**Konica Minolta / ICS Customer:**

Due to issues with shipments coming into the US ports our entire supply chain has been effected. Konica Minolta is actively working to resolve this issue. In an effort to ensure that we can keep everyone up and running through this, it is imperative that we supply toner and all other service supplies (waste toner boxes, staples, etc.) as needed. All of the machines have a gas (toner) gauge that will indicate how much toner is in the machine. We ask that you order supplies once the machine goes below 20% capacity so we can escalate, and process an order, so it will arrive before the machine is empty.

This will help ensure ample supply for all through this critical time.

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1. **Register for MYKMBS.COM. This is the easiest way to place service calls and order toner/supplies. You'll be able to track your orders here as well.**

   **How to register for MYKMBS.COM (If you do not already have an account)**

   **First step: Obtain your Serial number from the machine (You will find this on your Counter or Meter Read Screen, Invoice or on the back of the machine)**

   **Go to MYKMBS.com Click Not registered and fill out the form**

   **Once set up you will be able to order supplies and service through this portal.**


2. **Confirm that your Konica Minolta MFP has VCARE activated.** This service tool will give Konica Minolta a view into what percentage of toner is remaining. If the percentage is below 20%, toner orders will be approved for processing. Exceptions to 20% will be made if your volume is so high that toner will be out prior to the new toner arriving)

3 **CONTACT INFORMATION - If your machine is below 20% please order the toner and then contact via email:**

   **Konica Minolta Account Manager for ICS** - **Anjanette Gonzalez**
   agonzalez@kmbs.konicaminolta.us

   Anjanette will escalate for approval. **Please formulate the email as follows (must include)**
   **Email Subject Line:** Name of Organization (Toner Escalation)
   **Email Body:** Supply Order Number, Serial Number (or Machine ID), Supplies Ordered and Order Date.