

Commonwealth of Pennsylvania
Procedure for Recycling Toner/Ink Jet Cartridges and
Reporting Defective Toner Cartridges

The Commonwealth recycles used toner and ink jet cartridges through two non-profit organizations affiliated with UniqueSource Products & Services (UniqueSource): Goodwill of Southwestern Pennsylvania located in Uniontown, PA, and Goodwill Cartridge Services located in Pottsville, PA. The cartridges sent to these non-profit organizations are either recycled, or remanufactured by persons with disabilities and resold back to the Commonwealth via the DGS statewide contract for office supplies.

These recycling procedures apply to all ink and toner cartridges, regardless of type/brand, including, but not limited to, copiers, facsimiles, printers, multi-function machines, Hewlett-Packard, Lexmark, Epson, Canon, Brother, Ricoh.

At no time should cartridges be returned to any other recycling center, manufacturer, office supply company or thrown into the trash. Cartridges may only be recycled through the UniqueSource/Goodwill program.

Recycling procedures for Commonwealth agencies located within the Harrisburg area:

- The DGS Recycling Center has placed containers at various collection points within your building to facilitate easy pick-up. If you cannot find a collection container at your location, please call the **DGS Recycling Coordinator** at **717-772-2300**.
- After securely packaging your empty cartridge in a cartridge box, ***or the equivalent***, place the cartridge in the container provided by the DGS Recycling Center.
 - Do not place defective cartridges in the recycling containers; instead, you should follow the ***Procedure for reporting defective toner cartridges*** referenced below.
- When the DGS Recycling Center picks up other items, such as paper/newspaper/cans, at your building, they will also pick up your cartridges.
- Any questions related to the recycling program may be directed to the **DGS Recycling Coordinator** at **(717) 772-2300**.

Recycling procedures for Commonwealth agencies located outside the Harrisburg area:

- For cartridges remanufactured by Goodwill, there will be a prepaid return shipping label inside the cartridge box. The label inside the box will reference the ship to name as Goodwill. After securely packaging your empty cartridge in the cartridge box, attach the prepaid return shipping label to the outside of the box, and, depending on the parcel carrier referenced on the label, give the package to the UPS or FEDEX driver the next time they make a delivery.
 - Do not use the label inside the box to return any defective cartridges; instead, you should follow the ***Procedure for reporting defective toner cartridges*** referenced below.
- If the label inside the box references a ship to name other than Goodwill, do **not** use the label; instead, you should contact Goodwill Cartridge Services to request a prepaid return shipping label. The contact at Goodwill Cartridge Services is Ms. Kristy Carduff at e-mail address kcarduff@yourgoodwill.org; or telephone number 800-590-6865. Upon receipt of your request, Kristy will send to you, by e-mail or fax, the prepaid return shipping label. (You should only contact Goodwill by telephone if you do not have access to email.) After securely packaging your empty cartridge in the cartridge box, ***or the equivalent***, attach the prepaid return shipping label to the outside of the box, and, depending on the parcel carrier referenced on the label, give the package to the UPS or FEDEX driver the next time they make a delivery.

- To help contain the shipping costs of the empty cartridges, Goodwill has recommended the following:
 - Place empties in one large box up to 70 pounds, or tape together 4-10 cartridge boxes.
 - Place smaller ink jet cartridges inside larger toner boxes.
 - Affix one (1) prepaid return shipping label per bundle.
 - Do not store any cartridges in direct sunlight, outdoors, or in an area where temperatures can get very hot in the summer time. This will cause damage to the cartridges which will render them unusable.

- Any questions related to the recycling program may be directed to the **DGS Recycling Coordinator at (717) 772-2300.**

Procedure for reporting defective toner cartridges:

The recycling procedures do **not** apply to **defective** toner cartridges.

- If/when you receive any defective cartridges that were remanufactured by Goodwill, you should immediately notify DGS of the issue via email to the GS, UniqueSource resource account at ra-unique-source@pa.gov. Upon receipt of the notification, DGS will provide instructions for returning the defective cartridge to Goodwill, and have a replacement cartridge sent to you.
 - There will be a sticker affixed to the top of the cartridge to identify it as being remanufactured by “Goodwill”.
 - When reporting the issue to DGS, the email should reference the following information:
 - Agency name, ship to address, telephone and fax numbers
 - Staples account ship to code (if known)
 - Staples order number (if known)
 - Printer serial number
 - Printer brand (i.e. Lexmark, Hewlett-Packard, Brother)
 - Printer model
 - Cartridge engine/part number (i.e. 64415XA, 12A7362, Q5942X, TN460)
 - Quantity of defective cartridges
 - Confirm that a label is affixed to the top of the cartridge with reference to “Goodwill”
 - Provide a detailed description of the issue

- If/when you receive any defective cartridges from the Original Equipment Manufacturer (OEM) and/or a cartridge that was remanufactured by a company other than Goodwill, you should notify the contractor for the statewide office supplies contract, and they will assist with the return.