

BEWARE OF TONER SCAMS

TO: University Community
FROM: Betty Gil
DATE: November 9, 2009
SUBJECT: **SCAM**

Please be advised that we have been alerted to what appears to be a “toner scam”. Companies will solicit calls requesting information on your office equipment; ie: copier, fax machine, printers, etc. attempting to sell their product at a reduced rate, however, the product may be inferior and the pricing is more expensive. Some scam artists will claim that the toner is free and part of your contract but will then send an invoice. Please DO NOT provide information regarding your office equipment to unsolicited callers.

Scams involving toner cartridges and other office supplies are fairly common. The toner and office supply scammers often use nondescript names that can easily be confused with the name of a legitimate vendor.

Sometimes a toner scam starts with a phone call from someone who asks a question about model or serial numbers of copiers, fax machines, and printers in a department or the office supply vendors a department uses. The caller will often have information about a department – names and titles of employees, location of department offices, etc – this is readily available from University directories and other public sources.

There are steps you can take to protect your department against vendor scams:

1. Know your vendor. A safe and easy way to protect your department is to buy from state contract vendors whenever possible. When in doubt, call the Purchasing Department at x42171 to inquire about a vendor, or use an internet search to check out a vendor on-line. The web site for the Better Business Bureau also provides a way to search for information about vendors, nationwide – <http://www.bbb.org>.
2. Don't buy from telemarketers or give information about office equipment in your department to people you don't know. If you get a call from an unfamiliar vendor who is pressing to make a sale or asking questions about the office equipment in your department (manufacturers, model numbers, or serial numbers), get the caller's name and phone number and offer to return the call.

If you have any questions, please contact the Purchasing Department at x42171.