

# OFFICE INFORMATION

**D. L. Gallivan Office Solutions**  
1424 West Centre Street  
Portage, MI 49024

## Office Information

### OFFICE HOURS:

Monday - Friday 8:00 - 5:00

### CONTACT INFORMATION:

Phone: 269-349-1581

Fax: 269-349-2317

Email: support@dlgallivan.com

Website: www.copykalamazoo.com

### OUR OFFICE WILL BE CLOSED ON:

Monday, December 25th

Monday, January 1st

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## Up Coming Events!

### Lunch and Learn

On Thursday, January 18th, D.L. Gallivan Office Solutions will be hosting a **Kyocera Lunch and Learn**.

Located at our office, this workshop will run from 11:00 am to 1:00 pm, with lunch provided.

We will be demonstrating the latest in document management, applications, and hardware that Kyocera has to offer!

**Contact us to reserve your seat!**



**Date:** Thursday, January 18th

**Time:** 11:00 am - 1:00 pm

**Place:** D.L. Gallivan Office Solution



## CUSTOMER testimonials



“After the decision was made to purchase our new machine from D.L. Gallivan Office Solutions, I have greatly appreciated that every time I call I get to talk to a person and they have bent over backwards to meet our needs. Great Customer Service!”

–**Karen, Thornapple Valley Church Hastings, Michigan**

“We found that we enjoyed D. L. Gallivan Office Solutions’s quick to responses to our concerns, quality customer service and attention to detail in all our requests. Their standard for business is above any other company we were otherwise working with at the time.”

–**Cassie, Townsquare Media Battle Creek, Michigan**



*We set the standards others try to copy!*

**Winter 2017/18**



## Note from the President

The Fall Newsletter, our first issue, was a great success. The feedback from you, our valuable customers, was very positive. Many of you found it informative and useful. The ECO footPrint Toner Recycling Program we launched has been received with overwhelming participation. It seems everyone has been waiting for an easy way to recycle empty toner cartridges and waste toner containers. What could be easier than filling a pre-addressed box and having UPS pickup at your convenience and at no cost to you. It is nice to see people willing to do a little extra to keep the planet clean.



*Jim and Grandson Otis*

We also introduced in our last newsletter, our new service enhancement KFS (Kyocera Fleet Services). KFS is a comprehensive remote monitoring solution that is

cost-effective for both customer and dealer. Technicians can monitor devices in real-time, anticipate issues, even update firmware remotely during off-peak hours – maximizing uptime, making sure business gets done. KFS also provides comprehensive usage data: Which devices get used the most? Which the least? Is there too much color printing? Or not enough? Over time, the entire document infrastructure can be optimized to best meet the unique and evolving needs of every organization. KFS is hosted off-site in a highly secure Microsoft Azure cloud platform.

I would also like to take this opportunity to thank all of you for making 2017 another record year for D.L. Gallivan Office Solutions. Our year after year growth was the best ever for our company and extends our streak of double digit growth to 6 years. We are very thankful to our wonderful and loyal clients as well as all our new customers. All of us at D.L. Gallivan Office Solutions wish you a very Merry Christmas. We hope your Holidays are special and you get a chance to enjoy them with family and friends.

*Jim Gaugier*

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## D. L. Gallivan Office Solutions Becomes Premier Dealer



Based on D.L. Gallivan Office Solutions success with the partnership of Kyocera, we have earned the Kyocera Premier Dealer Award. This status recognizes D. L. Gallivan Office Solutions in the top 10% of Kyocera dealers by achieving the Premier Status.

D. L. Gallivan Office Solutions was formally presented with this award at Kyocera's annual Las Vegas technology show in August 2017. This year will also mark our sixth consecutive year of double digit growth as a company.

## D. L. Gallivan Office Solutions Recently Accredited by the Better Business Bureau with an A+ Rating

If a business has been accredited by the Better Business Bureau (BBB), it means BBB has determined that the business meets accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints.



BBB accredited businesses pay a fee for accreditation review and monitoring for continued compliance and for support of BBB services to the public.

