Thank you for choosing Yale University

BLUEPRINT Copier Rental Program

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

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.

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

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

Yale

BLUEPRINT

BBi TECHNOLOGIES
OFFICE EQUIPMENT SOLUTIONS

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

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