



Cabarrus County Information Technology Services

Multi-Functional Printer Portals - More Than Just Print, Copy, Fax and Scan

PROGRAM TITLE

Multi-Functional Printer Portals More Than Just Print, Copy, Fax and Scan

PROGRAM INITIATION

December 2013

ABSTRACT OF PROGRAM

The goals of Cabarrus County's Multi-Functional Printer Services strategy are to gain cost control of printing, optimize the printer fleet to ensure devices are deployed and used in the most effective manner, enhance business processes through document workflow and document management solutions. Personal desktop printers are only provided to staff with an approved business requirement. All other staff have been transitioned away from resource intensive personal desktop printers to the more efficient and cost effective network multi-function printers (MFPs) that print, fax, copy, and scan. This strategy has successfully reduced expenditures through: energy savings by removing redundant equipment, eliminating need for high cost replacement ink cartridges and reduction in paper consumption by creating user awareness and forcing default two-sided duplex printing on MFP devices. Requirements for the December 2013 MFP deployment included: right sizing of MFP Fleet, scan to Laserfiche integration, scan to SharePoint integration, scan to network folders integration, active directory integration, HID card Authentication, Secure / Follow me print, Fax, Fax from desktop, cost accounting and reporting, disk security features.

NEED FOR THE PROGRAM

Cabarrus County began implementing a Manage Print Services strategy in 2005, networking MFPs to provide centralized printing for Cabarrus County departments and reducing desktop printers by attrition. As the end of the current MFP lease approached, ITS personnel began exploring how new replacement MFPs could continue to reduce expenditures, increase staff productivity and solve mobile device print challenges using new MFP technology.

Interested MFP vendors were given information on Cabarrus County's current MFP usage. They were also given tours of Cabarrus County facilities and given the opportunity to see MFP locations and staff interaction with the devices. Vendors were asked to use this data to make recommendations on right sizing of the County's MFP fleet. Vendors were also invited to demonstrate their devices and capabilities to staff at a Vendor Day hosted by ITS. ITS provided vendors with a test environment and asked them to demonstrate their ability to execute



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integration with existing enterprise applications. All Cabarrus County staff were invited to drop by to see device demonstrations, ask vendor's questions, and interact with the devices. The staff were asked to complete a survey on the ease of operation and quality of the devices.

Vendors were asked to present a MFP services proposal that included: 5 year lease, service, toner, right sizing of the current MFP Fleet, scan to Laserfiche integration, scan to Sharepoint integration, scan to network folders integration, active directory integration, HID card Authentication, Secure / Follow me print, Fax, Fax from desktop, cost accounting reporting, and disk security features.

DESCRIPTION OF THE PROGRAM

1. Goal - Reduce Contract Cost

Strategy - Right Size Fleet of MFPs based on current volumes, remove or add features based on current requirements, add or eliminate MFPs based on current volumes.

2. Goal - Increase Accountability and Reduce waste

Strategy – Secure print requires users to authenticate and release their print outs at the MFP. Industry reports show that secure print eliminates the “print and forget” abandoned print outs, and the reprint of missing print outs reducing paper usage by 20 to 30 percent. Implementation of accounting and reporting by individual user and department to increase awareness of printing costs. Providing user with estimated cost of print job before the print is released. “You are about to print a 100 page color document at a cost of \$6.00”. Set default printer for all users to duplex (two sided) and require management approval for access to color printing. Monthly reporting to departments on MFP costs by individual staff usage.

3. Improve Security

Strategy – Secure print requires user authentication to release print outs, eliminating the leaving of confidential documents on the printers for unauthorized personnel to see. Require authentication to prevent unauthorized use of the device. MFP disk data encryption.

4. Improve Imaging System Processes To Increase Staff Productivity

Strategy – MFP authentication synced with Cabarrus County Active Directory for secure access based using Network User Accounts. Authenticated access and integration with



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document imaging system, network folders, and SharePoint to scan directly to document workflow and image stores. Follow me print to allow users to authenticate and at any Cabarrus County MFP. Provides easy access to print/scan in other offices and allows users to print/scan from other MFPs if their primary MFP is out of service or in use. Authenticated access and integration with Exchange/Outlook to scan and email documents to anyone in the global address book or users personal outlook contacts. Emailed document history resides in the users outlook sent folder. Mobile print from county mobile devices and BYOD devices. Authentication ID Card Swipe to make it easy for the user authenticate at any county networked MFP to release their print jobs. Addition of public self-service print release stations integrated with coin-op system attached to MFPs for public library patron prints. Patron self-service reduced need for librarian interaction to print and take payment for patron documents.

