

5 Steps to order toner at VUMC

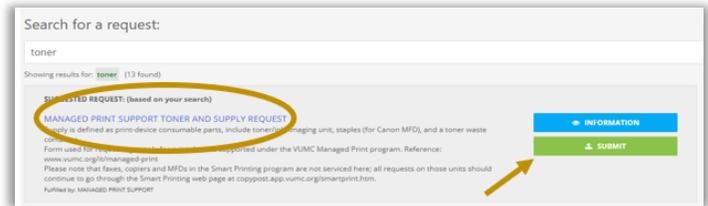
STEP 1 — LOCATE THE TONER REQUEST FORM

- Submit the Managed Print Support Toner & Supply Request: <https://pegasus.vumc.org/request/discover/info/?id=8072>
- OR-
- Login to [Pegasus](#) via an internet browser and select “**Submit a Request.**”

A screenshot of the 'Request Discovery' search bar. The text 'Request Discovery' is at the top. Below it, a question asks 'Do you need work or a service performed? This is a good place to start.' There is a search input field containing the word 'toner' and a blue button with a magnifying glass icon and the word 'SEARCH'.

- Once Pegasus opens, type **toner** in the “**Search for a Request**” field, as depicted to the left.
- Click the blue “**Search**” button.

- The “**Managed Print Support Toner and Supply Request**” will appear, as depicted to the right.
- Click the green “**Submit**” button.



STEP 2 — SELECT DELIVERY CONTACT



(Customer will be used unless otherwise indicated.)

- If you are the employee submitting the request, select the green “**I am the Customer**” button.
- To submit on behalf of another staff member, select the blue “**I am not the Customer**” button and enter the staff member’s name (Last Name, First Name) or VUMC ID.
- Select an alternative contact on site to receive the toner by selecting the green “**I am the Customer**” button and then selecting the light-blue “**Different Primary Contact**” button; enter the staff member’s name (Last name, First Name) or VUMC ID.

STEP 3 — FILL OUT THE FORM

- Follow the form instructions.
- **Please Note: Toner for Canon Devices** is monitored remotely. Toner shipment occurs automatically based upon levels of toner remaining and may already be in route if the device is reading less than 20% toner remaining. Auto-delivery does not restrict submission of this request.

A screenshot of the 'REQUEST SUBMISSION FORM'. The title is 'REQUEST SUBMISSION FORM'. The first section is 'What is the reason for your request?' with a text area containing instructions: 'In the “Reason for your Request” field, identify whether the toner is the reason the device is non-operational or preventing the device from functioning properly.' Below this is a '2000 characters left' indicator. The next section has two columns of required fields, each marked with a red asterisk: 'Requested Supply (select all applicable needs) *' with a text area for additional items, 'Toner/Ink Color (select all applicable needs) *' with a dropdown menu, 'Preferred Phone Number *' with a text field, and 'Device Make and Model *' with a dropdown menu showing 'HP M404'.

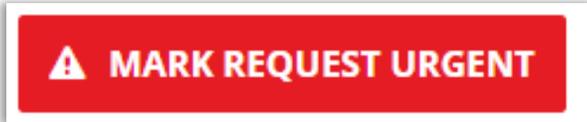
- The fields with a **red asterisk (*)** are required for Request processing.
- **HELPFUL HINT:** Keep one backup toner on hand. When you install your backup, submit a request for your next toner. This will ensure that you always have toner on hand.

STEP 3 — FILL OUT THE FORM

Device Location * Select an building Select a floor Enter a room number	Is the device still operational? * <input type="radio"/> Yes <input type="radio"/> No
Department Cost Center for billing (format: #-##-###-####) * Include the department cost center number , required for data record maintenance ; Supply will not be charged to the department.	RJYoung ID (VUMC#) The RJYOUNG ID number and Printer Name are critical information to include and will speed the fulfillment process. Printer Name (Yellow Sticker) * ie TVC-01-DOC-041 or YQ8U

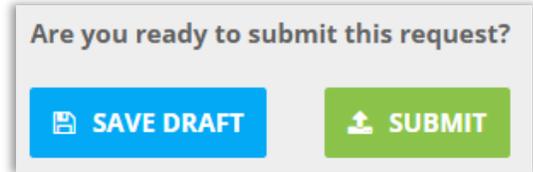
STEP 4 — IS PATIENT CARE AFFECTED? IS YOUR PRINTER OUT OF TONER?

- Patient Care is a top priority. In the event the device is utilized for patient care, and is not functional due to toner, select the red **"Mark Request Urgent"** button for awareness.



STEP 5 — REVIEW AND SUBMIT THE FORM

- Review your request and select the green **"Submit"** button.
 - ◊ Alternatively, you can select **"Save Draft"** and complete your request later.
- The Requestor will receive an automated email confirmation from Pegasus with the Request Number for tracking purposes.
- Additional communications may come from a RJYoung.com email address.
- Expected turn-around time for requests with all necessary information is up to 5 business days



HAVE YOU ALREADY SUBMITTED A TONER REQUEST?

- Status Update can be requested from RJYoung directly; send an email to rjyoungescalation@vumc.org.

STILL HAVE QUESTIONS?

- To speak with the VUMC IT Print Management team, send an email to managedprint@vumc.org.