

Important Information
Ricoh Account Contact Information

Dear Value Customer,

Ricoh is continuously working to improve the overall customer service experience. As one of our preferred accounts, the University of South Florida has a dedicated account support team. The contact information is listed below for direct support on billing, invoicing, relocations, service, training and sales support.

If you have any past dues, please contact our coordinators as soon as possible to make payment arrangements, or discuss any discrepancies to make sure your account is current.

PO Check List:

- List ship to & bill to information on the body of the PO **** must include Department name & room number & MAILSTOP ****
- List contact name & phone number on the of the PO, including email address
- PO FOR **NEW** ACQUISITIONS Please include model, and service rates on the body of the PO
- For **RENEWAL** POs the serial number (Machine ID number), model and service rates must be included AND SEND THE PO TO: USFRicohPOBox@ricoh-usa.com
- Include the dates that the PO covers
- For **ALL POs** please include the clause: ***"Terms and conditions will be governed by the University of South Florida ITN 17-16-MH and the Account Agreement between the USF Board of Trustees and Ricoh USA, Inc. dated April 06, 2018."***

On YOUR Invoice please check:

- Make sure your PO number is current and correct
- Verify your equipment serial numbers & contact information
- If there is a question, issue or dispute please contact 888-456-6457 then press 9, then press 1, then press 9 (yes, press all 3 options as they come up). This will direct issues to the Customer Interaction Team (CIT). You may also email the CIT at CIT-phoenix@ricoh-usa.com
- **Pcard payments** can be made by calling 888-456-6457 then x9 then x3
- **Relocations/Moves:** Equipment moves on campus will be provided at no cost. However, moves off campus or non-standard moves on or off campus requiring specialized equipment such as forklift, crane, sling, stair climber, window removal, etc., may be subject to reasonable pass through charges which will be calculated when the move request is received.
- Call the Relocations Team at this number to fill in the required information and expedite your relocation **888-456-6457 X34295** (see attached relocation questionnaire)



relocation
questionnaire.xlsx

USF SUPPORT TEAM CONTACT INFORMATION

Sales Support
Dan Brandon

Technology Specialist
Phone: 813-841-5878
Dan.Brandon@Ricoh-usa.com

Billing and Invoicing Inquiries:

CIT-phoenix@ricoh-usa.com
888-456-6457 x9 x3

Service and Supplies

888-456-6457 x2 or x3

On Site Technician

David Pusty
813-784-2593

Please send **RENEWAL** PO's to:

USFRicohPOBox@ricoh-usa.com

Pamela S Pinkston

Portfolio Specialist, Accounts Receivable
800-929-3066 x22858
Pamela.Pinkston@ricoh-usa.com

Customer Support

Debbie Reiter
Customer Service Specialist
813-261-2049
debbie.reiter@ricoh-usa.com

24/7 Help Desk

800-333-2679 x4

Send PCard payments directly to secure email:

macrcp@ricoh-usa.com or
PHONE: 888-456-6457 then x9 then x3

Lynn Davis

Customer Billing Specialist
Phone: 888-456-6457 x30177
Lynn.davis@ricoh-usa.com

Training Request

Beth Kirchner
727-643-8976
Elizabeth.Kirchner@ricoh-usa.com

MyRicoh.com

Customer Self-Service
Portal

Introducing the new online Ricoh Customer Resource Center, www.MyRicoh.com. The Ricoh Customer Resource Center provides a user-friendly web environment to manage your service needs.

Putting you in control

MyRicoh.com is a convenient and easy way to manage your equipment. Take advantage of MyRicoh.com to...

Submit and Manage Service Requests:

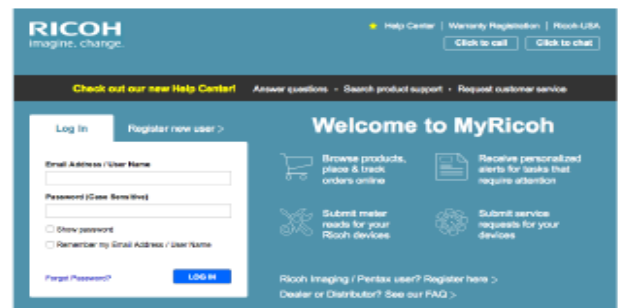
- Place and track a service request
- View a 12-month service history
- Escalate a request or message a technician regarding an open service request
- Label each piece of your equipment with a "Personal Tag" for easy identification
- MyRicoh Mobile app for service requests

Submit Meter Reads:

- Receive regularly scheduled reminders
- Designate a primary meter contact
- Assign a Fleet Administrator

Ordering Supplies:

- Order and track supplies related to your equipment
- Submit a return request for incorrect/damaged items
- Receive free shipping and handling for Ground orders (in accordance with the terms and conditions of your contract with Ricoh)



There is also a live chat feature that connects you with Ricoh's Technical Support team who can answer any questions about how to operate your device.

Start taking advantage of MyRicoh.com today!