Staples Manual and Reference Book

The Copy Center

Authored by: Ava Molina

Table of Contents

Table of Contents iii

Introduction v

The Xerox Copiers 1

Copying/Printing 3

  Xerox machine 3

  Docucolor 6

UPS Shipping Center 9

UPS Shipping Kiosk 11

  Pre-paid shipping 11

  Creating a shipping order 12

Laminating Equipment 15

Laminating 19

  Pouch 19

  Wide format 19

Self-Server Fax 23

Faxing 25

  Nation-Wide Faxing 25

  International Faxing 25

Brother Stamps 27

Instant stamp 29

Introduction

Staples is the one of the largest office products and a customer-oriented provider. Staples has an extensive knowledge in the categories of office supplies, technology, furniture, and Copy & Print. In this manual we will be focusing on the Copy & Print aspect of Staples to make each of our employees Copy Experts. The following topics will be discussed in detail:

1. The Xerox copiers
    a. Copy/Printing
2. The UPS shipping center
    a. UPS shipping kiosk
3. Laminating
    a. Pouch
    b. Wide format
4. Self-serve fax
    a. Nation-wide
    b. International
5. Instant Brother stamps

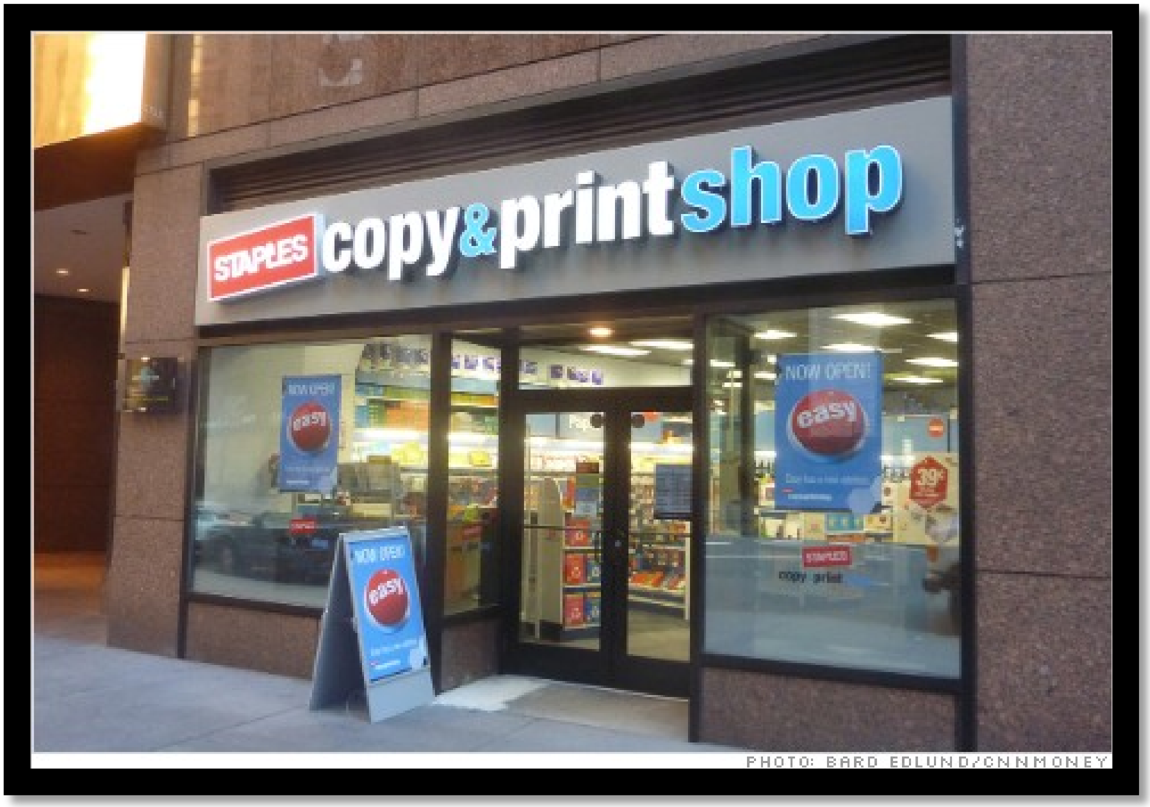
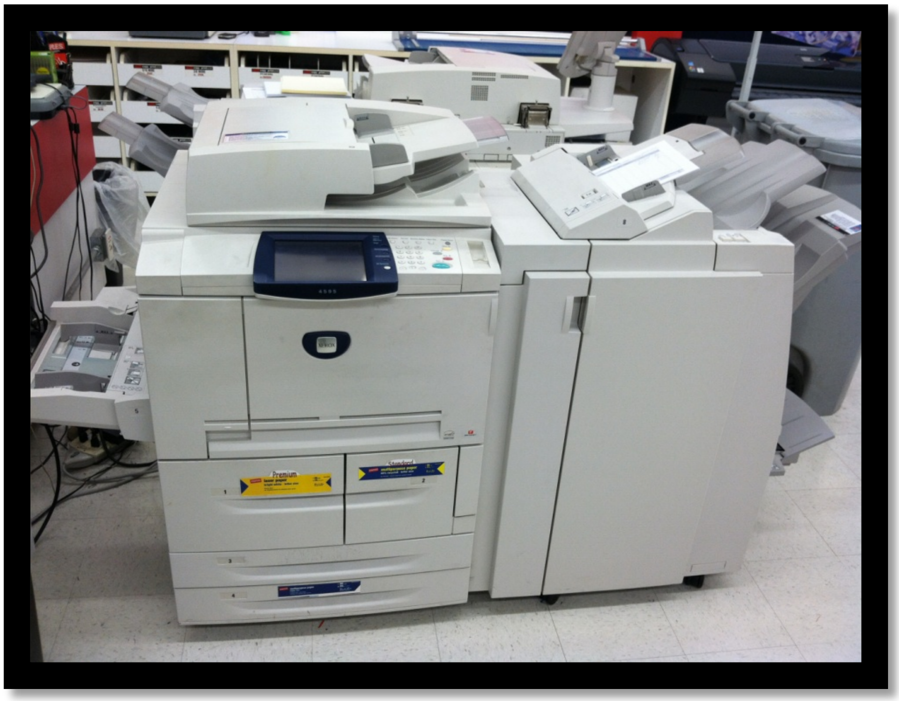
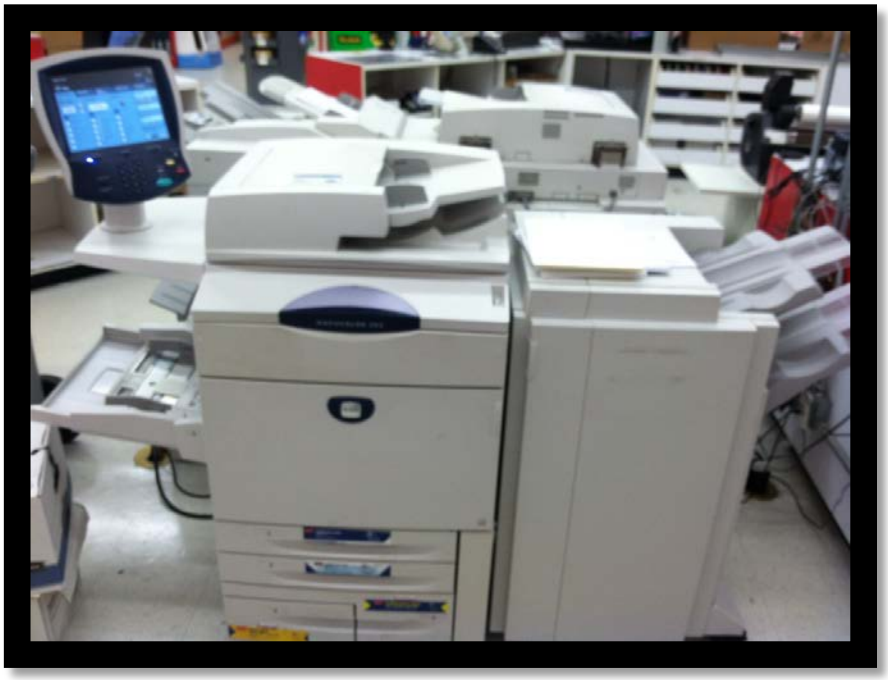


