



KONICA MINOLTA



THANK YOU FOR CHOOSING KONICA MINOLTA!

This document is designed to help you get started with your partnership with Konica Minolta. Here you will be able to find key contact information, eBIZ portal information and much more.

KEY CONTACT INFORMATION

KONICA MINOLTA BUSINESS SOLUTIONS

MILES GRAY ROAD, BASILDON, ESSEX, SS14 3AR
www.konicaminolta.co.uk
info@konicaminolta.co.uk
0371 574 7200

PRODUCT SUPPORT

Customer Support

For any technical issues, speak to our support desk directly on **0371 574 7200** |
Monday – Friday 08:00-18:00

CSRC Connections / Auto Replenishment of Toners

For assistance on any Remote Care (CSRC) issues with your machine, contact us on
remotesupport@konicaminolta.co.uk

eBIZ Portal

To set up your eBIZ Portal, please register for an account here
ecommerce.konicaminolta.co.uk/en-gb

eBIZ Support

If you require assistance with your eBIZ account email us on
bgb-ebiz-admin-support@konicaminolta.co.uk

Order Toner & Consumables

If you are not connected to CSRC and wish to order more toner, you can do this via your eBIZ Portal account.
<https://ecommerce.konicaminolta.co.uk/en-gb>

Submit Meter Readings

You can update your meter readings via eBIZ or send them directly to BillingTeam@konicaminolta.co.uk

Recycle your old Toners

Find our more information of how to recycle your consumables here
www.konicaminolta.co.uk/recycle-toner-cartridges

For anything training related, please contact

bgb-op-training-dl@konicaminolta.co.uk

Giving Shape to Ideas



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ACCOUNT MANAGEMENT:

Sales Enquiries

Use the chatbot facility on our website to chat directly with a sales representative. Select Sales Live Chat at www.konicaminolta.co.uk
Monday-Friday 09:00-17:00
or email BGB-salessupport@konicaminolta.co.uk

Education Account Management

If you wish to discuss your renewal or existing contact, you can reach our schools team directly on schoolsteam@konicaminolta.co.uk

Update Your Address

You must inform us of any change of address. You can do this by emailing bgb-UrgentAddressChange@konicaminolta.co.uk

Request Collection of device

If you'd like to terminate and request collection of a device, contact us on TerminationAndCollections@konicaminolta.co.uk

Account Manager Details

If you do not know who your account manager is, please contact info@konicaminolta.co.uk

Raise a Complaint

If you'd like to raise a formal complaint, please contact feedback@konicaminolta.co.uk

Contract Enquiries

For any questions relating to your contract please email billingteam@konicaminolta.co.uk

Purchase Products

if you wish to explore our product range or purchase an additional product, please complete the form on www.konicaminolta.co.uk/free-consultation

INVOICE & PAYMENT QUERIES:

Pay an Invoice

If you wish to pay an invoice please phone us on 01268 644393 or follow the instructions provided at the bottom of your invoice. Alternatively, email us on cashiers@konicaminolta.co.uk

Credit Control

For any credit control related queries, please contact credit.control@konicaminolta.co.uk

Purchase Orders

To submit a purchase order, please email BillingTeam@konicaminolta.co.uk

Direct Debit

If you wish to set up a direct debit, please email credit.control@konicaminolta.co.uk

Submit Meter Readings

You can update your meter readings via eBIZ or send them directly to BillingTeam@konicaminolta.co.uk



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