

**From:** Ronald Jones  
**To:** [REDACTED]@dallasisd.org  
**Date:** 8/5/2005 12:34:53 AM  
**Subject:** Re: Kinko's Document Solutions Program - Information Needed

Kinko's issues from Benjamin Franklin Middle School:

Mine are simple. The first has everything to do with the expense and lack of campus funds required to purchase print cartridges for the individual teacher printers and toner for the large copiers. This is a HUGE problem. We cannot afford to purchase these items with an ever shrinking budget and expensive suppliers. In addition, the preferred vendor is always out of stock. My second issue is having to deal with incompetent/unknowledgeable cashiers at the actual Kinko's stores with large volume copying. They NEVER get the charges and taxes correct!! It's an absolute headache and an inconvenience. The only store that I have visited that gets it correct is located in ARLINGTON near Six Flags. NONE of the locations in North Dallas near Benjamin Franklin have been capable of simply getting the charges/taxes correct. This is a big deal when you are financially strapped and pinching pennies. I have received a call on a Saturday from a Kinkos store (Central & Forrest Ln) telling me that I owed them taxes on an order placed and picked up two weeks prior. I had to argue with the manager regarding the rate I was being charged--not resolved--when I placed the order. I absolutely refuse to go or send anyone to those stores. It's ridiculous. A question that I have is what happens to the printers in the individual teacher classrooms if this arrangement goes away? They removed all other equipment during the installation. That's a major issue/concern!!

Ronald K. Jones, Principal  
Benjamin Franklin Middle School

Office: 972-502-[REDACTED]

Cell: 214-478-[REDACTED]

>>> Nora Pena 08/04/05 10:37 AM >>>

Assistance needed....

Purchasing will need documentation, if any, from campuses that have issues/concerns regarding the Kinko's Copier/Printer Contract. We need to know in detail, what the complaints and concerns are, including: customer service, equipment malfunction, etc.

A meeting will be held with the Executive Team Members to discuss the Kinko's contract and Greg Milton, Director of Purchasing, would like to present this information to them. Please have your Principals submit issues/concerns in writing via email to npena@dallasisd.org or via fax (972-925-4155) as soon as possible; it would be appreciated if we can get this information by noon on Friday, August 5th, 2005.

I know this is short notice, however it is needed to determine a solution to the problem. Please note that your assistance is greatly valued.

"We Strive To Exceed Our Customer's Expectation"

Thank you,

Nora M. Pena  
Purchasing Department  
3700 San Jacinto  
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