Procurement Services Digital

Customer Hand Book

Multi-functional devices & digital solutions

Offering unbiased advice and a best-value route to market for all our public sector customers

Contact Details:

Phone: 0808 2819439

Email: procurementservices@csltd.org.uk
Website: www.procurementservices.co.uk

Procurement Services

Table of Contents »

Multi-functional devices & digital solutions

3 MFD Contract

4 Delivery/ Collection Information

5 Invoicing

6 Sharp Important Contact Information

7 Kyocera Important Contact Information

8 Ricoh Important Contact Information

9 SCC (HP & Canon) Important Contact Information

10 Insight Systems Ltd Important Contact Information

11 Procurement Services Important Contact Information

Thank you for choosing Procurement Services to provide you with your MFD contract.

MFD contract

In preparation for the installation of your new equipment (and any associated software) we have put together a handbook to provide you with information you may need during your contract with us.





Delivery/ Collection Information

Delivery

- The supplier will contact you directly to arrange the delivery of your new equipment.
- Following delivery, an engineer will come out to you within 2 working days to connect the equipment to your network.

Collection – if you have your equipment currently with us

- The supplier you have your current equipment through will contact you directly to arrange collection.
- To avoid being without equipment, it is best to only agree a collection date once you have your delivery date for your new equipment.
– if the supplier calls you before you have a delivery date booked, advise them you are waiting on a delivery date for your new equipment before you can confirm a collection date.

Any problems though, please get in contact with us;

T: 0808 281 9439
E: procurementservices@csltd.org .uk



Invoicing

Invoicing will not begin until the equipment has been installed however in preparation for the issuing and payment arrangement of your invoices, we can send you our bank details, through the contact details below.

If you require a PO number against your invoices, please send the PO reference to us and we will add this to your invoices - PO numbers need to be valid for a minimum of 12 months.

Please be aware that all invoices relating to your photocopier contract will be issued by Procurement Services, if you do receive invoices from anyone else, please contact us and we will investigate this for you. If you have any queries relating to your invoices, please contact our invoicing team on the below details and the team will be happy to support you.

E: psinvoicequeries@csltd.org.uk
T: 0808 281 9439
W: www.procurementservices.co.uk

If you would prefer to make payments via cash remittance, please send them to **cashremittances@csltd.org.uk**

Sharp Important Contact Information

SHARP
Be Original.

Servicing & Emergency Call Outs

Servicing is provided free of charge under your cost-per-copy agreement. Engineers should be on site within 6 working hours of the request. To book an engineer;

T: 0800 243 183 and quote the machines unique identification number
W: https://www.sharp.co.uk/gb

Networked machines can automatically place a service call to Sharp. Please contact Sharp to check if this has been set up for you.

Consumables

Machine consumables (toners, staples and waste toner bottles) are provided free of charge under your cost-per-copy agreement. To order replacements;

T: 0800 243 183 and quote the machines unique identification number
W: https://www.sharp.co.uk/gb

Networked machines can automatically request consumables via Sharp. Please contact Sharp to check if this has been set up for you.

Meter Readings

In order for you to receive accurate bills, you must provide meter reads to Sharp. To submit your meter reading;

T: 0800 243 183 and quote the machines unique identification number
W: https://www.sharp.co.uk/gb

E: Print out a copy of the meter readings from your machine and E-mail it to **meterreadings.sbsuk@ sharp.eu.**

Please remember, it is your responsibility to provide accurate meter readings to Sharp on a regular basis, whether you receive a reminder or not.

Kyocera Important Contact Information

Servicing & Emergency Call Outs

Servicing is provided free of charge under your cost-per-copy agreement. Engineers should be on site within 6 working hours of the request. To book an engineer;

T: 0330 128 9220 and quote the machines unique identification number

Networked machines can automatically place a service call to Kyocera.
Please contact Kyocera to check if this has been set up for you.

Consumables

Machine consumables (toners, staples and waste toner bottles) are provided free of charge under your cost-per-copy agreement. To order replacements;

T: 0330 128 9220 and quote the machines unique identification number

Networked machines can automatically request consumables via Kyocera. Please contact Kyocera to check if this has been set up for you.

Meter Readings

In order for you to receive accurate bills, you must provide meter reads to Kyocera. To submit your meter reading;

T: 0330 128 9220 and quote the machines unique identification number

E: Print out a copy of the meter readings from your machine
and E-mail it to **meterreadings@kyocera.co.uk**

Please remember, it is your responsibility to provide accurate meter readings to Kyocera on a regular basis, whether you receive a reminder or not.

