

Account Sales

POLICY STATEMENT

Departments are responsible for providing Azusa Print + Design 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.

APU LOGO USAGE

POLICY STATEMENT

Use of the APU logo is only authorized if used by a specific on campus office or department. If you plan to use any photos of students or staff, you must obtain each individual's permission prior to publishing.

REASON FOR POLICY

University's logo and images are intended for University purpose only.

PROCEDURES

Questions regarding the proper use of the APU logo, photos of students, staff and faculty, please contact Azusa Print + Design or the office of University Relations.

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 Azusa Print + Design 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 Azusa Print + Design. Azusa Print + Design 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 Azusa Print + Design.

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.

Azusa Print + Design 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".

Computer Usage

POLICY STATEMENT

Azusa Print + Design staff has the right to limit the amount of time spent on a computer.

REASON FOR POLICY

To offer Internet use and specialized software services to internal/external clients.

PROCEDURES

Azusa Print + Design is considered to be a campus computer lab with Internet access available to clients. However, our lab also functions as a graphics art lab where customers can work on special projects that require specialized software only available in Azusa Print + Design. Therefore, during peak hours, clients may encounter a time of interruption of computer use and may be asked to move to another computer workstation at the Darling Library.

Copying for Campus Distribution

POLICY STATEMENT

Jobs printed through Azusa Print + Design 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

Azusa Print + Design will not duplicate any document that does 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 Azusa Print + Design at extension 5078.

Finishing Equipment Policy

POLICY STATEMENT

Internal and external clients can use the finishing equipment with the approval of the key operator in Azusa Print + Design. 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 Azusa Print + Design.

PROCEDURES

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

Food and Drink

POLICY STATEMENT

No food and only covered drinks are allowed when working on the computers or near machinery. This policy is intended to protect all employees, equipment and guests of Azusa Print + Design.

REASON FOR POLICY

To have a clean and safe environment and to protect equipment, when utilizing the products and services in Azusa Print + Design.

Handling of Confidential Material

POLICY STATEMENT

Azusa Print + Design 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/Azusa Print + Design, 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 Azusa Print + Design 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.
- Azusa Print + Design 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 azusaprintanddesign@apu.edu
- To purchase a security bag, contact Azusa Print + Design at ext. 5078

Protecting confidential material can be complicated when electronic files are involved. Duplicating Services is not responsible for electronic file tampering outside of azusaprintanddesign@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 Azusa Print + Design immediately at ext 5078.
- All printed documents completed, will be counted and billed accordingly.

Method of Payment

POLICY STATEMENT

Azusa Print + Design currently accepts cash, checks, and Cougar Bucks. If you are creating a project for a specific department on campus and have obtained proper authorization and account/line number information, we can bill the project to your department.

REASON FOR POLICY

To received and accurately account for products and services rendered.

PROCEDURES

- Two forms of ID are required when writing checks to APU/Azusa Print + Design.
 - Valid driver's license will be required
 - APU School ID
- Billing charges to a department will need to be approved by a department head.

Minors

POLICY STATEMENT

Due to the nature of some of our machinery and products, we require that minor children be accompanied by an adult at all times. Employees of Azusa Pacific University should refer to the employee staff handbook for policies on Children in the work place section: 11.10 page 1 of 1.

REASON FOR POLICY

Ensure the safety of all guest/clients when utilizing Azusa Print + Design.

PROCEDURES

Parents are to keep minor children in sight at all times, while using Azusa Print + Design facility. At no time, should clients leave their minor children alone to work on projects. Azusa Print + Design employees are not responsible for the care of minors left in Azusa Print + Design.

Personal Copying

POLICY STATEMENT

In-house personal printing projects are welcomed in Azusa Print + Design; 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 Azusa Print + Design.
- 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!

Phone Usage

POLICY STATEMENT

Internal /external clients are not permitted to use the phones for personal use. Only in an extreme emergency will phone usage will be permitted.

REASON FOR POLICY

Azusa Print + Design phones are for departmental related business only.

FORMS

Staff Handbook Section 10.6 Use of Electronic, Telephone and Computer Systems

Project and Usage Content

POLICY STATEMENT

Customers creating projects, whether for departmental or personal use must reflect the standards of conduct of Azusa Pacific University. No profanity, nudity, offensive, or obscene materials will be permitted.

REASON FOR POLICY

Create a healthy environment that is beneficial to all clients and to uphold the University mission statement.

PROCEDURES

Students wanting to create posters or banners for display in their living area may need to obtain additional permission by their RA or RD. If questionable material is being used, copied, created, or printed for distribution to the APU community, it must be approved by the Azusa Print + Design Graphics Coordinator. Internet viewing and usage must be in good taste. If any explicit content is viewed or produced the customer will be required to discontinue use and/or leave Azusa Print + Design upon request.

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 Azusa Print + Design.

REASON FOR POLICY

Insure proper refunds or credits to internal and external clients.

PROCEDURES

- If you notice any errors, please contact Azusa Print + Design as soon as possible at ext 5078.
- 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 Azusa Print + Design.
- Do not contact the Business Office, Azusa Print + Design will request and submit credits or refunds for processing.
- Once a credit or refund has been approved and processed, Azusa Print + Design will contact you.

Sale and Distribution of Copier & Toner Supplies

POLICY STATEMENT

Azusa Print + Design 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. Azusa Print + Design will be responsible for receiving and billing supply orders.
2. Azusa Print + Design will receive orders via the azusaprintanddesign@apu.edu account.
3. Orders will be forwarded to Mail Services for processing and distribution within 24 business hours of receipt.

For compliance questions contact Duplicating Services at extension 5078.

Service Priority

POLICY STATEMENT

Azusa Print + Design operates on a first come- first service basis

REASON FOR POLICY

Provide a pleasant and beneficial experience for all customers.

PROCEDURES

We are open to the general public and will do our best to accommodate the needs of each customer, which may at times take priority over needs not affiliated with the university. If special circumstance arises, our staff may request that the clients use other resources.

Turn-Around Time

POLICY STATEMENT

Azusa Print + Design 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 Azusa Print + Design.