

**How to place  
a Supply  
Order.**



EXCELLENCE

Manager: Wilfredo Cortez

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Email Address / User Name

Password (Case Sensitive)

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**LOG IN**

## Welcome to my.ricoh



Browse products,  
place & track  
orders online



Receive personalized  
alerts for tasks that  
require attention



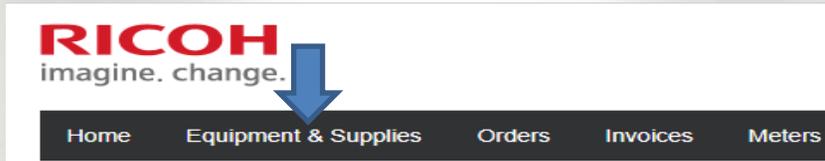
Submit meter  
reads for your  
Ricoh devices



Submit service  
requests for your  
devices

[Ricoh Imaging / Pentax user? Register here >](#)  
[Dealer or Distributor? See our FAQ >](#)

Click Equipment Service/Supplies on the bar across the top



Users are shown the list of devices or search by device.

**Equipment: Service & Supplies**  
To get service on a machine, select "Request service" from the equipment item links.

Model number, serial number or equipment ID What's this?

Business organization    What's this?

Showing 10 of 55 **View only**

<b>Ricoh PROC901</b> Equipment ID Serial number	Site reference/location Personal tag	<a href="#">Help me fix my problem</a> <a href="#">Request service</a> <a href="#">Service History</a>
<input type="button" value="Edit"/> <input type="button" value="Remove"/>		<input type="button" value="Order supplies"/> <input type="button" value="Relocate Equipment"/>
<b>Ricoh PROC7110X</b> Equipment ID Serial number	Site reference/location Personal tag	<a href="#">Help me fix my problem</a> <a href="#">Request service</a> <a href="#">Service History</a>
<input type="button" value="Edit"/> <input type="button" value="Remove"/>		<input type="button" value="Order supplies"/> <input type="button" value="Relocate Equipment"/>
<b>Ricoh C751EX</b> Equipment ID Serial number	Site reference/location Personal tag	<a href="#">Help me fix my problem</a> <a href="#">Request service</a> <a href="#">Service History</a>
<input type="button" value="Edit"/> <input type="button" value="Remove"/>		<input type="button" value="Order supplies"/> <input type="button" value="Relocate Equipment"/>
<b>Ricoh C651EX</b> Equipment ID Serial number	Site reference/location Personal tag	<a href="#">Help me fix my problem</a> <a href="#">Request service</a> <a href="#">Service History</a>
<input type="button" value="Edit"/> <input type="button" value="Remove"/>		<input type="button" value="Order supplies"/> <input type="button" value="Relocate Equipment"/>

Click Order Supplies

<b>Ricoh MPC2500</b>		<a href="#">Help me fix my problem</a>	<input type="button" value="Edit"/>
Equipment ID	Site reference/location	<a href="#">Need service?</a>	
Serial number	Personal tag	<a href="#">Service history</a>	<input type="button" value="Remove"/>
		<a href="#">Order supplies</a>	
		<a href="#">Relocate Equipment</a>	

Select a quantity next to the desired item.

Home > Equipment: Service & Supplies > Create Supply Order

### Create Supply Order

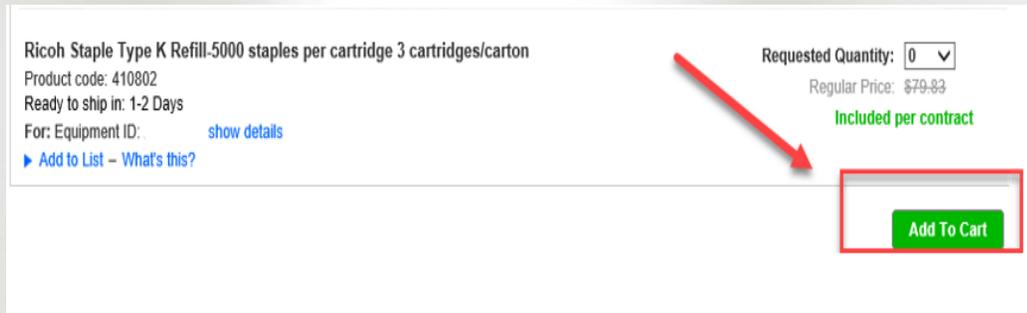
Select equipment from your list or search for a piece of equipment.

