

RFG-eSource News

February 2, 2007

Announcements

RFG-eSource invoices for 7/1/2006 to 6/30/2007 are in the mail

What's New?

The new billing cycle is now upon us. Ricoh University will continue to grow and expand RFG-eSource as a vital support tool throughout the coming year.

Good News! As requested from many of our users RFG-eSource registration is now 100% Co-Op reimbursable.

To process a Co-Op claim:

- 1) Remit payment for original invoice
- 2) Submit a copy of payment remittal (i.e. check, credit card receipt) as proof of payment to your respective Co-Op agency.

Please notify your Accounts Payable personnel regarding the option of seeking co-op reimbursement for RFG-eSource service fee. They will receive an automatic invoice from Ricoh (a sample is attached) in the near future. For this reason there will be no Purchase Order to reference.

For questions regarding contract information, please contact your Dealer Sales Manager.

For all other questions or issues regarding RFG-eSource please contact Steve Thomas at (973) 882-5813.

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User personalization settings:

Located in your "User Profile", has been enhanced and offers more choices for a customized look when you log into RFG-eSource. (refer to section 3 of the User Guide).

Downloading "Selected" or "Multiple" files is now available. You can select a preferred location for the file(s) on your hard drive and rename appropriately (refer to section 5 of the User Guide).

Note: It is **not** recommended to utilize the "Download All" choice, as this will download all files from the search results. However, advanced users may find this function a useful shortcut.

Quick Links:

Note: You must be logged in for search results to be displayed.

[Library](#)

In need of fast search results for manuals, this link will take you to a menu with some pre-populated search fields. Click on the folder of interest.

[Print Ready Manuals](#)

Click this link to go directly to the fast search in the Library. These folders are organized in the familiar look of Windows Explorer, an easy to follow drill down method.

[Recent Technical Service Bulletins](#)

Click this link to go directly to all TSB's available within the last 2 weeks. Click on the folder for the search to run.

[SPIRE](#)

SPIRE Instructors – click this link to go directly to the fast search in the Library. Zip files have been created which contain everything required to facilitate a class. These folders are organized in the familiar look of Windows Explorer, an easy to follow drill down method.

NOTE: Must be contracted to view the materials.