



COPIER MANAGEMENT PROGRAM

- Scope:** Required for Louisiana State University A&M College, LSU Agricultural Center, and Pennington Biomedical Research Center departments participating in the managed print services program.
- Effective:** September 24, 2026
- Purpose:** To outline the policy of Louisiana State University regarding the leasing of copiers, also known as multifunctional Devices (MFDs) and the associated consumables and maintenance through Copier Management.
- LSU operates a managed print service whereby all MFDs will be maintained and serviced by a contracted Vendor. This promotes cost savings and procurement, service and maintenance efficiencies.
- Definition:**
- Consumables:** Includes toner, waste cartridges, staples, and parts. Excludes paper.
 - Cost per Copy (CPC):** The pricing of an image by applying ink/toner to a side of paper.
 - Device/Department Contact:** The contact assigned in each department to assist with maintaining the print environment for their departments. Duties include coordination of break/fix requests as well as communicating copier moves with Copier Management.
 - Managed Print Services:** Software system that enable the Copier Management team the ability to track break/fix tickets, monitor consumable levels, level placement, and manage fleet inventory, and billing.
 - Multi-Function Device (MFD):** Any network capable document production device that provides multiple capabilities including but not limited to printing, copying, faxing, and scanning. Does not include desktop printers, large format printers, or independent scanners or fax machines.
 - Needs Assessment:** A process that is designed to utilize factual and historical data for the purpose of determining the proper device and needs by department.

Program Summary:

The Copier Management Program currently falls under a service contract. Copiers are assigned by level (based off prior usage) to meet the minimum guarantee set forth by the supplier. Users will print through the CM-Print server and will be billed on a monthly basis on a per usage charge. All consumables (toner, waste cartridges, staples, & parts) are included in the price per impression charge. Departments are responsible for supplying their own paper. Service calls are submitted by the LSU department in the Xerox Fleet Management Portal, and the supplier technician will tend to the request within 4 hours of the call being placed. Toner is proactively monitored and will automatically be re-ordered once the levels reach a certain percentage threshold.

Policy Statement:

Copier Management operation holds the contract for all MFDs ensuring cost-effectiveness, security, and sustainability. This policy has been established for the following purposes:

- Manage needs assessments for order and distribution of copiers to LSU A&M, Agricultural Center, and Pennington Biomedical Research Center (PBRC).
- Provide a third-party on-site service representative to deliver supplies, perform preventative maintenance, and service devices for any break/fix requests at no additional charge.
- Provide copier consumables at no additional charge to departments.
- Identify a device/copier contact(s) for each department to allow direct access to managed device service platform.
- Facilitate monthly billing to LSU departments on a cost per copy basis.

Roles and Responsibilities:

Copier Management oversees contracts and billing and service requests; departments designate contacts and review charges; vendors provide maintenance and consumables.

New Device Request Process:

Departments submit requests to Copier Management. A needs assessment reviews print volume, location, utilization, and business requirements before approval. Requests will be reviewed upon a case by case basis.

Device Relocation and Surplus Procedures:

Departments must notify Copier Management before moving devices. The contracted supplier is responsible for moving copiers arranged by Copier Management. Any unused supplies must be returned to the supplier at the end of the contract.

Billing Methodology:

Departments are billed monthly based on approved black-and-white and color CPC rates using actual meter readings and managed print reporting via journal entry.

Exception and Waiver Process:

Written business justification is required for any requested exception. Copier Management will evaluate and document approvals or denials.

Internal Controls and Audit Requirements:

Copier Management shall maintain inventory records, contract documentation, utilization reports, billing support, and device assignment records for audit purposes.

Compliance:

The purchase/lease of multi-function devices (MFDs), toner, and maintenance services outside of Copier Management is not permitted. Questions regarding eligibility to use Copier Management should be directed to LSU Auxiliary Services-Copier Management at copiermgmt@lsu.edu or 578-2003.