



46.003: Printing Services Policy

Responsible Executive: Vice President for Finance & Business

Responsible Office: Printing Services

Related Policy:

Approved-On Date: September 24, 2007

Effective Date: August 1, 2007

Revision Date: May 21, 2007

Policy Statement

Printing Services will make every effort to provide quality and timely services to the campus community.

Purpose

This policy sets forth guidelines and procedures for all departments, schools, divisions, offices and other entities of the University when requesting printing services.

All orders for printing and copying must be made through Printing Services. Exceptions to this policy are items that can be efficiently and economically produced on equipment other than that which is located in Printing Services, and those items that require techniques/equipment beyond the scope of Printing Services must receive prior approval from Printing Services. Printing Services must be contacted at the earliest planning stages to determine if the project can be performed on campus and priorities will be assigned.

Procedures

Requests for duplicating services should be initiated from user departments by completing and submitting either a Printing Services' Work Order or a Printing Services' Stationary Order. A Quote Sheet will be sent to the requester with a description and estimated cost of the order for Interactive Fund Accounting Systems (IFAS) entry information. These Work Order forms can be obtained electronically by going to <O:\Printing Services\Forms> or by visiting Printing Services in Room 115 of the James Bowser Building. All requested work for duplicating services must be accompanied by an approved requisition before start of production.

Print or copy projects with volumes less than 100 single-sided, black & white copies are encouraged to utilize campus-wide available Copy Management equipment for cost savings.

- A. The requestor makes their department responsible for any requested work that is submitted to Printing Services. Therefore, any material submitted along with a Printing

Services' Work/Stationary Order must be properly signed by a Department Head or Program sponsor.

The requestor shall be responsible for the following:

1. **Advance Planning:** The large volume of work expected to be handled by Printing Services makes advance planning a necessity, as most jobs require a sequence of operations that include design planning, layout, and typesetting, preliminary and final proofs.
2. **Gathering and submitting information:** Rough drafts, previous editions, special artwork, color samples, photographs and any other artwork will need to be formulated into a workable sequence. If the material submitted is not completely ready to be reproduced there will be set up and/or desk top publishing charges.

All art and photography must be of reproduction quality in proportion to the finished job. (Printing Services personnel are always available for providing technical information on organizing materials needed and to help plan the layout, type of paper, surface finish, color, weight, ink colors, the effects of the layout on binding and finishing, and the ability and limitations of reproduction equipment. Accurate cost estimations will be given only when all needed facts for producing the job are available).

3. Furnishing a complete working dummy for design, printing, folding, pagination and/or bindery purposes.
4. Furnishing any computer generated art file (Microsoft Word, Adobe Acrobat, Publisher, Adobe Photoshop, QuarkXPress, PageMaker, JPEG's, TIFF's, PDF's, etc.) on an IBM and/or Macintosh formatted floppy, zip disk or CD along with a printed hard copy. Files may also be submitted electronically by email or copy and paste to <O:\Printing Services\Submissions>.
5. Submitting material in advance to allow time for the proofreading process. Turn-around time is determined by "production to completion" of a project, therefore if a two day turnaround time is given for your project this means two days after proofing process is completed.
6. Proofreading, dating and signing a Proof Sheet before the start of production.
7. Obtaining releases for copyrighted material.
8. Arrange for pick-up of completed projects when notified by Printing Services that delivery is unavailable.
9. Changes made to the original order (for any reason) that may result in additional charges and in some cases an extension of the due date.

10. Retaining of all copies of charges and proofs for work received.
 11. Ensuring requisitions initiated in Interactive Fund Accounting System (IFAS) are assigned appropriate object codes (12150 for on campus printing and 12151 for off campus printing).
- B. Printing Services is the University's department authorized to contract for printing/copying services with outside vendors for services under \$5,000 through the department of Procurement Services. Printing Services must be involved regardless of whether the work is performed on campus or contracted out. Any printing and /or copying that is vendor contracted without the express written authorization from the Manager of Printing Services and/or the Procurement Services Department will be deemed "an unauthorized purchase." The requestor will be held liable for all charges and expenses incurred.

