Lexmark Vehicle, Registration, and Title Printer Information

Standard Operating Procedures

Version 1.0 ● September 2022

Motor Vehicle Division –Systems and Administration Bureau

IOWADOT

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Overview

Vendor Information

In 2021, Iowa DOT contracted with Marco Technologies to provide printing resources for vehicle registrations, vehicle titles, and motor carrier services provided by County Treasurers Offices and internal customer support. All printers were upgraded to Lexmark MS725 DVN because of their ability to print high volumes and print on decal material. The information in this reference guide applies to both the title and the registration printers.

Supplies

Supply Audits

Marco runs audit reports to monitor the following three products:
- Toner
- Imaging unit
- Maintenance kit

Counties can check these levels on their printers as well.

Toners

The Lexmark VRT printers report usage to Marco. When the toner is at 14 days to end-of-life, the system will automatically generate a toner order for the printer, and it will be shipped to the county.

Ordering and Shipping Notifications

Counties who wish to participate, can have the ordering and shipping notifications sent directly to the county. The county must designate one email address to be used.

Cartridge Recycling Program

Used toners can be shipped to Lexmark by using the box from the new toner and a shipping label which must be requested through Lexmark.

Definitions

Marco Technologies – A technology services company that specializes in hosted/cloud services, managed services, business IT services, carrier services, copiers/printers, phone systems, document management and audio/video systems.

Lexmark MS725dvn – printers with the ability to print high volumes and print on decal material; used to print vehicle registrations, vehicle titles, and motor carrier services.

Supply Audits – A supplier audit inspects a supplier's usage of industry regulation practices, including the health and safety and correct manufacturing processes. Marco Technologies runs audit reports to monitor toner, imaging unit, and maintenance kit.

Toner - A special ink used by laser printers and copiers. It is dry and powdered in nature but is electrically charge in order to adhere to the paper or drum plate, which has the opposite polarity.
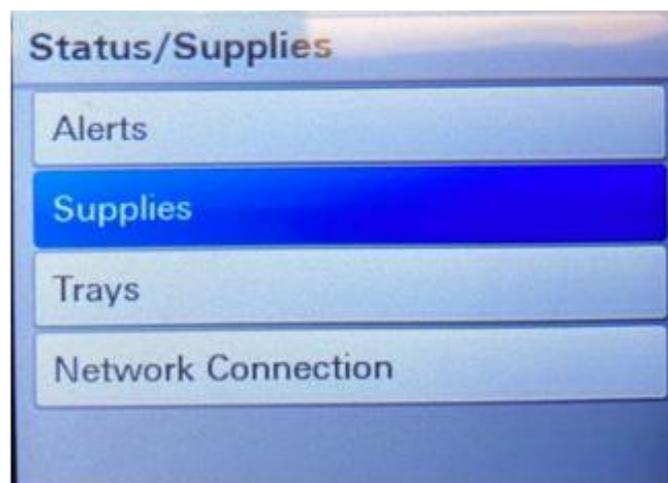
Supplies

1. Start at the default screen.

2. Select OK to select Status/Supplies.

3. Use the arrows to highlight Supplies and select OK.

4. The levels for the supplies will display.

5. To exit from display, use the back button until returned to the default screen.

Toners

Toners should not be changed until the printer indicates that it is at **zero percent**.

With the automatic reorder system, there is not a need to have toners in waiting on the shelf. This is important for a few reasons.

- It is important to use the toner which is shipped for the designated printer to replace an empty toner cartridge. This will keep the automatic reordering system current and the printer audits accurate.
- As the toner sits, it will degrade over time. Degraded toner can affect the quality of the printing. A cartridge with degraded toner could cause the printer to be put out of service until a technician can diagnose and address the problem.
- Iowa DOT will keep a few toners on hand to ship overnight in the case of a delay in getting a replacement toner or the unlikely event of a defect in the cartridge. In counties where the automatic reordering system has been fully implemented, there has not been issues with running out of toner.

Each toner is tied to a printer using either the printer serial number (SN), equipment number (EN), or printer name (LU). This is contained on the yellow label which is on the toner box.

It is important to use the toner meant for the printer to be used for that printer for the automatic reordering system to work properly.

The best reference number to use when working with Marco Support is the serial number.
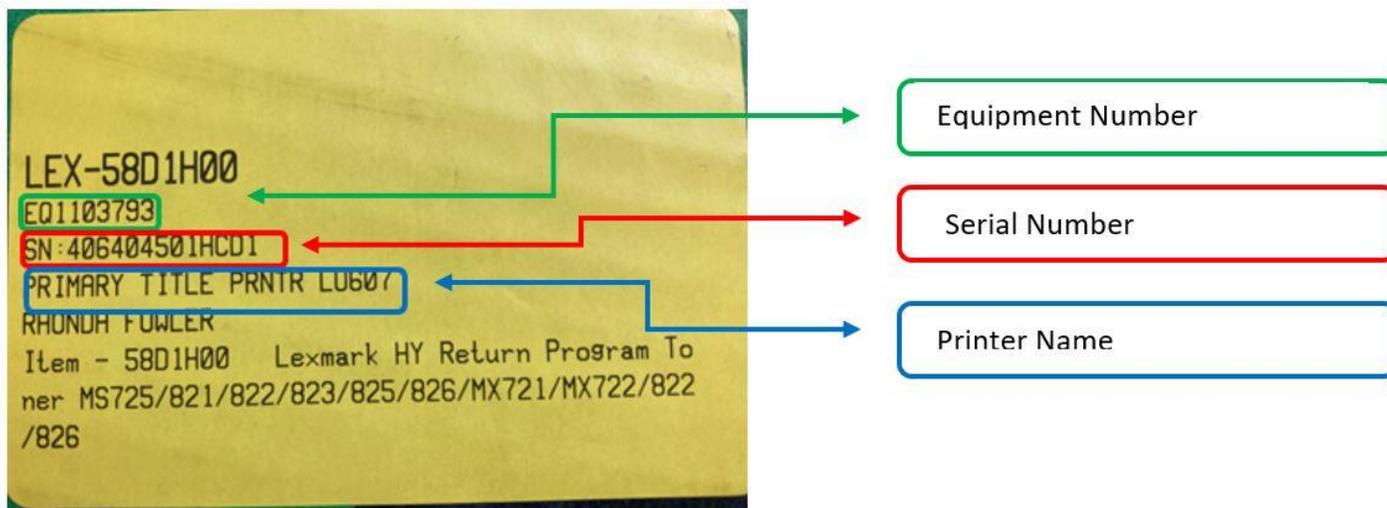
Ordering and Shipping Notifications