USE OF TECHNOLOGY

- MS Active Directory – user authentication
- MS Exchange – mail server
- MS SharePoint – web application platform used for collaboration, development, intranet and internet websites.
- MS Server 2008
- MS SQL 2008
- DELL server hardware
- VMWare – server virtualization
- CISCO switches and Printer VLAN
- DELL Compellent SAN – storage area network
- Laserfiche - document management software
- Sharp MFPs
- Papercut NG – print monitoring, accounting and management software
- MyFolder Connector – software to integrate with Microsoft Active Directory and provide authenticated users with access to their home folder as well as shared network folders from the MFP's control panel.
- Portal Connector – software to integrate MFP with Microsoft SharePoint server

COST OF THE PROGRAM

Six (6) Vendors participated in the MFP Vendor Day and provided quotes.



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Four (4) Vendors were able to demonstrate various levels integration and specified requirements.

Of the four (4) vendors that were able to demonstrate the specified requirements, one (1) vendor's complete proposal was less than our current MFP services contract.

Comparison of Costs Based on FY13 Volumes

FY13		Click Counts
July - Sept	BW	1376337
	Color	157816
Oct - Dec	BW	1400001
	Color	124433
Jan - Mar	BW	1518041
	Color	165371
Apr - May	BW	1426874
	Color	148490

Click Allowance	
Previous Vendor	Selected Vendor
1400001	1374000
0	156000
1400001	1374000
0	156000
1400001	1374000
0	156000
1400001	1374000
0	156000

Click Charge	
Previous Vendor	Selected Vendor
0.0074	0.0067
0.06	0.052
0.0074	0.0067
0.06	0.052
0.0074	0.0067
0.06	0.052
0.0074	0.0067
0.06	0.052

Click Cost	
Previous Vendor	Selected Vendor
0	15.6579
9468.96	94.432
0	174.2067
7465.98	0
873.496	965.0747
9922.26	487.292
198.8602	354.2558
8909.4	0
\$36,838.96	\$2,090.92

	Annual Cost Comparison	
	Previous Vendor	Selected Vendor
Base Annual Charge	\$188,038.68	\$181,116.00
Click Charge	\$36,838.96	\$2,090.92
Annual Cost	\$224,877.64	\$183,206.92



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RESULTS OF THE PROGRAM

Goal 1 – Reduction in Contract Cost

- Cabarrus County entered into MFP 5 year service agreement based on the selected vendor’s demonstrated ability to implement requirements and estimated savings of \$208,000 over the life of the contract based on FY13 volumes.
- Right Size Fleet of MFPs
 - MFP’s speed sized based on current volumes
 - Removed and added MFP features based on current requirements
 - Added and eliminated MFP’s based on current volumes – reduced total number of MFPs by 9

Goal 2 – Increase Accountability and Reduce Waste

- User interface touch screen provides users with cost of print and ability to preview, edit and customize documents at the MFP before printing or sending.
- Monthly reports emailed to departments with individual staff print, scan, copy, fax history. Reports includes a breakdown of duplex, simples, grayscale and color printing. These monthly reports offer department manager’s insight on print intensive processes for review. Department managers are also able to review and follow up with their staff to ensure excessive printing, color printing and non-duplex printing are kept to a minimum. Example of reports in supplemental materials
- Secure release print eliminates the print and forget abandoned print outs and reprints of missing documents.
- Print and forget - jobs sent to MFP and never released to print, savings averages over \$500 per month.



Trees Saved

The amount of trees that have would have been gone into making the paper.



CO2 Saved

The greenhouse gases that would been released in the production of the paper.



Equivalent Bulb Hours

The manufacturing energy saved from not producing paper represented as the energy consumed by a standard light bulb in hours.

Unreleased Jobs Paper Saving - Monthly Average								
Sheets	Total Pages	Color Pages	Grayscale Pages	Value Saved	Jobs	% of a Tree Saved	CO2 Saved	Equivalent Bulb Hours
7016	10135	2026	8109	\$506.90	1965	8.7155	31.6 kg	1987.85



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Goal 3 – Improve Security

- User authentication by swiping HID card or entering domain username and password for MFP access, prevents unauthorized use of devices.
- MFP data encryption of data before it is written to RAM and the hard disk drive.
- MFP default data overwrite routines ensures information is safe from unauthorized users.
- End-Of-Lease feature ensures that all data is erased before the County returns the MFP.
- Audit trails and job logs provide auditing of user access and activity.