PHOTO: BARD EDLUND/CNNMONEY

The Xerox Copiers



Xerox 4542



Docucolor

Copying/Printing

The number one request from customers is to have their documents copied or printed from either a hard copy or a flash drive they have provided.

Xerox machine

This machine is for only Black and white documents. If the customer wishes to have a document with color be copied in black and white then this machine may be used.

1. Figure out the nature of the copy job
    a. Hard copy or electronic file?
    b. Paper size? (Letter, legal, or ledger?)
    c. Paper type? (Cardstock, premium, color, etc.)
    d. Does it need it need to be double sided or single sided?
    e. Will the document be stapled if it has multiple pages?
    f. Hole punched?

Hard copy

1. Either insert the hard copies individually on the scanning glass, or place them in the feeder depending on the job or the customers' requests.
    a. If the documents is fragile then individually scan of thee glass
    b. If the document is large and has to be kept in order then place it in the feeder
2. Determine the paper size of the document
    a. Select the paper tray accordingly
        i. Tray 1 is letter premium paper
        ii. Tray 2 is letter standard paper
        iii. Tray 3 is legal paper
        iv. Tray 4 is ledger paper
        v. Tray 5 has the ability to be loaded with customer provided paper, or special paper we have in stock.

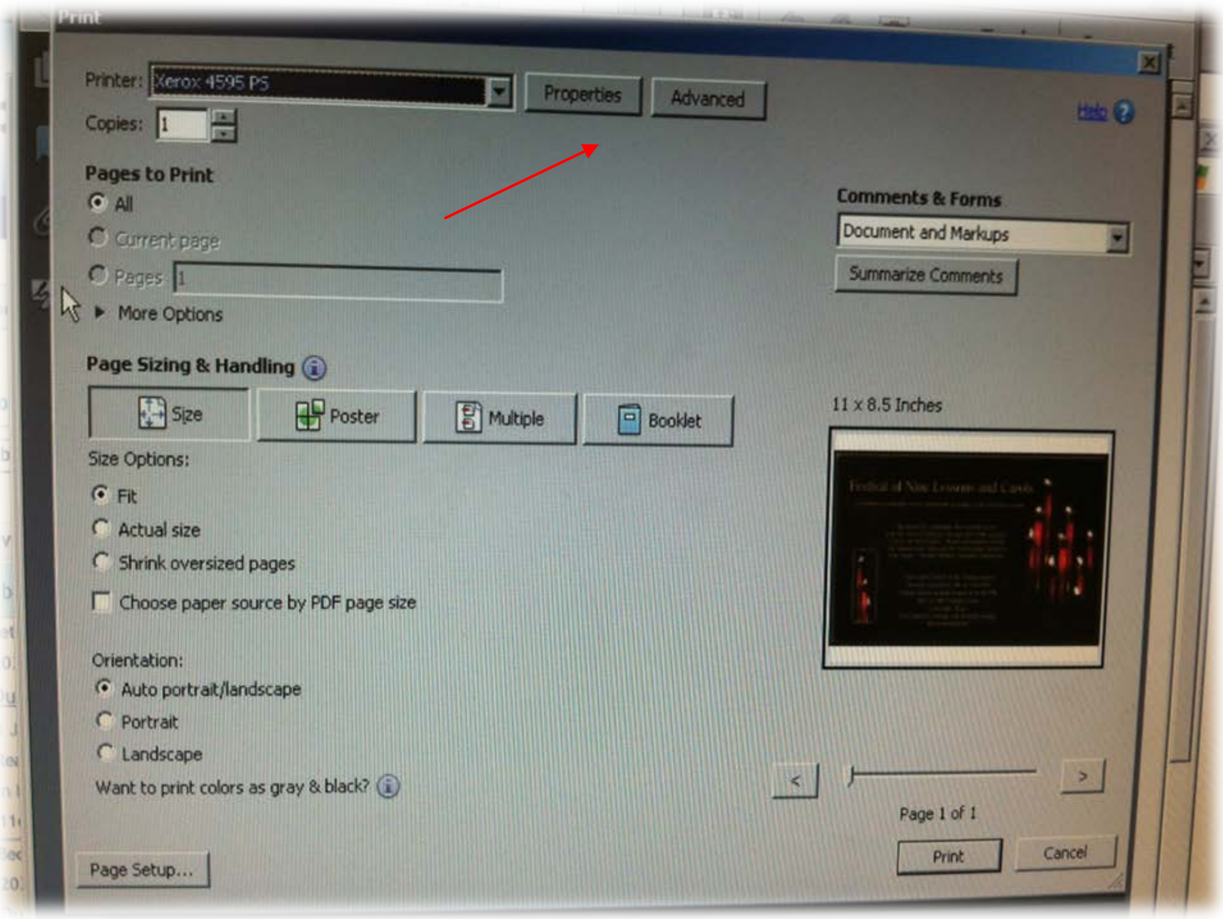
3. On the basic copying tab select the printing output the customer requests
    a. 1 to 1: select if the original is single sided and the copy needs to be single sided as well
    b. 1 to 2: select if the original is single sided and the copy needs to be double sided
    c. 2 to 1: Select if the original is double sided and the copy needs to be single sided
    d. 2 to 2: select if the original is double sided and the copy needs to be double sided
4. To staple a document if requested
    a. Select the job assembly tab
        i. Select the finishing button
            1. Select stapling
                a. Press left top single
5. To hole punch if requested
    a. Select the job assembly tab once again
        i. Select machine drilling
            1. Select left 3 hole punch
6. Print out a sample
    a. If the sample is correct print out the quantity needed

