

5 Steps to order toner at VUMC

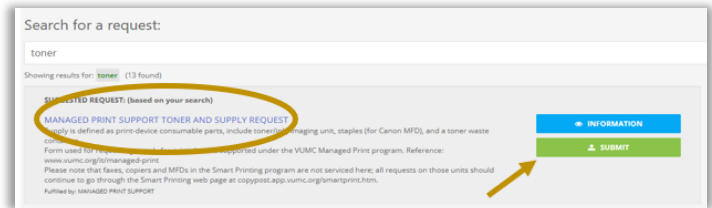
STEP 1 — LOCATE THE TONER REQUEST FORM

- 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 white search box with the text "Request Discovery" at the top. Below it, it says "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: For Canon copiers, toner levels are monitored remotely and will automatically reorder and ship replacement cartridges when needed. The replacement cartridge may already be in route if the device is reading less than 20% toner remaining, however auto-delivery does not restrict submission of this request.

A form titled "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 form has several required fields marked with a red asterisk: "Requested Supply (select all applicable needs)", "Toner/Ink Color (select all applicable needs)", "Preferred Phone Number", and "Device Make and Model".

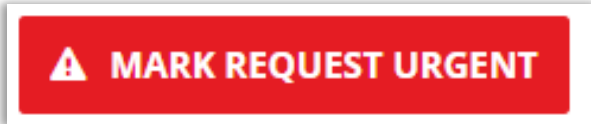
- The fields with a **red asterisk (*)** are required for request processing.
- **HELPFUL HINT:** Keep one backup toner on hand. When you install your backup, submit a request for your next toner. This will ensure that you always have toner on hand.

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

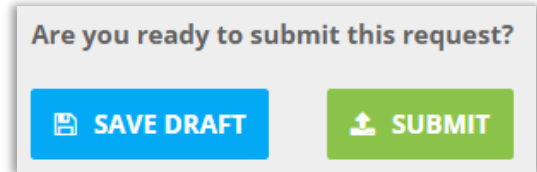
STEP 4 — IS PATIENT CARE AFFECTED? IS YOUR PRINTER OUT OF TONER?

- 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?

- For additional information, review this Pegasus Knowledge Article: [KM0015127](#)
- To speak with the VUMC IT Print Management team, send an email to managedprint@vumc.org.