

**VUMC/CynergisTek (Ctek)  
Managed Print Program  
CHARGEBACKS OVERVIEW**



09/26/2018

As the Managed Print program has matured, the chargeback process has evolved to what we believe will be its final form. There are three types of transactions which the program will generate:

- Per click (per page) charges, similar to what is done for color pages in SmartPrinting;
- One-time purchase charges for printers; this is new--printers were never in SmartPrinting;
- Monthly lease charges for copier/multifunction units, exactly as is done in SmartPrinting.

**PER-CLICK**

All units in the program will receive a charge for each page printed, whether color or black-and-white. There are multiple price tiers of equipment as shown below. These charges will be identified by the machine's AB# or AC# from the barcode sticker on the front and noted as color or b/w copies. Per instructions from Medical Center Finance, each of these charges will be accompanied by an accrual.

<i>Tier*</i>	<i>Equipment</i>	<i>NOTE</i>	<i>B/W Clicks</i>	<i>Color Clicks</i>
A	Non-networked and non-standard (non-HP) units	These require the most labor to support, as readings are taken manually. As we rationalize our fleet, this population is expected to decline.	.0216	.1110
B	Networked Hewlett-Packard printers	These can generally be managed and read over the network. HP is our preferred printer brand going forward.	.0113	.0834
D	Networked Canon devices installed under Managed Print	These are highly network capable, and generally this is the most efficient type of device. Our plan will be to gradually move more output onto this platform.	.0065	.0490
F	Non-HP and non-networked devices designated critical	Critical designation is determined by VUMC IT.	.0216	.1110
G	Networked HP equipment designated critical	Critical designation is determined by VUMC IT.	.0113	.0834
I	Networked Canon devices installed under Managed Print designated critical	Critical designation is determined by VUMC IT.	.0065	.0490

*(\*Tiers not shown are for Ctek's internal accounting or other special purposes and will not affect our billing. Some tiers are at the same price to accommodate Ctek's record-keeping system.)*

**PRINTER PURCHASES**

When a department purchases a new printer, Ctek will obtain and install a suitable HP or Zebra unit. The price will be charged back, plus 10% to allow for labor to configure the machine. These charges will be identified as "Printer Purchase," but may not show a barcode sticker number as this may not have been assigned at the time the transaction goes through. Since these are one-time charges, they will not generate any accruals.

**COPIER LEASES**

When a new copier is installed, the department will be quoted a monthly lease payment. Depending on the install date and the billing cycle, this chargeback may or may not show up for the install month. In any case, when it begins, the lease is considered to be in effect for 36 months from the date of that first payment. These charges will be identified as "Copier," with the AB/AC# from the machine's label. These transactions will generate matching accruals.