

Frequently Asked Questions

Questions	Answers
We currently are in the middle of a 48 month contract. Will we be receiving a new contract to replace it? Will the new contract be negotiated after the 48 month?	Unless you have an immediate need and drastic change in circumstances, at the end of the 48 month term, you will work with your respective Ricoh representative to discuss your situation assess needs, and agree to the most appropriate and cost effective solution for you.
We purchased our copier will we still get supplies at a discounted rate?	You should be receiving your supplies at the same discounted rate that you have always received.
E-Fax: Can employees log into a workflow component in the system from home	Based on particular preferences. Contact Rep
We need to downsize the copier we currently have, but we have been told that we would have to buy it out before we can downsize. Has this changed since the master contract has been renegotiated?	The feedback you received is completely accurate, however, although we cannot guarantee a resolution to your situation, there is the potential that we can potentially accommodate your needs. Please engage your respective Ricoh representative.
May we obtain a copy of the presentation for referencing features that we may leverage in our respective areas?	The presentation will be posted on the Ricoh Find Products & Services Page
Do you have a scenario for copiers that were purchased?	On the Ricoh Website in the Find Products and Services Section of the University Procurement Services website
Is there a schedule available for the additional Zoom meetings?	Yes, Webinar Dates December 9 – 10 am January 6th , 13th & 27th – 9 am
For eFax do we need to change our copy/fax machine?	Most likely not, but we do need to assess your current technology, and completely understand exactly what you want to accomplish, and we can confirm from there. Please get us involved to start the process for you.
If our machine is "In Scope" are there steps we need to take to receive the 3-mo deferral, or is it automatic?	If your contract is within the scope of the deferral program, the deferral of invoices for the 90 day period would be automatic.
Where will this PDF be available for future reference?	Ricoh Find Products & Services Page
Where can we find pricing for other services like e-fax, DocuSign, etc.	Because the resources are on a wide scope of scalability, please engage your Ricoh resource so they can assess your situation and price out the most cost effective solution for you.
Can we get a list of copiers that qualify for the deferral program for School of Arts and Sciences in Camden? Should we reach out to Chris Aha?	No list of copiers however there is a list of contracts. The Strategic Procurement Team will be communicating this information out to the proper departments.
I requested to receive copies of invoices but have not received any. I would like to review the invoice before procurement makes payment. Please advise.	Please reach out to your respective Ricoh representative, and we can try to work on providing you with the required information for your invoices.
Can we have reduced terms for grant funded equipment? Some grants are year-to-year or less than 48 months. Would the monthly pricing change in this case?	Per our presentation, we understand these circumstances are we are very sensitive to the situation, however we have no predetermined resolutions. We may still be able to accommodate you, but we need to discuss the details of your particular situation. Please engage your respective Ricoh representative.
The 3 month contract extension is great and roughly corresponds to the Fall Semester. Is it possible that any additional extensions will be added for the Spring semester? My departments leased copier usage is largely driven by course content and exam printing. As it is likely that Spring courses will remain online, this function is greatly reduced.	An additional deferral would be next to impossible, however we are very sensitive to your situation. We cannot guarantee that we can accommodate you, but we can research your particular situation, and see what we can do. Please engage your respective Ricoh representative.
Hi can you share out the link to all the resources?	https://procurementservices.rutgers.edu/purchasing/copiers/rich-usa-inc
Do we have to use Ricoh for printers, toner, etc? or is it just another option?	Rutgers has a university-wide contract with Ricoh. Ricoh is the proffered Printer/copier device supplier.
How do I know if my leased machine is in scope? What if my lease began recently, am I still part of the deferral program?	Your contract is mostly within the scope of the deferral program, but feel free to engage your respective Ricoh representative to confirm.
What does a nominal service fee mean? Is it a reduced portion of my existing service fee?	The fee is a calculation to keep your devices serviced, supplied, and maintained in the system. In most cases, it is less than 5% of your regularly scheduled invoicing.

If my lease is extended for three months, will I need to complete a PO Modification in order to increase the amount for the 3 additional months of service fees? If so, how will I know what the increase should be? Should I use the 3 months of service costs during the deferral period of calculate?	Because this is so closely related to the Rutgers' financial system, I would like to defer to Strategic Procurement first to best understand how any answers may impact the Rutgers process. From that point, I can answer any questions about the timing that you may have.
How does this deferral program effect my current budget and my budget when the deferral payments come due?	Without getting into the management of budgets, which is outside of my scope of expertise, your contract will simply be extended for three additional months.
Why am I paying the same monthly rate after my lease term ends?	Per the contract you will continue to pay the same amount as long as you don't return the device, Please contact Ricoh, to update your contract.
I am not coming close to using my B&W or Color copy allowance every month. Is there any way I can renegotiate the page allowance and thereby lower my monthly payment?	Contact a Ricoh representative for accommodations
We underestimated the amount of copies we make in the department. Is there a way to increase the page allowance?	Contact a Ricoh representative for accommodations
We inherited a machine that we do not need and would like to return. What are our options? Can we have another department assume the lease?	Yes, in the event that a device is "orphan", a device can be assigned to another department as long as both departments have agreed to the transfer and department acquiring the device is willing to take on responsibility. Options are limited, contact a Ricoh representative to review the best solutions.
We have another manufacturer copier which we bought outright and is still in working condition. I thought the University was undergoing a budget crisis so do I we have to swap it for a Ricoh even if it will be more expensive? What are the benefits of getting into a new lease with Ricoh?	Contact a Ricoh representative to review the best solutions.
If 3 months is deferred until end of Contracts, do we need to accrue for the 3 months for this year since cost was incurred this year?	This question would be more appropriate for the Rutgers procurement team as it pertains to internal policies. Please let me know if there is any other way I can help.