

Ricoh Business Center

Guest Package and
Production Print Services

RICOH
imagine. change.



- Full Service Production Printing
- Signs & Graphics
- Business Printing, Copying
- Document Design and Digital Services
- Shipping Services
- Technology Solutions
- Convenience Services
- Bill to Master

Ricoh Business Centers at Walt Disney World® Resort is here to serve as your office away from home. We can meet your printing and graphics needs — from marketing to management.

Walt Disney World Resort and Ricoh have partnered to offer guests and meeting attendees a full range of business services to enhance their stay, or help with everyday needs. We provide full service print production centers at the following Resort locations: Disney's Boardwalk Resort; Disney's Contemporary Resort; Disney's Coronado Springs Resort; Disney's Grand Floridian Resort & Spa; and Disney's Yacht & Beach Club Resort.

Contact: Stacey Austin, Ricoh Customer Liaison
Production Center and Business Centers at Disney
321-436-1096 Stacey.Austin@ricoh-usa.com.

Shipping and Receiving at Disney, contact: Pam Keller
321-436-1156; PKeller@RicohBusinessCenters.com.

Ricoh Business Center

Customers Benefits

- Your work and requests are ready when you arrive
- Save shipping costs from your home town
- Personal service from our dedicated and experienced staff
- Last minute rushes are our specialty
- "Of course proofs," for your approval
- Your graphics and marketing departments can upload your large files to our secure server, ftp site
- Creativity to help you meet your goals — We turn problems into solutions
- Use your Resort Master Account for billing ease and convenience
- Competitive pricing, bundled discounts
- Save the standard 10% on print over runs

Products and Services

- Programs, business cards, booklets, flyers, newsletters, show dailies and brochures
- Signs and banners, roll-up banners — many wide format styles and materials
- Business printing — long run or short run, full bindery services
- Document design
- Technology solutions — scanning and DVD
- Inbound and outbound package & freight services
- Equipment rentals — copiers, printers, scanners, computers and laptops
- General office supplies
- Internet cafe
- Specialty items — lanyards, ID tags, bags, etc.

Customer Comments

"Your flexibility, positive demeanor, excellent customer service and quality of print was superb."

"Ricoh provided great service to us. We emailed them something to print and by the time we arrived at the Business Center, our copies were ready for us."

"Although I was aware the resort outsourced services, you wouldn't even know it as IKON's service delivery was seamless."

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GUEST PARCELS

Telephone (407) 824-2996

Fax: (407)938-9343

Email: gf@ricohbusinesscenters.com

Hours of Operation

Monday – Sunday
7:00 am – 5:00 pm

Shipping Address:

4401 Floridian Way
Lake Buena Vista, FL 32830

The Guest Parcels Department at the Grand Floridian Resort is a full service Business Center operating 7 days a week for your convenience. We receive and ship packages via Fed-Ex, UPS, and private carriers.

The **Ricoh Business Center** accepts delivery of envelopes, cartons, pallets, and miscellaneous items for Disney leisure and convention guests.

We have the ability to store your shipment until you arrive and request delivery. Please schedule your packages to arrive at hotel 2-3 days before you need to pick up or request delivery.

There is a standard handling and processing charge assessed (based on weight) on all inbound/outbound packages and freight shipments.

<u>Weight/Type of Package</u>	<u>Handling Fee</u>
Envelope	\$3.00
Small box (up to 4lbs)	\$3.00
Medium box (5-20lbs)	\$5.00
Large box(21-70lbs)	\$10.00
Golf Clubs	\$10.00
Display Cases	\$15.00
Pallets, boxes, and cases over 70lbs	\$0.70 per pound

All handling/processing fees can be charged to your room, credit card and master account. Cash is accepted at the Business Center only.

RICOH



We cannot accept packages or freight consigned to a decorator or production company; if an exception is made the standard charges listed above will apply. To expedite the handling of your shipment upon arrival to **Ricoh Business Center** please include in the labels all the required information: Contact Name, Event Name, Booth #, and the number of packages.

Inbound Shipments

We do not accept collect shipments. To ensure your shipment arrives on time for your event mark your bill **PREPAID**. "**Prepaid**" designates that the transportation charges will be paid by the exhibitor, third party or consignor.

Duty & Tax charges for International shipments received by **Ricoh** must be paid by the **SENDER**. **Shipments marked for payment other than SENDER may be refused**. Sender is responsible for all Duty & Tax charges plus delivery cost.

Outbound Shipments

Each shipment must have a completed Business Center Shipping Form signed before processing in order to ship materials. For overnight shipping Monday through Friday please contact the Ricoh Business Center at 407-824-2996 for cutoff times. All shipments received after these times will be shipped the following business day.

Duty & Tax charges for International shipments must be paid by the **SENDER**. **Shipments marked for payment other than SENDER maybe delayed**. Sender is responsible for all Duty & Tax charges plus delivery cost.

Insurance

Outbound shipments are automatically insured up to \$100 USD by Fed-Ex and UPS. Additional insurance can be purchased from the carrier.

Feel free to call us at 407-824-2996 or email us at gf@ricohbusinesscenters.com

RICOH



Convention Services

If you want to have your shipment at your booth please submit this payment:

Please Print Or Type

Event Name: _____

Event Dates: _____

Company Name: _____

Booth No: _____

Address: _____

City, State, Zip _____

Phone: _____

Fax: _____

Handling Fees:		Quantity:
Envelope/ Small Box (up to 4 lbs)	\$3.00	
Medium Box (5-20 lbs)	\$5.00	
Large Box (21-70 lbs)	\$10.00	
Boxes 71 lbs- over	\$.70/lb	
Display Cases (Up to 70lbs)	\$15.00	
Display Cases (70lbs & Above)	\$.70/lb	
Pallets	\$.70/lb	

-Payment in full must be rendered before the beginning of the show either in advance or prior to the start of the event-

Form of Payment:

- Visa
- MasterCard
- American Express

Card No: _____

Exp. Date: ____/____/____

Name on Card _____

You can now save money and have peace of mind through our EXHIBITOR AND SPEAKER DISCOUNTS which are competitive with sources you may now use.

For a quote on printing, posters, banners, and custom print jobs, contact Stacy Austin, Customer Liaison

Cell: 321-436-1096 Email: stacey.austin@ricoh-usa.com

Package Processing Discounts for projects printed on property.

RICOH

Business Center

DO NOT DELAY

From: _____
Company Name

**c/o Disney's Grand Floridian
4401 Floridian Way
Lake Buena Vista, FL 32830**

To: _____

Event: _____

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