Goal 4 – Improve Imaging System Processes To Increase Staff Productivity

- Authenticated MS Exchange Integration provides users with access to the global and their personal outlook address book from the MFP allowing selection of a contact for scan to email. The scanned document is sent to the contact selected from the authenticated user's address book with the return email address set to user's email address. A copy of the email with the attached scanned documents is saved in the senders sent email folder. Previously if the user wanted the document to come from their email address they had to scan the document, email it to themselves, and then forward the document to their intended recipient. There was no access to an individual's or global address books, address books had to be built and maintained on each MFP.
- Authenticated print release balances the often-conflicting demands for increased security and user convenience. Authenticated print release provides on-demand print release of confidential information at any county networked MFP. Eliminates the "print and run" to the MFP to get a confidential document, and documents accidentally being picked up by other users.
- Follow me release print increases user productivity by allowing printing in other county offices and providing ability to print to alternative MFPS if their primary MFP is out of service or in use.
- A universal driver is used to facilitate easy printer and print driver management. Deploying one driver provides a consistent printing user experience, and increases ITS efficiency by simplifying support, management, installation and setup.
- Web Print allows for management of printing from mobile devices, anonymous users and user-owned devices without the overhead of installing print drivers and managing authentication.
- Customized menus provide users with a standard user interface on all network county MFPs for easier user interaction.
- Improved customer service – printer notification to ITS service desk ticketing system when toner is at 25% allowing ITS staff to be proactive in delivering new toner, reducing printer downtime.
- Laserfiche integration provides users with authenticated access to scan directly to the document management store. Previously users had to scan their document, email to themselves, save the document, then upload to the Laserfiche store.



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- Network folder integration provides users with authenticated access to scan directly to their network folders. Previously users had to scan their document, email to themselves, save then save the document to their folder.

WORTHINESS OF AN AWARD

Cabarrus County ITS took advantage of the MFP lease end to review and expand our managed print services requirements. Our new requirements transformed our MFP hardware into customized portals for secure standard MFP functions like print, copy, scan and fax plus provided workflow and interaction with enterprise software. The MFP portals are used instead of purchasing additional desktop scanners as departments incorporate document imaging into their processes. We reduced costs, optimized our investment in new hardware, integrated with existing enterprise software, enhanced user productivity and provided management reporting tools to monitor and continue print cost reductions.

CONTACT INFORMATION

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SUPPLEMENTAL MATERIALS

- 30 Day Executive Summary Report – All Departments
- 30 Day User Print Copy Scan Fax Breakdown – Tax Department Report
- 30 Day User Printing Summary – Tax Department Report

General Statistics	
Days in period:	31
Active Users:	788
Active Printers:	119
Total Pages:	474,427
Total Sheets:	322,279
Total Jobs:	95,542
Pages per day:	15,304
Sheets per day:	10,396

Top Printers	Pages	%/Total
device\HSMPR_mx51	47,190	9.95%
device\CO_OP1_mx62	20,235	4.27%
cabprint\CabCoSenior_mx51	16,563	3.49%
device\HSFRDesk_mx41	15,041	3.17%
device\HSCSupport_mx51	14,375	3.03%
cabprint\HSCWAdmin_mx70	11,991	2.53%
cabprint\HS307_mx70	11,615	2.45%
device\HS307_mx70	10,978	2.31%
cabprint\HSASHALL_mx31	10,915	2.30%
cabprint\SFBooking_mx51	10,849	2.29%

Environmental Impact		
	Trees Consumed	4.00 trees
	CO2 Produced	1,450.3 kg
	Equivalent Bulb Hours	91,312.4 hours

