Ricoh Printer/Copier Contract and Customer Support Contacts

- *The purchase of new Ricoh desktop printers or lease of Ricoh Multifunction devices is no longer allowed.*
- *Existing leases contracts will continue per the lease agreement.*
- *Desktop printers will continue to be serviced and maintained, with toners being provided, per the active agreements for these devices.*

Ricoh-USA UNC Contract/Account # 2148281

Account Manager
Beverly Dinges
(970) 310-3838
Beverly.Dinges@ricoh-usa.com

Account Management Coordinator, Customer Administration
Stephanie Kinzer
(480) 379-7341
stephanie.kinzer@ricoh-usa.com

Service and supplies
(866) 742-6400
email **rmsservice@ricoh-usa.com**

Account Manager RMSSC Centralized Services
Raymond Brantman
(770) 723-4449
raymond.brantman@ricoh-usa.com

To terminate service contract, maintenance agreement and issue final billing for maintenance and usage
Beverly.Dinges@ricoh-usa.com
Stephanie.Kinzer@ricoh-usa.com
Raymond.Brantman@ricoh-usa.com

Ricoh Leasing Equipment Finance Contract Administrator Customer Care / Specialized Services
Ronena Ray
(478) 405-2849
RonenaRayrequests@LeasingConnection.COM

Ricoh_GUIDE.PDF is an overview of the basics of doing business with Ricoh-USA

Ricoh Self-Service Portals: My.Ricoh-USA.COM and **GetMyAccounts.com**

Online access to Ricoh USA online Invoicing
- *See Ricoh_Online_Invoices.pdf*

Online access to Ricoh lease invoices
- *See Ricoh_GetMyAccounts.pdf*

Ricoh Printers @ UNC
Basic Information

Hello!

This document provides information pertaining to the ***my.ricoh-usa.com*** and the ***GetMyAccounts.com***[1] web sites. The my.ricoh-usa.com website offers easy access to a variety of tools and features, for both both the leased and department owned Ricoh devices.

Among the items that the website is useful for are:

- Invoices for service & recorded usage
- Submitting Meter Reads – for printers attached directly to one computer
- Submitting orders for supplies, including waste toner bottles, staples
- Viewing pending delivery of toner and other supplies
- Submitting/verifying/following up on service requests

MY.RICOH-USA.COM

The My.Ricoh-USA.com site is the only online access available for supplies, service requests, monthly service and usage details and related invoices for ALL Ricoh devices.

Departments with leased devices will want to setup access for both the **GetMyAccounts.com** and **my.ricoh-usa.com** sites. One account on either site, will allow access to information for multiple devices.

It is recommend that anyone who needs to order supplies/service or pay invoices create a user account on the Ricoh website(s), if you haven't done so already. Account registration may be done by the user from the login screens. Initially access to the MyRicoh website may not include access to the invoices for service and usage. If you have setup an account but do not have access to the invoice component, Beverly Dinges to have your access to invoices setup.

If you are not sure what the equipment ID or serial number is for the Ricoh device(s), the Ricoh Equipment ID is found on a label affixed to the device. The manufacturer's serial number may also be used and is found on the back of the device. This information may also be found on any Ricoh invoices previously received.

Ricoh USA also uses a configuration identifier. This number is affixed on the device and consists of C*86nnnnnn.* This number will always begin with "C86"

Manufacturer's serial number are alpha-numeric consisting of an eleven letter and number combination and always begin with a letter.

If you handle service & usage invoices for desktop Ricoh printers that are directly attached to one computer (*not on the network for multiple users*), the number of pages printed will need to be manually reported to Ricoh monthly.

[1] The GetMyAccounts.com site is for **leased device invoices**. The lease contract number will be needed for account access.

The UNC Purchasing and Contracts team has a list of all contract information, including the contract number and expiration date.

Welcome to the Ricoh Managed Print Services Program for the University of Northern Colorado, supported by our Ricoh Managed Services Support Center (RMSSC)

This introductory Page provides basic program details and contact information regarding your Ricoh Multi-function device (MFD) or printer.

Supplies

If you need toner for your new device within the first 60 days after delivery, call the RMSSC at (866) 742-6400 or email rmsservice@ricoh-usa.com. Be sure to include the EID #!

If you call Ricoh service for toner and are told that there is a cost associated with that order, DO NOT place the order. Toner is supplied at NO COST with the monthly service fee for the printer. If you need toner immediately, please contact the Technical Support Center for assistance. Be sure to note that you are calling about a Ricoh printer and if the printer is managed as a Bear Print device.

⇒ After the 60 day grace period, toner for **your networked Ricoh device** will be automatically shipped when your device's toner level reaches 20%.

⇒ Some devices may not be connected to the network and will not communicate with RMSSC, or may have a reporting issue. If you have any concerns about supply needs, please contact RMSSC service by phone or email using the above contact methods.

⇒ You will be asked to provide the Ricoh Equipment ID (EID) number located on the asset tag on the front of your equipment, as well as model information.

Service

If you need service on your device call the RMSSC at (866) 742-6400 or email rmsservice@ricoh-usa.com to open a service request

⇒ You will be asked to provide the **Ricoh Equipment ID (EID) number** located on the asset tag on the front or side of the device, the equipment location, and description of the problem.

⇒ Most, if not all, consumable parts of your device (such as waste toner receptacles) can be self-installed.

⇒ If you are unsure of an error code or alert message on your device, or how to install a consumable part, please contact the RMSSC to place a service request.

Billing/Issues

Ricoh has provided a dedicated point of contact for any billing issues/ questions you may have, or issues you may need to escalate:

Nicole Bishop
Nicole.Bishop@ricoh-usa.com
(480) 379-7281
… or …
Ronena Ray
RonenaRayRequest@leasingconnection.com
(478) 405-2849

Note: Typically, Ricoh billing period for service is for the month that the invoice is issued. The billing period for usage is for the month prior.

UNC Specific Information

There should NEVER be a charge for toner or routine service. Any charges that do get invoiced will be explained or corrected by reaching out to the points of contact listed above.