Electronic File

1. Make sure the file is compatible with the Copy Center's computer. However, if the file is not compatible then convert to a PDF.
    a. Right click the file
        i. Click convert to an Adobe PDF
2. Open the file
3. Allow customer to check the document for errors before printing
4. Click file the file tab on the toolbar
    a. Click print
5. The printing menu will appear
    a. Select the correct printer

        i. In this case chose the Xerox copier, since the customer requested B&W

6. Once the printer is selected, click printing properties
    a. Refer to the picture for details.



Printer: Xerox 4595 PS

Copies: 1

Pages to Print
- ● All
- ○ Current page
- ○ Pages 1

Page Sizing & Handling

Size Options:
- ● Fit
- ○ Actual size
- ○ Shrink oversized pages
- ☐ Choose paper source by PDF page size

Orientation:
- ● Auto portrait/landscape
- ○ Portrait
- ○ Landscape

Want to print colors as gray & black?

Comments & Forms

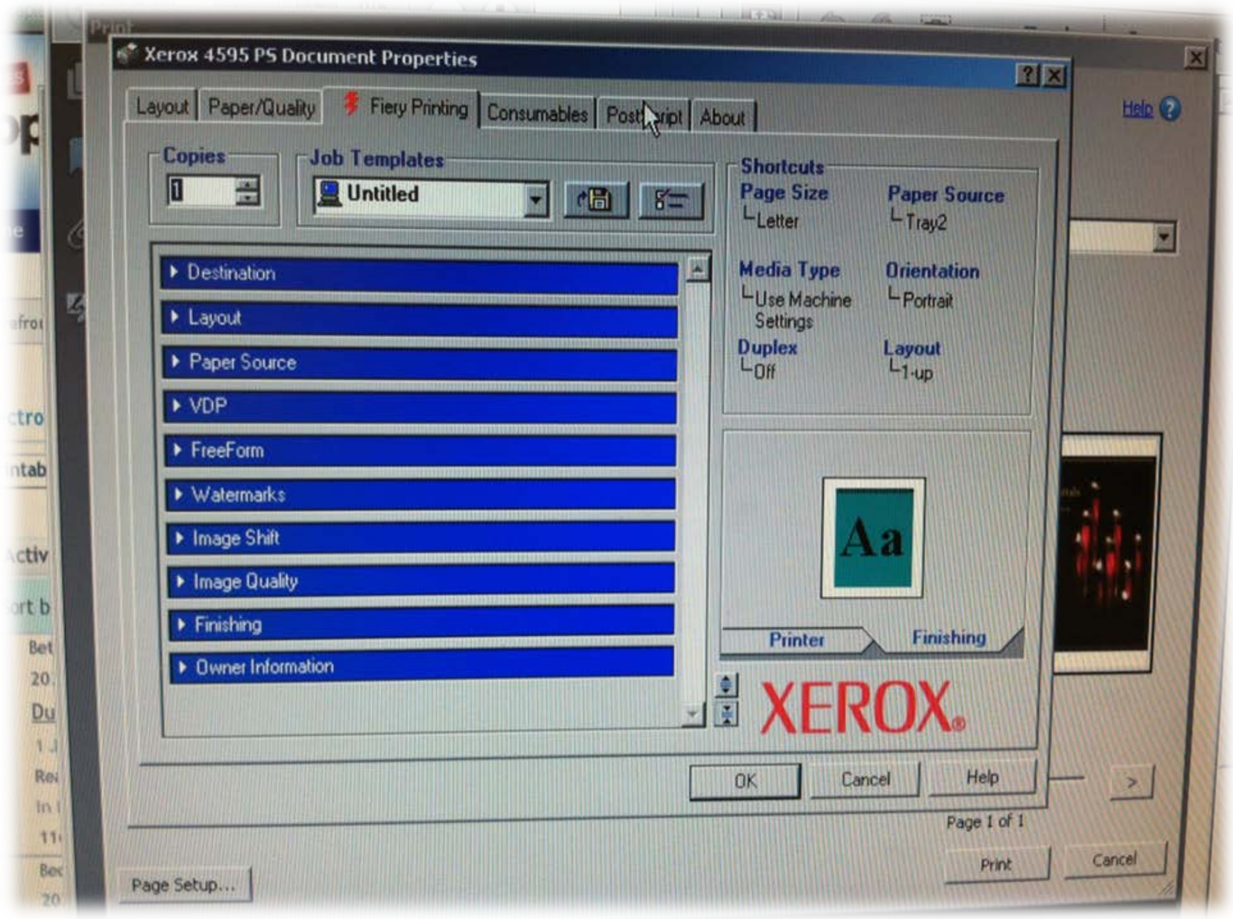
Document and Markups

11 x 8.5 Inches

Page 1 of 1

Print
Properties
Advanced
Help
More Options
Size
Poster
Multiple
Booklet
Summarize Comments
<
>
Page Setup...
Print
Cancel

