



**User guide for
Winston-Salem State University**



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 5 years, Ricoh and Winston Salem State University have been partnering to build a successful relationship.

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 printing and document needs.

Location

the Ramgraphix Print Center is located at The Cleon F. Thompson Center, Suite G03.

Reach us by phone at (336) 750-2765 or e-mail us at Ramgraphix@wssu.edu

You can submit your print request via our PrintNet portal by visiting:

<https://copynetsolutions.com/winston>

Scheduled hours of operation

Monday through friday 8:00am – 5:00pm

In the event that the Print Center is required beyond our regular hours, arrangements can be made through the Technology Specialist II, Paul Leach (requests for overtime service should be made with as much advanced notice as possible): Andrew Sheets, Field Manager, (302) 242-8067

Services

The Service Center specializes in a range of quality services, including:

- Black-and-white Copying
- Color Copying
- Bindery
- Coil
- Yard Signs
- Wide Format Printing
- Collating/Inserting/Stapling
- Cutting/Drilling/Folding
- Lamination

Specific requests not offered in our center (such as printing, oversized originals and output, mounting, etc.) will be sent to an off-site facility. Please use us as a resource for any project you may have. Our staff is quick to respond and always ready to help! When utilizing the copy services in the Print Center, a Copy Request Form must be provided. Please fill out the form completely so that all instructions are clear. We ask that you indicate an exact date and time that your order is due.

The Service Center can receive several different types of formats on a variety of media.

What?

- Adobe Illustrator (Mac only)
- Adobe Photoshop (Mac only)
- Microsoft Office (Mac & PC)
- PDF format (Mac & PC)
- PostScript files (Mac & PC)
- Via e-mail (Mac & PC)

How?

Pickup and delivery

The Print Center will call to inform you when your print job is ready for pickup.

Urgent orders may be taken directly to the center. If you require immediate assistance, please contact us at 336-750-2765 and we will be glad to accommodate you.

Our commitment

Ricoh resolves to deliver solutions to support Winston Salem State 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.

Ricoh service center pricing

B&W output/copies

8.5" x 11"

Single-sided	\$.06
Double-sided	\$.10
Card stock	\$.10
Colored paper	\$.085
Company letterhead	\$.08
Second page letterhead	\$.05
Tabs	\$.50
Transparencies	\$.75

8.5" x 14" \$.10

11" x 17" \$.26

Bindery

8.5" x 11"

Coil bind	\$ 1.50
Clear Cover	\$ 1.25
Vinyl Back Cover	\$ 2.25

Color output/copies

8.5" x 11"

Single-sided	\$.26
Double-sided	\$.46
Card stock	\$.26
Transparencies	\$ 1.50

8.5" x 14" \$.27

11" x 17" \$.36

Finishing services

Collating	\$.05/lift
Cut/trim	\$.30/cut
Stapling	\$.07/hand
Folding	\$.04/fold
Drilling	\$0.01 /sheet
Padding	\$.20/pad
Lamination	
8.5" x 11"	\$ 2.00
11" x 17"	\$ 3.00



For all your
printing needs!

336-750-2765

ramgraphix@wssu.edu

In the Thompson Center

www.ricoh-usa.com

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