UNC maintains Silver & Gold Service Level Agreements. This means that the monthly service fee covers the costs of toner, staples and service, including labor and parts, e.g. drums and waste toner bottles. *Cost per page printed is based on service level agreement.*

Toner will be sent automatically once the service contract for the printer has been finalized.

If you are advised that requested supplies or service will be billed, please contact the TSC @ 1- 4357 BEFORE committing to a supply or service purchase, to ensure the service/maintenance contract is correctly applied.

Toner is the only supply monitored for auto-replenishment. Devices are connected to the network will be automatically sent new toner when the toner level is found to be at, or less than 20% remaining. This criteria may be modified by sending a request to RMSService@Ricoh-USA.com
Toner orders for non-networked devices must be placed by the user as these devices cannot be monitored remotely.
All other consumables, such as staples and waster toner bottles must be ordered as needed by the user.
Ricoh has asked that users refrain from keeping additional toners on-hand as this significantly effects the toner monitoring/supply process

Ricoh Printers: Ordering Supplies and Requesting Service

Printers that are directly connected to a single computer, are NOT monitored. Ricoh refers to the pages printed as a METER READ. Requesting supplies/service and submitting meter reads may be done with a phone call or online @ HTTPS://my.ricoh-usa.com[1]

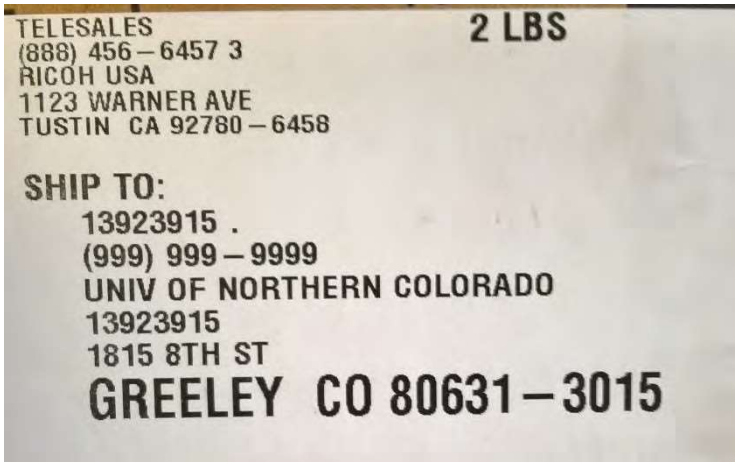
Other supplies, including but not limited to, staples, toner waste bottles and photo-conductor units must be ordered by the department at NO COST. The best ways to submit these orders are call Ricoh or visit the web site.

- Call Ricoh @ 866-742-6400
- Send an email to Ricoh at rmsservice@ricoh-usa.com
- Order online @ HTTPS://my.ricoh-usa.com

Whether placing an order or requesting service, Ricoh will need a machine identifier. This is the EQUIPMENT ID or the Serial Number. This information is usually found on either side of the printer. The EQUIPMENT ID consists of 8 numbers.

Some Ricoh labels show a different phone number.
The number listed here is specifically for use by the UNC community.

There have been print toner scams over the years. We've received reports that many toners are not be accepted at the time of delivery because the shipping label seems suspicious. The company that ships toner & supplies for Ricoh is **TELESALES**. To the left is a picture of one such label.



TELESALES will always include a packing list in the box. On the packing list, and on the label, is the EQUIPMENT ID of the device that the supplies are intended for. Check this number against the printer to ensure that you have received the right products.

[1] Anyone responsible for ordering supplies, providing meter readings or requesting service, may create an account on the MyRicoh web page. From this page, orders for supplies may be placed and service requests reviewed. The website holds historical information for each of the printers that may be accessed by the client and their authorized representatives.

Ricoh Printers: Ordering Supplies and Requesting Service

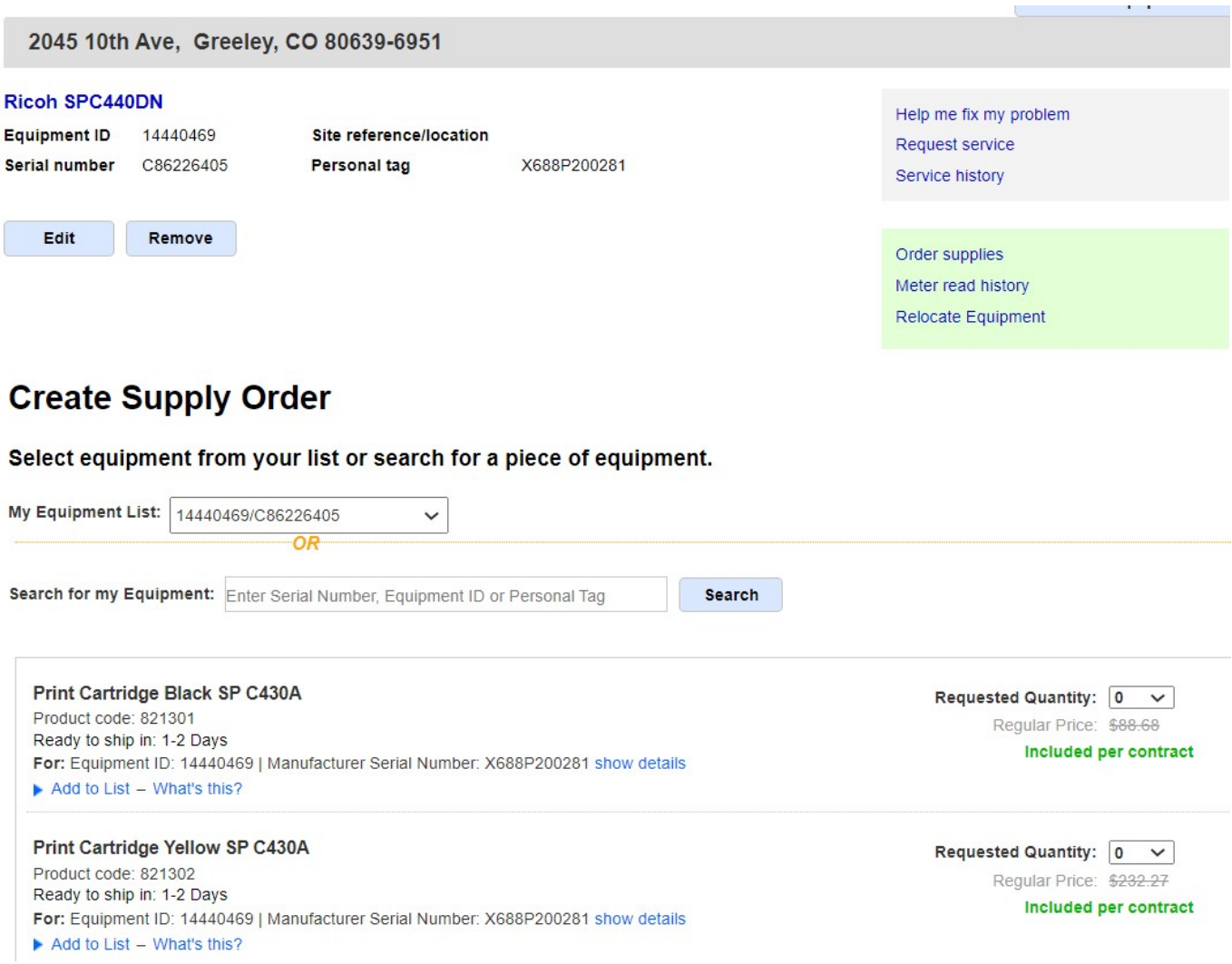
If at any time there are questions regarding a toner or supply received, feel free to contact Ricoh at the number previously provided or logon to the my.ricoh-usa website. A list of supply orders that you have submitted may be found, and verified there.