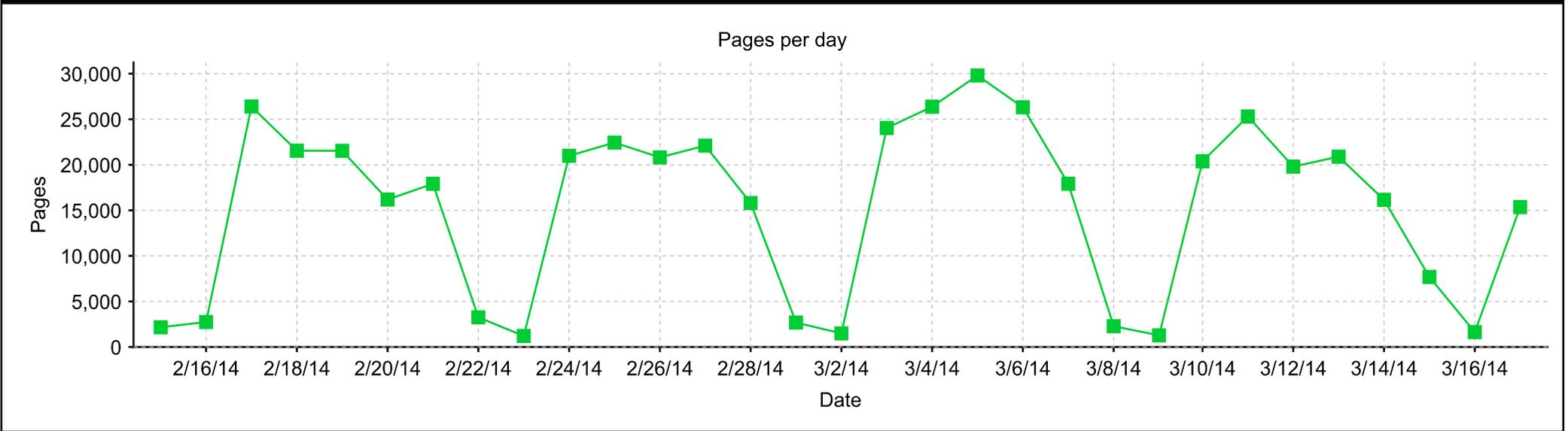
Color Composition	Pages	%/Total
Grayscale:	439,105	92.55%
Color:	35,322	7.45%

Top Users	Pages	%/Total
Inbrown (Leonique Brown)	31,265	6.59%
bhlewis (Becky Lewis)	10,419	2.20%
amshutters (April Shutters)	10,384	2.19%
jsdonaldson (Susan Donaldson)	9,376	1.98%
bhbollenbecker (Beverly Bollenbecker)	9,316	1.96%
jfhoneycutt (Janice Honeycutt)	7,087	1.49%
lib	6,833	1.44%
parmstrong (Pam Armstrong)	5,222	1.10%
tkarriker (Trudy Karriker)	4,681	0.99%
elynych (Emily Lynch)	4,057	0.86%

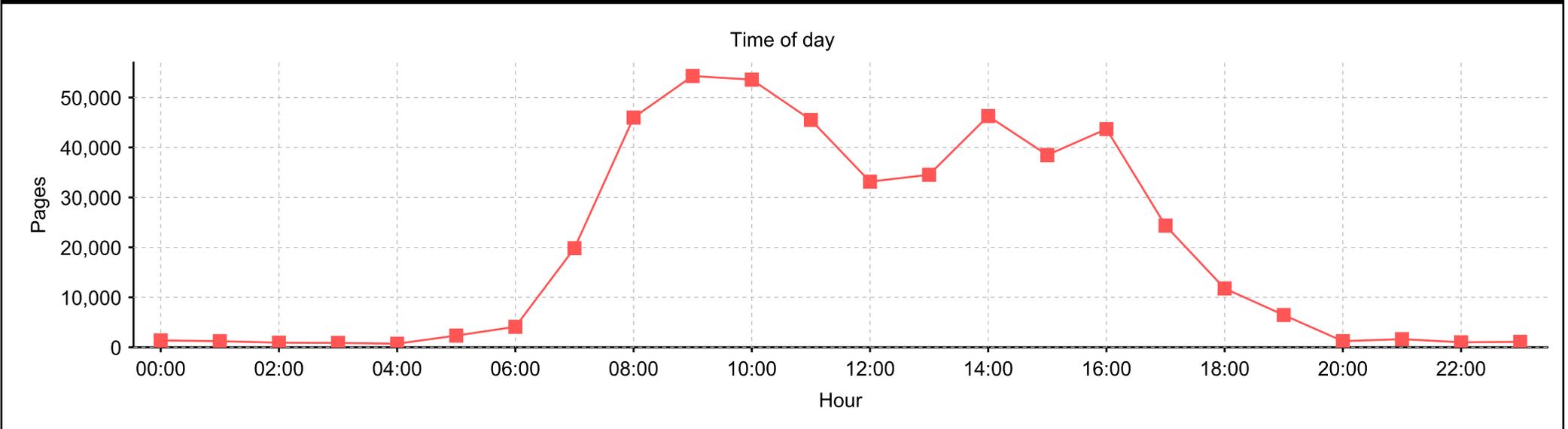
Duplex Composition	Pages	%/Total
Duplex:	326,527	68.83%
Simplex:	147,901	31.17%

Top Printer Groups	Pages
MX-4141N	357
ITS	357
1810	357

Daily Page Total - For the period of Feb 15, 2014 to Mar 17, 2014.



