



Paper and Copier Services for Gannett Fleming Regional Offices

01/03/2018

REPROGRAPHICS SERVICES

209 Senate Avenue
Camp Hill, PA 17011-2325
717.763.7387
Fax: 717.763.8150

Valley Forge
Corporate Center
1010 Adams Avenue
Audubon, PA 19403-2402
610.650.4071
Fax: 610.650.8190

Mailing Address:
P.O. Box 67100
Harrisburg, PA 17106-7100

www.gancom.com

PAPER – Regional Office Xerox Copiers

To order paper for you Xerox Copier, send an e-mail to [Franca Cole](mailto:Franca.Cole@gancom.com) (in the GANCOM Valley Forge office. Please include the reorder number & number of boxes for each size/type. Allow 3-5 business days for delivery.

The following items are available at no additional charge (for Xerox Copiers ONLY):

Xerox Business Recycled 20# 92 Bright White –

8.5x11	reorder# 3R6296	5,000 shts/box
8.5x11 3HD	reorder# 3R6297	5,000 shts/box
8.5x14	reorder# 3R6298	5,000 shts/box
11x17	reorder# 3R6299	2,500 shts/box

Also available for an additional charge – for proposals or other important documents being sent to clients:

Xerox Color Xpressions –

8.5x11 24# 98 Bright White	reorder# 3R11540	5,000 shts/box
\$74.24/box		
11x17 24# 98 Bright White	reorder# 3R11543	2,500 shts/box
\$77.84/box		
8.5x11 28# 100 Bright White	reorder# 3R11760	4,000 shts/box
\$72.08/box		
11x17 28# 100 Bright White	reorder# 3R11762	2,000 shts/box
\$75.68/box		
8.5x11 32# 100 Bright White	reorder# 3R11764	4,000 shts/box
\$82.16/box		
11x17 32# 100 Bright White	reorder# 3R11765	2,000 shts/box
\$86.56/box		

To order colored paper, cardstock, tabs, or any other special stock, complete the [Blue GF Request for GANCOM Reprographics Services form](#).

PAPER – Non Xerox and Laser Printers

To order colored paper, cardstock, tabs, or any other special stock to be used on non Xerox machines, complete the [Blue GF Request for GANCOM Reprographics Services form](#) or contact Jim Marshall or Suzanne Beshore at GANCOM in Camp Hill. **Do not use the supplied Xerox Copier Paper.**

SERVICE / SUPPLIES

You can contact the **Xerox XPS Help Desk at 1-866-237-9728** for support. Once the machine is hooked up to the internet, the XPS Help Desk will monitor the service and supplies on the machine. Toner, drums and waste containers will be ordered automatically once the levels are low. The XPS program provides **proactive services** you can also call for service or supplies (toners, waste containers, and drums). When you call the XPS Help Desk, **you will**

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be asked to provide your Location and the Serial Number of your copier so that the XPS agent can quickly service your request.

Break-Fix Service

Xerox will be monitoring networked In Scope copiers for hardware issues through an application we have installed on our network. However, you may also call the XPS Help Desk number (**1-866-237-9728**), for service if you have a copier that has a service issue or one that Xerox has not already contacted you about. The XPS Help Desk will ask the machine **Location and the Serial Number**.

Toner Replacement

XPS will automatically replenish toner cartridges for In Scope copiers based on the toner level and the usage. Replacement toner cartridges will be shipped to the attention of each copier's designated supply contact. The label and the packing slip on the package will include the **machine friendly name** and the **serial number** so you will know which copier the cartridge is for. *It is important that the supplies are only used for the intended device.* The Help Desk will track the shipments and not process a second supply order if their records show toner had already been shipped. You can contact the XPS Help Desk number (**1-866-237-9728**), if you have questions about supplies.

Email Notifications

The Xerox copiers are on an automatic supply replenishment program. Xerox is monitoring the equipment remotely and will order supplies any time they receive an alert from the machine. This includes toner, waste container & drums.

XPS will send email notifications/alerts to the specified contact name for each copier when supplies or service is needed. Email notifications will be sent to Site and Supplies Contacts – these could be the same person for your office.

- **Site Contact:** Usually a person physically located at the building who can be contacted by the Help Desk; they have access to the device and can perform simple troubleshooting (i.e. clear paper jams, reboot the machine). This is also the person that will be notified when a service tech is dispatched. *Email confirmation of service tickets placed by XPS Help Desk.*
- **Supplies Contact:** This is the person to whom toner will be sent at the address provided. They will usually be at the location where the device is located (a common mistake is listing the same person at multiple locations) and are responsible to insert the toner cartridge in the device. *Email confirmation of supply tickets placed by XPS Help Desk.*

Questions

If you have any additional questions about ordering paper or Xerox copier services, please contact [Jim Marshall](#) or [Suzanne Beshore](#) at GANCOM in Camp Hill. Additional information about GANCOM can be found on the Gannett Fleming IntraNet - <https://intranet.gfnet.com/Divisions/GANCOM/default.aspx> or at www.gancom.com.

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