



## Canon Service and Supply Communication Update

Effective immediately, Canon service and supplies for multifunction device requests no longer need to go through the University of Louisville help desk. When requesting service or supplies from Canon please use the following options provided below. The benefit of this change will be a more streamlined response time.

### Option 1 -

1. Go to the Canon web page [louisville.edu/printandmail](http://louisville.edu/printandmail)
2. At the top of the page you will find a tab labeled service and supplies
3. Click on the tab to access the service and supplies form provided
4. Complete all information provided on the form and then hit submit

A Canon representative will contact you within one (1) hour to confirm your request. Please note that all requests are monitored and responded to from 8:00AM - 5:00PM, Monday thru Friday.

### Option 2 -

Contact Canon using the email [ulprint@louisville.edu](mailto:ulprint@louisville.edu) to submit your service and supply requests. A Canon representative will contact you within one (1) hour to confirm your request. Please note that all requests are monitored and responded to from 8:00AM - 5:00PM, Monday thru Friday.

If you have additional questions please contact Canon at [ulprint@louisville.edu](mailto:ulprint@louisville.edu) and a representative will respond back in a timely fashion

Thank you