Ricoh Important Contact Information

Servicing & Emergency Call Outs

Servicing is provided free of charge under your cost-per-copy agreement. Engineers should be on site within 6 working hours of the request. To book an engineer;

T: 0330 123 0311 and quote the machines unique identification number

Networked machines with @remote installed can automatically place a service call to Ricoh. Please contact Ricoh to check if your machine is currently set up for this

Consumables

Machine consumables (toners, staples and waste toner bottles) are provided free of charge under your cost-per-copy agreement. To order replacements;

T: 0330 123 0311 and quote the machines unique identification number
W: https://eservice.ricoh-europe.com/sservice_enu/

Networked machines with @remote installed can automatically place a request for consumables to Ricoh. Please contact Ricoh to check if your machine is currently set up for this.

Meter Readings

In order for you to receive accurate bills, you must provide meter reads to Ricoh. To submit your meter reading;

T: 0330 123 0311 and quote the machines unique identification number
W: https://eservice.ricoh-europe.com/sservice_enu/

E: Print out a copy of the meter readings from your machine and E-mail it to **meterreadinguk@ricoh.co.uk**

Please remember, it is your responsibility to provide accurate meter readings to Ricoh on a regular basis, whether you receive a reminder or not.

SCC (HP & Canon) Important Contact Information

Servicing & Emergency Call Outs

Servicing is provided free of charge under your cost-per-copy agreement. Engineers should be on site within 6 working hours of the request. To book an engineer;

T: 0845 766 0205 and quote the machines unique identification numberer

Consumables

Machine consumables (toners, staples and waste toner bottles) are provided free of charge under your cost-per-copy agreement. To order replacements;

T: 0845 766 0205 and quote the machines unique identification number

Meter Readings

In order for you to receive accurate bills, you must provide meter reads to SCC. To submit your meter reading;

T: 0161 888 5811 and quote the machines unique identification number

E: Print out a copy of the meter readings from your machine and E-mail it to administrator@scc.com

Please remember, it is your responsibility to provide accurate meter readings to SCC on a regular basis, whether you receive a reminder or not.

Insight Systems Ltd

Servicing & Emergency Call Outs

Servicing & Emergency Call Outs Servicing is provided free of charge under your cost-per-copy agreement. Engineers should be on site within 6 working hours of the request. To book an engineer:

E: support@insightsystems.co.uk T: 0800 910 1000

Machine Consumables

Machine consumables (toners, staples and waste toner bottles) are provided free of charge under your cost-per-copy agreement. To order replacements:

E: support@insightsystems.co.uk T: 0800 910 1000

Procurement Services
Important Contact Information

Continuous Service Issues

Procurement Services has an escalation process when a customer experiences continuous service issues. If you have any issues with service;

T: 0808 281 9439 and quote your account number
W: procurementservices@csltd.org.uk

Terminations & Collections

Should you require a contract to be terminated and the machine collected, please contact Procurement Services;

T: 0808 281 9439 and quote your account number
W: procurementservices@csltd.org.uk

Rented machines, and any affiliated consumables, remain the property of the supplier and needs to be collected by the supplier when the contract has been terminated. Your new supplier cannot remove the machines.

Further Assistance

Should you require any further assistance for any other issues, please contact Procurement Services;

T: 0808 281 9439 and quote your account number
E: procurementservices@csltd.org.uk
W: www.procurementservices.co.uk

Procurement Services
Important Contact Information

Resites

Resiting of machines needs to be handled by the supplier with specialised equipment. Should you require a machine to be resited to a new location, please

T: 0808 281 9439 and quote your account number
E: procurementservices@csltd.org.uk

Terminations & Collections

Should you require a contract to be terminated and the machine collected, please contact Procurement Services;

T: 0808 281 9439 and quote your account number
W: procurementservices@csltd.org.uk

Rented machines, and any affiliated consumables, remain the property of the supplier and needs to be collected by the supplier when the contract has been terminated. Your new supplier cannot remove the machines.

Further Assistance

Should you require any further assistance for any other issues, please contact Procurement Services;

T: 0808 281 9439 and quote your account number
E: procurementservices@csltd.org.uk
W: www.procurementservices.co.uk

Procurement Services Digital

Customer Hand Book

Multi-functional devices & digital solutions

Offering unbiased advice and a best-value route to market for all our public sector customers

Contact Details:

Phone: 0808 2819439

Email: procurementservices@csltd.org.uk
Website: www.procurementservices.co.uk