Hourly Page Total - For the period of Feb 15, 2014 to Mar 17, 2014.





User print/copy/scan/fax - breakdown - Tax Department

For the period of Feb 15, 2014 to Mar 17, 2014.

Department = %tax%, %reval%, %land%, %collect%

Job Type	Color Pages	Grayscale Pages	Total Pages	Cost
User: asbarrier (Andrew Barrier)				
Scanning	0	9	9	\$0.00
Printing	8	199	207	\$8.60
Fax	0	2	2	\$0.00
Copying	10	66	76	\$3.44
User: blnance (Bonnie Nance)				
Scanning	0	11	11	\$0.00
Printing	0	805	805	\$32.20
Fax	0	19	19	\$0.00
Copying	0	21	21	\$0.84
User: cbferriss (Chris Ferriss)				
Scanning	0	75	75	\$0.00
Printing	6	90	96	\$4.08
Copying	0	2	2	\$0.08
User: cgbass (Camille Bass)				
Scanning	0	3	3	\$0.00
Printing	0	478	478	\$19.12
Fax	0	1	1	\$0.00

Job Type	Color Pages	Grayscale Pages	Total Pages	Cost
Copying	0	125	125	\$5.00
User: clyoho (Cheryl Yoho)				
Scanning	0	50	50	\$0.00
Printing	0	29	29	\$1.16
Copying	40	105	145	\$7.40
User: cmtallent (Cathy Tallent)				
Printing	0	696	696	\$27.84
Copying	0	83	83	\$3.32
User: cpcanupp (Connie Canupp)				
Printing	233	190	423	\$26.24
Copying	31	109	140	\$6.84
User: dcisenhour (Dennis Isenhour)				
Printing	1	157	158	\$6.36
Copying	0	8	8	\$0.32
User: dejosiah (Dawn Josiah)				
Printing	0	1,206	1,206	\$48.24
Fax	0	3	3	\$0.00
Copying	0	523	523	\$20.92
User: gdbelk (Greg Belk)				
Scanning	0	1	1	\$0.00
Printing	91	169	260	\$14.29
Copying	5	8	13	\$0.78

Job Type	Color Pages	Grayscale Pages	Total Pages	Cost
User: jbdano (Jane Dano)				
Scanning	0	25	25	\$0.00
Printing	199	42	241	\$17.60
Fax	0	49	49	\$0.00
Copying	13	136	149	\$6.48
User: jbweisner (Brent Weisner)				
Scanning	0	113	113	\$0.00
Printing	3	0	3	\$0.24
User: jeudy (Justin Eudy)				
Scanning	0	2	2	\$0.00
Printing	2	161	163	\$6.60
Copying	0	46	46	\$1.84
User: jhhall (Jackie Hall)				
Scanning	0	15	15	\$0.00
Printing	4	459	463	\$18.68
Fax	0	16	16	\$0.00
Copying	0	44	44	\$1.76
User: jmblackwelder (Jeremy Blackwelder)				
Printing	0	112	112	\$4.48
User: jmdennis (Joyce Dennis)				
Scanning	0	24	24	\$0.00
Printing	0	756	756	\$30.24
Fax	0	5	5	\$0.00

Job Type	Color Pages	Grayscale Pages	Total Pages	Cost
Copying	0	103	103	\$4.12
User: jmorrison (Janice Morrison)				
Scanning	0	40	40	\$0.00
Printing	1,204	2,574	3,778	\$199.28
Fax	0	4	4	\$0.00
Copying	11	25	36	\$1.88
User: jpaldrige (Julie Aldridge)				
Printing	2	370	372	\$14.96
Copying	20	26	46	\$2.64
User: jrkinsey (Bobby Kinsey)				
Printing	22	126	148	\$6.80
User: kigates (Kevin Gates)				
Scanning	0	4	4	\$0.00
Printing	9	256	265	\$11.32
Copying	1	15	16	\$0.68
User: mamullis (Melissa Mullis)				
Scanning	0	10	10	\$0.00
Printing	153	679	832	\$39.40
Copying	3	82	85	\$3.52
User: mdthrift (David Thrift)				
Scanning	0	46	46	\$0.00
Printing	103	376	479	\$23.28
Copying	12	24	36	\$1.92

