Print Management Solution Guidance
James Brindley
Contents

1. Purpose and Scope.................................................................................................................. 3
2. Aims ........................................................................................................................................ 3
3. Definitions and use ................................................................................................................ 3
   PaperCut Users....................................................................................................................... 3
   PaperCut Groups ................................................................................................................... 4
   Allocation of Budgets and Credits .......................................................................................... 5
   PaperCut Accounts ................................................................................................................ 5
   PaperCut Costs ...................................................................................................................... 6
4. Exact Changes Post 1st September 2019 .............................................................................. 6
5. How to interact with the changes ........................................................................................... 7
   Viewing Balance and User Specifications ............................................................................... 7
   Printing using a mobile or tablet device (including Chromebooks) ........................................ 8
   Print Notifications ................................................................................................................. 9
6. What the changes mean for each user ................................................................................... 10
   Student user accounts and charging .................................................................................... 10
   Alternative options to reduce costs ....................................................................................... 10
      Use of electronic equipment ............................................................................................... 10
      Printing to PDF .................................................................................................................. 11
      Double sided and mono ...................................................................................................... 11
      Use of cloud storage and apps .......................................................................................... 11
7. Why are the changes being made? ........................................................................................ 11
   Reduce costs of printing ....................................................................................................... 11
   Reduce Recyling ................................................................................................................... 12
   Establish more efficient ways of presenting and sharing data securely ............................... 12
8. Whole Academy Management of Printing Use ................................................................... 12
   Default Printer Preferences ................................................................................................. 12
   Personal Printers.................................................................................................................... 12
   Recycling ............................................................................................................................... 13
9. FAQ Section ............................................................................................................................ 14
   Will I not be able to print once my credit reaches 0.00? ....................................................... 14
   Do I still get charged for printing using my mobile or tablet? ........................................... 14
   Can I get a refund for printed documents? ........................................................................... 14
   I have changed groups or my PaperCut groups don’t match up to what I am part of? ........ 14
   How are printing credits assigned? ....................................................................................... 14
   How often is credit allocated to users? .................................................................................. 15
How much credit goes out to students at JBA? .......................................................... 15
How can I view previous print jobs and its charges? ................................................... 15
I am the head of a curriculum or department and want to see the spending, how do I go about this? ............................................................................................................... 15
Can I bank my allocation for the month, to add on to next month? .............................. 15
Can I print on behalf of another user? ........................................................................ 15
I don’t see the PaperCut MF Desktop icons within my own desktop, does this mean I don’t get charged? .............................................................................................................. 15
Will students get charged for printing during an exam? .............................................. 15
Do printers charge different amounts? ......................................................................... 16

10. Who to Contact ............................................................................................................. 16
    Contact Details ............................................................................................................. 16
        JBA Data Team ......................................................................................................... 16
        RM Education ......................................................................................................... 17
        Midshire Communications Limited (MCL) .............................................................. 17

11. Link to other key documents and policies .................................................................. 17
1. Purpose and Scope

In accordance with printing across the academy, charges now apply to printing and copy jobs carried out by all staff including governors. This guidance document will detail and specify: how and why users are charged for printing jobs; how to interact with the changes; potential ramifications to day-to-day operations and alternatives that should be considered as a substitute to printing. A FAQ section identifies and explains any potential questions about printing within the whole-academy.

PaperCut MF is the software used to complete the changes detailed in this document. Please find the link below to the PaperCut website:

https://www.PaperCut.com/

Midshire Communications Limited (MCL) are the supplier for all our Kyocera printers and the PaperCut Software. All Kyocera printers are leased under such contract agreement with MCL. All toners, staples and any other printing accessories are covered under our agreement with MCL - however, this does not include purchase of paper. Please find the link below to the MCL website:

http://midshirecom.co.uk/

2. Aims

It has been noted that over the past several years, there has been a high expenditure on printing costs which includes both printing and copying. The findings also suggest that there has not been a clear difference between the average use of colour and mono printing. The core aim of allocating printing budgets is to combat the high costs of printing across the academy. However, it should be noted that reducing the printing costs actually compliments the use of a reduced amount of recycling towards paper and encourages the use of working with electronic equipment such as tablets and projectors. Therefore, overall, we are collectively aiming to achieve lower printing and recycling but coincidently, higher use of the available electronic equipment situated around the academy.

3. Definitions and use

PaperCut Users

Users refers to you, in which your printing account is linked up to your AD account (school/login account). You will be able to access your PaperCut dashboard using your normal login credentials.