7. For additions on the print order (hole punch, double sided) are on the following tabs
    a. See image


Xerox 4595 PS Document Properties
Layout
Paper/Quality
Fiery Printing
Consumables
PostScript
About
Destination
Layout
Paper Source
VDP
FreeForm
Watermarks
Image Shift
Image Quality
Finishing
Owner Information
Aa
Printer
Finishing
XEROX
OK
Cancel
Help
Page 1 of 1
Print
Cancel
Page Setup...
Help

Copies: 1

Job Templates: Untitled

Shortcuts

Page Size: Letter

Paper Source: Tray2

Media Type: Use Machine Settings

Orientation: Portrait

Duplex: Off

Layout: 1-up

Docucolor

This machine is for only color documents. However if the document has black and white pages within a color job that are in a specific order, then do the printing on only on the Docucolor to make sure the order stays intact. Do not charge the customer for the black and white pages as color copies.a

1. Figure out the nature of the copy job
    a. Hard copy or electronic file?
    b. Paper size? (Letter, legal, or ledger?)
    c. Paper type? (Cardstock, premium, color, etc.)
    d. Does it need it need to be double sided or single sided?
    e. Will the document be stapled if it has multiple pages?
    f. Hole punched?

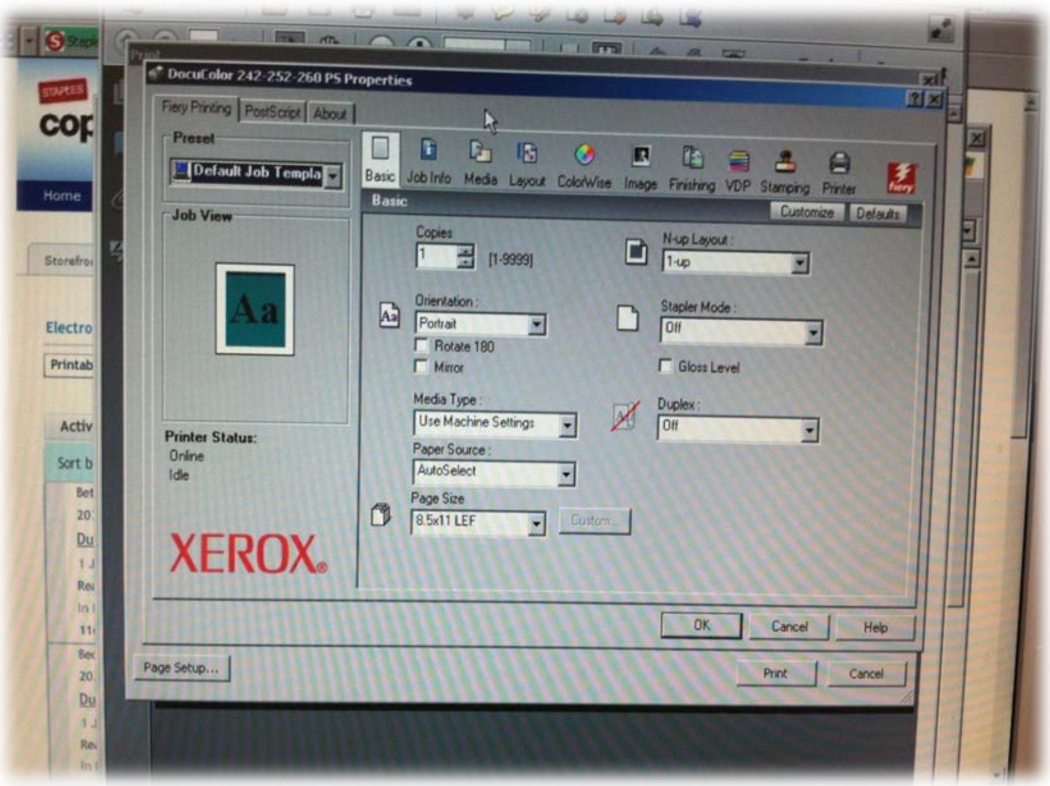
Hard copy

1. Either insert the hard copies individually on the scanning glass, or place them in the feeder depending on the job or the customers' requests.
    a. If the documents is fragile then individually scan of thee glass
    b. If the document is large and has to be kept in order then place it in the feeder
2. Determine the paper size of the document
    a. Select the paper tray accordingly
        i. Tray 1 is ledger
        ii. Tray 2 is legal
        iii. Tray 3 is premium letter
        iv. Tray 4 is standard letter
        v. Tray 5 has the ability to be loaded with customer provided paper, or special paper we have in stock.
3. On the basic copying tab select the printing output the customer requests
    a. 1 to 1: select if the original is single sided and the copy needs to be single sided as well
    b. 1 to 2: select if the original is single sided and the copy needs to be double sided
    c. 2 to 1: Select if the original is double sided and the copy needs to be single sided
    d. 2 to 2: select if the original is double sided and the copy needs to be double sided
4. To staple a document if requested
    a. Select the job assembly tab

Electronic File

1. Make sure the file is compatible with the Copy Center's computer. However, if the file is not compatible then convert to a PDF.
    a. Right click the file

        i. Click convert to an Adobe PDF
2. Open the file
3. Allow customer to check the document for errors before printing
4. Click file the file tab on the toolbar
    a. Click print
5. The printing menu will appear
    a. Select the correct printer
        i. In this case chose the Docucolor copier, since the customer requested color
6. Once the printer is selected, click printing properties
7. Make additions to the print job according to the customer's requests


DocuColor 242-252-260 PS Properties
Fiery Printing
PostScript
About
Basic
Job Info
Media
Layout
ColorWise
Image
Finishing
VDP
Stamping
Printer
Customize
Defaults
Job View
Aa
XEROX
Custom...
OK
Cancel
Help
Page Setup...
Print
Cancel

Preset: Default Job Templa

Printer Status: Online Idle

Copies: 1 [1-9999]