From the menu bar, select EQUIPMENT & SUPPLIES. Then under SUPPLIES, select ORDER SUPPLIES FOR MY EQUIPMENT. *This option will only present printers/copiers that have been previously assigned to your user account*, via a drop down box.

If no equipment is listed, go back to the EQUIPMENT & SUPPLIES menu and select VIEW EQUIPMENT LIST. Any printer/MFD may be self-assigned by entering the device equipment ID, serial number or model number (e.g. SPC440)

By selecting ADD (on the right side of the window) you may self assign any device to your account. Multiple users may have the same printer/MFD assigned to their user accounts. When ADDing a device, the system will present "Will you need to submit meter reads for the this equipment?" Respond with YES if the device being added is not on the network, but is connected to a single computer. When indicating that you will be submitting meter reads for the device, Ricoh will send out reminders when meter reads are due.

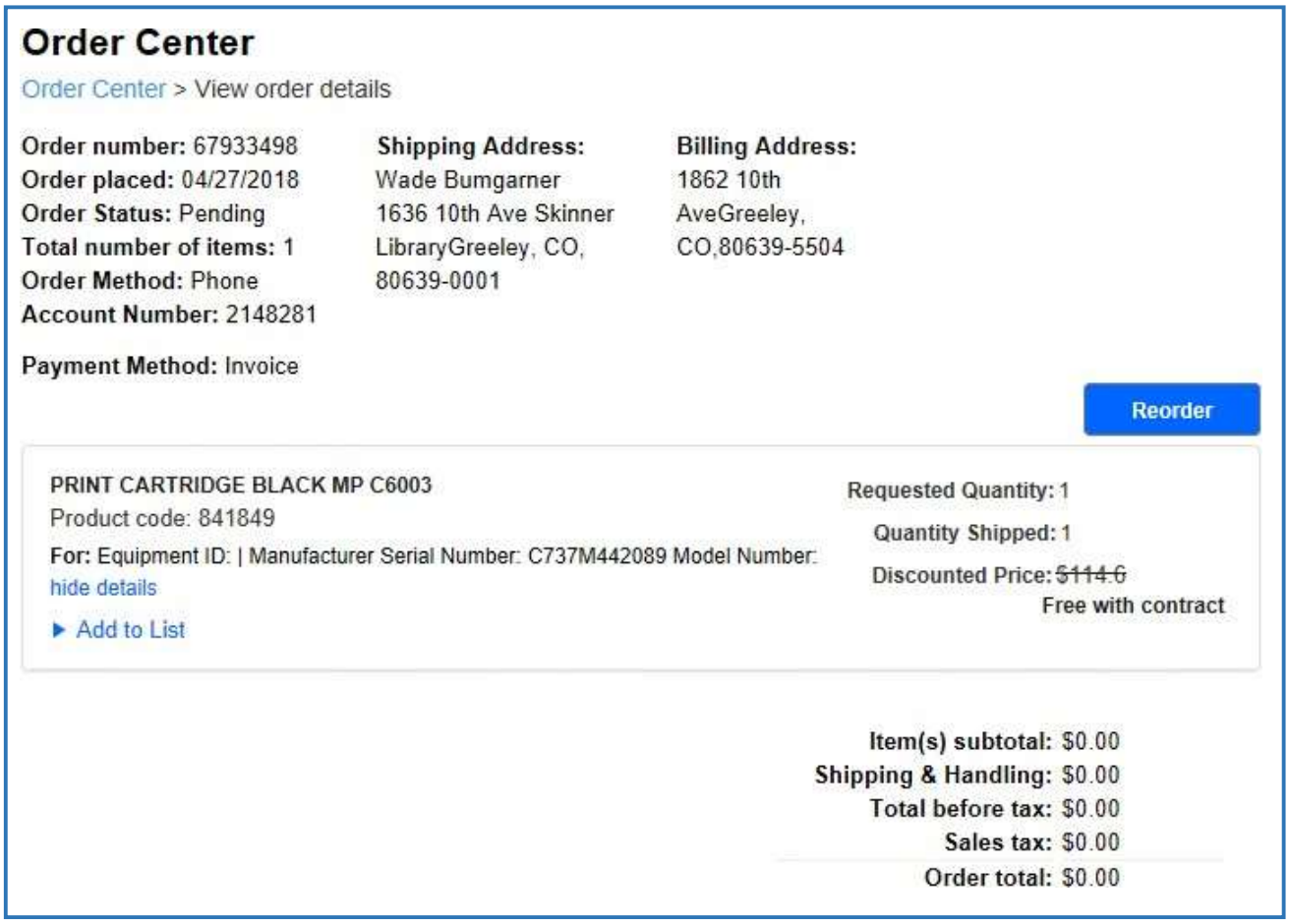
To order supplies, click on ORDER SUPPLIES. A list of all components for the selected device will be presented. Anything covered by the maintenance/service agreement will show "INCLUDED PER CONTRACT". There will be no charge for these components and standard shipping is free. Expediated shipping will result in a charge for the additional cost.



