



DISTRICT SCHOOL BOARD OF PASCO COUNTY

Kurt S. Browning, Superintendent of Schools

7227 Land O' Lakes Boulevard • Land O' Lakes, Florida 34638

Department of Purchasing
Michael J. Woodall, CPPO, Purchasing Agent
813/794-2221 Fax: 813/794-2111
727/774-2221 TDD: 813/794-2484
352/524-2221 email: mwoodall@pasco.k12.fl.us

February 19, 2013

MEMORANDUM

TO: Honorable School Board Members

FROM: Michael J. Woodall, CPPO, Purchasing Agent *MJW.*

RE: Piggyback 9-13-G University of South Florida
Multi-functional Devices, Copying Equipment, Services and Supplies
Company Name Change
Ricoh Americas Corporation

On December 4, 2012, official action (attached) was taken to piggyback the above mentioned University of South Florida bid that was awarded to Ricoh Americas Corporation. Effective immediately, Ricoh Americas Corporation has changed its name to Ricoh USA, Inc. All terms and conditions will remain the same for this contract. The contract period covers January 1, 2013 through December 31, 2013.

Should you have any questions regarding this matter, or if I can be of further assistance, please feel free to contact me at your earliest convenience.

MJW/sb
Attachment

Date/Time: February 13, 2013 08:44:00

RICOH

RICOH AMERICAS CORPORATION
70 Valley Stream Parkway
Malvern, PA 19355
www.ricoh-usa.com

October 2012

Dear Valued Customer,

At Ricoh we continue to make enhancements to better meet your business needs. On November 19, 2012 the operations that support your account will transition to an updated operating system. As we make this transition, you will notice some administrative changes when interacting with us on equipment-related business including:

General Changes

- **Your maintenance contract number will change** – Please update your records with the new number that appears on your invoice.
- **Your account number** – Your account number will also change; please make note of this change.
- **Remittance name and address information**
- **Contact number** – A new phone number will appear on your invoice and other Ricoh documents, 1-888-456-6457. You can use this number to contact us to schedule service, order supplies, or receive any assistance related to your billing.
- **The terminology used to describe standard maintenance coverage will change slightly** – This change does not represent a change in the terms and conditions of your maintenance agreements. The following are the new standard coverage names:
 - *Gold* – includes parts, labor, consumable supplies (toner and staples, excludes paper)
 - *Silver* – includes parts, labor, and consumable supplies (toner, excludes staples and paper)
 - *Bronze* – includes parts and labor

Invoicing

- **The format of your Ricoh invoice will change** – A detailed explanation of these changes is included with this letter.
 - **Our remit to is now “Ricoh USA, Inc.” instead of “Ricoh Americas Corporation”** – Please make a note of your remit to detail and address on your invoice.
 - **Tax Identification Number (TIN)/Federal Employer Identification Number (FEIN)** – Please update your records to reflect our new TIN/FEIN: 23-0334400.
 - **DUNS#** – Please update your records to reflect our new DUNS#: 04-396-4519.
 - **You can contact us at 1-888-456-6457 to request a W9.**
- **Billing** – Depending on the timing of your billing cycle, you may receive a prorated invoice as we migrate to the new system. Please be sure to pay all invoices as you normally would that are on the older format.

Web Tools

- **A new web portal for self service** – The current portal for self service, ricohdirect.com, will be replaced by MyRicoH.com. There is no action for you to take to register for MyRicoH at this time. Your account will automatically be transitioned and at the appropriate time you will receive an email with your new password. Look for separate email communications on this new and exciting change!

Please note these changes do not impact any outsourcing-related business you may conduct with us. As we continue to enhance our systems and processes, you can expect the same level of service from your Ricoh sales representatives, technicians, and our call center team. We look forward to your continued business and ask for your patience and feedback during the upcoming transition period. Please contact us at 1-888-456-6457 with any questions.

Sincerely,



Tom Hammond
Vice President, Customer Administration