

Implementation Schedule

1. Department submits Copier Authorization Form to MPC
2. MPC submits request to IKON Office Solutions
3. MPC signs Product Schedule and returns to IKON
4. IKON will then place the order
5. Standard delivery will take place within 30 days after the order has been submitted and all necessary paperwork is provided to IKON.
6. IKON will notify the department and the MPC the business day prior to delivery that the equipment is going to be delivered.
7. Upon delivery of equipment, department signs the Delivery and Acceptance Form from the delivery driver, accepting the equipment and the beginning meter reads for billing.
8. Once delivered a service call will be placed to have the device networked, if applicable.
9. The next business day after delivery, IKON representative will visit department.
10. Within 3 business days an IKON trainer will call to schedule training.
11. Following training the Implementation Completion form is signed by the department and IKON, stating that the equipment is working properly, the installation and training has been completed. This form is returned to MPC.

Important Contact Information

Service and Supplies	(888)456-6457 www.IKON.com
Penn State Representative:	
Sue Houck – Coordinator, Copier Mgmt Program	(814)863-1464 copiers@psu.edu
Local Account Representatives:	
Joe Lawrence – Major Account Executive	(814)231-5731 joelawrence@ikon.com
Don Reichenbach – Local Field Service Manager	(814)231-5724 dreichenbach@ikon.com