The system will present the list of supplies ordered and allow for the approval or editing of the list. The ordering process will culminate with selecting a SHIP TO: address before submitting the order.

An email will be sent to the email address included on the order.

The screen capture below shows what the order will look like at "check out"



Order Center

Order Center > View order details

Order number: 67933498
Order placed: 04/27/2018
Order Status: Pending
Total number of items: 1
Order Method: Phone
Account Number: 2148281

Shipping Address:
Wade Bumgarner
1636 10th Ave Skinner
LibraryGreeley, CO,
80639-0001

Billing Address:
1862 10th
AveGreeley,
CO,80639-5504

Payment Method: Invoice

Reorder

PRINT CARTRIDGE BLACK MP C6003
Product code: 841849
For: Equipment ID: | Manufacturer Serial Number: C737M442089 Model Number:
hide details
▶ Add to List

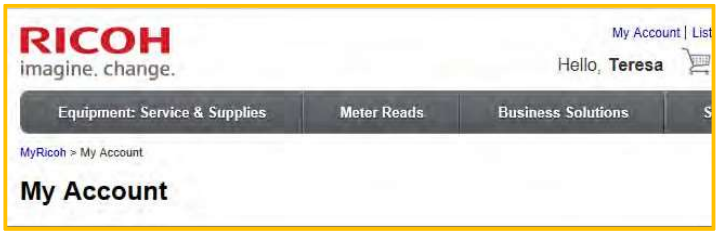
Requested Quantity: 1
Quantity Shipped: 1
Discounted Price: ~~$114.6~~
Free with contract

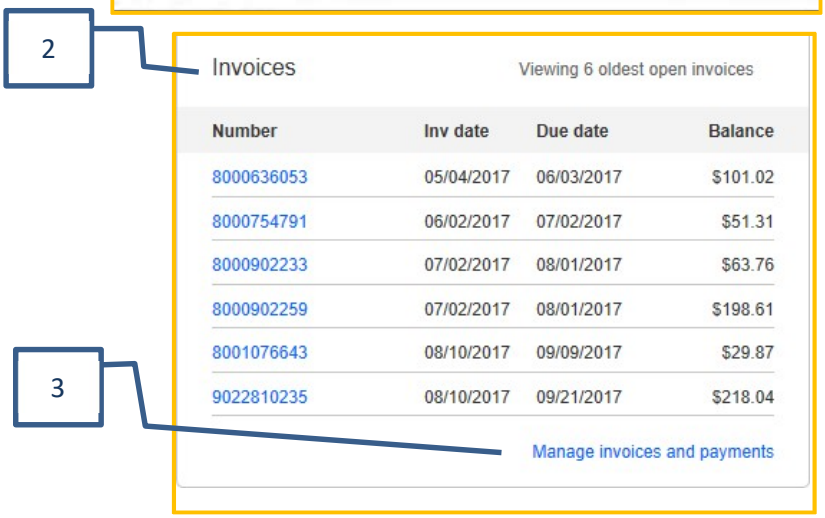
Item(s) subtotal: $0.00
Shipping & Handling: $0.00
Total before tax: $0.00
Sales tax: $0.00
Order total: $0.00

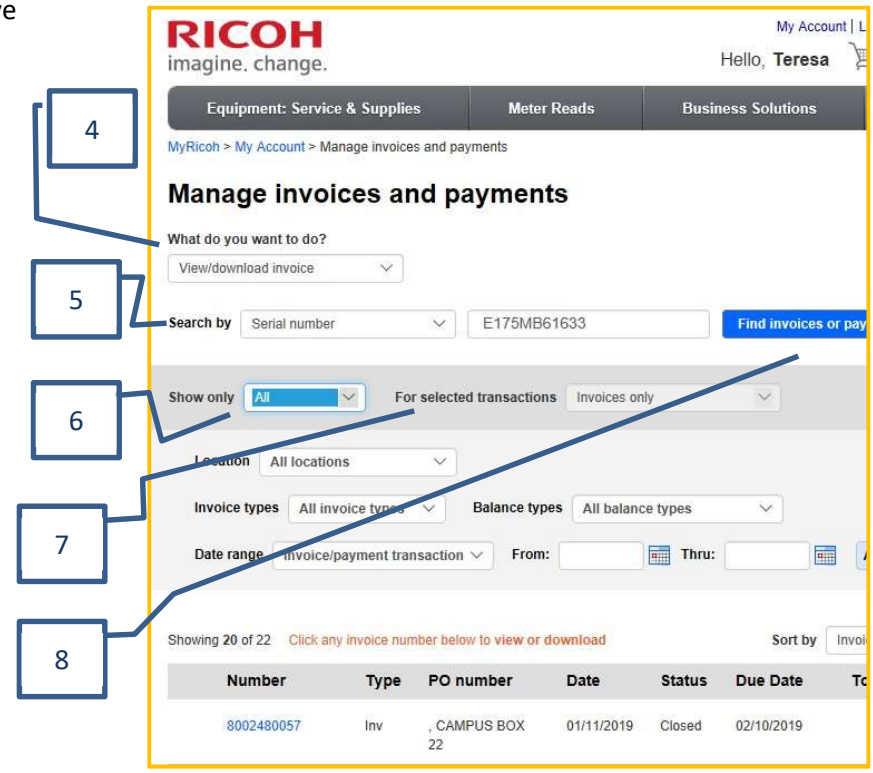
My.Ricoh-USA.COM ACCESSING ONLINE INVOICES

Create your online account by visiting WWW.my.ricoh-usa.com and clicking on REGISTER NEW USER >
You will need to request access to the invoices!