Job Type	Color Pages	Grayscale Pages	Total Pages	Cost
User: mhseaford (Michelle Seaford)				
Scanning	0	1	1	\$0.00
Printing	56	436	492	\$21.92
Copying	1	23	24	\$1.00
User: mlmorton (Megan Morton)				
Printing	0	1,019	1,019	\$40.76
Copying	1	339	340	\$13.64
User: pdgore (Patricia Gore)				
Printing	0	207	207	\$8.28
Copying	0	25	25	\$1.00
User: pdrogers (Patricia Rogers)				
Scanning	0	41	41	\$0.00
Printing	9	648	657	\$26.64
Fax	0	2	2	\$0.00
Copying	17	140	157	\$6.96
User: pestein (Peter Stein)				
Scanning	0	20	20	\$0.00
Printing	10	81	91	\$4.04
Copying	0	22	22	\$0.88
User: pluntz (Penny Untz)				
Printing	0	604	604	\$24.16
Fax	0	7	7	\$0.00
Copying	0	66	66	\$2.64

Job Type	Color Pages	Grayscale Pages	Total Pages	Cost
User: ralowber (Ranna Lowber)				
Scanning	0	2	2	\$0.00
Printing	0	13	13	\$0.52
Fax	0	5	5	\$0.00
Copying	53	218	271	\$12.96
User: smdixon (Sherry Dixon)				
Printing	0	843	843	\$33.72
Fax	0	13	13	\$0.00
Copying	0	288	288	\$11.52
User: tareadling (Thomas Readling)				
Scanning	0	11	11	\$0.00
Printing	4	284	288	\$11.68
Fax	0	3	3	\$0.00
Copying	1	18	19	\$0.80
User: tnsettles (Tiffany Settles)				
Scanning	0	33	33	\$0.00
Printing	0	559	559	\$22.36
Fax	0	1	1	\$0.00
Copying	0	66	66	\$2.64
User: vaperry (Vanessa Perry)				
Scanning	0	3	3	\$0.00
Printing	0	476	476	\$19.04
Fax	0	8	8	\$0.00

Job Type	Color Pages	Grayscale Pages	Total Pages	Cost
Copying	0	108	108	\$4.32
User: whkouri (Bill Kouri)				
Scanning	0	3	3	\$0.00
Printing	4	4	8	\$0.48
User: wsbermingham (Bill Birmingham)				
Printing	0	622	622	\$24.88
Copying	1	55	56	\$2.28
User: zccordero (Zaida Cordero)				
Printing	0	377	377	\$15.08
Fax	0	2	2	\$0.00
Copying	2	64	66	\$2.72
<hr/>				
Totals:	2,345	19,768	22,113	\$951.71



User printing - printer summary - Tax Department

For the period of Feb 15, 2014 to Mar 17, 2014.

Department = %tax%, %reval%, %land%, %collect%

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: asbarrier (Andrew Barrier)						
cabprint\LandRec_mx26	8	199	104	207	119	\$8.60
device\LandRec_mx26	10	66	0	76	13	\$3.44
Totals for user "asbarrier":		18	265	104	283	\$12.04

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: blnance (Bonnie Nance)						
cabprint\TaxCollector_mx51	0	805	212	805	557	\$32.20
device\TaxCollector_mx51	0	21	0	21	10	\$0.84
Totals for user "blnance":		0	826	212	826	\$33.04

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: cbferriss (Chris Ferriss)						
cabprint\Appraisal_mx26	6	90	64	96	37	\$4.08
device\Appraisal_mx26	0	2	0	2	1	\$0.08
Totals for user "cbferriss":	6	92	64	98	38	\$4.16

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: cgbass (Camille Bass)						
cabprint\TaxCollector_mx51	0	478	258	478	236	\$19.12
device\TaxCollector_mx51	0	125	0	125	21	\$5.00
Totals for user "cgbass":	0	603	258	603	257	\$24.12

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: clyoho (Cheryl Yoho)						
cabprint\TaxASR_mx26	0	29	6	29	24	\$1.16
device\TaxASR_mx26	40	105	12	145	49	\$7.40
Totals for user "clyoho":		40	134	18	174	\$8.56

