

**COPIER OPERATIONS TIP OF THE MONTH
JANUARY 2025**

**Team Works Copies Repair Service
Tips for Making Service Calls**

Dear Partners,

When placing a service call, please don't just say my copier is down or not working. We need details like the error code that appears on the copier interface or other identified malfunctions. This way, when your technician arrives to repair your copier he will have the exact parts and tools necessary to do the job and avoid further downtime.

Copier service partners are expected to spend 5 minutes with the copier service technician during a service call. This helps the partner understand the cause of the malfunction and identify ways to reduce the possibility of a re-occurrence of similar malfunction

Thank you! As always, **please contact me with any questions.** I am only a phone call away and you can also contact me on Outlook ([Stevvarlon G Green@mcpsmd.org](mailto:Stevvarlon.G.Green@mcpsmd.org)).

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