

Account Sales

POLICY STATEMENT

Departments are responsible for providing Duplicating Services with the correct accounting information to insure proper billing to the department's account. Budget managers should contact the Business Office for correct billing information.

REASON FOR POLICY

The purpose of Account Sales is to accurately account for products and services rendered to the APU departments.

PROCEDURES

All customers are required to complete a request form before jobs can be processed.

- A valid account number is required.
- If you are using a restricted account number a special signature may be required.
- Incomplete job requests will be returned to the department.
- A signature by approved personal is required for all print jobs.

FORMS

Price List at www.apu.edu/auxiliaryservices/pdfs/duplicating/duplicating_price_list.pdf

Auditron Charges/Late Fee

POLICY STATEMENT

All departments are charged for copies reproduced on the university copiers, and are also responsible for accurately reporting readings to Duplicating Services on the 15th of each month. Departments that do not report Auditron readings by the 25th of each month will be charged a late fee of \$ 50.00 for each month. After the second month of not reporting, a notice will be sent to the department head in addition to the monthly \$ 50.00 non-reporting fee.

REASON FOR POLICY

So the Auditron System will accurately account for products and services rendered to the APU departments.

PROCEDURES

- Key Readings are forward by e-mail to department contact.
- Readings are due by the 15th of each month.
- Late fees apply after the 25th day, for non- reporting of usage.

CD/DVD Reproduction-Finishing Pricing

POLICY STATEMENT

Departments are charged for reproduction of CD/DVD's and finishing services rendered in Duplicating Services. Duplicating Services CD/DVD's price list has been approved by the Administration. Prices are evaluated each year and compared to the comparative reproduction market.

REASON FOR POLICY

Gain revenue for product and services rendered in Duplicating Services.

PROCEDURES

To ensure proper billing to your department's account, remember to clearly print the department account number and budget line number. If you are not sure of what account number to use, talk with your department budget manager or contact the Business Office.

Duplicating Services will not reproduce any CD's/DVD's that does not comply with the current copyright laws and the National Association of College Store's interpretation of "fair use".

Copier Rental

POLICY STATEMENT

University departments and independent groups can rent a copier from Duplicating Services for various functions held on campus. A copier will be provided for a rental fee of \$ 25.00 plus the cost per copy @ \$.05 per impression. Copiers needed for an extended period of time, fees will be adjusted accordingly. Note: Copiers will not be allowed off campus!

REASON FOR POLICY

The purpose of a university copier rental program is to provide additional copying equipment service to the university departments at a reasonable and affordable cost for products and services rendered.

PROCEDURES

- Copier Reservation 2 weeks in advance
- All fees and copy charges will be charged to the department budget line.
- Approval by the dean or department head is required.
- Fees will be adjusted for extended periods.
- Copiers must stay on campus at all times.

Copying for Campus Distribution

POLICY STATEMENT

Jobs printed through Duplicating Services requiring campus distribution must be pre-approved by the following department managers before copying can begin.

REASON FOR POLICY

Ensure consistent operation and to reduce waste.

Jobs printed through Duplicating Services requiring campus distribution must be pre-approved by the following department managers before copying can begin.

- Course Pack Material – University Bookstore
- (Faculty) Intra-Campus Mailing – Provost Office
- (Staff) Intra-Campus Mailing – University Mail Services Manager
- 4 x 6 Postage Cards US Mail Pre-Paid – University Mail Services Manager
- APU Student Boxes Intra-Campus Mailing – University Mail Services Manager
- Table Tents – Food Services Manager

PROCEDURES

Contact the above departments, prior to submitting a print request. Printing will not be processed without approval.

Copyright Adherence

POLICY STATEMENT

Duplicating Services will not duplicate any documents that do not comply with the current copyright laws and the National Association of College Store's interpretation of "fair use".

REASON FOR POLICY

Protect the university from losses due to the violation of copyright laws.

PROCEDURES

For compliance questions contact Duplicating Services at extension 5418.

Finishing Equipment Policy

POLICY STATEMENT

Internal and external clients can use the finishing equipment with the approval of the key operator in Duplicating Services. Equipment approved for usage is listed below;

- Paper Cutter
- Folder Machine
- Drill Press
- Padding Machine
- Spiral Equipment

Internal and external clients will be responsible for any damages, if the customers operate any equipment without the training instruction and or supervision of the key operator.

REASON FOR POLICY

the purpose of this policy is to insure that proper usage and safety procedures are followed at all times to protect the staff and the clients when operating any equipment in Duplicating Services.

PROCEDURES

Staff will give general usage instruction of equipment functions, depending on the job finishing specifications.