The ‘user list’ includes staff, students and governors.
PaperCut Groups

The majority of users will belong to a group. Each group will have its own budget, in which each budget has been decided based on the average spend across the 2018/2019 academic year and the overall fairness compared to other – similar groups.

The complete list of groups are stated below:

- JBS Admin Staff
- JBS BSS
- JBS Careers
- JBS Curric ICT
- JBS Curric PE & Leisure
- JBS Curric PSHE
- JBS Curric Secondary Art
- JBS Curric Secondary English & Expressive Arts
- JBS Curric Secondary Humanities
- JBS Curric Secondary MFL
- JBS Curric Secondary Maths
- JBS Curric Secondary Science
- JBS Curric Secondary Technology
- JBS Exam Invigilators
- JBS Pastoral Support Workers
- JBS Primary Teaching Staff
- JBS Teaching Assistants
- Leadership Team including SLT
- Governors

Please note; this list could change over time; however, it is expected to remain predominately the same in line with JBA curriculum groups and other areas of work.

Users are not restricted to one group in which they may belong to 2 or 3 groups which affects their overall allocation of printing credits. Every user is assigned to these groups based on their AD (Active Directory) group they belong to. The list above queries only ‘selected’ AD groups, not all AD groups; the reason for this is to fairly allocate credits to each user – based on their area of work. For instance, a user may work in two of the groups above in which that user will receive an allocation of credits from both groups. When a user is assigned to a group, that user is known as a member of that group.
Allocation of Budgets and Credits

Firstly, budgets are assigned to groups with PaperCut currency (not real currency but used as a measure of controlling real costs of toners) which is then evenly allocated out to its ‘members’. Therefore, all members/users of a group are given the same amount of printing credits based on the budget assigned to the group. This is done on a monthly basis; therefore, each group and its users will receive a fresh allocation on the 1st day of each month. However, it should be noted a fresh allocation does not accumulate with the previous month, instead, it reverts back to the specified figure. Essentially, a user cannot ‘bank’ up credits and expect a fresh allocation of credits added on to their previous month.

If a user drains their balance, this will not affect other users within the same group or any other group. It simply means, they have used up all their credits for one month and have gone into a deficit on spending.

PaperCut Accounts

When printing, users will be charging a specified account. This varies based on group/s users are part of. Users are given their allocation of credit from their PaperCut group membership, charging is then account based (accounts work like departments) and only one account can be charged. This is because a printed document will likely only be for one account; for instance, a user could be part of two groups in ART and Technology but is only printing a job for one of those accounts – not both.

Nb. Currently, users won’t have the option to charge to specified accounts, moreover, they will be charging only one account. The account users will charge is dependent on the AD groups they are part of. The option to charge to a specified account is a feature which hopefully can be implemented over the next year of publication of this guidance document.

The complete list of accounts are stated below:

- Art
- BSS
- Careers
- Data
- English
- Exams
- Finance
- Governors
- H.R
PaperCut Costs

Please see the costing below for printing and copying:

<table>
<thead>
<tr>
<th>SIZE</th>
<th>COLOR</th>
<th>GRAYSCALE</th>
<th>COLOR DUPLEX (EACH SIDE)</th>
<th>GRAYSCALE DUPLEX (EACH SIDE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A3 (ISO_A3)</td>
<td>£0.06</td>
<td>£0.02</td>
<td>£0.06</td>
<td>£0.02</td>
</tr>
<tr>
<td>A4 (ISO_A4)</td>
<td>£0.04</td>
<td>£0.01</td>
<td>£0.04</td>
<td>£0.01</td>
</tr>
<tr>
<td>Default (other sizes)</td>
<td>£0.04</td>
<td>£0.01</td>
<td>£0.04</td>
<td>£0.01</td>
</tr>
</tbody>
</table>

Upon a successful print, users will be charged the amount specified above - depending on the option picked above. This will immediately be taken out of the users’ balance and be shown on the PaperCut Client Desktop Icon.

It does not matter which printer is used, the costs for printing will be exactly the same.

4. Exact Changes Post 1st September 2019

Please see the list below on the exact changes in regard to printing and copying:

- Users will now be charged for printing of any document, regardless of format.
- Users can be charged different amounts depending on size, duplex and colour.
Users will be given a monthly allocation of printing credits; the amount depending on which PaperCut Group/s they are part of.

Users will still be able to print once their balance reaches 0.00 or below the actual cost to print a specified job. Specifically, the user balance will go below 0.00 and appear in red font on the PaperCut pop-up icon.