My Equipment List:

Search for my Equipment:

PRINT CARTRIDGE BLACK TYPE MPC3000/C3030/LD430C Product code: 841338 Ready to ship in: 1-2 Days For: Equipment ID: <a href="#">show details</a> <a href="#">Add to List - What's this?</a>	Requested Quantity: <input type="text" value="0"/> Recommended Quantity: 0 Regular Price: \$79-\$3 <b>Included per contract</b>
PRINT CARTRIDGE YELLOW TYPE MPC3000/C3030/LD430C Product code: 841339 Ready to ship in: 1-2 Days For: Equipment ID: <a href="#">show details</a> <a href="#">Add to List - What's this?</a>	Requested Quantity: <input type="text" value="0"/> Recommended Quantity: 0 Regular Price: \$182-\$4 <b>Included per contract</b>
PRINT CARTRIDGE MAGENTA TYPE MC3000/C3030/LD430C	Requested Quantity: <input type="text" value="0"/>

Scroll down and select add to cart



Ricoh Staple Type K Refill-5000 staples per cartridge 3 cartridges/carton  
Product code: 410802  
Ready to ship in: 1-2 Days  
For: Equipment ID: [show details](#)  
[▶ Add to List - What's this?](#)

Requested Quantity: 0 ▼  
Regular Price: \$79.83  
Included per contract

**Add To Cart**

## Shopping Cart

- The Shopping cart will list all items ordered and the devices the order is placed against.
- The customer have the option to:
  - Continue Shopping- **Can place another order**
  - Save cart for later- **Customer can place the order when ready**
  - Checkout- **Take customer to Shipping Details**

- If the requested item is currently on backorder, a message will appear informing the customer if the item may be delayed.

### Shopping Cart

Shipping for the item(s) highlighted below will be delayed because all or part of the quantity requested is on backorder. The available quantity will be fulfilled immediately; the remainder will be delivered when available.

- If your request is more than recommended, a message will appear by specifying why.

### Shopping Cart

You have asked for more than the recommended quantity of the item(s) highlighted below. You can proceed with these quantities, but ordering a quantity that exceeds the recommendation may delay processing.

Why do you need more than the recommended quantity? Select only one reason for this line item in your cart. required

- Toner was spilled    Special copy/print project    I have already processed a return request    Other

- Continue to Checkout

SubTotal: \$0.00

Continue Shopping

Save cart for later

Checkout

## Shipping Details

- The user can verify or update the shipping address, location information and contact information of the order.
- The user can select shipping method if more than one option is listed.
- The user can then click **continue to billing details**.

### Shipping Details

#### Shipping Address

815  
Port  
[Change](#)  
Location

#### Shipping Contact

Freddy Cortez  
628-9999999  
wilfredo.cortez@ricoh-usa.com  
[Change](#)

#### Shipping Method

**Ground Shipment** - Ground Shipment orders will take approximately 3-5 days to be delivered.

#### Order Comments

Enter any comments or instructions associated with your order. You might want to consider telling us:  
How many stairs are at your delivery location and/or Is there a loading dock at your location

Characters remaining: **240**

[Continue to Billing Details](#)

## Billing Details

- The user can update their billing address if incorrect and then click **review and place order**

**Billing Details**

Below is the billing information for your order. If the bill to address is not correct for this order, click the Change link to select the correct one.

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**Billing Details**

75  
Port  
[Change](#)

**Additional Billing Information**

All additional billing fields are optional, unless otherwise marked.

PO Number

Select file to upload

We support .pdf, .png, .jpg, .jpeg, .tif, .bmp & .gif formats.

Customer Invoice

# Review Order

- The customer should review the contact information, items requested, shipping method and then click the **place your order** tab.

