



Manager: Christalyn Thomas
Effective Date: 06/01/2021 – 05/31/2026
Number: R191101
Commodity: Copiers

Contact Information:

Terry Duncan
tduncan@kmbs.konicaminolta.us
256-496-2496

Frequently Asked Questions

What company was awarded the copier contract?

Konica Minolta

What are the terms of the contract?

60 month/5 year lease effective upon receipt of machine. This is a lease and cost per copy contract. Maintenance is included in the cost per copy. Departments will be invoiced for copies and the lease quarterly.

How will I pay for my invoices?

All invoices should be paid with your pcard via the online payment system (link is found on your individual invoice).

Who do I contact for invoice questions and collections questions?

KM Cares is available for issues other than direct service and can be reached at kmcares@konicaminolta.us.

Who do I contact for credit and collections questions?

Maintenance Invoices

Valarie Lattimore
vlattimore@kmbs.konicalminolta.us

Lease Invoices

Kimberly Bollinger
Kimberly.Bollinger@firstcitizens.com

Do you have to immediately switch to Konica Minolta?

Yes and no. If you own your machine, you simply pay maintenance to the current vendor. All other machines and new leases should be under lease with Konica Minolta as your lease with Ricoh expires.

What brand of copiers will they be using?

Konica Minolta

How will we know which Konica Minolta machine will better suit our needs?

The Konica Minolta representative will schedule a meeting with each department to review your needs and make a recommendation.

Who is Auburn's contact at Konica Minolta and how can we contact them?

Terry Duncan

Phone: (256) 496-2496

Email: tduncan@kmbs.konicaminolta.us.

What is the charge for copies?

Cost per copy: B/W \$.0055 Color \$.0358 These rates include all parts, labor, toner, and staples.

Is there a maintenance charge included with this contract?

Yes, as the maintenance is included with our cost per copy charge.

Who do I contact first if I need a copier?

Christalyn Thomas in PBS at 4-3711, cmc0122@auburn.edu

Will these machines be networked?

Yes, if you do not currently have that capability in your office, please contact your IT provider.

Once machines are ordered, how quickly can we expect our new machine?

Approximately twenty business days.

Who is responsible for installation?

Konica Minolta will work with the OIT representative for your department to get your device installed and connected to the network.

Who will handle repairs?

Konica-Minolta. All machines have a service/repair sticker displayed clearly on the front panel of the device with your equipment ID. Service and supply requests can be placed in two ways:

1. Online. MyKMBS.com this online management website conveniently helps you to perform a multitude of valuable functions, including: placing service call, ordering supplies, entering meter reads and even paying invoices. All in one place.
2. Phone. Call and reference the equipment ID number on the sticker. Bizhub Customer Care Center at 800-653-2652

How do I order toner and staples?

Toner can be ordered at no additional cost via the online portal at MyKMBS.com Please reference the equipment ID located on the sticker on the front of the copier when ordering toner and staples.

Will you be able to order a copier online?

No, you should always call or email Terry Duncan with machine requests.