New Contract for Copiers/Printers and Initial Setup for Yearly Maintenance

Revised – May 29, 2026

This document outlines the purchasing process for new copiers/printers and how to set up new maintenance requisitions to ensure the order complies with UCM's current Ricoh contract. **OT will create the requisition for the purchase/lease of machines, then assign it to the department's purchaser.**

Participation in the maintenance agreement is not required. A separate requisition must be created/issued by the department within 90 days of the machine's delivery date. If you have any questions, please contact Procurement at 660-543-4001 or Jennifer Babiuch at babiuch@ucmo.edu.

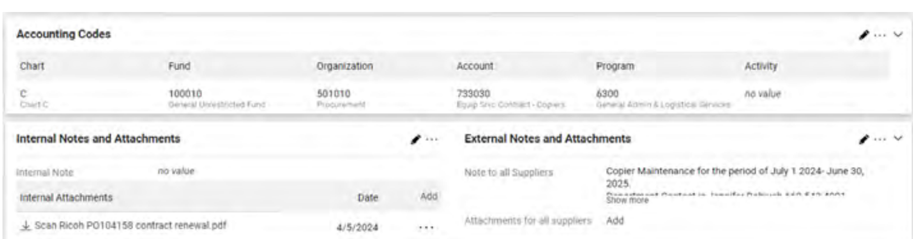
Placing an Order:

1. Contact the Technology Support Center in the Office of Technology to schedule a review of the departmental printing needs and establish the size and functions of the new unit.
2. Once the department agrees on a model number, Ricoh will send the quote to OT (The department must determine if purchasing or leasing will be the best option before continuing with the process.) OT will contact the department to ensure that all features are included. Once this is verified, OT shall attach the final quote to the requisition and subsequent PO.
3. If the new machine is being leased, the account code used while filling out the FOAPAL for rent/leasing the copier is: 734015 "Rent/lease – Copy Machine"
4. OT will assign a cart to the department for the order to be placed in UCM Market with the quote and machine details attached.
5. The department is responsible for completing the order for the new purchase or lease agreement in UCMarket from the cart assignment.
6. IF THE DEPARTMENT WANTS MAINTENANCE AND TONER COVERED BY RICOH FOR THE NEW PRINTER, the department is responsible for creating and submitting a requisition for Support and Maintenance Services with Ricoh for the new machine if it is an OUTRIGHT PURCHASE. (This will be a separate PO from the purchase of a machine and issued specifically by the department, not OT. The quote provided on the purchase will need to be attached again to submit the initial maintenance requisition.)
7. Ricoh Rep (Bill Dinsmore) shall provide the installation date and information to OT and the department in order for OT to assist in the installation of new machines if necessary.
8. Expect delivery of the new unit within 4 weeks of PO issuance.
9. Ricoh shall give or schedule training on the new machine at the time of delivery.
10. The department should notify Ricoh to cancel the maintenance/service contract for the old machine. The department will receive the final invoice for the old machine and notify Procurement that the PO for maintenance on the old unit is to be canceled for the remainder of the term. (All maintenance and support contracts expire on June 30 every year.)

How to Set Up a Maintenance Requisition For A New Machine (Optional):

1. The first line item will be the department's yearly estimated usage for black and white copies.
    a. For the line-item description, copy the following verbiage and refer to the Ricoh quote to add the department, printer unit, and other pertinent information to personalize it to the new machine:
    b. Copier Maintenance, including labor, parts, and toner for Ricoh MPC3003, Serial #C########, Equipment Id #########, Copier usage cost is B/W .00##.
        i. The cost per copy for black and white and color prints can be found on the quote Ricoh provided for the purchase.
2. Enter commodity code: "925-34 - Copier – Yearly Maintenance".
3. If the department's new purchase is not going to be for a full 12 months (i.e., the purchase is in the middle of the fiscal year), the requester will need to prorate the department's monthly usage totals. This can be done by multiplying the usage totals by the total months left in the fiscal year.
4. 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.
5. 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#####.

6. Click "Save", scroll to the top of the screen, and click the cart icon to select "Checkout".
7. The first step in the checkout screen is to add the account code to your FOAPAL.
    a. The account code is: "733030" for "Equip Srvc Contrac – Copiers".
8. 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.**



9. Copy the verbiage from the example below 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 name and phone number. Copier Purchase or Lease Months 1-12 of 60-month term. (Choose one and adjust the months to what applies to the copier unit)

10. Attach the quote and all other necessary documents, then submit the requisition.

New Copier/Printer Notes and Tips:

- **Optional Function for all new machines. Machines have functionality for PIN entry. Pin Numbers can be assigned to users who can make copies from multiple machines without allowing others to access confidential documents. This function should significantly reduce the number of desktop machines on campus and, thus, reduce printing costs.
- All new machines purchased should include full maintenance and support services, which will be charged quarterly on a cost-per-copy basis, but this is not mandatory. The department may assume liability for repairs and toner costs if it wishes, but this is not recommended. Maintenance and Support Services are for a five-year term, unless the department does not renew the agreement.
- All leases and rentals must include the appropriate agreement, which must be completed and signed. See all the applicable attachments below.
- If the department needs a new copier/printer and wants to PURCHASE IT OUTRIGHT, **do not include Maintenance and Support Services in the purchase requisition**. The department must issue a separate requisition for Maintenance and Support for the current fiscal year.
- According to Ricoh, there is no value for any copier/printer that is over two (2) years old. Therefore, there is no trade in value, and the requester for the department would contact OT to wipe the hard drive, then contact Surplus to remove the old machine from the department once the new machine is installed. At this time, Procurement will not allow the transfer of an old machine from one department to another without approval from the Office of Technology.
- 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. Ricoh may quote a model that may not have a pricing sheet attached to the contract, if that model fits your department's needs more. All currently available Ricoh models are cataloged on Ricoh's website to view.
- 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 as shown below as well as email the Procurement department before submitting the changes. This will assist Ricoh and Procurement in keeping the machine list updated.

    - Contacts you will need:
    - Bill Dinsmore - william.dinsmore@ricoh-usa.com; Office of Technology - tsc@ucmo.edu
    - Ricoh Billing Disputes - cit-phoenix@ricoh-usa.com