Orientation: Portrait

☐ Rotate 180

☐ Mirror

Media Type: Use Machine Settings

Paper Source: AutoSelect

Page Size: 8.5x11 LEF

N-up Layout: 1-up

Stapler Mode: Off

☐ Gloss Level

Duplex: Off

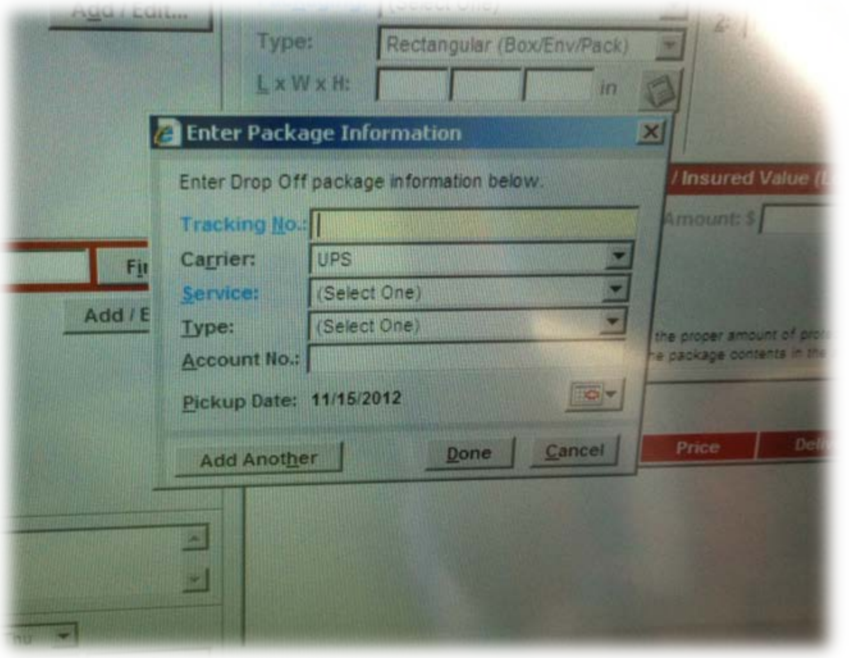
UPS Shipping Center

UPS Shipping Kiosk

Pre-paid shipping

- This is the simplest shipping request

1. Make sure the customer provides a pre-paid label
2. Press F7
    a. Or press the Process tab on the toolbar
        i. Then select enter drop off package
3. The “enter package information” box appears
    a. See photo below



Enter Package Information

Enter Drop Off package information below.

Tracking No.:

Carrier: UPS

Service: (Select One)

Type: (Select One)

Account No.:

Pickup Date: 11/15/2012

Type: Rectangular (Box/Env/Pack)

L x W x H: in

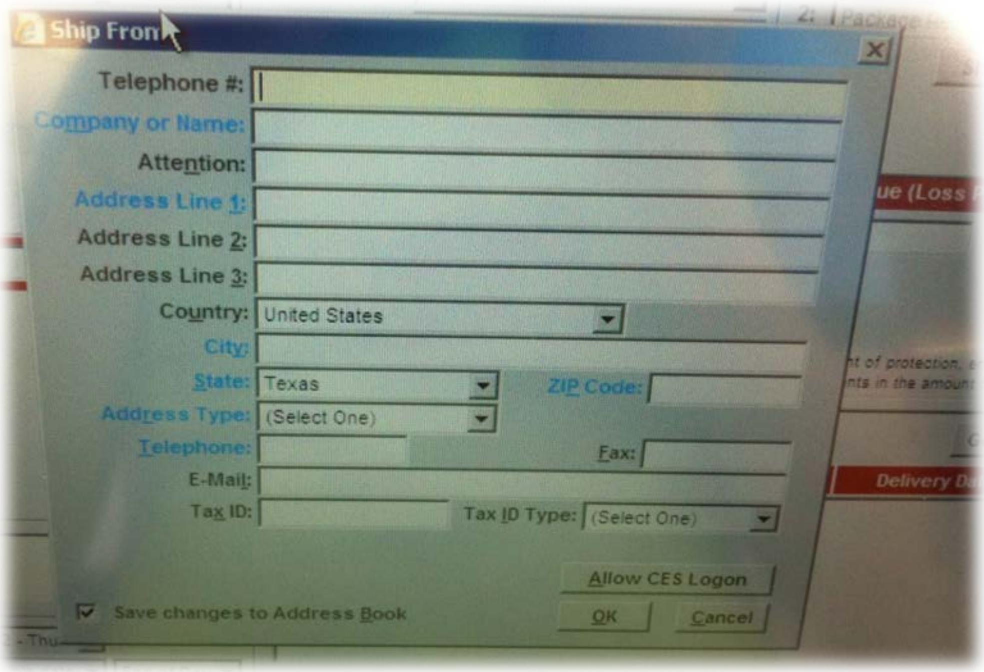
4. Scan the barcode on the Pre-paid label
    a. Notice how the text blanks automatically fill
        i. If customer has multiple packages

        ii. Press add another
            1. Repeat steps starting from 4
5. Hit done at the bottom of the “enter package information” box
6. A receipt will print out
    a. Inform the customer this has the tracking number for the package
    b. Hand to the customer
7. Put packages in shipping bin
8. You’re finished!