1. Once you log onto my.ricoh-usa.com with your account, click on "My Account" in the upper right hand corner.
2. Scroll down to find a section labeled INVOICES. Click on the MANAGE INVOICES AND PAYMENTS in the lower right hand corner of that section.
3. Now you'll see the MANAGE INVOICES AND PAYMENTS page.
4. WHAT DO YOU WANT TO DO?
   "View/download invoice" will allow you to view invoices and save invoices individually.
   "Download invoice files…" will allow you to save up to 10 invoices – as PDF – at a time.
   "Pay Invoice"
5. SEARCH BY "Serial Number"
6. SHOW ONLY: "OPEN" to find invoices with a balance due.
7. FOR SELECTED TRANSACTIONS "Invoices Only"
8. Click on the FIND INVOICES OR PAYMENTS button

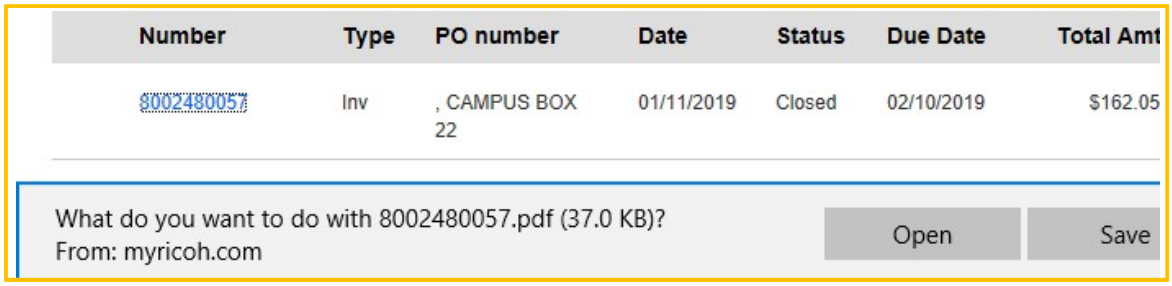






All of the invoices for the search criteria entered will be listed. The invoice number is a link that will open/save each invoice separately.

You will be able to narrow your search with the DATE RANGE. Any of the drop down boxes/fields may be changed, as you deem necessary. This is a screen capture of the results I got when I searched using the information I listed previously.



The lease payments are handled on a separate site: **GetMyAccounts.com**.

The information provided is for leasing contracts and the GetMyAccounts.com site only.

HTTPS://www.GetMyAccounts.com

Customer care: 1-800-595-1011
Monday - Friday 7:00AM - 6:00PM CT

Ricoh Leasing Account Information

Ronena Ray
Equipment Finance Contract Administrator
Customer Care / Specialized Services
(478) 405-2849
RonenaRayrequests@LeasingConnection.COM

Each department/contact can set up an account on this site and add the contracts they handle. Invoices can be set up for digital invoicing. If setting up automatic payments using a university PCard, you should contact UNC Account Rep directly to set up or authorize payments. There are accounts that are currently set up for auto-pay. Contact the leasing agent to provide any updated information, especially PCard numbers.

The most important thing to do when setting up the MyAccounts profile is to pick only the contracts for the devices you attend to. If you select contracts that your department does not handle and set them up for electronic invoicing, you will receive notification for all of those invoices.

Feel free to reach out to leasing agent if you have any questions regarding the lease contract for your department’s leased Ricoh device.

RICOH

Contact Us Feedback

MA MyAccounts

Online Account Management

Welcome to MyAccounts.

Consolidated account management for your office equipment.

*Ricoh USA Program provided by Wells Fargo Vendor Financial Services, LLC.
*Ricoh USA, Inc.
*Wells Fargo Vendor Financial Services, LLC.

Register Now

With MyAccounts you can:

On-Demand Access Account Information

- View Invoices
- View Payment History
- View Outstanding Charges
- View Equipment Details
- Manage Electronic Payments

Submit Service Requests Online

- Billing / Location Address Change
- Billing / Equipment Inquiries
- Payment Inquiry / Payoff Request
- Property and Sales Tax Inquiries
- Request Copy of Contract
- Other Account Information

Login

Username*

Username

Enter Your Password*

Password

Login

- Forgot your username?
- Forgot your password?

System Availability

Week Days: 8 am - 7:30 pm EST
*All times are EST

Outside of the hours listed above, users may experience intermittent service interruptions.

Register

Do you need to register for MyAccounts?

Register Now

First Time Sign On

We have upgraded security. To access MyAccounts, set up a new password using your email address by clicking **First Time Sign On**. If you do not remember your email address, choose **Update Email Address**.

First Time Sign On

© 2018 All rights reserved. | PRIVACY, Cookies, Security & Legal | Terms of Use | Feedback

From the main screen - click on Account Details (takes you to Summary of Accounts) - this will show them what accounts they have under their profile and can add or delete

MyAccounts Your Online Account Servicing Solution

Home | Online Payments | Account Details | Customer Service | Reports | Help | Internal Home

Account Activity Overview

Summary of Accounts - View/Update Account

If the account is past due, the date of the oldest regularity scheduled is displayed. If you do not see your account in the list below, you can add it using the following option.

☑ Active Contracts ☑ Terminated Contracts

Add / Remove Contracts | Add Customer | Remove Customer

Customer Number	Contract	Effective Date	End of Initial Term	Last Payment Received	Due Date	Current Balance	Contract Status
1566202	1026722A27	09/01/16	08/31/20	10/01/18	11/12/18	149	A
1566202	102672A32A	09/01/16	10/31/19	10/22/18	12/01/18	0	A
1566202	102672A37A	04/01/17	12/31/21	10/01/18	11/12/18	40	A

From the main screen - to set up electronic invoicing - click on "Enroll all Eligible Accounts Now" (left

MyAccounts Your Online Account Servicing Solution

Home | Online Payments | Account Details | Customer Service | Reports | Help | Internal Home

Amanda Nebelsick
Ms.
9703512403

Getting Started | Account Overview | Recent Invoices

Electronic Invoicing Available

Go Paperless NOW

- One Click Enrollment
- Notification of Invoice Availability
- Be More Eco-Friendly

1 2 3

Quick Links

View All My Accounts
View All My Invoices
View All My Outstanding Charges

Quick Servicing Solution

Current Payment Amount Due $189.63

NOTE: Not all accounts are eligible to pay online

Would you like to make a payment?

