



Organizational Support Services - Business

MEMO TO: Principals and Vice-Principals

FROM: Purchasing Services

SUBJECT: Toner and the Procurement of Consumables

DATE: 14 October 2021

Over the past two weeks, Information Technology and Purchasing Services has been working with our photocopier vendor of record to address the lack of shipment of toners to TVDSB schools and other locations. COVID-19 supply disruptions have created a continent-wide shortage for the brand of toners used by the newly installed TVDSB copiers. We thank schools for working with Purchasing Services to identify those locations which are running low or are out of toner. Todd Springer (t.springer@tvdsb.ca) is now coordinating our efforts with our vendor. Despite efforts to prioritize the shipment of toner to those school locations which are either running extremely low or are out of toner, the vendor is not able to guarantee when our next and subsequent replenishment shipments will be sent. The vendor is prioritizing TVDSB's request for additional toners and they will be sent as soon as their distribution centre receives them. Updates will continue to be provided to schools.

Purchasing Services has also investigated the possibility of refilling toner at local businesses and purchasing replacement cartridges through online vendors. Unfortunately, these two potential solutions cannot be used as they will damage the copiers.

Due to the ongoing nature of this shortage and its impact on TVDSB operations, we strongly recommend that the use of printing to copiers be minimized as much as possible and priority given to the printing of sensitive and confidential documentation using TVDSB copiers (such as assessment documents). Where possible, current school toner should be saved for upcoming progress report / report card printing requirements. We would recommend that staff consider whether or not an item needs to be printed, or if a digital alternative is possible. For example, progress reports could be reviewed digitally rather than being individually printed.

At this time, cartridges for desktop ink and toner printers continue to be available. Similarly, if your school has not had their copier upgraded, cartridges for these older machines are available as well. We would strongly advise that you order additional cartridges through ePurchasing for these devices.

The Board is looking into other solutions to address the operational challenges this is causing our schools. With progress report / report card printing occurring shortly, we are compiling a list of those locations which foresee that they will not be able to print progress reports / report cards at their location. Please email the Purchasing Services email (purchasing@tvdsb.ca) with the subject line "Report Cards", to be added to the list of those locations who are impacted as we investigate potential solutions.

Based on media reports of shipping delays and raw good shortages across the globe, **we strongly recommend that goods be purchased with significant lead times before the good is needed.** Furthermore, we recommend that all TVDSB locations ensure that they have a sufficient supply of consumables (e.g., paper, envelopes, office supplies, supplies for health and safety room, etc.) for their long-term needs. Purchasing Services is working closely with our vendors to ensure a steady supply of

consumables is available but as highlighted by the toner shortage, these shortages are arising with minimal notice.

We apologize for the challenges this is causing in your day-to-day operations and thank you for your patience as we work through this matter.

For assistance with general purchasing matters, please contact purchasing@tvdsb.ca.