



Equipment Maintenance Management Insurance Program

Introduction The Office of Risk and Insurance Management (ORIM) has implemented a new time and materials “Equipment Maintenance Management Insurance Program” (EMMP) that has replaced existing service contracts for most equipment maintenance within the Department of General Services (DGS). This program is managed through The REMI Group (REMI).

Purpose The purpose of this memorandum is to explain to those designated DGS employees on the proper procedures for the ordering and disposal of toner cartridges through the EMMP.

Toner Cartridge Ordering Process The steps to replace the “*toner cartridge*” on equipment covered through the EMMP program include:

Step	Action
1	Each DGS Divisional Office shall appoint a designated DGS associate who will be directly responsible for the handling of service supply contracts and calls to REMI for the successful implementation of the EMMP.
2	The DGS associate will inspect their copier / scanner / fax machine for toner level on a weekly basis.
3	If the toner level reads between 25% - 0%, the DGS associate will call REMI directly at (866) 296-4847 and place a supply call for toner replacement.
4	The DGS associate will request toner from REMI as follows: <ul style="list-style-type: none"> • If there is no emergency, the toner replacement supply call will be mailed under a normal 1-2 business day shipping arrangement. • If the DGS division is completely out of toner, then the supply call is to be placed on a “rush” or “expedite” order. This will ensure the toner is delivered within 24 hours.
5	The DGS associate will provide REMI with the following: <ul style="list-style-type: none"> • Their name, telephone number and email address. • REMI I.D. Tag Number • Brief description of the problem (toner replacement). • Physical mailing / location address exactly where the replacement toner cartridge will be shipped to.
6	The DGS associate will request from REMI an email for the supply ticket order to include the following: <ul style="list-style-type: none"> • Purchase order supply request ticket number. • Tracking number for the package shipment.
7	The toner replacement should be received at the DGS location within 1-2 business days of placing the service call.
8	The DGS associate must place an order for toner replacement as soon as the last toner cartridge is installed into the machine.

Toner Cartridge Disposal

Toner cartridges will be disposed by way of the recycle program currently in place through the DGS Business Services Office (BSO).

Important Note

It is important to note for all DGS associates that they **are not** to “swap” or “share” toner cartridges between the various pieces of electronic equipment. This is due to the fact that some equipment items may be covered under the EMMP, while others may not be covered.

Questions

For questions or issues regarding the EMMP program or toner replacement, please contact:

Carrie Willson
Associate Risk Analyst
Office of Risk and Insurance Management
Phone: (916) 376-5278
Carrie.willson@dgs.ca.gov

Chris Verdin
Associate Risk Analyst
Office of Risk and Insurance Management
Phone: (916) 376-5425
Christopher.verdin@dgs.ca.gov

Approval

Kimberly Hunt
Chief, Office of Risk and Insurance Management