### Review Order

<p><b>Shipping Address:</b> 815 Port</p> <p><b>Location:</b></p> <p><b>Shipping Contact:</b> Freddy Cortez 829-9999999 wilfredo.cortez@ricoh-usa.com</p> <p><b>Shipping Method:</b> Ground <a href="#">Change shipping details</a></p>	<p><b>Billing Address:</b> 75 Port</p> <p><b>Payment Method:</b> Invoice <a href="#">Change billing details</a></p>
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**Order Summary**

Subtotal:	\$0.00
Shipping & Handling:	\$0.00*
Taxes:	\$0.00
<b>Order Total (8 items):</b>	<b>\$0.00</b>

**By placing your Order, you agree to the Terms and Conditions of this order.**

[Place Your Order](#)

\* Shipping & Handling charges will be assessed in accordance to your agreement with Ricoh.

<p><b>PRINT CARTRIDGE MP 401(TONER AND WASTE COLLECTION ALL-IN-ONE)</b>  <b>Product Code:</b> 841886  <b>For:</b> Equipment ID:      Manufacturer Serial Number:      <a href="#">show details</a></p>	Ready to ship in: 1-2 Days Quantity: 1
<p><b>PRINT CARTRIDGE MP 401(TONER AND WASTE COLLECTION ALL-IN-ONE)</b>  <b>Product Code:</b> 841886  <b>For:</b> Equipment ID:      Manufacturer Serial Number:      <a href="#">show details</a></p>	Ready to ship in: 1-2 Days Quantity: 1
<p><b>PRINT CARTRIDGE MP 401(TONER AND WASTE COLLECTION ALL-IN-ONE)</b>  <b>Product Code:</b> 841886  <b>For:</b> Equipment ID:      Manufacturer Serial Number:      <a href="#">show details</a></p>	Ready to ship in: 1-2 Days Quantity: 1
<p><b>PRINT CARTRIDGE MP 401(TONER AND WASTE COLLECTION ALL-IN-ONE)</b>  <b>Product Code:</b> 841886  <b>For:</b> Equipment ID:      Manufacturer Serial Number:      <a href="#">show details</a></p>	Ready to ship in: 1-2 Days Quantity: 1
<p><b>PRINT CARTRIDGE MP 401(TONER AND WASTE COLLECTION ALL-IN-ONE)</b>  <b>Product Code:</b> 841886  <b>For:</b> Equipment ID:      Manufacturer Serial Number:      <a href="#">show details</a></p>	Ready to ship in: 1-2 Days Quantity: 1
<p><b>PRINT CARTRIDGE BLACK MP C6003</b>  <b>Product Code:</b> 841849  <b>For:</b> Equipment ID:      Manufacturer Serial Number:      <a href="#">show details</a></p>	Ready to ship in: 1-2 Days Quantity: 1
<p><b>PRINT CARTRIDGE BLACK MP C6003</b>  <b>Product Code:</b> 841849  <b>For:</b> Equipment ID:      Manufacturer Serial Number:      <a href="#">show details</a></p>	Ready to ship in: 1-2 Days Quantity: 1
<p><b>PRINT CARTRIDGE YELLOW MP C6003</b>  <b>Product Code:</b> 841850  <b>For:</b> Equipment ID:      Manufacturer Serial Number:      <a href="#">show details</a></p>	Ready to ship in: 1-2 Days Quantity: 1

**By placing your Order, you agree to the Terms and Conditions of this order.**

[Place Your Order](#)

- A confirmation number should be generated. An email confirmation will be sent shortly containing order number and another email once the order ships

Equipment: Service & Supplies   Meter Reads   Business Solutions   Store   Order Center

✓ Cart Details   ✓ Shipping Details   ✓ Billing Details   ✓ Review & Place Order   ✓ Order Confirmed

 Save time on future purchases by setting and activating your Express Checkout preferences in your [profile](#) now.

## Order Confirmation

Thank you!  
Your order number [redacted] has been submitted successfully and can be tracked in [Order Center](#).

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**Shopping**  
Need more toner, staples or other Ricoh supplies? Browse your catalog and add more supplies to your cart.  
[Continue Shopping](#)

**Lists**  
**Time saving tips:**  
Add these items to a new or existing list  
Return to reorder and select easily from your saved list  
Save time on future purchases of frequently ordered items  
[Add All Ordered Items to List](#)

If you have any questions or concerns regarding My.ricoh.com

888-456-6457

**Option 6, MyRicoH**

Alternately, live chat is available via the my.ricoh-usa.com web page  
(Website Assistance).