Creating a shipping order

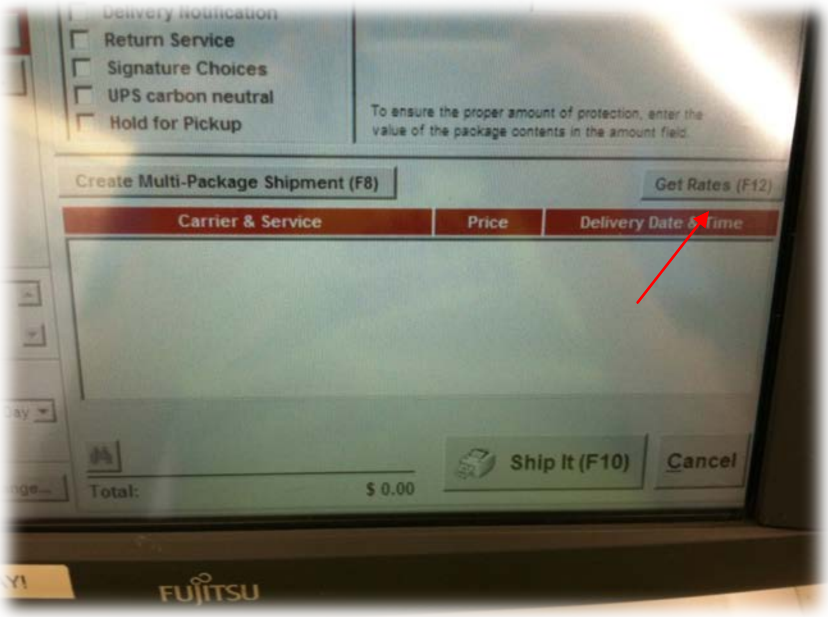
- The shipping price cannot be determined until information is filled out!
- Also, we do not ship to P.O. Boxes

1. Click the add/edit button in the Ship From field
    a. Fill in all the information with an asterisk next to the box


Ship From
Telephone #:
Company or Name:
Attention:
Address Line 1:
Address Line 2:
Address Line 3:
City:
ZIP Code:
Telephone:
Fax:
E-Mail:
Tax ID:
Allow CES Logon
OK
Cancel

Country: United States
State: Texas
Address Type: (Select One)
Tax ID Type: (Select One)
☑ Save changes to Address Book

2. Repeat step 1 for the Ship To field
3. A description of goods is needed
    a. If not visible, ask the customer politely the contents of the box
    b. Brief statement will suffice
4. Place package on scale
    a. Then press the weight box
        i. It will automatically fill in with the weight
5. Select packaging in drop box if customer will purchase our staples packaging materials
    a. However, if package is customer provided measurements are required
        i. Use tape measure to record length, width, and height
            1. Record in blanks under drop box
        ii. Fill in circle if customer or Associate put together package
            1. Let customer know of additional charge for packing
6. Press get rates



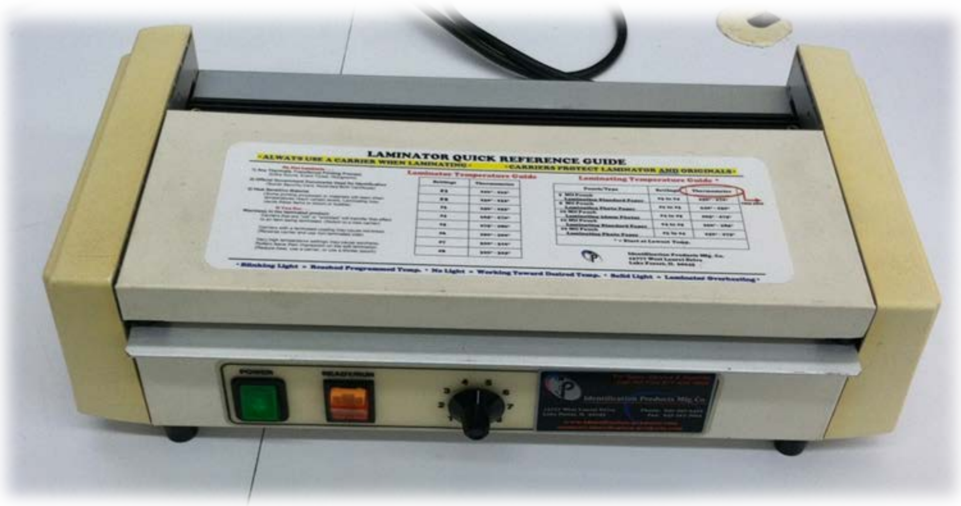
To ensure the proper amount of protection, enter the value of the package contents in the amount field.

Delivery Notification
☐ Return Service
☐ Signature Choices
☐ UPS carbon neutral
☐ Hold for Pickup
Create Multi-Package Shipment (F8)
Get Rates (F12)
Carrier & Service
Price
Delivery Date & Time
Total:
$ 0.00
Ship It (F10)
Cancel
FUJITSU

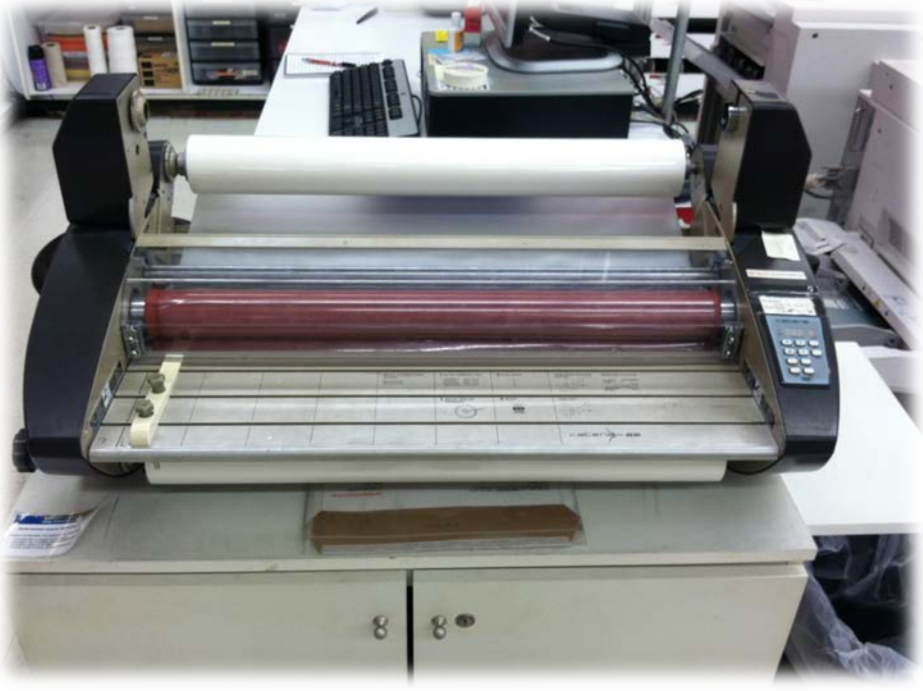
    a. Inform customer of rates and estimated shipping rates for preference
    b. Click the requested shipping time and rate
7. Press the Ship It button at the bottom of the page

    a. Two receipt will print out, a store and customer copy.
8. Have the customer review the store receipt for any errors and sign off at the bottom of the page
9. Scan barcode on store copy
    a. Manually enter the price
10. Finish transaction normally
11. Staple the receipt to the customer tracking information and hand off
12. Then staple a duplicate receipt of the transaction to the store tracking sheet that was previously signed by customer
    a. File our copy in the shipping center
13. Finished!