Handling of Confidential Material

POLICY STATEMENT

Duplicating Services is required by the university to protect the privacy of confidential material i.e. tests and any material marked CONFIDENTIAL. It will be at the discretion of the key operator and manager to determine the processing, printing, and delivery method.

REASON FOR POLICY

To ensure consistent processing and reproduction practices for confidential material.

PROCEDURES

Printing & Delivery

All confidential material will be processed, reproduced and prepared for delivery by a staff member of university services/duplicating services, unless otherwise instructed by a supervisor to proceed with reproducing the materials. Documents are prepared for delivery in the following order:

- Completed tests are covered for confidentiality; shrink wrapped, stamped and assigned a delivery method.

Procedures for Mailing, Holding and Picking up Confidential Material

- All confidential material is transported via Mail Services.
- Departments requesting to hold materials in Duplicating Services will need to mark *Pickup* ✓ on the form.
- Departments can purchase a lock bag with a key for \$35.00
- Undergrad students are not allowed to pickup tests for faculty and staff.
- Duplicating Services is not responsible for undergrad students employed by another department in transporting confidential material.

For additional information

- For more information on handling Confidential Printed Material please e-mail Printshop@apu.edu
- To purchase a security bag, contact Duplicating Services at ext. 5418

Protecting confidential material can be complicated when electronic files are involved. Duplicating Services is not responsible for electronic file tampering outside of Printshop@apu.edu.

Job Cancellation

POLICY STATEMENT

Department/clients requesting to hold or cancel jobs during the printing process will be charged for all copies made if the job is in the process of completion.

REASON FOR POLICY

To account for all printed material for inventory and billing purposes.

PROCEDURES

- Departments/clients requesting to hold or cancel jobs during the printing process should contact Duplicating Services immediately at ext 5418.
- All printed documents completed, will be counted and billed accordingly.

Personal Copying

POLICY STATEMENT

In-house personal printing projects are welcomed in Duplicating Services; prior arrangement must be made by the customer. Jobs will be completed on a first come, first serve basis. University related jobs will take priority.

REASON FOR POLICY

Insure the proper exchange of products and services through professional customer service to APU employees and the General Public at a reasonable and affordable cost.

PROCEDURES

- Payment is due upon completion of printing.
- Cash, Checks, Visa, Master, and Discover are accepted in Duplicating Services.
- Make checks payable to Azusa Pacific University. Checks must have your current address, phone number, and you will need to present a valid ID upon request. Third party checks are not accepted!

FORMS

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Refund/Credit

POLICY STATEMENT

A refund or credit will be issued to the client in the event of mechanical/human errors during the printing process. Credits and refunds will be at the discretions of the Manager of Duplicating Services.

REASON FOR POLICY

Insure proper refunds or credits to internal and external clients.

PROCEDURES

- If you notice any errors, please contact Duplicating Services as soon as possible at ext 5418.
- Jobs will be reprinted at no charge to the internal/external client for errors due to mechanical or operator error.
- If error is due to incorrect information on your job request form, clients will be charged accordingly for reprints.
- Clients will need to request a refund or credit from Duplicating Services.
- Do not contact the Business Office, Duplicating Services will request and submit credits or refunds for processing.
- Once a credit or refund has been approved and processed, Duplicating Services will contact you.

Sale and Distribution of Copier & Toner Supplies

POLICY STATEMENT

Duplicating Services is responsible for receiving and billing supply orders of all paper and toner consumables.

REASON FOR POLICY

Bill departments for consumables in a timely manner and to keep university departments accountable of consumable usage, by collecting meter readings.

PROCEDURES

1. Duplicating Services will be responsible for receiving and billing supply orders.
2. Duplicating Services will receive orders via the printshop@apu.edu account.
3. Orders will be forwarded to Central Receiving for processing and distribution within 24 business hours of receipt.

For compliance questions contact Duplicating Services at extension 5418.

Turn-Around Time

POLICY STATEMENT

Duplicating Services requires 24 business hours for most in-house jobs to be completed. Exact run time is determined by the key operator, other jobs in queue, number of originals, and final quantity. Large volume runs will require additional time, so please plan accordingly.

REASON FOR POLICY

Provide excellence customers service in a timely manner for jobs completion.

PROCEDURES

Depending on the number of originals and the quantity requested, completion of projects may require more than one day. When planning large print projects, please call ahead of time so our staff can plan accordingly.

Customers who fail to plan ahead and request jobs to be completed in less than the 24 hour period may be charged a minimum Rush Fee of \$20.00 depending upon the size and complexity of the job. These Rush Fees will be determined by the Manager of Duplicating Services.