The BluePrint Program services more than 2,100 devices including copiers, printers, fax machines, scanners, and plotters at more than 300 University locations. Our unique program offers a single point of contact for increased efficiency in managing your print environment. It is a complete print solution that keeps your IT staff focused on other priorities, improves productivity, and generally enhances the effectiveness of your print environment.

Never Pay for Toner or Maintenance Repairs with BluePrint!

ubeo BUSINESS SERVICES

To Place a Service or Toner Request
(please have equipment ID ready)

By Phone:
1.800.486.7426

By Email:
ueservice@ubeo.com
uesupply@ubeo.com

ORDERING TONER & SERVICE IS EASY !

Our BluePrint support team is here to help! We provide you with this added service at no additional cost to you. With some staff still working remotely, there may be some confusion about how to get service and supplies for your Ricoh copiers and printers.

Request Toner & Equipment Service

UBEO will fulfill all toner and service requests on new and existing **Ricoh** devices. Please contact UBEO if your Ricoh printer or copier is jammed, displays an error message, or requires routine maintenance repair. A UBEO service technician will be dispatched to repair any mechanical errors on your device.

Anyone from your department may initiate a UBEO service request by phone or email. The UBEO Call Center is staffed to respond to live customer service inquiries Monday through Friday 8:00 AM to 5:00 PM.

When submitting your order, please provide detailed shipping and contact information along with the make and model of your device. This will help ensure a more accurate delivery process.

If you have any difficulty getting service or supplies from UBEO, please email BluePrint@yale.edu and we will escalate your service request.

Request Technical Support

BluePrint Technical Support is available to assist you with any IT print related issues. BluePrint technicians can help with all networking (including NGN), remote device management, security, PaperCut and print driver related requests.

BluePrint Support is available Monday through Friday 8:30 AM to 5:00 PM. You may also contact the Yale ITS Helpdesk for any technical related issues outside our regular business hours.