Laminating Equipment


LAMINATOR QUICK REFERENCE GUIDE
POWER
READY/RUN

Pouch



Wide Format

Laminating

Pouch

- Sizes range from business cards, luggage tags, letter size, to ledger.
- If document doesn't fit in pouches, see wide format laminate below.

1. Ask customer preferred thickness of laminate
    a. 3 mil, 5 mil, and 7 mil.
    b. 7 mil is our standard thickness, so if customer has no preference chose the 7 mil.
2. The laminate drawers are organized my size, within are the particular thicknesses
3. Place document within the laminate pouch

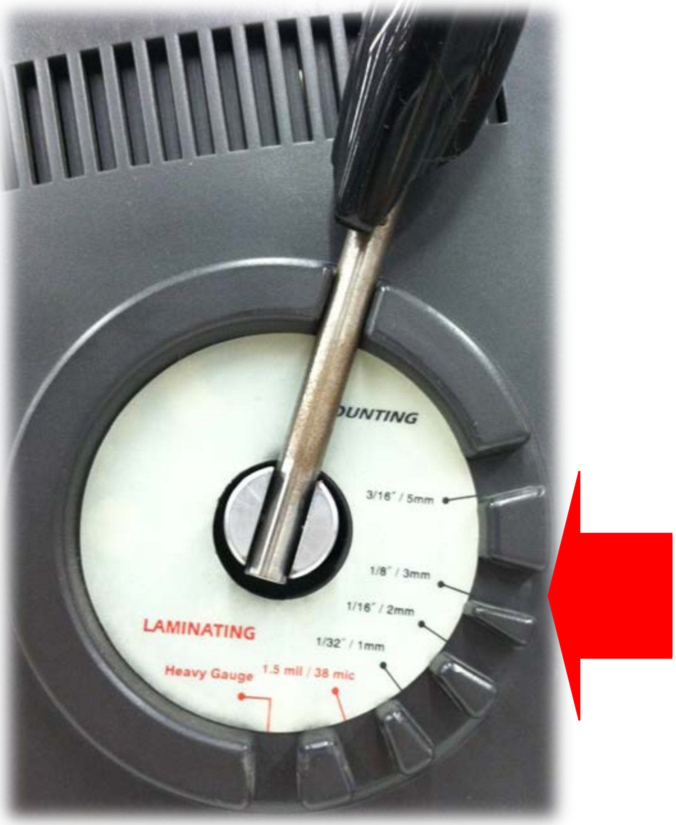
Caution!

4. Make sure to but the laminate pouch within the carrier pouch
    a. Otherwise the laminate will melt to the machine!
    b. Also the customers document will ruin
5. The pouch laminator is always on
    a. Just flip the orange switch to get the track to start
6. Insert the carrier into the front end
    a. Wait for the carrier to go through the other end
    b. The pull out
7. Remove laminate from carrier
8. Cut edges if customer requests
9. Finished!

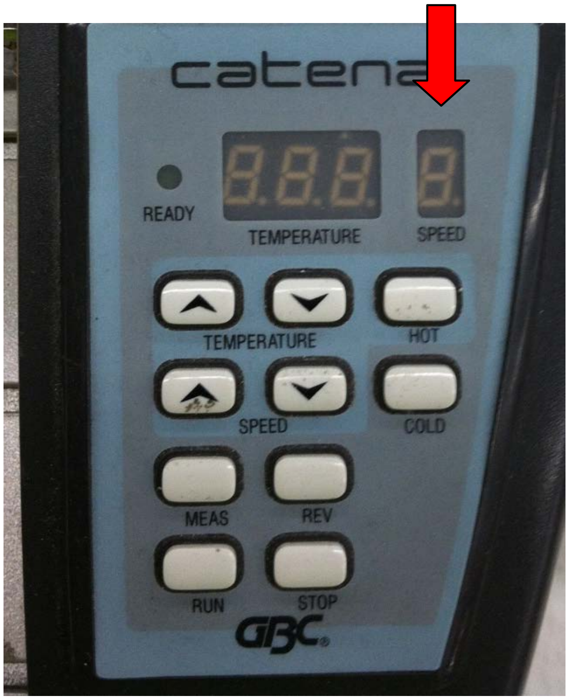
Wide format

- Inform customer that the machine takes 15 minutes to heat up.
- The machine only laminates up to 26 inches wide

1. Once the laminator reaches 260 degrees it is ready
2. Set the laminator to 3 mil
    a. See picture below


OUNTING
3/16″ / 5mm
1/8″ / 3mm
1/16″ / 2mm
1/32″ / 1mm
LAMINATING
Heavy Gauge
1.5 mil / 38 mic

3. Put the speed to 3


catena
READY
TEMPERATURE
SPEED
TEMPERATURE
HOT
SPEED
COLD
MEAS
REV
RUN
STOP
GBC

Caution!

4. Do a test run before you laminate the customers' document
5. Press run
    a. Slide the document through the front opening
    b. Make sure to center it and keep away from edges.
6. Wait for document to run through the back end
    a. Then cut off
7. If the document went off the edges and didn't laminate fully repeat from step 5.
8. Trim edges after laminating if customer requests
9. Finished!

Self-Service Fax

•UPS retail rates
Self-Service
Fax Center
brother
Fax Pricing
How to send a fax.

Faxing

Nation-Wide Faxing

- $1.49 page one and each additional page is $1.29
- Dial a one for fax numbers outside of DFW metroplex

1. Determine if the customer has odd pages they want to fax
    a. A document larger or smaller than letter size will not work
        i. Copy it to meet the size requirement if possible
    b. A document that is wrinkled of damaged will jam
        i. Copy it to a new paper
    c. If a document is double sided
        i. Copy the backside
2. Determine if the number must be dialed out with a one
3. Dial the number
4. Place the documents face down at the back of the fax machine
5. Press the large blue start button
6. Watch the documents to make sure they don't jam
7. At the end a confirmation page will print out
    a. Make sure the number of pages and the number dial match up
8. Finished!

