



## **Copier and Multi-Function Devices FAQs**

### **How to request copiers/devices**

For any new or change requests involving copiers including moves, please contact [Procurement](#) or submit a [ServiceLink request](#) to coordinate with TGI.

### **How to create a requisition for new copiers/devices**

1. Go to NYU Procurement's e-Req system and click the "Create Purchase Requisition" button.
2. Click "Supplier Lookup" under Suggested Supplier and enter TGI.
3. The rest of the information will populate.
4. Verify the Budget Year and then click "Details" on the bottom left corner.
5. On the next screen, you will be prompted to enter your chartfield as well as item and pricing information.
6. Once you click "Approve", the requisition will be passed on to Procurement.
7. PO will be generated and issued to TGI to initiate the order. TGI will contact the requestor to schedule the delivery and installation.

### **How to change/revise a requisition to existing copiers/devices**

1. Go to NYU Procurement's e-Req system and click the "Create/Approve PO Change" button.
2. Enter your current PO number in the search box and press "Go".
3. From there, you will be prompted to create a Change Order requisition for your copier.
4. Enter all specific changes that need to be made in the notes, including price and/or chartfield changes, and Procurement will make the necessary adjustments to your PO.
5. Revised PO will be sent to TGI for adjustments as needed or for internal changes, adjustments will be made once the PO is approved.

### **How to monitor and track copy utilization**

To allow for real time meter and toner level information and reports, FM Audit software has been installed in all devices.

### **How to order supplies/request service**

For service and supplies during business hours, you can contact TGI customer service by phone at 866-468-4462 or online at [www.tgioa.com](http://www.tgioa.com). For all other hours, including weekends, you must use the TGI website to place service call or order supplies.

*Note: Registration is required to request service or order supplies on the TGI website*