

Ricoh, USA (formerly IKON Office Solutions) Contact Information

(Updated 3/25/2014)

Repair Service Calls: 1-888-456-6457 or www.myricoh.com

Supplies Contact: When ordering supplies for non-supply inclusive maintenance agreements.

Lourdes (Lola) Barnes, Aftermarket Specialist II

Call Center

Ricoh, USA Inc.

755 West NASA, Blvd.

Melbourne, FL 32901

Toll Free: (866) 230-8100 ext 62608

Lourdes.Barnes@Ricoh-USA.com

Submit P.O.'s To: RUS_Supply@Ricoh-USA.com

Attn. Lola Barnes

Supplies Contact: When ordering supplies for supply inclusive maintenance agreement
It is preferable to order supplies via the www.myricoh.com website, or call (888) 456-6457.

Please note if you call this # to order supplies press prompt #3, the recording will say if you order supplies over the phone you may be charged shipping charges. MCPS *will not* be charged shipping charges when ordering over the phone, unless you are requesting overnight shipping.

Maintenance Agreement Contract Set Up Contact: (Until Further Notice)

Ralph Dewey, Area Customer Support Specialist

Ricoh, USA Inc.

(804) 287-4104

Ralph.Dewey@Ricoh-USA.com

Questions Regarding Billing:

Ralph Dewey, Area Customer Support Specialist

Ricoh, USA Inc.

(804) 287-4104

Ralph.Dewey@Ricoh-USA.com

Equipment Ordering Needs & Overall Contact and any other questions:

Larry Durkin

Major Account Executive

(703) 236-2135

(703) 389-9462 (cell)

Lawrence.Durkin@Ricoh-USA.com