



SCAM ALERT

**TAKE CAUTION.
DO YOU KNOW
WHO'S CALLING?**

BE CAREFUL:

Don't be fooled by deceptive telemarketers and vendors trying to convince or mislead you into placing toner orders on the spot or disclosing information on toner and equipment models that may lead to subsequent "sales" calls to you.

ARE THERE ANY RISKS?

On the surface, caller's claim of savings sound appealing, however:

- If you currently lease your office printer, toner supplies and service are already included in the printer's lease. You do not need to purchase toner for these devices. This is true of most printer's under a maintenance agreement.
- If you currently own your office printer, toner supplies can be sourced from current University Strategic suppliers such as Office Depot and/or GovConnection. Find these supplier punchouts in the buyND e-procurement system.
- The potential for counterfeit supplies exists which, if used, can affect your device's performance.

If you believe you encountered a scam attempt, or have any questions about purchasing toner or ink cartridges, please contact Procurement Services.

WHAT TO WATCH FOR:

- A telemarketer or "other" may contact you and claim they are from a current University supplier and calling from a sales, customer service or inventory control department.
- The caller may ask about your equipment models, or request serial number verification of a device. They may have knowledge of a specific printer model in your area and sound pretty convincing.
- The caller may ask about toner levels, order quantities and delivery dates and claim they are doing an inventory.
- The caller is not someone you normally deal with and avoids providing name, company or phone number and may become aggressive when unsuccessful.
- The caller may pitch lower prices, appealing to a common goal to reduce and control cost.
- In some cases, it may be a "user" who may be new, and is not familiar with the toner process...
- In some instances it may be a legitimate supplier trying to sell toner, however, refer the caller to Procurement Services.

WHAT TO DO:

- Be professional, polite and courteous regardless of how disgruntled the caller may become.
- Request name, department or company name; you can reply you are not authorized to disclose information or place orders but will escalate.
- Contact Procurement Services
709 Grace Hall
(574) 631-4289
buy@nd.edu