

# Dell Printer Toner Request

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Dell – Toner Request

Purpose: Follow this procedure when a caller requests toner and/or a waste toner box for a Dell printer.

Required Information:

Contact Name Contact Number Clinic / Facility Number Printer Make/Model: Printer Service Tag: What color toner do they need: How many toners needed: Detailed Description of the issue

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document the required information and troubleshooting details in the Incident
3. Please document the following Device specific details in the Description:

Printer Make/Model: Printer Service Tag: What color toner do they need: How many toners needed:

4. Follow the escalation process.

Classification Requirements

Category

Hardware

Subcategory

Printer

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Choose the appropriate option

Resolution Category

Hardware

Resolution Subcategory

Printer

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

DTI-EUX-Unified Services Dell Printer Support – L3

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