

COPIER EQUIPMENT

As of September 2006, Berney Office Solutions is Extension's vendor for copier equipment. This is a different vendor than we have done business with in the past. Information related to old and new copiers is provided below. This document will be updated as needed.

Access Codes

Access/User codes were emailed to employees early last week. We understand that some employees have not received those codes and we are working to correct the situation. In addition, we are reviewing alternatives for temporary employees and fill-in secretaries. Administrative Services is responsible for the assignment and maintenance of user codes; therefore any employees who have not received a code or any new employees may contact Administrative Services at cesadsv@aces.edu to request a code.

Training

Berney Office Solutions will be scheduling training for each office within the next few weeks. They understand that schedules vary and will work to accommodate any specific requests.

Service

If your machine requires a service call, please call the toll-free number printed on the sticker on the front of the machine (1-800-239-3025) and provide the ID # listed on the sticker. This phone number is answered by customer service representatives in Montgomery and they will dispatch a technician to your office. A Berney Office Solutions service technician should respond (be on-site) within 4 hours of your call. If you have any problems, you may contact Pat Partin at the same toll-free number or at (334)821-2679, ext. 4501. Please do not hesitate to contact Extension Administrative Services if you have any problems getting a response from the vendor.

Supplies

Each office will receive a spare set of supplies to maintain in your office. Future supplies will be sent automatically based on meter readings; however, please contact the 1-800 number of the front of the machine if you need additional supplies before replacements are received. Again, if you have any problems you may contact Pat Partin at the numbers listed above.

Meter Readings

Meter readings will now be performed electronically. It will not be necessary for you to submit monthly meter readings.

Pick-Up of Xerox Equipment

Our contract with the Xerox Corporation ended August 31, 2006. We have notified Xerox that their equipment is ready for pick-up. Hopefully, they will arrange for pick-up in the next few weeks. We realize that storage is an issue in many areas; however, please continue to treat the Xerox copiers as you would any other ACES equipment.