KEY CONTACTS

BluePrint Customer Support
Phone: 203-436-9640
Email: blueprint@yale.edu

BluePrint Cluster & Tech Support
Mobil: 203-859-4971
Email: BluePrint@yale.edu

Maria McLellan (Strategic Sourcing Manager)
Phone: 203-432-3785
Email: maria.mclellan@yale.edu

Justin Berlepsch (BBI Technologies)
Phone: 203-878-3581
Mobil: 203-927-0155
Email: Justin@bbitech.com

Thank you for choosing Yale University bluePrint Copier Rental Program

Important Notice Regarding Copier Supply Orders:

- The BluePrint copier rental program includes all maintenance and supplies.
- Toner and staples are hand delivered to each department at NO COST!
- Supplies are delivered same or next day.

BBI Will Never Solicit Supplies To Yale.
We have learned that some departments are getting calls directly from supply vendors soliciting copier supplies at a very expensive cost to Yale. These vendors are NOT approved by Yale Procurement or BluePrint or Ricoh. They are called “TONER PIRATES” in the industry; if you receive any calls please email: blueprint at blueprint@yale.edu

TONER RECYCLING
You can easily recycle your empty toner cartridges by scheduling a pick-up with W.B. Mason.
Phone: (888) 926-2766 ext. 5001 • Email: customerYale@wbmason.com

Thank you for choosing Yale University

BluePrint Copier Rental Program
Supply Ordering Procedures

To order supplies you will need your

**EQUIPMENT ID#:**

This 5 digit number is located on the BBI Technologies tag on the front of your device.

If this is a backup supply or extra please contact BBI by one of the following methods:

**PHONE:**
Call 203-878-3581 and have your machine ID ready. A BBI representative will verify your address, name and phone number. The supplies will be hand delivered same/next day.

**EMAIL:**
Send an email to Justin@bbitech.com. Be sure to include the machine ID, location of the equipment contact information and what supplies are needed.

**EMERGENCY ORDERS:**
If your machine is completely out of toner and you don’t have any extras contact BLUEPRINT at **203-436-9640** and have your machine ID ready along with your name and location.

Service Procedures

1) **Phone in Service Request**
Call BBI directly at 203-878-3581
A BBI representative will ask you for the following
- Equipment ID #
- Problem
- If the machine is currently working
- Contact name and phone number
- BBI has on-site technicians and a 3 hour service response time

2) **Email Service Request**
Email Justin@bbitech.com
Please provide the following information
- Equipment ID #
- Problem
- If the machine is currently working
- Contact name and phone number
- The call will be submitted and a technician will be dispatched

3) **If the problem is with the Network**
- Printing, Scanning or Papercut contact
  BluePrint at 203-436-9640 or blueprint@yale.edu