

**Luther  
College**



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

**Document Center User Guide  
2018**

**RICOH**  
**Service Excellence**

<b>B&amp;W OUTPUT/COPIES</b>		<b>Color Output/Copies</b>	
Single Sided White Paper Cardstock Labels Carbonless	Double Sided Colored Paper Resume Paper Transparencies	Single Sided White Paper Card Stock Labels	Double Sided Colored Paper Transparencies
8.5" x 11" 11" x 17"	8.5" x 14" 12" x 18"	8.5" x 11" 11" x 17"	8.5" x 14" 12" x 18"
<b>Color Output/Copies</b>		<b>Other Services</b>	
Collating Cut/Trim Stapling Folding Drilling Padding Lamination GBC Comb Binding		Wide Format Printing Faxing Scanning Variable Data Bulk Mailings Mail Piece Design	

Where?

**Document Center  
Luther College  
700 College Drive  
Decorah, Iowa 52101  
doccenter@luther.edu  
563-387-1631**

**Jeff Naatz  
Site Manager  
563-387-1013  
naatje01@luther.edu**

## 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 15 years, Ricoh and Luther College have been partnering to build a successful relationship.

We are pleased to offer Luther College copy/printing, fleet, mail, and courier services. Our qualified staff are willing to answer any questions you may have while assisting you with your projects. Please feel free to contact us. We welcome the opportunity to help you.

## LOCATION

The Document Center is located within the Main Building on the ground level. You can reach us at extension 1631, or by calling 563-387-1631. You may also e-mail us at [doccenter@luther.edu](mailto:doccenter@luther.edu).

## SCHEDULED HOURS OF OPERATION

Document Center scheduled hours of operation are:

Monday - Friday

**Academic Year**  
7:30 AM to 4:30 PM

**Summer Hours**  
7:30 AM to 4:30 PM

## SERVICES

The Document Center specializes in a range of quality services to suit your needs:

<b>Black and White Copying</b>	<b>Cutting/Drilling/Folding</b>
<b>Color Copying</b>	<b>Lamination</b>
<b>Wide Format Printing</b>	<b>Labels</b>
<b>Comb/Spiral Binding</b>	<b>Scanning</b>
<b>Collating/Inserting/Stapling</b>	<b>Fax</b>

Please use us as a resource for any project you have. Our staff is quick to respond and always ready to help!

## Electronic Job Submission

The Document Center receives job requests through [luther.ricohtac.com](http://luther.ricohtac.com). If the form that you need printed is on your computer please attach it to the order form. If you need assistance doing this please call the Document Center at ext.1631. We recommend sending documents as PDFs to help secure the integrity of the document.

For off-campus requests we also accept job submitted by email or stop by and submit a job in person.

Ricoh staff will be available to walk you through the ordering process if needed. Training sessions can be schedule for individuals as well as departments. As always, please call with any questions you might have.

## PICKUP AND DELIVERY

You are welcome to stop into the Document Center to pick-up/drop off needed jobs, we are always happy to see you. You may also send needed jobs via the inner-campus mail delivery system or via email. Please contact us if you have needs outside of normal scheduled hours. We will do what we can to accommodate you, we simply ask that you give as much notice as possible.

If you require immediate pickup, and/or delivery please contact us at 563•387•1631 or ext. 1631, and we will be glad to accommodate you.

The Mail Center welcomes you to send items via inner office and are also very happy to assist you personally. If you could please remember to attach Datatel Account numbers to out going mailing/packages and rubber band groups of mailings to help ensure a speedy process we would appreciate it

## OUR COMMITMENT

Ricoh resolves to deliver solutions to support Luther Colleges 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. As mentioned earlier, we will go above and beyond to see that your request is met. We are committed to your satisfaction.

***“Excellence is not a skill.  
It is an attitude.”***

– Ralph Marston

**RICOH**  
**Service Excellence**