



## Placing a Service Request or Ordering Supplies

### Contracted Supplies

*(Supplies included in your Maintenance Agreement: Toner and Staples)*

#### **Online Request**

Please have your Equipment ID number ready, It's an 8-digit number found on a white or silver sticker on the front of your equipment. Then go to [www.MyRicoh.com](http://www.MyRicoh.com) to Log-in or create a new account.

or

#### **By Phone**

Toll Free 888-456-6457,  
Service - Option 2  
Supplies - Option 3

### Non-Contracted Supplies

(Supplies NOT included in your Maintenance Agreement: Fax Cartridges)  
Contact Supply Sales with the following information:

#### **Order by Phone**

Toll Free 888-456-6457 – Option 3

Equipment ID number