

# Welcome to RISD Print Smart

- **Instructions to place a service call**
- **Instructions to order supplies**
- **Who to contact with questions/escalations**



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# Understanding the Printer Tag

Copier or Printer Service

1-800-648-4236

You will need the ID number

Copier or Printer Supplies

1-800-842-0009

You will need the ID number

**Please Note: If your printer is networked you do not need to order toner. It will be sent to you automatically.**



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# How To Order Supplies

## To order ONLINE:

- You may visit [WWW.CBS-GISX.COM](http://WWW.CBS-GISX.COM), click on “Support Center” in the upper right corner and choose “Order Supplies.”
- Input your information into the web-order form.
- Be sure to complete all required fields to facilitate the order processing.
- ID #: Located on the CBS sticker on the printer. i.e. V1234 (no spaces)
- You may include extra delivery instructions (i.e. dept...etc) in the “Supplies Requested” field below the supplies ordered
- Fax number and Meter Reading: These fields are optional.

## To order by TELEPHONE:

You may call 1-800-842-0009 and press “4” for Supply Dept.

**Please allow two business days for delivery of supplies.**



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# RISD Print Smart Additional Questions

## **SERVICE AND SUPPLY QUESTIONS OR ESCALATIONS:**

Please contact and include the following individuals:

**Jennifer Hanna:** [jhanna@cbs-gisx.com](mailto:jhanna@cbs-gisx.com) (CBS Account Manager)

**Emily Lebowitz:** [elebowtiz@cbs-gisx.com](mailto:elebowtiz@cbs-gisx.com) (CBS MPS Manager)

**Erik Quimby:** [equimby@risd.edu](mailto:equimby@risd.edu) (RISD Director of IT Service Operations)



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Thank  
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