BBB Code of Business Practices represents standards for business accreditation by BBB. Businesses based in the United States and Canada that meet these standards

and complete all application procedures will be accredited by BBB. The Code is built on the BBB Standards for Trust, eight principles that summarize important elements of creating and maintaining trust in business.

BBB accreditation does not mean that the business's products or services have been evaluated or endorsed by BBB, or that BBB has made a determination as to the business' product quality or competency in performing services.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation. D. L. Gallivan Office Solutions is proud to have been recently accredited by the BBB accompanied with an A+ rating.

## Employee Highlight



Many of you have seen this friendly face over the past 15 years. Lance is our senior field technician and we are more than thankful to have him as a part of our service team!

### What is your favorite part of the job?

My favorite part is lunch, I'm good at it! (Lance has a great sense of humor). Although problem machines can be a pain, they can also be fun and I enjoy sharing the battle with the guys.

### Tell us about yourself outside of D. L. Gallivan Office Solutions.

My wife, Sandy and our sons, Dan and Mark and I moved to Kalamazoo in 1996 from New York. The boys have families of their own now. Dan lives in Little Rock, AR with his wife Brittany and sons Rowan, Connor and Wesley. Mark and Sherah live in Brooklyn, New York. No granddaughters...how does that happen? I have three sisters and Sandy has four sisters!

I enjoy watching football, especially the New England Patriots. I also enjoy learning new things. Sandy and I like exploring new places and dining out.

### Where do you see yourself in 10 years?

Ten years seems like a life time away, but I'm sure I will be happily retired and sipping on the good stuff on some beach. Oh, and exploring new places.

## Toner Recycling Program



Continuing their eco-friendly initiative, Kyocera has implemented a new system for collecting "waste" (excess) toner in their new TASKalfa series MFPs. Instead of ordering an additional plastic container to hold waste toner, you can now re-use your empty toner cartridges. Kyocera has redesigned their toner system, and in the process have made their waste toner containers the same shape and size as their black toner cartridges.

When your black toner runs out, you can simply replace your existing waste toner container with the empty black cartridge before installing the new one. This process is more environmentally friendly, and helps ensure you always have a waste toner container on-hand. Full or partially full waste containers can be processed through Kyocera's recycling program. If you are not yet participating in Kyocera's recycling program, waste containers can be processed through your existing disposal or recycling service.

If you would like to participate in our recycling program, contact your D. L. Gallivan Office Solutions sales representative or let us know next time you order toner. Don't have a Kyocera MFP? Give us a call and see what other great features we can offer!

## Ordering Recycling Boxes

Since D. L. Gallivan Office Solutions started our toner recycling program, we've been excited to see how many customers share our interest in environmental responsibility!

To make the process easier, we wanted to take a moment to answer the most common question we hear regarding the recycling program:

### "How do I order the boxes?"

Simple! You order the recycling boxes just as you would order toner! Contact our office via phone or email, provide us with the four digit ID number on your machine, and let us know the number of boxes you are in need of. We can then record your order and have the boxes delivered to you so you can continue going green!

## Introducing Kyocera Fleet Services

Our service team has a new tool available that will reduce response time even further.



Kyocera Fleet Services (KFS) is a feature that can be enabled on all current Kyocera MFPs and allows us to view event logs, check paper and media settings, and even update machine configuration remotely.

Having KFS enabled on your Kyocera MFP allows our technicians to narrow down the cause of machine issues before they come on site, ensuring we are prepared with the correct components and troubleshooting steps to resolve any issues as quickly as possible and reduce downtime. We can also use KFS to automate meter collection for billing, active HyPAS™ Applications, and update firmware.

If you are interested in this exciting new service, contact your D.L. Gallivan Office Solutions sales representative for more information.

## Sign up Today for our Online Customer Portal

There is a link on our website that will walk you through the process. Key Features Include:

- Placing service calls
- Viewing service history
- Submitting sales orders
- Viewing sales order history
- Viewing invoice history
- Paying open invoices with credit card
- Recording meters, view meter history

Call Kim at D. L. Gallivan Office Solutions with questions at (269) 349-1581