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost	
User: cmtallent (Cathy Tallent)							
cabprint\TaxCollector_mx51	0	696	0	696	486	\$27.84	
device\TaxCollector_mx51	0	83	0	83	39	\$3.32	
Totals for user "cmtallent":		0	779	0	779	525	\$31.16

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: cpcanupp (Connie Canupp)						
cabprint\TaxASR_mx26	233	190	208	423	234	\$26.24
device\TaxASR_mx26	31	109	34	140	51	\$6.84
Totals for user "cpcanupp":	264	299	242	563	285	\$33.08

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: dcisenhour (Dennis Isenhour)						
cabprint\Appraisal_mx26	1	157	66	158	52	\$6.36
device\Appraisal_mx26	0	8	0	8	2	\$0.32
Totals for user "dcisenhour":	1	165	66	166	54	\$6.68

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: dejosiah (Dawn Josiah)						
cabprint\TaxCollector_mx51	0	1,206	492	1,206	735	\$48.24
device\TaxCollector_mx51	0	523	214	523	54	\$20.92
Totals for user "dejosiah":		0	1,729	706	1,729	\$69.16

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: gdbelk (Greg Belk)						
cabprint\LandRec_mx26	90	169	82	259	165	\$14.21
cabprint\PlanPlot_Canon760	1	0	0	1	1	\$0.08
device\Deeds1_mx36	0	1	0	1	1	\$0.04
device\LandRec_mx26	5	7	0	12	8	\$0.74
Totals for user "gdbelk":		96	177	82	273	\$15.07

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost	
User: jbdano (Jane Dano)							
cabprint\TaxASR_mx26	199	42	58	241	203	\$17.60	
device\TaxASR_mx26	13	136	0	149	20	\$6.48	
Totals for user "jbdano":		212	178	58	390	223	\$24.08

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: jbweisner (Brent Weisner)						
cabprint\Appraisal_mx26	2	0	2	2	1	\$0.16
cabprint\TaxASR_mx26	1	0	0	1	1	\$0.08
Totals for user "jbweisner":	3	0	2	3	2	\$0.24

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost	
User: jeudy (Justin Eudy)							
cabprint\Appraisal_mx26	2	161	34	163	101	\$6.60	
device\Appraisal_mx26	0	46	2	46	7	\$1.84	
Totals for user "jeudy":		2	207	36	209	108	\$8.44

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: jhhall (Jackie Hall)						
cabprint\Appraisal_mx26	0	4	0	4	4	\$0.16
cabprint\TaxASR_mx26	4	455	216	459	285	\$18.52
device\Appraisal_mx26	0	10	0	10	3	\$0.40
device\TaxASR_mx26	0	34	0	34	9	\$1.36
Totals for user "jhhall":	4	503	216	507	301	\$20.44

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: jmblackwelder (Jeremy Blackwelder)						
cabprint\Appraisal_mx26	0	106	28	106	87	\$4.24
cabprint\TaxASR_mx26	0	6	4	6	3	\$0.24
Totals for user "jmblackwelder":	0	112	32	112	90	\$4.48

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: jmdennis (Joyce Dennis)						
cabprint\TaxCollector_mx51	0	756	0	756	580	\$30.24
device\TaxCollector_mx51	0	103	0	103	66	\$4.12
Totals for user "jmdennis":	0	859	0	859	646	\$34.36

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: jmorrison (Janice Morrison)						
cabprint\TaxCollector_mx51	1,204	2,574	1,696	3,778	379	\$199.28
device\TaxCollector_mx51	11	25	0	36	9	\$1.88
Totals for user "jmorrison":	1,215	2,599	1,696	3,814	388	\$201.16

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: jpaldridge (Julie Aldridge)						
cabprint\LandRec_mx26	2	370	286	372	114	\$14.96
device\LandRec_mx26	20	26	0	46	16	\$2.64
Totals for user "jpaldridge":						
	22	396	286	418	130	\$17.60

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: jrkinsey (Bobby Kinsey)						
cabprint\Appraisal_mx26	22	126	26	148	125	\$6.80
Totals for user "jrkinsey":		22	126	26	148	\$6.80

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: kjgates (Kevin Gates)						
cabprint\TaxASR_mx26	9	256	178	265	120	\$11.32
device\Appraisal_mx26	1	3	0	4	2	\$0.20
device\TaxASR_mx26	0	12	0	12	4	\$0.48
Totals for user "kjgates":		10	271	178	281	\$12.00