Make A Payment

You are not fully enrolled in Paperless Invoicing

Enroll All Eligible Accounts Now

You are not fully enrolled in Automated Payments

Manage Payments

Ricoh USA IMPORTANT DETAILS

Ricoh Leased Multi-function Devices
Device models are:

MPC 6004	MPC 307	MPC 4504	IMC 4500
IMC 6000	MP 5055	MP 6503	

At the end of the lease contract, departments may:

1. Close out the Lease
    a. Process the leased MFD for return to Ricoh USA – after finalizing the lease
    b. Purchase to Own – the lease will need to be settled even though the device is being purchased. *There are two multi-function devices on campus that have been purchased by the department (University Libraries) and the maintenance/usage contract remains valid.*
    c. Renew the lease – as the university no longer has a contract to sign new leases, it should be presumed that renewing an existing lease is not an available option.
2. Returning a leased MFD – prior to the expiration of the lease contract – may be done ONLY after the remainder of the lease is paid in full through the expiration of the lease.
    - *See Ricoh_lease_return_process.pdf*

When a MFD fails and cannot be repaired, Ricoh USA will replace the failed MFD with another MFD of the same or similar configuration. The lease will continue without interruption or extension of the existing lease.
University/department owned desktop printer.

University/department owned Ricoh desktop printer

The device models that are owned are the following:

P502	PC600	SP4520	SP5210
SP5300	SP5310	SPC250	SPC261
SPC262	SPC440	SPC840	

These devices may be sent to storage, sent to surplus, or transferred to another location[1]

1. Send device to storage for possible re-deployment or surplus for removal from campus. Include the final page count so that Ricoh will issue a final usage invoice.
   See Terminate_Service.pdf
2. Send device to surplus
3. Transfer ownership to another department.
   Include a beginning page count to ensure that usage billing does not include pages printed PRIOR to taking ownership. *If the request to have the printer maintenance/ service agreement transferred has not been submitted by the previous department, the request to terminate and the request to transfer the maintenance/service agreement may be submitted concurrently.*
   a. Return a device to production after service/maintenance agreement has been terminated.

      Signing a new maintenance/service agreement is neither required nor advised.

   b. The printer may be used without a maintenance/service agreement and no invoicing for usage. Toner and supplies may be purchased via the My.Ricoh- USA.com site.
      See Returning a printer to the UNC Fleet.PDF

[1] Ricoh USA is to be notified whenever a department surrenders a desktop printer and/or another department takes over a desktop printer.
All actions to terminate, transfer or restart the maintenance/service agreement for any university owned Ricoh desktop printer will require a page count – whether FINAL or BEGINNING for a new/transferred maintenance/service contract.

Return Ricoh MFD End of Lease

The lease contracts convert to a month-to-month lease once expired. Service and supplies will continue to be sent.

Step One: Settling the lease costs

Send an email to Buyouts@Leasingconnection.com

SUBJECT: BUYOUT TO RETURN.
MESSAGE BODY:
Please process a Buyout to Return for the following leased MFD
Cust Name: Univ of Northern Colorado
Acct # 2148281
Contract #
Serial #

The LEASING team will reply with the following information:

DESCRIPTION	AMOUNT
Rent	This is the *outstanding* amount due *PRIOR* to the lease expiration.
Renewals	Amount due after the lease expiration. Includes any outstanding amount due on the lease post contract expiration AND the estimate cost of the amount due through the end of the month that the MFD will be picked up by Ricoh for return
Total Return Amount	This is the **total to be paid** to the Leasing agent PRIOR to scheduling the return transport.

Step Two: Scheduling the return transport

Ricoh-USA will provide return transport.

The transport team will send a questionnaire via email. *It is important that this questionnaire be completed and returned!* Below are the 5 questions that may require clarification:

Please confirm your machine has been de-installed (if needed) by Ricoh prior to pick-up:

Yes No

Please confirm that the data security hard-drive service has been completed (if needed):

Yes No

Contact the Technical Support Center and request that the machine be checked for a hard drive and to wipe any data that may be saved.

Does the facility have a loading dock?

Yes or No

a. Can a 53' tractor-trailer access the loading dock? Yes or No
b. Can a 28' delivery truck access the loading dock? Yes or No
c. Explain any parking restrictions or requirements2:

Is a Certificate of Insurance (COI) required by building management?

Yes **No**

Are there any additional requirements for accessing the building (i.e. Security, Clearance, Photo ID, Safety, Apparel)?

Yes **No**

All other questions are general questions that are commonly known to UNC staff and faculty. If further assistance is needed, please contact the TSC and ask that the Service Request for this return be updated, alerting the UNC technicians to reach out to provide assistance.

Step Three: Terminating the maintenance and usage agreement

Once the date has been set for Ricoh to pick up the copier, Ricoh needs to be notified to terminate the maintenance (service) agreement and usage billing for the returned device. The leasing cost and maintenance will be billed through the end of the month during which the device has been processed and returned.

See *Terminate_Service.pdf*

Terminate or Transfer Maintenace/Service Agreement

Whether sending a Ricoh desktop printer to surplus, another department or placing in storage for later use, it is important to notify Ricoh of the status change for any desktop printer. Without this notification, Ricoh will continue to invoice the last known department for the Maintenance/Service Agreement and pages printed.