Printing Services shall be responsible for the following:

1. Reviewing project requests with the requestor, if necessary.
2. Writing project specifications within one business day after submitting a project.
3. Ensuring that all the project elements are correct and consistent with signed proof.
4. Requesting price estimates from outside vendors within 48 hours.
5. Obtaining the lowest price/quality service/best delivery date from outside vendors.
6. Providing proofs within 48 hours after submitting a project.
7. The inspection of completed projects.
8. Authorizing payments for services rendered.
9. Issuing written authorization ("waivers") to requestors for projects submitted to outside vendors. These "waivers" will not be issued after a project has been completed.
10. Complete customer satisfaction.

Overruns

Overruns are not to exceed 10% on quantities ordered up to 10,000. Printing Services will bill for the actual quantity ordered within this tolerance. This 10% will be adjusted for various quantities (i.e.: 5% on quantities ordered up to 5,000; 2.5% on quantities ordered up to 2,500; 1.25% on quantities ordered up to 1,250; etc.).

Customer's Property

Printing Services will maintain all property (hard copies, digital media, photographs) belonging to the requestor while such property is in Printing Services' possession. Printing Services' liability for such property shall terminate upon receipt by customer courier, USPS, or any other carrier specified by either the requestor or Printing Services.

Quotations (Estimates)

Any quotation (estimate) not accepted within thirty (30) calendar days shall be subject to review and/or revisions.

Submission and Cancellation of Work/Stationary Orders

Verbal requests for projects cannot be accepted. All requests for cancellations must be submitted to Printing Services in writing. Once desktop publishing and production of a project begins written orders for these projects cannot be cancelled except upon terms that will compensate Printing Services and/or the vendor against loss.

Payment for Services

University departments should submit a requisition through the Interactive Fund Accounting System (IFAS) upon receiving a quote from Printing Services. All requests entered into IFAS should be made payable to "Printing Services" unless otherwise noted. Printing Services cannot begin any project without a Purchase Order.

Discrepancies

The requestor, upon signed receipt, shall check all finished work. *Any errors shall be reported **immediately** to Printing Services.* Any errors made by Printing Services will be corrected and redelivered in a timely manner at no cost to the requestor.

Special Order Requests

Orders that require the use of specialty paper (paper such as rag, linen, index card, tabs, colors other than white, 28# (pound) or higher text, 100# (pound) or higher cardstock, offset, antiqued, vellums, high gloss, tissue, etc.); oversize color or black & white prints (larger than 11" x 17"); any special mounting, lamination or presentation, any binding other than spiral, stapling or comb; and photo enlargements must be submitted **ten** business days before completion and delivery date to allow adequate time for processing.

Priorities

Priorities are assigned on a first come, first served basis. A minimal of \$25 rush charge will be added to the total project cost for any project requested for completion in 24 hours after agreement by the requestor and the Manager of Printing Services.

Deliveries

Scheduled delivery date does not constitute an absolute guarantee of delivery on the day indicated, but only reflect Printing Services' estimate of the time required to produce the work. As such, delivery dates are subject to modification due to mechanical breakdowns, priority scheduling and other conditions not readily ascertained. In such cases, Printing Services will make every effort to notify the customer as of the status of the project via telephone, email, or fax.

Printing Services will make arrangements to have projects delivered to the requestor only when delivery is available. If delivery is not available it shall be the requestor's responsibility to either pickup the finished article or make arrangements to have those articles picked up at Room 115 in the James A. Bowser Building when notified to do so.

Scheduling

The turnaround time for most reruns of existing projects without changes and straight runs are 3-5 business days, from time of Purchase Order submission and after proofing process is completed; Standard University business cards, letterhead and envelopes are between 15 and 30 business days, from the time of Purchase Order submission and proofing. Quantities of University letterhead and envelopes over 1,000 pieces each will require a turnaround time of between 30 and 45 days from the time of Purchase Order submission and proofing. Any other project not listed within this paragraph can be obtained by contacting the Manager of Printing Services.

No deviations can or will be made from these requirements to compensate for the requestor's lack of planning or failure to communicate their needs.