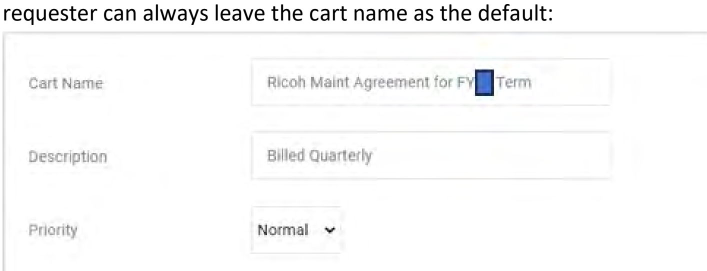
Ricoh Yearly Maintenance Requisition Process

Revised - May 29, 2026

DO NOT PROCESS THE REQUISITION FOR SUPPORT/MAINTENANCE RENEWAL UNTIL AFTER THE JULY FY RESET. THIS EXPENDITURE WILL LAST THE FULL 2027 FISCAL YEAR (FY27).

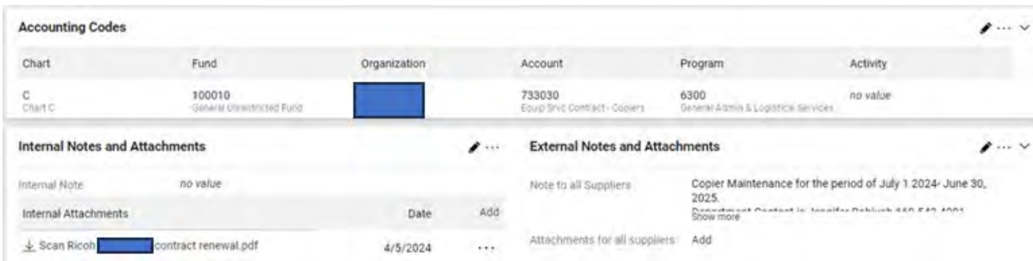
This document outlines how all departments shall set up maintenance requisitions to renew the maintenance agreement and ensure the order complies with UCM's contract with Ricoh. **Using the maintenance agreement is not required for any machine, but it is required for continued participation in the program.** If the department chooses not to use the contract and maintenance is needed, the hourly rate will apply to the repairs. The department would also be responsible for the replacement parts and purchasing toner. If you have any questions, please contact procurement at 660-543-4001 or Jennifer Babiuch at babiuch@ucmo.edu.

1. Click "Non-Catalog Ordering" to start the requisition.
2. The example requisition has the cart name changed to fit what the requisition is for, but this change is optional. The requester can always leave the cart name as the default:



3. Select supplier: "Ricoh USA INC".
4. The first line item will be the department's yearly estimated usage for black and white copies.
    a. Copy the following verbiage and refer to the department's documents from Ricoh to add the department and printer unit:
    b. Copier Maintenance including labor, parts, and toner for Ricoh MPC #####, Serial #C########, Equipment Id #########, Copier usage cost is B/W .00##.
        i. The specific information for the unit can be found in your previous FY Ricoh invoices or in the spreadsheet Procurement sends out each year in June for the upcoming fiscal year.
5. Enter commodity code: "925-34 - Copier – Yearly Maintenance".
6. The example below was estimated by using the previous FY usage for that department.

7. When all changes have been made for the first line item, click “Save and Add Another” at the bottom of the screen to start the second line item.
8. Perform the same steps as above for the second line item if the machine is capable of color copies:
    a. Copier Maintenance including labor, parts and toner for Ricoh MPC#####, Serial #C#######, Equipment Id #########, Copier usage cost is Color .0#####.
9. Click “Save”, scroll to the top of the screen, and click the cart icon to select “Checkout”.
10. The first step in the checkout screen is to add the account code to your FOAPAL.
    a. Enter account code: “733030” for “Equip Srvc Contrac – Copiers”.
11. The second step in the checkout screen is to add an external note to the supplier.
    a. Directly under the FOAPAL area, select the “edit” icon to the right of the “External Notes and Attachments”. The external note to Ricoh is added here. **The requisition will be returned if the external note is missing or inaccurate.**



12. Copy the example verbiage of the note and adjust it to the department’s maintenance dates and department contact information.

    Example: Copier Maintenance for the period of July 1, 2026- June 30, 2027. This PO is subject to NASPO ValuePoint Contract# 187846 & State of Missouri Contract CT241929006. Department Contact is (Add contact name, email and phone number if different than the purchaser). Copier Purchase or Lease Months 1-12 of 60-month term. (Choose one and adjust the months to what applies to the copier unit)

13. Submit the requisition.

Copier/Printer Notes and Tips:

- **Submit the requisition no earlier than the July reopening date, but no later than July 31. Failure to issue a requisition within this timeframe may result in your maintenance/support contract not being issued.**
- The Ricoh contract is posted on the Ionwave Contract Management site. This allows all staff and faculty to view the features and pricing of copiers/printers. Additional information regarding the purchase of copiers/printers will be sent out as it becomes available. Additional machines, other than the Color machines, are available in the attached documents.
- When copying a previous requisition, verify that all information is up to date and accurate. If there have been any changes to the point of contact or machine status, contact Ricoh on the email below and CC the Procurement department before submitting the changes. This will help Ricoh and Procurement keep the machine list updated.
- Procurement will send an updated list of all devices that held a maintenance agreement for the current FY prior to July 1. If a department does not find their machine on the list, please contact UCM’s Ricoh representative via email and CC Procurement:
    - Bill Dinsmore - william.dinsmore@ricoh-usa.com
    - Ricoh Billing Disputes - cit-phoenix@ricoh-usa.com