

## **IKON Outsourcing Mission Statement**

**“Our mission is to provide outsourcing solutions by integrating people, processes and technology. We will provide tangible value to our customers, exceeding their expectations by meeting measurable service commitments and performance standards. We value our employees and provide opportunities for their personal and professional growth.”**



**The Way Business  
Gets Communicated™**



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# Copy Center Information Packet

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## Hours of Operation:

Monday – Thursday 7:00 am – 7:30 pm

Fridays 7:00 am – 5:00 pm

**Location:** AS Academic Support Building 4

**Phone Number:** (480) 461-7776

### Onsite Staff

Todd Salvo – Site Supervisor

Jaime Lara – Site Lead

Andy Lujan – Mail Lead

Kyrie Drake – Site Rep

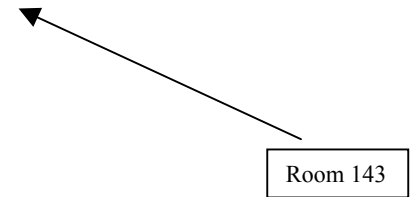
Jaema Gomez – Site Rep

Nanette Andro – Site Rep

Jessica Haro – Site Rep

Amy Torres – Site Rep

Gene Pollock - Courier



Room 143

## IKON Services Overview

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IKON Office Solutions is proud to be the provider of copy equipment and services at Mesa Community College. We currently maintain forty copy machines on campus, as well as nine at Red Mountain, three at Country Club & Brown, two at Williams, and two at Downtown Center. We are also responsible for keeping your machines serviced and stocked with supplies and paper. In addition to our maintenance responsibilities, we provide a full-service Copy Center located in the Academic Support building. This packet will out-line the many services available to the faculty, staff and students.

We are very excited about the upcoming year, and we would like to thank you in advance for your continued support of our staff and services as we continue to look for more ways to bring exceptional service, quality, and value to our many customers at Mesa Community College.

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## Copy Center Services

- High Speed B&W Copying
- Transparencies
- Digital Copying
- Personal Copying
- Convenience Copier Support
- NCR Forms
- Padding
- Full Color Copies
- GBC Presentation Binding
- Cutting & 3 Hole Drilling
- Pick-up & Delivery
- Tabs
- Laminating
- Folding

For customer convenience, we provide daily copy pick-up and deliveries. There are currently fifty-six designated areas throughout the campus. Special delivery is available upon request. A variety of requesting methods are available for customer convenience. Copy requests can be submitted by placing your duplicating requests in the designated pick-up locations with an attached job ticket; we are also able to accept jobs electronically, and of course walk-up service in the copy center is always welcome.

## Daily Copy Runs

Monday – Friday      8:00 am, 11:00 am, 1:00 am, & 3:00 pm

## Additional Services

In addition of the above services IKON is proud to offer these additional services off-site. For questions on using these additional services, please contact your copy center representative at ext. 17776.

- Oversize Copying (posters, banners, blue prints)
- Alternative Binding Options (Tape, Coil, Twin Loop)

## Personal Copying

IKON and MCC are now excited to offer the convenience of personal copying to the Faculty, Staff, Students, and Community. All services above are available and the copy center is now able to accept cash and checks for personal services. Ask an IKON associate for information on your next personal project.



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# Paper Options

## Pastels



## Astrobrights



## Cardstock



\*Standard White paper is available in 8 ½ x 11, 8 ½ x 14, 11 x 17, and cardstock. Other color selections may be available. Inquire with your on-site copy representative for more details.

# Binding Options



Available Off-Site

Available Off-Site

## Digital Copying

IKON is proud to work with GateWay Community College to offer its faculty and staff a digital solution to meet their copying needs. Copying has never been easier and quality never better, as you can now send your copy requests electronically from your desk, home, or anywhere else you have e-mail access. Simply follow the directions below or call a copy center representative to assist at ext. 25130.

1. Begin by opening up your e-mail account and addressing it to [copycenter@mccmail.maricopa.edu](mailto:copycenter@mccmail.maricopa.edu).
2. Next attach a copy of the electronic job ticket. (You can obtain a copy of the digital ticket by contacting the copy center or by accessing the MCC web site and clicking on the IKON link.) Fill out the information on the electronic form and attach to your e-mail.
3. Next insert the file of the document you wish to be copied. (The copy center currently accepts word, excel, and power point documents)
4. Then simply send your e-mail.
5. After receiving the document the copy center staff will proceed to complete the job as per your instructions and have it ready for pick-up or delivery depending on your request.

Acceptable documents that can be submitted for copying to the Copy Center online:				
Requests for Black & White and Color Copies are currently being accepted.				
Only MS Office Documents (i.e. Word, Excel, and PowerPoint)				
Submitted digital documents will be deleted once copies are made.				
Attach completed ticket with document and e-mail to ( <a href="mailto:copycenter@Copycenter@mccmail.maricopa.edu">copycenter@Copycenter@mccmail.maricopa.edu</a> )				
<b>Please be sure to complete all areas in RED</b>				
<b>IKON Office Solutions Management Services Mesa Community College</b>				
<b>Requestor's Name:</b>	<b>EXT:</b>	<b>Building</b>		
<b>Today's Date:</b>	<b>Date Job Needed:</b>	<b>Time Job Needed:</b>	<b>Call Will Pick-up Deliver</b>	
<b>Confidential:</b> YES / NO	<b>Part-time:</b>	<b>Full-time:</b>		
<b>Copy Account #:</b>	<b>Department Name:</b>			
<b>Special Instructions:</b>				
<b>Number of Originals:</b>	<b>Number of Copies:</b>	<b>Total Copies:</b>		
<b>SIZE</b>	<b>PAPER</b>	<b>PRINT</b>	<b>FINISHING</b>	
8 1/2 X 11	3 HP	ONE-SIDED	GBC BIND	
8 1/2 X 14	WHITE	TWO-SIDED	TAPE BIND	
11 X 17	BLUE	COLOR COPIES	LAMINATE	
	GREEN		SHRINK WRAP	
	YELLOW		CUT	
	PINK		FOLD	
	ASTROBRIGHT		PAD	
	CARDSTOCK		COLLATED	
	TRANSPARENCIES		UNCOLLATED	
	OTHER		STAPLE	
			CLIP	

This is a sample of the electronic job ticket. It is recommend once you receive the electronic job ticket, that you fill in the repetitive information (name, department , account number) and then save the document to your hard drive so when you pull it back up, you will simply have to fill in the job specific information.