Print Anytime.
Print Anywhere.
Print Anything.
Print Smart.

• It’s about .... efficiency!
• It’s about .... being green!
So, when printing we encourage you to .... THINK TWICE, I

PRINT SMART INVENTORY & TAGGING PROCESS

The PRINT SMART program team will inventory and tag th devices in your area:

• Clemson-owned printers and multifunction device
• Clemson- leased (from Ricoh / IKON) printers and devices.
• Any un-opened toner for Clemson-owned devices provide you with a toner credit receipt during first
• Devices leased from third-party vendors (such as: Minolta, Kyocera) will not be inventoried or tagge

The tag will have a new service and supply phone number the tag is placed on the device, it becomes a part of the PRI

PRINT SMART BILLING

New, multifunction devices are leased from Ontario lease annu
made will be accessible on the “P” drive (similar to how yo
Once your printer / multifunction device is inventoried and tagged, Ricoh will become your one-stop shop for all toner and supplies, including staples, in the PRINT SMART program.

As a part of the PRINT SMART program, Ricoh will remotely monitor supply levels on all networked, printers and multifunction devices, thus proactively ordering and replacing toner and supplies, as needed.

If you need to place a toner or supply order for your tagged printer / multifunction device, follow these steps:
1. Call the PRINT SMART TEAM at: 864-656-0202; or send an email to: Printsmart@lists.clemson.edu.
2. Provide the Ricoh ID number and device model.
3. Provide your location and contact information.

Toner and supplies will be delivered and installed by a PRINT SMART team member.

**Not included:**

- Paper is currently not included in the PRINT SMART program. Therefore, continue to follow the current process for ordering paper.
- If your printer or multifunction device is under contract with any vendor other than Ricoh / IKON, continue to follow the current process for ordering toner and supplies, until your contract expires.

**NEED SERVICE?**

- Once your printer / multifunction device is inventoried and tagged, it becomes a part of the PRINT SMART program.
- As a part of the PRINT SMART program, Ricoh will remotely monitor service alerts on all networked, printers and multifunction devices, proactively responding to service issues.

If you need to place a service call for your tagged printer / multifunction device, follow these steps:
1. Submit a support ticket via this link: http://www.clemson.edu/ccit/help_support/tiger_tracks/index.html or, call the IT Help Desk at: 864-656-3494 or, send an email to: ITHELP@clemson.edu.
2. Provide the Ricoh ID number and device model.
3. Provide a brief description of the problem you are experiencing with the device.
4. Provide your location and contact information.

Service issues will be escalated to the PRINT SMART support specialists who will promptly respond to the request.

**NEED TO CONTACT A PRINT SMART TEAM MEMBER?**

The PRINT SMART team provides on-site, printer fleet management support to Clemson’s main campus. Remote support is provided to other university locations.

Contact a PRINT SMART team member via:
- Print Smart Direct Line at: 864-656-0202
  - Email: Printsmart@lists.clemson.edu
  - Merritt Rechichar, Service Delivery Manager at: 864-248-7003

On-site hours at the Dillard Building: Mon – Fri, 8:00AM –

**PRINT SMART FAQ’s**

PRINT SMART FAQ’s are updated and maintained on Clemson at:
http://www.clemson.edu/ccit/help_support/printing/managed_print_services.html