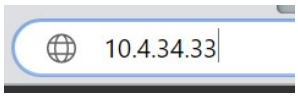
This is done by sending an email to Ricoh-USA. *The list of whom to send the email to is listed below*. This email should include the following:

SUBJECT: Terminate (or transfer) the Maintenance/Service Agreement for
(Ricoh Equipment ID)
Body of message needs to include

- EID, manufacturer's serial number and model
- Terminate service for: current contact person, Campus Box and department
- *If transferring MA/SA* include the new contact, CB and new department

When transferring the MA/SA, CC: the contact person. The new contact should REPLY TO ALL to establish approval of the transfer.

Include the final page count when terminating or transferring the MA/SA. If you are not able to find this information using the printer control panel, it may be found by accessing the Web Image Monitor. (enter the device IP address in the browser address bar:



If you are not sure of the IP address of your device, contact the Technical Support Center and request assistance finding the information.

EXAMPLE EMAIL MESSAGE

Schmidt, Teresa

To: Beverly.Dinges (Beverly.Dinges@ricoh-usa.com); Raymond.Brantman (Raymond.Brantman@ricoh-usa.com); stephanie.kinzer@ricoh-usa.com
Subject: 14068489 TERMINATE SERVICE
Attachments: FINAL PAGE COUNT Example.pdf

Please terminate the service/maintenance agreement for this device. Issue the final usage invoice (see attached page count)

EID: 14334220
serial #: X688PB00785
model: SPC440DN
Campus Box 19
Dept: IMT - Pharos
FINAL PAGE COUNTS:
Black & White: 182,440
Color: 14,618

EXAMPLE PAGE COUNT

Please send FAX from this edge.

Page Counter

Serial No.: C737M442089

Data of Today: Aug. 24,2021 08:49 AM

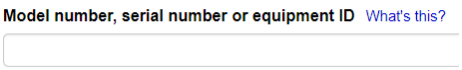
Copier:Color	448
Copier:B & W	23290
Printer:Color	14170
Printer:B & W	159150
Color Total	14618
B & W Total	182440

ADDING A UNIVERSITY OWNED PRINTER TO THE UNC FLEET following the termination of the original maintenance and service agreement

Finding the Ricoh printer for ordering supplies WITHOUT the maintenance and service agreement

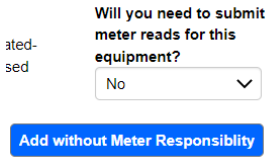
See next page for graphic representations.

1. Select EQUIPMENT & SUPPLIES then VIEW EQUIPMENT.
2. Enter the EID or the MANUFACTURER'S SERIAL in FIND EQUIPMENT field.
3. Once the EQUIPMENT DETAIL comes up, select ORDER SUPPLIES *found on right side of the screen*

