

**From:** Stacy Abram  
**To:** Nora Pena  
**Date:** 8/5/2005 11:52:59 AM  
**Subject:** Kinkos

Nora,

Here at Obadiah Knight Elementary School we have had no real major problems with the two copiers we purchased at the end of 2004. Whenever toner is needed I fax my request in and the materials are sent right away. I had to call a serviceman out once and he was prompt and very helpful.

The only problem we ran into was with the Kinko's representative. He came out and met with my principal, Sylvia E. Fuentes, and we thought the initial layout was great - however, there was some concern with the number of printers vs. number of copiers to be delivered. The real problem was the cost, it was a bit extreme. My principal was informed that the district would make up the difference between the Kinko's cost and what we normally budget, but we have never seen that it writing. Furthermore, it was unclear as to why we would still need to "out source" some of our work to Kinko's and what monies were budgeted for that.

Before the end of this past school year we meet with another representative from Kinko's he didn't answer all of Ms. Fuentes questions very clearly and this left us a bit confused about the whole process and what would happen to items we purchased previously and so on. After returning this school year, I have made several attempts to contact him and he has yet to return any of my calls.

Please advise as soon as possible. We are truly concerned about starting our new year with limited copying abilities and outsourcing to our local Kinko's on Empire Central and Oaklawn (as we have had numerous problems with them in the past).

Stacy Abram  
Office Manager  
Obadiah Knight Elementary School  
972-749-██████ direct  
972-749-██████ fax

Stacy Abram  
Office Manager  
Obadiah Knight Elementary School  
972-749-██████ direct  
972-749-██████ fax