

What is the process for replacing Xerox Copier Staples?

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The following article describes how a user of the campus Pay for Print system can obtain staple replacements for a Xerox copier.

Instructions:

1. Client should submit a ticket via the IT Services work request system. <https://helpdesk.ok.ubc.ca> requesting replacement staple cartridges.
 1. **Be sure to include the Xerox model and printer P number.**
2. The Service Desk technicians will fill the order and the user can pick up the cartridges at the Service Desk window.

Copier Model #	Staple Replacement Part
Phaser 3635	108R823
WorkCentre 4150	008R12941 Refill only
WorkCentre 5655	108R00493
WorkCentre 5740	108R00493
WorkCentre 5755	108R00493
WorkCentre 6400	008R12941
WorkCentre 7132	008R12915 Refills only (Cartridge Housing is a static finisher part)
WorkCentre 7428	008R12941
WorkCentre 7545	008R12941
ColorQube 9203	008R12941d 008R12964 - Refill and cartridge
ColorQube 9303	008R12941 008R12964 - Refill and cartridge

3. As this is a Pay for Print system consumable IT Services orders and pays for Xerox staple refills.
 1. Ordering source is DMS@xerox.com, accompanied with a serial number, speed chart and ship to information. The DMS mailbox is monitored by the Vancouver UBC XGS team and will be able to answer questions regarding cost and will ensure that we are charged the discounted prices.

 For more information or assistance, please contact the [ITServices Helpdesk](#) - 250.807.9000 or 855.807.9001.

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