Users will be presented with the PaperCut desktop icons which shows their balance with the ability to navigate to their own dashboard.

Users will be charging only one account from their own allocated balance.

A notification will appear in the case where users print a job in colour and/or print single sided. This notification will give the users the option to change their print job to reduce the overall cost of the print.

5. How to interact with the changes

Viewing Balance and User Specifications

All users will be presented with the PaperCut Client upon login to a James Brindley machine. The PaperCut client task-tray icon shown below should appear on your desktop:

Upon clicking of this icon, it will show the PaperCut desktop pop-up, as below:

As shown, the pop-up will display the users’ balance as well as the ability to navigate to the user dashboard by clicking on the ‘Details...’ option.

This guidance document can also be reached by clicking on the ‘Print Management Solution Guidance’ heading shown above.

The PaperCut dashboard will require the user to sign in; the user’s credentials will be the same as their James Brindley login credentials. The login page should look like the below:
Once logged in, the user can view their dashboard as below:

The PaperCut MF allows the user to see the PaperCut Accounts they can charge to, their own transaction history upon other functionality.

Printing using a mobile or tablet device (including Chromebooks)
All JBA devices other than desktop computers use a system called Mobility Print which enables the user to print all jobs to JBA printers without the hassle of installing appropriate printer drivers per
device. Unfortunately, Mobility Print does not come with the PaperCut Client which allows the user to view their balance but does enable the user to print from that device.

_As most JBA devices (excluding desktops) are shared amongst staff, it is currently not possible to show the user balance._

After each print job, a pop-up notification will prompt the user to enter their school username and password. Using these credentials then allows PaperCut to pick up the user printing and consequently reduce their balance by the overall cost of the print job.

_Different operating systems and devices will likely present Mobility Print to be personalised to that device._

**Print Notifications**

Each user will be prompted with a notification in the case they print in colour and/or they print single sided.

The colour to mono notification will appear after the user has actioned a print but before the document has been released from the printer. The notification will hold the functionality to change the print job from colour to mono instantly without requiring the user to cancel the job and change the settings manually. The user will also be presented with potential environmental and cost reductions if the change are made.

Likewise with the colour to mono notification, the single to double-sided shows the effects of changing the print job (as below):
If the user chooses both colour and single-sided, then they will be presented with both notifications rather than just one.

6. What the changes mean for each user

Introducing and establishing whole-academy printing charges may affect day-to-day operations but should not drastically change how a user can work or teach. In fact, most users should find that their balance is more than enough to print for entire month and if it is not, then that doesn’t necessarily mean more credits are needed. Moreover, it should establish new ways of working and teaching via taking advantage of the alternative options available across the academy. Furthermore, there are no current restrictions on a user going below 0.00 - which means, users are reassured all documents will be printed without any restrictions.

Student user accounts and charging

Most centres will occupy one student account to print to which essentially allows staff to collect student work in a bundle or without having pupils leave the classroom during lesson time. This process remains the same and in no way effects student printing. Essentially, all student accounts across the academy are not charged for printing. However, this could be a potential feature to utilise for the future.

Alternative options to reduce costs

Use of electronic equipment

There is a plethora of electronic equipment available across the academy with tablets, computers, monitors and projectors to show and share information between staff and pupils. Users should always ask themselves; “can this print job be shown via an electronic device”? More than likely, the answer will be yes, however, there will of-course be cases where the answer is no. Nevertheless, users still have the option of printing but now with the added charge of printing which should accommodate the “no” answers.
Some websites and software allow the use of data analytics which JBA may already be using. Users should take advantage of these facilities to show data via electric equipment instead of printing pages which may not hold a long life-span. Most meeting and classrooms around the academy hold a TV monitor or projector which can show this information.

**Printing to PDF**
Every user should have the option of printing to PDF; this can immensely reduce the amount of spending on printed documents. PDF documents also offer the use of electronic signatures.

**Double sided and mono**
Users should take advantage of the reduced cost of printing double-sided and mono. There may be plenty of cases where this applies and will ultimately help the end-user print more documents for less expenditure. Users should only be printing colour if it is an absolute necessity in which the document cannot be produced or shown electronically.

**Use of cloud storage and apps**
Every JBA staff user should have access to Office 365, which holds varied ways of privately storing, presenting and sharing data. Please refer to the link below on the different apps available on Office 365 and how they can be used to potentially streamline work processes easier than the current practices that may be in use.

https://support.office.com/en-gb/article/office-quick-starts-25f909da-3e76-443d-94f4-6cdf7dedc51e?wt.mc_id=otc_home

**7. Why are the changes being made?**

**Reduce costs of printing**
The core justification of applying printing credits across the academy is to reduce the amount of printing costs or more specifically, the amount on purchased toners. According to a recent extract from PaperCut, the academy spent £2157.35 on printing credits for the month of May 2019. On average the figure remains fairly consistent across each month of the year.

