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](https://pegasus.vumc.org/request/discover/info/?id=8072)
- OR - Login to Pegasus via an internet browser and select

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

◊ The “**Managed Print Support Toner and Supply Request**” will appear, as depicted to the right.

STEP 2 — SELECT DELIVERY CONTACT

- 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 blue “**Different Primary Contact**” button and 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.

An alternative contact can be included if needed.

- The fields with a **red asterisk** (*) are required for the order process.
- **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.
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STEP 3 — FILL OUT THE FORM

- Include the department cost center number, required for data record maintenance; Supply will not be charged to the department.

STEP 4 — IS PATIENT CARE AFFECTED?

- 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 Vereco.com email address.
- Expected turn-around time for requests with all necessary information is up to 5 business days.

STILL HAVE QUESTIONS?

- For additional information, review this Pegasus Knowledge Article: KM0015127
- To speak with a representative, contact VUMC IT Print Management at managedprint@vumc.org.