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: mamullis (Melissa Mullis)						
cabprint\Appraisal_mx26	153	679	26	832	357	\$39.40
device\Appraisal_mx26	3	82	0	85	11	\$3.52
Totals for user "mamullis":		156	761	26	917	\$42.92

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: mdthrift (David Thrift)						
cabprint\Appraisal_mx26	103	388	114	491	242	\$23.76
device\Appraisal_mx26	12	24	0	36	12	\$1.92
Totals for user "mdthrift":		115	412	114	254	\$25.68

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: mhseaford (Michelle Seaford)						
cabprint\Appraisal_mx26	56	436	272	492	224	\$21.92
device\Appraisal_mx26	1	23	0	24	3	\$1.00
Totals for user "mhseaford":	57	459	272	516	227	\$22.92

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: mlmorton (Megan Morton)						
cabprint\LandRec_mx26	0	1,019	866	1,019	264	\$40.76
device\LandRec_mx26	1	339	266	340	36	\$13.64
Totals for user "mlmorton":		1	1,358	1,132	300	\$54.40

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: pdgore (Patricia Gore)						
cabprint\LandRec_mx26	0	207	50	207	116	\$8.28
device\LandRec_mx26	0	25	0	25	13	\$1.00
Totals for user "pdgore":		0	232	50	232	\$9.28

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: pdrogers (Patricia Rogers)						
cabprint\TaxASR_mx26	9	648	164	657	428	\$26.64
device\TaxASR_mx26	17	140	0	157	28	\$6.96
Totals for user "pdrogers":		26	788	164	814	\$33.60

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: pestein (Peter Stein)						
cabprint\LandRec_mx26	10	81	10	91	69	\$4.04
device\LandRec_mx26	0	22	0	22	9	\$0.88
Totals for user "pestein":		10	103	10	78	\$4.92

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: pluntz (Penny Untz)						
cabprint\TaxCollector_mx51	0	604	32	604	384	\$24.16
device\TaxCollector_mx51	0	66	2	66	36	\$2.64
Totals for user "pluntz":		0	670	34	670	\$26.80

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: ralowber (Ranna Lowber)						
cabprint\TaxASR_mx26	0	13	0	13	13	\$0.52
device\TaxASR_mx26	53	218	0	271	87	\$12.96
Totals for user "ralowber":		53	231	0	284	\$13.48

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: smdixon (Sherry Dixon)						
cabprint\TaxCollector_mx51	0	843	22	843	209	\$33.72
device\TaxCollector_mx51	0	288	0	288	12	\$11.52
Totals for user "smdixon":	0	1,131	22	1,131	221	\$45.24

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: treading (Thomas Reading)						
cabprint\Appraisal_mx26	0	1	0	1	1	\$0.04
cabprint\TaxASR_mx26	4	283	40	287	240	\$11.64
device\TaxASR_mx26	1	18	0	19	12	\$0.80
Totals for user "treading":	5	302	40	307	253	\$12.48

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost	
User: tnsettles (Tiffany Settles)							
cabprint\TaxCollector_mx51	0	559	190	559	299	\$22.36	
device\TaxCollector_mx51	0	66	10	66	11	\$2.64	
Totals for user "tnsettles":		0	625	200	625	310	\$25.00

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost	
User: vaperry (Vanessa Perry)							
cabprint\TaxCollector_mx51	0	476	116	476	303	\$19.04	
device\TaxCollector_mx51	0	108	0	108	24	\$4.32	
Totals for user "vaperry":		0	584	116	584	327	\$23.36

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: whkouri (Bill Kouri)						
cabprint\TaxASR_mx26	4	4	4	8	4	\$0.48
Totals for user "whkouri":	4	4	4	8	4	\$0.48

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: wsbermingham (Bill Birmingham)						
cabprint\Appraisal_mx26	0	622	316	622	362	\$24.88
device\Appraisal_mx26	1	55	0	56	23	\$2.28
Totals for user "wsbermingham":	1	677	316	678	385	\$27.16

Printer	Color Pages	Grayscale Pages	Duplex Pages	Total Pages	Jobs	Cost
User: zccordero (Zaida Cordero)						
cabprint\LandRec_mx26	0	377	250	377	182	\$15.08
device\LandRec_mx26	2	64	2	66	16	\$2.72
Totals for user "zccordero":	2	441	252	443	198	\$17.80

Totals:	2,345	19,098	7,034	21,443	9,064	\$952.19
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