

The Managed Copier Program makes multi-function devices, copying equipment and printers available to University users through a University-wide negotiated contract. Instead of requiring a capital expenditure to purchase a copier or printer outright, the Managed Copier Program offers leased copiers and printers at a price you can afford. You can then use your funds for more appropriate hardware, related to your core responsibilities.

The purchasing power of the University enables each department to benefit from maximum savings. The Managed Copier Program provides cost-effective copying and printing without compromising productivity or convenience. We furnish the copier or printer, all supplies, except paper and all service with a guaranteed maximum four hour response time. Delivery is usually within 10 - 15 working days.

All new printers and black and white copiers that are leased will have a four year time commitment. You may lease a used copier without time commitments, if one is available. All printers and color copiers have a four year time commitment.

### Selection Procedure

We are currently offering Konica brand copiers and printers. The process involves analyzing your copying and printing needs and your monthly volume history, to mutually decide which system and what options the program can provide. There are three things to consider 1) the features needed by your department, 2) the number of copies you make per month and 3) the speed of the copier. Once the equipment is agreed upon, the department should fax or email a completed lease form to:

Debby Burch  
University of Michigan  
Managed Copier Program  
Phone: 734.647.0503 Fax: 734.615.6235  
Email: [dburch@umich.edu](mailto:dburch@umich.edu)

Medical campus departments must have MCIT's written permission to have the printer/scanner option installed.

### Delivery and Training

After you have faxed the lease agreement to the Managed Copier Program, Konica Minolta will contact you directly with the date and approximate time the copier or printer will be delivered. The equipment will be delivered by a Konica Minolta truck driver; it will be covered with shrink wrap. Within a few hours, a technician will arrive to set up the equipment and give you a brief training. They would like you to use the equipment for several days to become familiar with it before the in-depth training. Their training representative will call to set up the in-depth training which can be one or more sessions.

There is no charge for any additional training. If you would like to make the appointment, the person to contact is Chuck Kava 734-216-0198 (Ann Arbor number) or [ckava@kmbs.konicaminolta.us](mailto:ckava@kmbs.konicaminolta.us). Copiers and printers will be prepared and installed for fax, print and scanning by Konica Minolta personnel only. Copiers and printers that may need to be moved after installation will be moved by Konica Minolta personnel only at no charge.

### Service and Supplies

Included with the lease of the equipment are all supplies (except paper and transparencies) and all maintenance. Your equipment has been assigned an ID number that is usually located on the front of the equipment on a small 1 x 1.5" label. You will need this number for service and to order supplies. You may order both either by phone or on-line.

The phone numbers to order supplies and service for Konica copiers and printers are:  
Supplies: 800-510-4800 x2510 or 800-909-3114 or 0 for the operator  
Service: 800-510-4800 x2004 or 800-909-3117 or 0 for the operator

To order supplies and service on-line:

Web address: <http://www.konicaminolta-albin.com/customer.html>

At the middle and bottom of the screen will be the forms to complete to order supplies and service.

Complete the information (the Konica ID number is on your equipment).

Hit the send button.

If supplies are ordered as a "rush" delivery or overnight express, your department will be charged for the freight on the shipment. There is no charge for regular delivery.

Your supplies are included with your lease - please be aware of toner scam telephone calls. Konica will not phone you about ordering supplies or service, you will have to order all supplies.

### Monthly Meter Readings

Konica Minolta will notify the contact person monthly, by email or fax, to enter their meter reading for the leased equipment on their web site.

### Billing

You will be billed monthly on the University's Statement of Accounts as a non-po voucher. Any questions about your billing can be directed to Konica Minolta at [contracts@kmbs.konicaminolta.us](mailto:contracts@kmbs.konicaminolta.us).