

MICR Toner

The purpose of this section is to discuss ordering and handling of MICR Toner.

Ordering Toner

MICR STOR	MICR Store ST9530/ST9550 MICR Cartridge
	<hr/> <p>(# STI-204063H-012A9854) Yield 15K pgs @ 5% cvg</p> <p>A new MICR (Magnetic Ink Character Recognition) print cartridge specifically designed to work with the Source Technologies ST9530 and ST9550 printers. Engineered to ensure optimal printing of text, graphics, and MICR documents. Designed and tested to exceed ANSI and ABA standards. Manufactured by Source Technologies.</p>

MICR STOR	MICR Store ST9325 MICR Cartridge
	<hr/> <p>(# STI-204060-12A7479) Yield: 14K @ 5% coverage</p> <p>A new MICR (Magnetic Ink Character Recognition) print cartridge specifically designed to work with the ST9325 MICR printer. Engineered to ensure optimal printing of text, graphics and MICR documents. Designed and tested to exceed ANSI and ABA standards. Manufactured by Source Technologies.</p>

- MICR toner cartridge orders should be placed immediately after a low toner error message is displayed on the printer, or when the MICR toner supply is getting low. Printing food instruments when the toner is low can damage the printer and make the food instruments unscannable by the bank contractor.
- MICR toner cartridges must be ordered from the NSB Helpdesk.
- Order responsibly. Do not order more toner than can be used within a year. Refer to the section on MICR toner supplies below.
- It is the responsibility of the local WIC agency to make sure a procedure is in place for authorized staff to order MICR toner.
- To order MICR toner, fax a completed Request for MICR Toner form (see Attachment 2) to the NSB Helpdesk. Be sure to indicate the correct MICR printer model number:
 - ST9325 MICR Printer
 - ST9530 MICR Printer
- No telephone requests will be granted.

Shipment of MICR Toner

- MICR Toner will be shipped and delivered to the local WIC agency within approximately 10 days after the order is placed by the NSB Helpdesk.

Delivery and Receipt of MICR Toner

- MICR toner will be delivered during the regular working hours of the local WIC agency, between 8:00 am to 5:00 pm Monday – Friday. If a WIC satellite site is not open fulltime, please list the main WIC site in the location address on the form.
- Shipments will be made directly to the local WIC agency and signed upon receipt by an authorized WIC employee.
- It is the responsibility of the local WIC agency to make sure a procedure is in place for receipt of MICR toner by authorized staff.
- Once shipment is received, the packing slip(s) must be faxed to the NSB for verification of shipment and for payment.
 - ▶ Fax all MICR toner packing slips to the attention of the designated NSB Administrative Assistant at (919) 870-4818. Note that this is different from the NSB Helpdesk fax number.

Damaged, Defective or Incorrect MICR Toner Shipment

- Check all MICR toner boxes received to make sure you received the correct MICR toner cartridges:
 - ▶ **STI-204060** for the ST9325 MICR Printers.
 - ▶ **STI-204063H** for the ST9530 MICR Printers.
- Keep all original packaging for returns.
 - ▶ If necessary, break it down for easier storage.
- If a new MICR toner cartridge is damaged, defective or the wrong type:
 - ▶ Immediately contact the NSB WIC Helpdesk for instructions.
 - ▶ Do not ship old, damaged or incorrect MICR toner cartridges to the state office for any reason.

Maintaining MICR Toner Supplies

- For each MICR printer there should be at least one (1) additional MICR toner cartridge on hand.
- Routinely inventory and rotate the MICR toner supply.
 - ▶ MICR toner has a limited shelf life, and should be used within one (1) year.
 - ▶ Use the oldest toner first.

- ▶ If MICR toner has been kept too long and does not function properly, use another cartridge, and recycle the defective one.
- Plan ahead to avoid the need for emergency orders.
 - ▶ Do not allow the MICR toner inventory to get so low (or depleted) that the agency cannot function.

Recycling MICR Toner Cartridges

All MICR toner cartridge models are recycled through Lexmark.

When a MICR toner cartridge needs to be replaced:

- Remove the used MICR toner cartridge from the MICR printer.
- Seal the used MICR toner cartridge in an empty toner cartridge box.
- A postage paid return shipping label with instructions for shipping recycled toner is available on the Lexmark website at http://www.lexmark.com/vgn/images/portal/elpaso_79906_Rev0408.pdf.
 - ▶ This label is only used for recycling old/used toner. Do not use this label to return defective or wrong MICR toner.
 - ▶ Place the Postage Paid Return Shipping label so that it is visible for shipping.
- Before shipping, you may need to measure the dimensions of the MICR toner cartridge box (Width x Height x Depth), and determine the weight in pounds.
- Do not ship used MICR toner cartridges back to the NSB Helpdesk.
- Do not throw used MICR toner cartridges into the trash.

User Note

The local WIC agency does not automatically receive a replacement toner cartridge when shipping an old cartridge targeted for recycling.

- ▶ If the agency needs more toner, an order must be placed according to the ordering procedures discussed above.

Storing MICR Toner Cartridges

- Mark the date received on all MICR toner boxes before placing in storage.
- When not in use in a printer, MICR toner cartridges must be stored in a locked, secured area.
- According to Lexmark, a MICR toner cartridge should be stored sealed in the original packaging, until it is ready to be installed.
- Do not store the print cartridge in:
 - Temperatures greater than 110°F

Chapter 3: CHECK STOCK, FOOD INSTRUMENT, PRINTER, AND PRINTER SUPPLY
ACCOUNTABILITY AND SECURITY

Section 4: MICR TONER

- An environment with extreme changes in humidity or temperature
- Direct sunlight
- Dusty places
- A car for a long time
- An environment where corrosive gases are present
- An environment with salty air

Refer to Attachment 2, Request for MICR Toner. When filling out the Request for MICR Toner Form, access the most current version at www.nutritionnc.com.