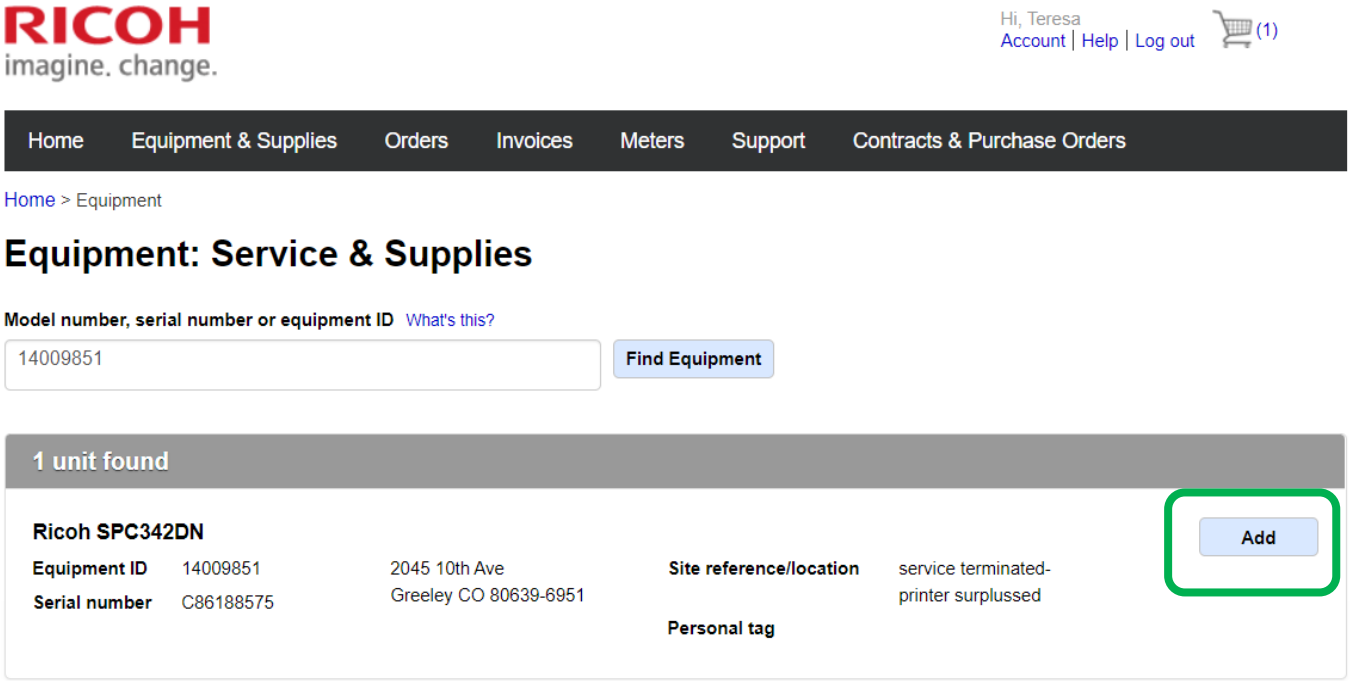


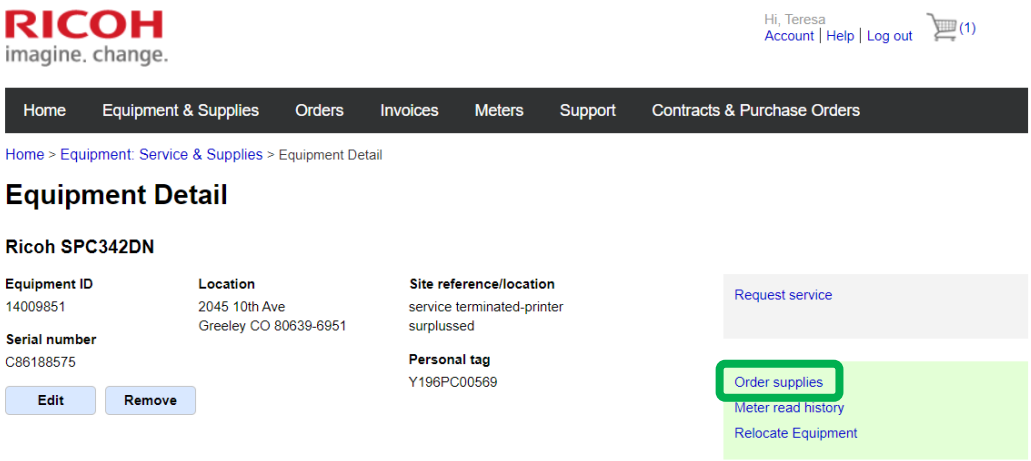
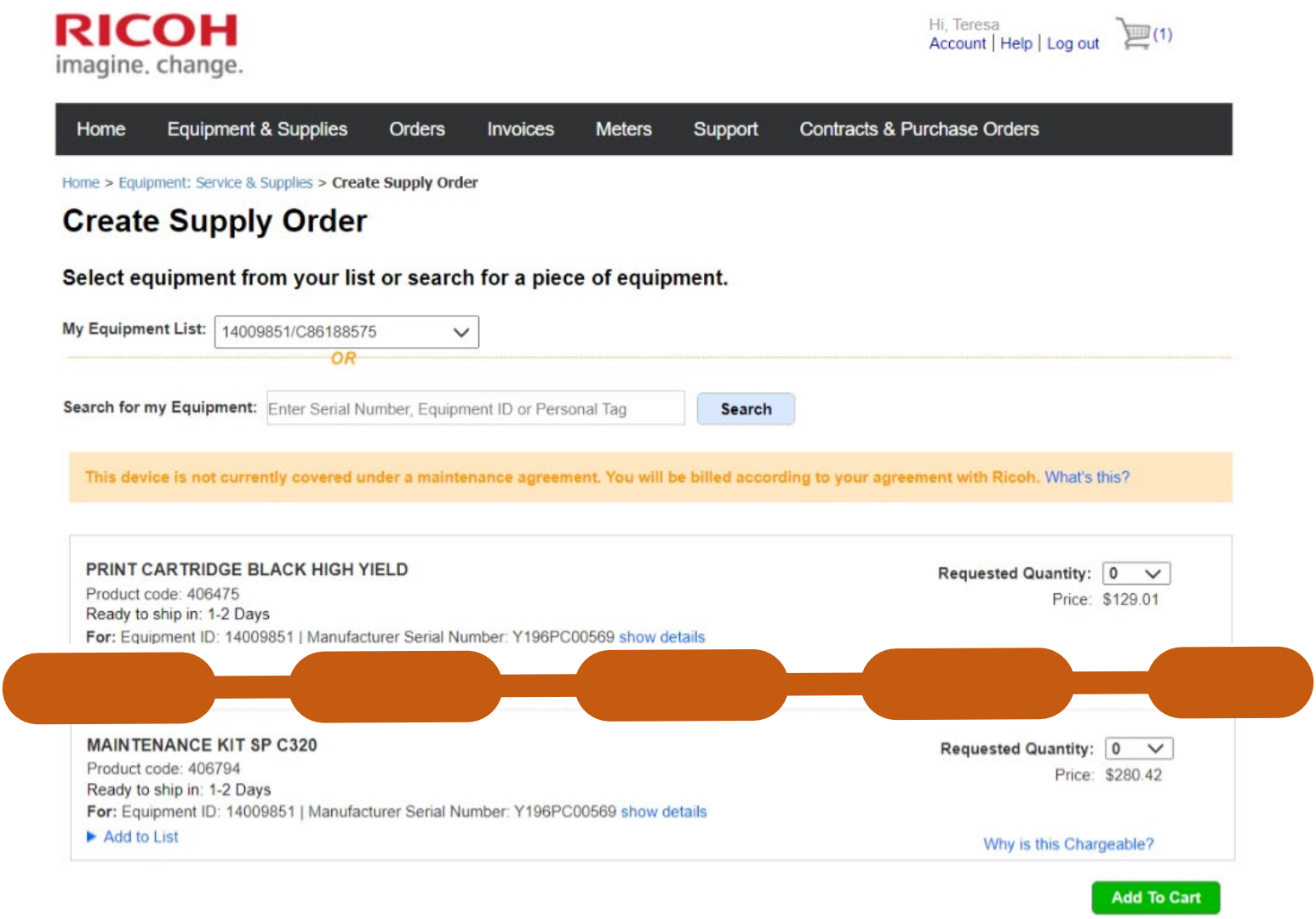
If the device is not found using the Ricoh EID or the manufacturer's serial number, try using the unique Ricoh configuration number. Ricoh also considers the configuration number to be a serial number. This number, if not known, should be printed on a label attached to the printer. This number always consists of 9 characters and ALWAYS begins with C86 followed by 6 digits.

4. Once the web site returns the unit record, select ADD
5. When prompted regarding the meter reads, select NO then ADD WITHOUT METER RESPONSIBILITY
6. The system will report that the device has been successfully added.



The printer will now be found by entering the pertinent information in the MODEL NUMBER, etc box.



Ordering toner and supplies once the device has been ADDED back to the UNC FLEET

1. Find the printer, using the method described on the previous page.
2. Click on ORDER SUPPLIES (on the right side of the window)
3. All supplies that are available to be ordered will be listed, along with the cost of each.
4. Enter the requested quantity & add to cart.
5. Review the items in the shopping cart.
6. Follow the instructions on the screen. Select the best ship to address that is available, include any "special instructions, such as building and office # to facilitate the delivery of the order.
7. A confirmation email will be sent and *SHOULD* include any further instructions. Note the order # as this will allow for tracking the order from the website ORDERS menu.