The aim going forward is to reduce the overall monthly spending on printing across the academy, which includes, purchase of paper and toners with the cost of electricity each printer demands.
Reduce Recycling

In line with the aim of reducing the printing costs, it should also reduce the amount of paper recycling we currently consume. Although not precise, to help identify each users’ environmental impact, the PaperCut MF user dashboard displays the following information on the home page:

![Environmental Impact]

*This information is customised to each user profile.*

Establish more efficient ways of presenting and sharing data securely

With the use of the Microsoft Office Suite and Apps combined with electronic equipment provided; staff and students are enabled to collaborate with sharing and presenting data in more ways than just printing. This does not necessarily mean that data should be shared without accordance of the JBA Data Protection Policy but moreover should establish new techniques to present the data whilst achieving the same objective than of printing documents.

8. Whole Academy Management of Printing Use

Default Printer Preferences

All Networked and Multi-Functional Printers (MFPs) are set to duplex (double sided) and mono which is standardised to minimise the use of paper and toners. These settings can be changed but should only be done in the case where double sided or mono do not meet the requirements of the print job and where there is an absolute need for anything other than the standard print preferences.

Personal Printers

Electrical appliances over £50.00 used in the confines of JBA centres and for home visits and any other work-related potential locations should be included in the asset management plan. The justification for this is supported by the numerous of risks via the use of personal appliances, which includes but not limited to: weak or no encryption for appliances that processes data which requires electronic protection; the last PAT test on the appliance may be out-of-date, examined by an
unknown contractor or other cases – not PAT tested at all or the appliance could connect to other unknown data centres (in the case of Internet of Things devices).

Any new printer added to the asset management plan must first be configured by RM and the JBA I.T team before it is deployed. As a minimum, this would include, adding the printer to the correct network, setting up the printer queue and connecting the queue to a virtual queue. Furthermore, the printer must be PAT tested.

**Recycling**

As stated as an aim of this guidance document, recycling is considered to be of upmost importance. Aside from reducing the magnitude of recycling across the academy, the consistency to recycle paper and printer waste correctly must not be bypassed but moreover applied correctly.

Paper waste must be disposed of correctly where each centre should hold a recycling bin which is attended to by Birmingham City Council regularly. Personal or sensitive data should never be disposed of in this manner, instead, shredding machines should be available and in working order across each JBA sector.

Each JBA sector which houses at least one Kyocera Printer should possess a Kyocera waste toner box. Used toners must be packaged fully (completely wrapped in the correct size packaging) with the supplied packaging which comes with each toner box when delivered. Additionally, only toner waste should be placed in the Kyocera waste toner box. The Kyocera waste toner boxes should not be overloaded and sealed up when it has reached maximum capacity. From here, Kyocera must be contacted using the online form available below:

[https://kyocera.takeback.eu/auth/login](https://kyocera.takeback.eu/auth/login)

*New Kyocera waste toner boxes can also be ordered using the same link. Kyocera require an account to be created to deliver and order waste toner boxes; therefore, it is advised that sector admins or a designated person creates an account which represents a JBA centre.*

An order on HCSS is not required, as the boxes are supplied free as part of a contract agreement with MCL. As per of this contact agreement, this also means that any Kyocera waste toner box ordered must be used for the sole use of collecting waste toners from the Kyocera printers that JBA are leasing.
9. FAQ Section

Will I not be able to print once my credit reaches 0.00?
You will still be able to print for any document. However, there are some important aspects to recognise once a user goes below 0.00 and into a deficit spend, which are:

- The user’s balance will show up in red font, to indicate they are below their allocated balance for the month.
- The user’s name may appear in scheduled reports where an ‘overspend’ has occurred. These scheduled reports go out to each head of department for the PaperCut Accounts listed and the Finance department.
- The user will not have their next month’s budget reduced because of any overspend. Moreover, the user will have the exact same allocation of budget than of the ‘overspent’ month.

Do I still get charged for printing using my mobile or tablet?
Yes, PaperCut operates the same way on a mobile/tablet than it would on a computer. Therefore, the charges still apply. Please see the Printing using a mobile or tablet device section for more information on how to print using these devices.

