fob to print from networked machines. These were provided at implementation via the HIS and Lexmark to line managers that were on site. However, should you require more fobs, please speak to your line manager.
4. **TECHNICAL ASSISTANCE:** All technical issues must be directed via the LHIS helpdesk
5. **PURCHASING ASSISTANCE:** All purchasing queries (printers, consumables, paper) must be directed via the transactional procurement team
6. **MOVEMENT OF PRINTERS:** Printers must not be moved under any circumstances. If you require a machine moving then you must gain express permission from the procurement team who will organise Lexmark to do this for you. If you move the machine yourself, then you will be breaching the contract that we have with Lexmark.
7. **EMPTY PRINT CARTRIDGES:** this will continue as current via your reception teams. Teams will be provided with a user guide on how to return used cartridges to Lexmark.
8. **CANON DEVICES:** There may be a slight delay in removing Canon devices from sites. This is due to the large notice period that Canon require to collect. We ask you to please bear with us as this is dealt with and if you require any further information about the collection of your Canon device, please contact Tai Gokce.

Should you have any further queries, please contact either Sarah Holliehead, Puvan Badyal or Tai Gokce in the procurement project team.