When a toner order is automatically created by the system, an email is delivered with the details of the order.

A separate email is sent with the tracking information for the order once it is shipped.

These emails come from css@marconet.com.

If you have received a low-toner alert on the printer and and do not receive an order notification within a few days, please contact Rhonda.Fowler@iowadot.us with one of the printer identification numbers.The level of toner in the printer can be verified and an order placed if necessary. The remaining days until the toner cartridge will be empty can also be looked up.

Please note that the support for supplies for your printer are managed through the License Plate Administrator and not DOT customer service, DOT county support, or DOT helpdesk. These resources do not have access to Marco's portals.

Cartridge Recycling Program

Use this link to access the site https://www.lexmark.com/en_us/products/supplies-and-accessories/reuse-and-recycling-program.html.

On this page, use this link:

Then use this link to order your return labels:

This is the shipping label you will receive via USPS.

As a reminder:
- You can order multiple labels at a time.
- These same labels can also be used to return used imaging units.

Imaging Units

When your printer gives you a message that your imaging unit is getting low, an order can be placed through ARTS. The License Plate Administrator will then submit the order through Marco's portal.

If you have a question about how much life is left in your imaging unit, please contact Rhonda.Fowler@iowadot.us with one of the printer identification numbers.

Maintenance Kits

A maintenance kit is a set of replacement parts for a printer. Each printer has a preset maintenance interval, which occurs after a certain number of pages are printed. The maintenance interval lets the user know that it's time to install the maintenance kit so that the parts within the printer do not get overused. A typical maximum yield for this kit is 150,000 pages. The printer will provide an alert when the maintenance kit needs to be replaced.

Placing an order for an imaging unit or a maintenance kit will create an order notification email and a shipment notifcation email as noted for the toner orders.

Imaging units and maintenance kits are not on automatic reorder.

Ordering Imaging Units and Maintenance Kits

Imaging units and maintenance kits need to be ordered through ARTS. These items are intended to be supplied based upon usage, like the toners, and not to be held in reserve in the office.

When placing an order in ARTS:
- Include one of the printer identification numbers.
- Multiple items cannot be processed on one order line because the order is tied to a printer. If you need two imaging units, you will need to submit two orders.
- Just like the toner, Marco will not process orders if the timeframe for use has not been exhausted.
    - If the imaging unit is showing 90% use, for example, then the order will not be accepted.
    - If an order for an imaging unit for the printer was last filled 2 months ago, the order will not be accepted.

Please note the following:
- If you prefer to place an order for a toner in ARTS, you can do so making sure to include the requested information about the printer.
- Supplies for the printers do not need to be received into inventory. The inventory system is external to ARTS and is housed by Marco.

In the Comment Field, you can also use the following:

- Just the last 4 digits of the serial number, for example KP7C.
- The code for the printer's name, for example LU518.
- This information is needed to place the order in the Marco system.

If ordering a maintenance kit, you will need to indicate this in the comment field as there is not an option for it in the dropdown menu. Place this order as you would for an imaging unit and modify the comment field.

Emergencies

With counties receiving order and shipment notifications directly from the vendor, situations where a county has empty toners should be eliminated as it allows the county to be proactive. Marco's system is updated in real time and orders are usually shipped within a day.

There are still times when an emergency may come up.

- First response should be to contact Rhonda (Rhonda.Fowler@iowadot.us). A toner can be overnighted.
- Secondary response, if needed, is to contact Marco Customer service at the number on the front of the printer and give them the serial number. In the case of a defective toner or a cartridge that was not ordered as expected, Marco will overnight a toner to you. If another reason is the cause for the needed toner, it is best to work directly with the License Plate Administrator. In general, Marco does not provide overnight shipping as part of the contract deliverables.
- While each toner is assigned to a printer to make the automatic reorder system function properly, the cartridge assigned to a different printer can be used until you get a replacement cartridge. Once the replacement cartridge is received, discontinue using the other cartridge and start using the assigned toner cartridge. Marco's system will be able to adjust to reading the cartridge which is in the printer.

Service

If you need assistance with your printer, please use this guidance:
Marco is available to provide service for hardware and connectivity issues.
- Call Marco at the service phone number that is on the sticker on the front of the printer –   1-800-847-3098
- Marco will need to determine which of their teams they need to engage and if they need to send a tech to your location.

For items which are IT-related in terms of software, please submit a ticket to DOT helpdesk
- DOT.helpdesk@iowadot.us
- 1-515-239-1075

Please do not correspond directly with DOT IT staff. The structure for resolving user-related needs is to go through the ticketing system noted above.