

# Print Managed Services - Konica Minolta

## Konica Minolta Benefits

A-State is utilizing the One-Rate program from Konica as the contract for our Multi-Function Printer Fleet. This rate includes unlimited black/white and color copies, toner, staples, parts and labor. Departments will be charged the same rate each month, so there will be no overages or usage charges billed to the department.

Your department will not be charged for color prints, but be considerate of the usage. The current billing is based on the past history of usage. Future lease costs will be based on usage going forward.

## Placing Service Calls

You have two methods for placing a service call:

1. Call 1-800-456-5664 and select 1. You will need to provide the eight-digit ID number from your copier to reference.

2. Email [gcs@kmbs.konicaminolta.us](mailto:gcs@kmbs.konicaminolta.us) You will need to provide the eight-digit ID number from your copier and let them know what is wrong with the device.

After the call is placed, an Engineer from Konica Minolta will contact you with an ETA.

If you are having an issue placing your call, you can email [copier\\_support@astate.edu](mailto:copier_support@astate.edu).

## **Supplies**

Copier and Printer Supplies (toner, staples, etc.) are stored in Central Receiving in the Facilities Management building. The department must pick up their supplies when needed in Central Receiving. Supplies will not be brought to the department. When you pick up your supplies, please have your model number available so you get the correct supplies.

### Recycling your old Supplies

Please do not throw away your old Konica Minolta or HP toner bottles or cartridges. When you pick up new Konica Minolta supplies, leave your old supplies in Central Receiving. We will collect all old toner cartridges and recycle them.

## **Billing**

The copier charges will be posted to the Communication Services monthly statement.

### Request a Konica Minolta Copier

To request a copier for your department, please contact Taylor Edmonds with Konica Minolta at [taylor.edmonds@kmbs.konicaminolta.us](mailto:taylor.edmonds@kmbs.konicaminolta.us)

If you have questions about our Print Management Program or need assistance on your Konica Minolta Printer, please contact our designated Konica Minolta campus representative, Taylor Edmonds at 870-514-4877 or email [taylor.edmonds@kmbs.konicaminolta.us](mailto:taylor.edmonds@kmbs.konicaminolta.us)

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