Can I get a refund for printed documents?
No, users cannot be refunded for a printed or copied document. We acknowledge that obliging to refunds doesn’t truly reflect on the actual spend of printed jobs. For reporting purposes, it is much more concise and transparent to show exactly what has been spent and by which departments and users. Coincidently, refunds may show inaccurate balances with total expenditure per user.

I have changed groups or my PaperCut groups don’t match up to what I am part of?
The PaperCut groups are based on the AD groups that a user is part of; therefore, if a user should be in an AD group then they will automatically be in the PaperCut group when the process is changed from IT. To do this, raise an RM call for a change in groups.

How are printing credits assigned?
Essentially, a user will be part of one or more PaperCut groups. These groups are given a monthly amount of credits to evenly distribute it out to its members/users. For instance, if there are 10 users in the Science group with a monthly budget of £100.00, then each user will get £10.00. If a user is part of two groups, then they will receive the shared amount from both groups added together. For instance, a user receives the £10.00 from Science and £10.00 from Technology, therefore, the user
receives £20.00 a month. This may also answer why users have different amounts to spend compared to others. PaperCut credits are not real money but used as a measure of controlling real costs of toners.

How often is credit allocated to users?
Every first day of each month, a user’s budget will be reset to the allocated amount.

How much credit goes out to students at JBA?
Currently, students are not given any credits. Student users can print to one account, which enables a member of staff to print off their work using the same method currently in place.

How can I view previous print jobs and its charges?
If the user logs in to the PaperCut MF Client via the desktop icon, there is a section for previous transactions and its charges.

I am the head of a curriculum or department and want to see the spending, how do I go about this?
Scheduled reports will be sent to the heads of each department every month showing how much their department has spent for the previous month. If the report is not detailed enough or a longer date range is required, then this can be requested from the Data Team via email.

Can I bank my allocation for the month, to add on to next month?
No, each month is simply reset to your allocated amount.

Can I print on behalf of another user?
No, users shouldn’t be doing this, only their own data should be printed from their login account. An exception to this, is staff printing pupil work off using a shared printing account.

I don’t see the PaperCut MF Desktop icons within my own desktop, does this mean I don’t get charged?
More than likely, you will still be charged for printing and copying documents and you will likely also be part of at least one group. Installation errors are the most probable cause for not seeing the desktop icons; if you raise an RM call, they should be able to attend to the problem.

Will students get charged for printing during an exam?
No, students will likely be using an exams login account to print any exam-related documentation; JBA exam accounts will not be charged to enable all printing for exam purposes to be successful and
free. Therefore, invigilators should make sure candidates are using exam login accounts rather than the students own login account when in use of a word processor or online exam.

Do printers charge different amounts?
No, all printers charge the same amount of credits. However, this is fully configurable using the PaperCut software; therefore, if there is a requirement for a particular printer to charge different credit amounts than of the standard - set amount, then this can be configured.

10. Who to Contact

<table>
<thead>
<tr>
<th></th>
<th>JBA Data Team</th>
<th>RM Education</th>
<th>Midshire Communications Limited (MCL)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printing costs</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PaperCut budget allocation</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extra credits</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>PaperCut login</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>PaperCut Icons and pop-up windows</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Critical printer error and malfunctions</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Failed delivery of documents</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Unable to login to printer</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Unable to change printer settings</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Moving or leaving PaperCut groups</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Charging different accounts</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Order for staples</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

*Please note: MCL should only be contacted in the event that the printer is damaged or an order of toners/staples. Events where this can occur are: errors showing up on screen; pages not printing or the printing drum is damaged. Please do not contact MCL if it is login issue with the printer. Nevertheless, an RM call can be made if the user is in doubt.*

*No staff, pupils or any other personal other than MCL engineers can move or re-locate any Kyocera printers across the academy.*

Contact Details

JBA Data Team

Log a call through the James Brindley Zendesk webpage:
http://jamesbrindley.zendesk.com/

Alternatively, email the Data team:

data@jamesbrindley.org.uk

RM Education

Log a call through the RM Logit App found on the user’s desktop:

Alternatively, use the RM Support Online Chat found on the user’s desktop:

You can also email the RM helpdesk at:

flexible@rm.com

Midshire Communications Limited (MCL)

Visit the webpage to email MCL:

http://midshirecom.co.uk/contact/

To phone:

01386551000

Please quote the serial number (found on the front of each Kyocera printer at JBA) when in contact with MCL.

11. Link to other key documents and policies

https://www.jamesbrindley.org.uk/page/?title=Key+Documents&pid=3