

**FULLERTON SCHOOL DISTRICT
BUSINESS SERVICES DIVISION**

Date: August 18, 2010
To: Principals, Office Managers, Clerks
From: Ron Mullins
Supervisor of Purchasing and Stores
Subject: **Contact Information for School Site Canon Copiers**

Each school site must input a purchase requisition each fiscal year for the service contract for their Canon copier(s). Please refer to the prior year's purchase order for pseudo(s) and object code(s) to be used in the purchase requisition.

The following contact information applies to the Canon copiers that were installed at each of the school sites in August 2004.

Service and Supplies

Requests for service and supplies can be placed either on the web or by phone from Konica Minolta Business Solutions:

Web address: www.mykmbs.com
Toll free number: (800) 456-5664 (KMBS Customer Care Center)

Be prepared to provide the Model number, Serial number, and current meter reading of your copier(s) when making your request.

Technical Support

Chris Maertzweiler in the Copy Center can answer questions regarding routine operation of your copier. Chris can be reached at extension 433 or via email.

Bob Mastrodonato, Sergio Saucedo, Kevin Johnson, and Robert Gaddy, in the Technology & Media Services Department, can help solve software issues or system driver installations at extension 472.

Training

Karen McKenna of Konica Minolta Business Solutions will coordinate your requests for training on the Canon copiers as well as their special features. Karen can be reached at (714) 630-7780, ext. 4236, or via email at kmckenna@kmbs.konicaminolta.us.

Copier Contract or Service Agreements

I can answer any questions regarding the contract terms and conditions, service and supplies agreements, or pricing of the Canon copiers. I can be reached at extension 846, or via email.

If you feel that Konica Minolta Business Solutions is not responding to your requests in a timely manner, please contact me for assistance.

All other questions or concerns should be directed to me.

cc: Ted Lai
Chris Maertzweiler