Printing Policy – Managed Print Service

Date of first issue	Nov - 14
Document Reference	GEN008
Version	1.0
Revised Date	

Contents

Introduction

1.1   Purpose

This policy has been written to inform all teams about the new **Managed Print Service** within our Network. It informs you about the service, the company providing it along with ways you can cut down on printing, resulting in reduced printing cost to the business and a reduced Carbon Footprint for Allcare.

1.2   Scope

This policy applies to all staff members working in the Allcare Pharmacy Network. It is the responsibility of the pharmacy Manager to monitor printing and ensure the policy is being adhered to.

Procedure

2.1   Managed Print Service – An Introduction

Managed Printing is a service which consolidates your printing / faxing equipment, ink along with the service /repair of equipment into one, in order to cut down on the amount of different companies we use to provide different requirements in this area.

Benefits to you:

- ❖ A new up to date , high tech HP device will be placed in your pharmacy (Scanner, Fax, Photocopier & Printer)
- ❖ All your old out of date equipment will be removed from site, leaving you with more room in your dispensary
- ❖ You will no longer have to purchase ink, or risk running out. Ink levels will be monitored by PrintFleet and sent directly to your pharmacy
- ❖ You will have a 'Scan to Email' function making it easier to send copies of paperwork to people in the office
- ❖ You will have a 'print booklet' option which uses a quarter of the paper when printing a document and also takes up less space
- ❖ You will be able to print double sided which will have a cost saving effect and take up less space

2.2   The Company of Choice - PrintFleet

We tendered for this service and chose PrintFleet as the company for Allcare.

So why did we choose PrintFleet?

- ❖ Professional company with an understanding of the service levels the Allcare Network require & expect
- ❖ Provision of a High Tech HP Printer for each store, this printer is highly developed and so paper jams and break downs are limited. It can also keep up with the volumes of printing required in a busy dispensary
- ❖ A pricing model which charges us per print, allowing us to take control of our printing usage and put steps in place to not only reduce our costs but the Allcare carbon footprint as well.

2.3   PrintFleet Helpdesk

Call the PrintFleet Helpdesk if you run into any trouble with your device or if your ink has run out and you have not received a replacement.

While the majority of issues can be resolved over the phone an engineer will be dispatched to site within two days where an engineer is required.

Email: helpdesk@printfleetsolutions.ie (24hrs)
Call: 1890 823 823 (9am – 5.30pm)

2.4   Ink Cartridges

Ink levels will be monitored by PrintFleet and cartridges will be dispatched to you when running low.

Note that when an ink cartridge displays **LOW,** you may still have up to 1,000 pages of ink left. Do not change the cartridge until the display says it is **EMPTY.** The LOW warning is just to allow you time to get prepared and organise a replacement cartridge.

2.5   Special Features (Fax to Email)

Your new printer will include a **Scan to Email function**. This will allow you to quickly scan and send, via email documents such as cheque requests / local sponsorship requests / expense forms without having to use a fax which is sometimes unreadable and unreliable.

The installation engineer will show you how to do this when on site.

PrintFleet will also set up an address book of the people in the office that you fax items to regularly to make it quick and easy to email scans.

2.6 Monitoring of Printing

We will monitor printing levels per pharmacy at the Support Office. Where levels of printing appear high given the volume of the pharmacy we will discuss this with the team and look at ways we can cut down.

It is vital that all stores play their part in minimising printing output.

Reducing print output;
- ❖ Reduces cost to the pharmacy
- ❖ Reduces the Allcare carbon footprint
- ❖ Reduces the amount of re-cycling you need to do
- ❖ Reduces the amount of paper you need to store in your pharmacy

Please review the tips below to help you cut down on the printing cost and volume in your pharmacy.

2.7 Printing Tips to Reduce Paper Usage & Volume of Paper stored in your Pharmacy

1. The printers will have a built in default pre-set for **Double Sided Printing**

2. Think before you print – before you print consider whether you really need to print it or not?

3. If sent a PDF (most documents form the Support Office i.e. bulletin / Promotional Briefing Documents are all sent in PDF format), print it in a **Booklet Format.**

Booklet format Instruction:
- ❖ Select **File > Print**
- ❖ Select **Booklet**

Printing a booklet saves a huge volume of paper. For example I print a booklet form of the bulletin here in the office every week. Today it was 10 pages long, by printing a booklet it used only 3 pages.

(See screen shot below)