

RICOH SERVICE CENTER PRICING

B&W copy/print (20#Letter)	\$.05
Color copy /print (20# Letter)	\$.20
Stamps	\$.49
Coil bind w/covers	\$1.25
Faxes (per page)	\$.05
Nametag (w/pin)	\$3.00
Nametag (w/magnet)	\$4.00
Temporary nametag	\$1.00
Poster printing	Call
Foam core mounting	Call
Menu printing	Call
Brochure printing	Call
Lamination	Call
2/3/4-part forms	Call
Padding	Call
Scan to file (per page)	\$.05
Tabs	\$.15
Tabs (Mylar)	\$.25

Any other items can be quoted by calling Printing & Mailing Services at 980-598-1650

www.ricoh-usa.com

RICOH
imagine. change.

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*"Excellence is not a skill.
It is an attitude."*

– Ralph Marston

OUR COMMITMENT

Ricoh resolves to deliver solutions to support Johnson & Wales unique needs. It is our goal to consistently exceed your expectations of service, while continuing to provide an exceptional product.

Your job is always checked twice, which ensures the quality you can expect with every order. We also offer a "no refusal of job" policy. As mentioned earlier, we will go above and beyond to see that your request is met. We are committed to your satisfaction.

Printing & Mailing Services
Johnson & Wales University Charlotte
801 West Trade Street
Charlotte, NC 28202

Office: 980-598-1650 | Fax: 980-598-1652

Print.clt@jwu.edu

www.jwu.edu/charlotte/printing

Office Location:

Academic Center 3rd Floor, Suite 320

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Printing & Mailing Services

*"Excellence is never
an accident. It is always
the result of high intention,
sincere effort, and
intelligent execution."*

– Aristotle

USER GUIDE for



JOHNSON & WALES
UNIVERSITY

CHARLOTTE CAMPUS

RICOH
Service Excellence

INTRODUCTION

RICOH® is the leading provider of innovative products and services that enable our customers to manage document workflow and increase efficiency. For more than 8 years, Ricoh and JWU have been partnering to build a successful relationship.

We are pleased to offer JWU copy, fleet, mail and management reporting services. Our qualified staff is willing to answer questions you may have while assisting with your projects. Please feel free to contact us. We welcome the opportunity to help you with your document needs.

LOCATION

Printing & Mailing Services is located in the Academic Center on the 3rd floor, Suite 320. Reach us by phone at 980-598-1650 or e-mail us at print.clt@jwu.edu

SCHEDULED HOURS OF OPERATION

**Monday through Friday
7 am to 4:30 pm**

In the event that services are required beyond our normal hours, arrangements and requests should be made through our manager. Requests for overtime service should be made with as much advance notice as possible.

Emina Smailagic, Site Manager, 980-598-1655

Quality Commitment

We resolve to provide qualitative and quantitative solutions that best fit your requirements. We are committed to your total satisfaction, and will measure our service levels through the use of surveys as well as the solicitation of feedback by our manager. Continual input from you will permit us to improve our operation and consistently exceed your expectations.

Copy/Printing & Finishing Services

We provide a full range of high-quality copying/printing and finishing services including

- Black & white copying & printing
- Color copying and printing
- Sign/brochure printing
- Oversize/poster printing
- Binding
- Collating
- Cutting
- Folding
- Labeling
- Laminating
- Mounting
- Padding
- Stapling
- Tabbing
- Color and specialty papers
- Document and photo scanning
- Faxing
- Student nametags

Mailing Services

We provide packing, shipping, sorting and delivery services for mail and packages. This includes

Campus staff mail

- U.S. Postal Services
- Express, Priority and Ground (FedEx and UPS)
- International Shipping (DHL)

All outgoing mail/packages must be received by 4 p.m. for same-day processing. If services are required beyond this standard schedule, please let us know as soon as possible.

We provide a full range of packing and postal supplies including

- Boxes
- Envelopes
- Wrap
- Stamps

Office Services

In addition to the services provided onsite at Printing & Mailing Services, we also manage the following office services throughout campus

- Printer fleet maintenance and supplies
- Multi-Function Device (MFD) maintenance and supplies (print, copy, fax, scan, staple)
- Employee and student nametags
- Shredding
- Ricoh TRAC Solution (job pricing, submission and tracking system)
- Management reporting