International Faxing

- $1.99 page one and each additional page is $1.79
- Change the setting in the faxing menu
    - Select overseas fax
        - Select on

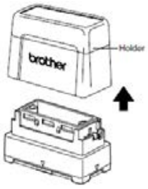
1. Determine if the customer has odd pages they want to fax
    a. A document larger or smaller than letter size will not work
        i. Copy it to meet the size requirement if possible
    b. A document that is wrinkled of damaged will jam
        i. Copy it to a new paper
    c. If a document is double sided
        i. Copy the backside
2. Dial the number
3. Place the documents face down at the back of the fax machine
4. Press the large blue start button
5. Watch the documents to make sure they don't jam
6. At the end a confirmation page will print out
    a. Make sure the number of pages and the number dial match up
7. Finished!

Brother Stamps

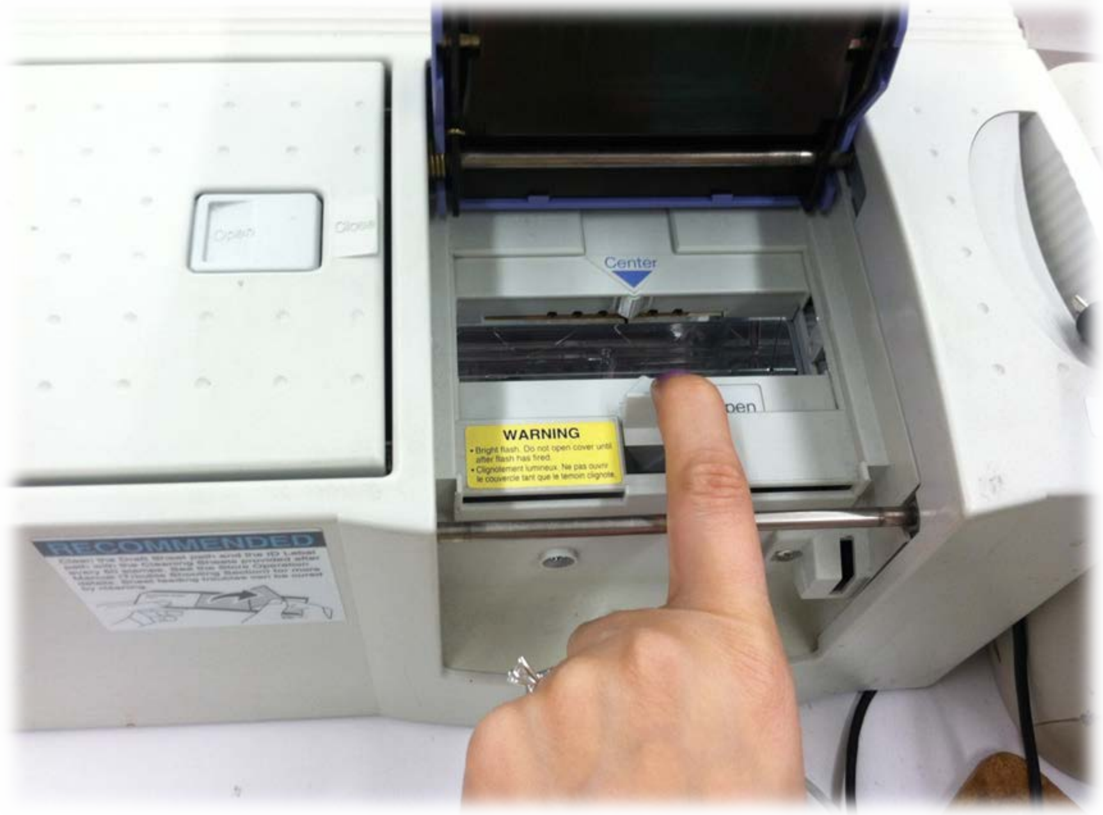
Stampcreator PRO
HIGH QUALITY STAMP STATION
IMPORTANT: Keep stamp upright for 3 minutes after ink flow begins.
Mode
Set
Draft Tray Slot
ID Label Slot
Exit
Drive Sales by Offering
Refill Ink for Brother Stamps
RECOMMENDED
QUALITY CHECKPOINT:
BROTHER STAMP
brother

Instant stamp

1. Have customer to fill out the stamp order form with the desired text, font, orientation, etc.
2. Open stamp editor on the computer
3. On the toolbar click the stamp size drop box
    a. Select the stamp size requested
4. Choose the font requested
5. Click in the blank stamp work space
6. Type in the stamp text that was from the form
    a. The text may run off the text field
7. Select the cursor option to the left of the workspace
8. Click the text
9. Then on the toolbar select the maximize workspace button
10. Select print
    a. Select ID label
        i. Insert an ID label from stamp drawer
11. Show the customer the ID label for approval
12. Select print again
    a. But select stamp this time
13. The stamp creator will indicate when to insert stamp
    a. The screen will read insert stamp
14. Take out the stamp parts
    a. You will need 3 items
        i. The ink pad
        ii. The skirt
        iii. The top
    b. See photo



15. Insert the stamp pad in the slot underneath the blue lever
    a. See picture for demonstration



16. Close blue lever over the stamp
    a. A flash should occur once closed
17. Remove the stamp and put together the three stamps for completion
    a. First, snap the skirt on top of the stamp pad
    b. The top then is pressed on top of the stamp pad and skirt until you hear a click
        i. The top holds the ink of the stamp
            1. Once you press it on to the other parts the ink catch breaks and seeps into the stamp pad on bottom
18. Remove the sticker from the ID label
    a. Place on top of the stamps top

Important!

- Inform customer to NOT use stamp and keep it upright for 3 hours

Index

Caution!, 17, 19
Docucolor, iii, 6, 8
documents, 3, 6, 7, 23, 24
International, iii, v, 23
photo, 13, 31
picture, 5, 18, 32
stamp, iii, 31, 32, 33