Printer Support Flow Chart

Ticket Admin Team	Warehouse Team	Field Technician Team

(Start)

What type of printer support request is this?

- Deploy and install printer
- Replace printer toner
- Return, deactivate, and retire printer
- Printer repair

Wait for approval from requestor's manager

Transfer ticket to *printer-support queue*

Pick up printer and deliver to **Returns**. See **Returns Workflow**.

Notify requestor that service has been completed and close ticket

Verify stock, pull printer/toner, assign hardware in **inventory system**, update **printer tracking site**, and activate printer

Review ticket for completeness

Deliver and replace toner

Notify requestor that service has been completed and close ticket

Place printer / toner in deployment zone

Deliver printer and verify printer is connected to network

Configure printer settings

Notify requestor that service has been completed and close ticket