SCHEDULE OF MAIL RUNS

Our staff will pick up and deliver at the following regularly scheduled runs each day:

MOON CAMPUS: 8:30 – 9:30 AM
1:30 – 2:30 PM

PGH CAMPUS: 11:00 AM

Please note that the Mail Center uses the name on your mail bin as the “delivery point” name for your department. For the exact location of these drop off/pick up bins, please refer to the mail center users guide or contact a member of the mail center staff.

CONVENIENCE COPIERS

IKON is responsible for ordering and maintaining adequate inventory for all of the University convenience copiers. Supplies include: toner, paper and staples.

When you have need of supplies for your machine, please e-mail mailroom@rmu.edu and be sure to include your name, dept., location of your machine, and your 4-digit dept. code for tracking purposes. (You may use the “delivery point” name on the mail bin for the location of your pick-up and delivery area.)

If you need assistance using the copiers or experience difficulty with any machine, please notify the IKON Document and Mail Center at Ext. 3691 or 8325.

THE IKON QUALITY COMMITMENT

IKON resolves to work in partnership with Robert Morris University to provide a qualitative and quantitative solution that will better support your requirements. **We are committed to your total satisfaction.** We will measure our service levels through the use of surveys, as well as the constant solicitation of feedback by our Site Manager. Continual input from you will permit us to improve our operation to consistently meet your needs.

Please feel free to contact us at any time with questions or assistance:

**DONNA LOWMAN**
SITE MANAGER
412-269-3691
IKON@RMU.EDU

Print, Photocopy and Mail Management Services
Introduction

We are pleased to offer copying, finishing and mail room services to Robert Morris University. Our qualified staff is willing to answer questions you may have while assisting with your projects. We welcome the opportunity to help you with all of your document needs.

ROBERT MORRIS UNIVERSITY SERVICES CENTER

The IKON Document and Mail Center is located on the 1st floor of the Maintenance Facility Bldg. - make a left at the Admissions and Visitor’s Building., up the grade, turn right to the white building and look for the IKON sign posted on the door. We can be reached at:

Mail Center: ext. 8325 or mailroom@rmu.edu
Document Center: ext. 3691 or ikon@rmu.edu

Our scheduled hours of operation are:
**MONDAY - FRIDAY** 8:00 AM -6:30 PM COPY
**MONDAY - FRIDAY** 7:00 AM -5:00 PM MAIL
**SATURDAY** UPON REQUEST

In the event that Center services are required beyond our regular hours, arrangements should be made through our Site Manager at ext. 3691. Requests for overtime service should be made with as much advance notice as possible.

MAIL SERVICES

IKON is responsible for picking up, sorting, processing, metering, and delivering all incoming and outgoing mail and packages. We also consult with departments on bulk mailings and mail piece design as well as cost savings for all outgoing mail and shipping pieces.

**INCOMING USPS MAIL AND SHIPPING**

IKON will deliver all incoming USPS mail, ground shipments, overnight shipments and copy requests to the pick up/drop off location nearest you. The pick up and drop off times begin as follows:
- **Moon Twp. Campus:** 8:45 AM
- **1:30 PM**
- **Pittsburgh Campus:** 11:00 AM

If you are expecting an urgent package or delivery, please call us and we will let you know as soon as it has arrived and arrange immediate delivery.

**OUTGOING USPS MAIL & SHIPPING SERVICES**

All outgoing USPS mail and UPS shipping will be picked up by IKON staff from the pick up/drop off boxes and processed. To ship or mail, complete a mail request form, attach it to your letter/package and send it to the mailroom. All orders received in a drop off box before 1:30 PM or hand delivered to the mail center by 4:00 PM will be processed that day. For after hours overnight shipping, contact a member of the mail center for instructions and drop off locations.

IKON and Robert Morris University have partnered with UPS as the preferred vendor for overnight and ground shipping services. We will be happy to help you ship your package through UPS. If you would be interested in UPS shipping directly from your desktop, please contact Rob Dvorak at ext. 8325 for more information.

To use other shipping vendors or for authorized returns for FedEx, Airborne or DHL, please contact mail services at ext. 8325. It is the policy of RMU and IKON that a Mail Request Form is sent with each request.

**PRINT/PHOTOCOPYING SERVICES**

IKON will provide a full range of quality print and duplicating services including:
- Black and White Copying/printing
- Collating / Stapling
- GBC and Coil Binding
- Color Copying/printing
- Tabs
- Laminating
- Cutting
- Folding

Specialized copying and binding requests such as oversized originals, hole punching, foam core mounting, etc. will be sent to an off-site facility. Please use us as a resource for any application you may have. The IKON Document Center personnel will determine which overflow work must be sent to an off-site facility. Call Ext. 3691 for a price list of services and stocked paper.

When utilizing the services provided in the Center, you can submit the request electronically via e-mail to IKON@rmu.edu. **Call the IKON Document Center at 412-269-3691 and we will send you step-by-step instructions for e-mail.** The IKON Document Center can accept (PC) files: Microsoft Office, PDF format, and PostScript files (floppy disks and CD’s).

It is the policy of RMU and IKON that a Copy Request Form is sent with each request.

A digital Copy Request Form (Excel) can be sent to your e-mail address. **Walk-in and interoffice mail users should submit a Copy Request Form with each request.**

Be sure that instructions are clear and understandable. We ask that you avoid using “ASAP” when filling in the time/date due section. **Please be as specific and realistic as possible.**