

Automatic Toner Replenishment

As part of the Multi Function Device (MFD) tender offering from OE Canada and Toshiba, Western would like to take advantage of “Automatic toner replenishment” which will relieve many of the departments from having to order toner from OE Canada.

OE Canada is using a software tool called FM Audit to obtain meter readings on most of the Western connected MFD devices. We would like to move forward with the automatic toner replenishment enhancement which means there is no longer any need for many of the departments to contact OE when they require toner.

FM Audit is set up to recognize the average usage of the individual MFD, alerting OE Canada approximately 20 days prior to the device requiring toner replacement. OE Canada will deliver the toner a couple of days after the alert to ensure the department has the toner far before it is required. The 20 day time frame also allows for peak periods of usage within the department.

OE Canada always has toner in stock at their London location and therefore can respond quickly to any emergencies.

OE Canada has been successfully using this enhancement for many of their major accounts for a number of years.

What does Western need to do?

This program is only available for systems that are connected to the Western Network. To ensure the success of the meter read collection and the toner replenishment program, OE will need to be notified of any IP address or other network changes to your system. When an IP address etc. is changed, the device will stop reporting to FM audit leaving OE Canada unable to obtain meter reads or see toner levels.

Also, the departments should only install a new toner cartridge when the device instructs them to do so. Please refrain from replacing the cartridge when you see a “Toner Low” message as this is just an early warning.

Staples and Toner Overflow Bottles are not monitored through FM Audit, the departments should continue to contact OE for these items as required.

Due to the fact that we did not engage in the toner replenishment process from the start of this contract there will be a transition period, as the toner levels have not been monitored to date. If you are low on toner or have any concerns about your toner levels please contact OE Canada. Supplies at OE Canada can be contacted at 519-649-5066 ext. 142 or email supplies@oecanada.com.

Some Departments will not be able to participate in this program

Approximately 300 of the 360 MFD's in the Western Fleet are reporting in FM Audit, so OE Canada is able to gather the meter reads and see the toner level on all of these devices.

However, there are approximately 60 MFD's that are not reporting on FM Audit for toner or meter reads. Most of these devices (around 45) are not connected to the network and the other 15 devices which are connected are still being investigated as to why they are not visible on FM Audit.

OE will contact the affected departments and inform them of the situation. If you are one of these departments you will continue to manually supply OE meter reads and toner orders as required. OE will continue to work with any department not reporting to FM audit, to understand and hopefully find a solution to the issue that is stopping the communication.

If you have any questions please contact mfd@uwo.ca