

Thank you for choosing Yale University

BLUEPRINT Copier Rental Program

KEY CONTACTS

BluePrint Customer Support

Phone: 203-436-9640

Email: blueprint@yale.edu

BluePrint Cluster & Tech Support

Mobile: 203-859-4971

email: BluePrint@yale.edu

Maria McLellan (Strategic Sourcing Manager)

Phone: 203-432-3785

Email: maria.mclellan@yale.edu

Eric Ashworth (Ricoh Sales Specialist)

Phone: 203-877-7000

Email: eric.ashworth@ricoh-usa.com

TRAINING RESOURCES

- **Ricoh Equipment Training Specialist**
Phone: 203-436-9808 or 203-410-4024 (cell)
- **Ricoh On-line Tutorial Videos**
www.tsrc.ricohusa.com/public/customer_videos/



TONER RECYCLING

You can easily recycle your empty toner cartridges by scheduling a pick-up with W.B. Mason.

Phone: (888) 926-2766 ext. 5001 • Email: customerYale@wbmason.com

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Important Notice Regarding Copier Supply Orders:

- The BluePrint Copier Rental Program **includes all maintenance and supplies with Ricoh.**
- Toner and staples are shipped to Yale Departments at **NO COST!**
- Supplies are shipped via UPS Ground arriving within 3-5 business days

Ricoh Will Never Solicit Supplies To Yale.

We have learned that some departments are getting calls directly from supply vendors soliciting copier supplies at a very expensive cost to Yale. These vendors are **NOT** approved by Yale Procurement or BluePrint or Ricoh. They are called “**TONER PIRATES**” in the industry; if you receive any calls please email: [blueprint](mailto:blueprint@yale.edu) at blueprint@yale.edu

Yale

BLUEPRINT

RICOH

Supply Ordering Procedures

NO OVERNIGHT ORDERS!

Three ways to order supplies from Ricoh.

1) Submit On-line Supply Orders

- Go to Ricoh link: <http://www.myricoh.com>
- Log in
- Click on: Equipment: Service & Supplies tab
- Click to select equipment or enter ID to add equipment to your list
- Click Order supplies or enter Device ID to add equipment to your list
- Choose supplies needed, click add to cart and proceed through checkout

2) E-mail supply orders to Platinum Team

- supplies@ricoh-usa.com
- include your equipment ID#, full name, phone number, complete address including department name, room number, floor and which supplies are needed.

3) Phone in Supply Order

- Dial 1-888-456-6457
- Must have ready Equipment ID#, Full contact name, phone number, complete address including department name, room number, floor and which supplies are needed

EMERGENCY ORDERS:

If your machine is completely out of toner and you don't have any extras contact **BluePrint at 203-436-9640**. Must have ready Equipment ID#, name and location. The supplies will be delivered within four hours.

Service Procedures

1) On-line Service Request

Go to the Ricoh link:

- <http://www.myricoh.com>
- (You must only register the 1st time to use)
- Type in the service template making sure all the required fields are filled in.
- Click on submit, this will log the call to Ricoh and dispatch and the on-site technician.

2) Phone in Service Request

- Call Ricoh directly at 1-888-456-6457 press 2 for service and 0 to speak to an operator.
- The operator will ask for your Equipment ID#
- This will log the call to Ricoh and dispatch the on-site service technician.
- Tech will call within 1 hour to review and setup an arrival time.
- We have on-site technicians and a 4 hour response time guarantee with Ricoh.

3) Ricoh Website Helpdesk telephone #: 866-239- 8494



Call Ricoh directly at
1-888-456-6457



Equipment ID#
This is alpha numeric code