

## Blanca Mayorga

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**From:** Maria Medina [maria.medina@auditor.co.hidalgo.tx.us]  
**Sent:** Tuesday, April 24, 2012 8:37 AM  
**To:** blanca.mayorga  
**Cc:** 'Linda Fong'; arcy.duran@auditor.co.hidalgo.tx.us  
**Subject:** FW: STX Hidalgo County

**Importance:** High

Please read below, email from IKON's Lynn Shelley. Thank you for placing this on next week's agenda.

**From:** Maria Medina [mailto:maria.medina@auditor.co.hidalgo.tx.us]  
**Sent:** Wednesday, April 18, 2012 10:04 AM  
**To:** blanca.mayorga (blanca.mayorga@co.hidalgo.tx.us)  
**Cc:** 'arcy.duran@auditor.co.hidalgo.tx.us'; 'Linda Fong'  
**Subject:** FW: STX Hidalgo County  
**Importance:** High

Regarding the item placed in CCT on 1-17-2012, AI-30335, the items listed on the Letter of Concerns have been addressed and taken care of. Please place this item on the agenda for this Tuesday (4-24-2012) for approval by CCT and so that we can pay it before it goes to a credit agency at the end of the month.

Thank you for your promptness in this matter. Also, please read the back-up below.

**From:** Lynn.Shelley@ricoh-usa.com [mailto:Lynn.Shelley@ricoh-usa.com]  
**Sent:** Tuesday, April 17, 2012 4:02 PM  
**To:** maria.medina@auditor.co.hidalgo.tx.us  
**Subject:** Fw: STX Hidalgo County  
**Importance:** High

Hi Susie,

I called and reached your voice mail this afternoon. I was calling about payment of invoice # 5021492706 which is now 142 days past due.

Below is the formal response from Rosie Salinas sent to you on 01/20/2012 regarding the concerns you had.

- 1 - There is no Exhibit A for your specific contract
2. The insurance information is listed on page 3 # 11 of the Maintenance Contract
3. To change the Net terms would require approval from our credit department -if the reason you are requesting this is to avoid late fees, we do not charge late fees on the Maintenance Contract. Ikon Financial charges late fees on the lease of the equipment, but we don't.

Please advise if there is anything else you will need in order to have the invoice approval for payment. We need this resolved immediately.

Thanks and have a great evening.

**Lynne Shelley**

Associate - Accounts Receivable

**RICOH USA, INC.**

Macon, Ga. 31210

Phone: 800-929-3066 X8055

Fax: 478-238-2953

E-mail: [Lynn.Shelley@Ricoh-Usa.com](mailto:Lynn.Shelley@Ricoh-Usa.com)

[www.ricoh-usa.com](http://www.ricoh-usa.com)

**RICOH**

imagine change.



----- Forwarded by Lynn Shelley/GA/RCUS on 04/17/2012 04:50 PM -----

From: ROSIE Salinas/TX/RCUS  
To: Lynn Shelley/GA/RCUS@RCUS  
Date: 04/17/2012 04:18 PM  
Subject: STX Hidalgo County

----- Forwarded by ROSIE Salinas/TX/RCUS on 04/17/2012 03:17 PM -----

From: ROSIE Salinas/TX/RCUS  
To: "Maria Medina" <[maria.medina@auditor.co.hidalgo.tx.us](mailto:maria.medina@auditor.co.hidalgo.tx.us)>  
Date: 01/20/2012 01:51 PM  
Subject: Re:

Hello Maria,

The information listed on the Sales / Service that states Exhibit A is not for your type of machine. Page 3 number 11, the insurance is writing in the agreement. The customers signs and IKON / Ricoh signs saying we agree to the terms. For the Net Payment, I can not approve so I will take it to the area for approval. I will let you know when it's reviewed.

Thank you,

**Rosie Salinas**

Lead Specialist

**RICOH USA**

820 Gears Rd

Houston TX 77067

Toll Free: (888) 456-6457 x-40216

Fax: 832-348-2767

E-mail address: [rosie.salinas@ricoh-usa.com](mailto:rosie.salinas@ricoh-usa.com)



From: "Maria Medina" <[maria.medina@auditor.co.hidalgo.tx.us](mailto:maria.medina@auditor.co.hidalgo.tx.us)>  
To: <[rosie.salinas@ricoh-usa.com](mailto:rosie.salinas@ricoh-usa.com)>  
Date: 01/20/2012 01:17 PM  
Subject: