

Ordering Instructions

Statewide Contract

CMA 0212 DIGCOP25

(Non-Mandatory)

Ordering Requirements – Any State Agency, Political Subdivision, City, Municipality, or other WV government agency may request use of the DIGCOP25 Statewide Contract for any order as-needed.

Approvals Required – Agencies under the WV Office of Technology purview must arrange for WVOT to assist in the installation of the new Copier.

Service Desk@wv.gov 304-558-9966 first to intake the call.

OTFSMANAGEMENT@wv.gov as the second with the **Subject Line - Cannon Copier Contract Issue if needed.**

ORDERS (PURCHASE): The agency shall email the **CANON USA, INC.** (vendor) *and* **SUPERIOR OFFICE SYSTEM, INC.** (Authorized Dealer) or **FORD OFFICE TECHNOLOGIES dba FORD BUSINESS MACHINES, INC.** (Authorized Dealer) to initiate the purchase procurement process and receive a quote from the DIGCOP25 Contract. The vendor shall accept orders by regular mail, facsimile, e-mail, or any other written forms of communication. Furthermore, the vendor shall accept payment in accordance with the payment procedures of the State of West Virginia. The vendor shall deliver standard orders within thirty (30) days upon receipt of order.

Superior Office Service, Inc. (Authorized Dealer)

Order Email: canonwvorders@superiorwv.com

Ford Office Technologies dba Ford Business Machines (Authorized Dealer)

Order Email: hkovacs@fordtech.com

Canon USA, Inc.

Order Email: gmd_government_orders@cusa.canon.com

Please work with an Authorized Dealer for purchases. An agency can submit a purchase order to the Authorized Dealer who will submit the purchase order for the agency.

ORDERS (LEASE/RENT): The agency shall email **CANON USA, INC. c/o Canon Financial Services** (vendor) *and* **SUPERIOR OFFICE SYSTEM, INC.** (the Authorized Dealer) or **FORD OFFICE TECHNOLOGIES dba FORD BUSINESS MACHINES, INC.** (Authorized Dealer) to initiate the lease procurement process and receive a quote from the DIGCOP25 Contract. The vendor shall accept leases by regular mail, facsimile, e-mail, or any other written forms of communication. Furthermore, the vendor shall accept payment in accordance with the payment procedures of the State of West Virginia. The vendor shall deliver standard orders within thirty (30) days upon receipt of order.

Superior Office Service, Inc. (Authorized Dealer)

Order Email: canonwvorders@superiorwv.com

Ford Office Technologies dba Ford Business Machines (Authorized Dealer)

Order Email: hkovacs@fordtech.com

Canon USA, Inc. c/o Canon Financial Services

Order Email: IndyApps@cfs.canon.com

Please work with an Authorized Dealer for leases. An agency can submit a lease agreement to the Authorized Dealer who will submit the lease agreement for the agency

How to submit the completed order to the Vendor – The agency must contact (email preferred) the **Authorized Dealer** and copy (**CANON USA, INC.**) initiate the procurement process and receive a quote for the requested items and services from the DIGCOP25 Contract. The vendor shall accept orders by regular mail, facsimile, e-mail, or any other written forms of communication. The vendor shall accept payment in accordance with the payment procedures of the State of West Virginia. The vendor shall deliver standard orders within thirty (30) days upon receipt of order.

Type of Delivery/Purchase Order – Agencies utilizing wvOasis should create an Agency Delivery Order (**ADO**). Agency Delivery Orders (**ADO**) should include the following information:

- 1 **ADO number**
- 2 **SWC number (DIGCOP25)**

- 3 **Vendor Quote number and attached quote**
- 4 **Machine part number/description**
- 5 **Additional accessories ordered (list separately)**
- 6 **Quantity of items of being ordered**
- 7 **Purchase or lease price of items ordered**
- 8 **Agency contact name, phone number and delivery address**
- 9 **Meter reading contact information, if different from contact name**
- 10 **Executed agency lease agreement (if leasing a copier), by attachment. (available on Purchasing Website).**
- 11 **Attach MOU and WV-96 (signed by Purchasing Division in Change Order Number 01 and available on Purchasing Division Website) when leasing a copier, by attachment.**

PAYMENT: All orders must be placed with Canon USA, Inc. and all invoices paid to Canon USA, Inc. Under no circumstance shall any agency using the DIGCOP25 Contract make payments to any authorized dealer for Contract purchases/services.

Note: Vendor will utilize an Authorized Dealer to Install and Service the new device.

For Purchases:

All payments should be made payable to **Canon U.S.A., Inc.** and sent to:

Canon USA, Inc.
PO Box 841023
Dallas, TX 75284-1023

If an agency has questions about purchase payment or invoices, email fgsd_governmentorders@cusa.canon.com.

For Leases:

All payments should be made payable to **Canon U.S.A., Inc. c/o Canon Financial Services** and sent to:

Canon U.S.A., Inc. c/o Canon Financial Services
14904 Collections Center Dr.
Chicago, IL 60693

If an agency has questions about lease payment or invoices, email governmentaccounts@cfs.canon.com or call 800-220-9510.

Authorized Dealer Information:

Superior Office Service, Inc.

Dean Meadows

Sales Consultant,
208 Leon Sullivan Way
Charleston, WV 25301

Email: dmeadows@superiorwv.com

Phone: 304-421-0973 Cell

Phone: 304-414-7250 Ext. 116 Office

Order Email: canonwvorders@superiorwv.com

Ford Office Technologies dba Ford Business Machines, Inc.

Hunter Kovacs

Business Development Executive
700 Laurel Drive
Connellsville, PA 15425

Email: hkovacs@fordtech.com for orders.

Phone: 724-323-6030 Cell

Phone: 800-633-3673 Ext. 335 Office

Canon Contact Information:

Canon USA, Inc.

Frank J. Carroll

Senior Advisor- State, Local Government, Healthcare
3200 Regent Boulevard, Irving, TX, 75063

Email: isgbidadmin@cusa.canon.com

Phone: 214-354-3315

Wendy Wang

National Account Representative
3200 Regent Boulevard, Irving, TX 75063

Email: isgbidadmin@cusa.canon.com

Phone: 469-616-9334