INTRODUCTION

Business Services

Business Services provides centralized procurement and communication services to the University of Alabama in Huntsville (UAH) Community and is organized within the Finance and Administration Division of the University of Alabama in Huntsville. Procurement and communication services must conform to Federal, State, and University purchasing codes, statutes, and policies. As the primary University interface for campus departments and hundreds of businesses, Business Services is especially responsible for projecting a positive and professional image for the University.

Business Services comprises Procurement Services, Central Receiving & Shipping/Asset Management, Mail Services, Telecommunication Services, and the UAH Copy Center. Business Services strives to provide quality service with the highest possible degree of proficiency. We welcome any comments or suggestions to improve customer service. Staff members are available to conduct training workshops to assist departments with understanding these policies and procedures.

Policies and Procedures Manual

The purpose of this manual is to help the University Community better understand the laws and guidelines by which Business Services must operate. These policies and procedures are subject to change in our rapidly evolving environment (e.g., computer systems, software, administrative procedures, and state laws). Therefore, we may need to update and revise portions of the manual from time to time.

The Policies and Procedures Manual incorporates Alabama State laws, University regulations, and good business practices. This manual also incorporates special requirements imposed by agencies that fund certain University programs.

The policies and procedures contained herein should be used under normal operating circumstances. Exceptions are allowed when, in the opinion of the Associate Vice President of Finance & Business Services and/or the Vice President for Finance and Administration, they appear to be in the best interest of the University. Exceptions must be properly justified and documented.

This manual has been designed to address most situations; however, it cannot cover all eventualities. It has been approved by the Associate Vice President of Finance & Business Services and the Vice President for Finance and Administration. Please contact Business Services if you have questions or suggestions for improving this manual.

*** Exceptions to normal procedures may also be authorized at the discretion of the Director of Procurement & Business Services on an as needed basis. ***
The UAH Copy Center

Policies and Procedures
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I. GENERAL

I.1. Objective

The primary responsibility of the UAH Copy Center is to provide the University of Alabama in Huntsville (UAH) Community with centralized state of the art printing services, which includes electronic printing, scanning and copying services.

The UAH Copy Center is located in the Business Services Building on John Wright Drive and may be contacted by phone at 256-824-6383 or by email at copycenter@uah.edu.

I.2. Policy

All printing for the UAH Community must be submitted to the UAH Copy Center. See Section III.1., “Services,” for a sample listing of services provided.

I.3. Authority

The UAH Copy Center has the authority to perform all printing and copying jobs for the UAH Community. All UAH faculty, staff, and students are encouraged to use the UAH Copy Center. The UAH Copy Center is also available to the local community.

I.4. Copyright Material

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted materials.

Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be “used for any purpose other than private study, scholarship, or research.” If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of “fair use,” that user may be liable for copyright infringement.

This institution reserves the right to refuse a copying order, if, in its judgment, fulfillment of the order would result in violation of copyright law.

II. HOURS OF OPERATION

The UAH Copy Center is open from 8:00 a.m.–5:00 p.m., Monday through Friday.
III. SERVICES AND PRODUCTS

III.1. Services

The UAH Copy Center offers the following services:

- Color copies from hard copy or file
- Enlarging and reducing of copies by Xerox Machine: 200%–50%
- Estimating and quoting
- Extracting and formatting of data
- High speed copying
- High volume copying
- Binding Options
  - Saddle-Stitch
  - Comb Bind
  - Coil Bind
  - Perfect Bound Booklets
- Mail merging
  - Labeling
  - Inserting into envelopes
  - Mail sorting
  - Delivering to Mail Services
- Paper & transparency sales
- Paper sizes for printing and copying jobs range from 8½x11 to 12x18 inches; print jobs may be trimmed to smaller sizes (see section IV.2, “Completing the Form”)
- Scanning documents for archival purposes to PDF
- Scanning graphics
- Scanning text for Optical Character Recognition (OCR)
- Typesetting
- Walk-in copying

Payment: The UAH Copy Center accepts American Express, Discover, MasterCard, and Visa. We also accept cash and checks.
III.2. Finished Products

The UAH Copy Center offers the following finished products:

- Books/Booklets
- Brochures
- Bulletins
- Course Paks
- Dissertations
- Envelopes
- Flyers
- Invitations
- Letterhead
- Manuals
- Newsletters
- Postcards
- Posters
- Resumes
- Templates
- Theses
- Tickets
- Plus others

III.3. Estimates

The UAH Copy Center can provide estimates for printing and copying projects. However, because project specifications often change before printing is completed, these estimates are not binding price quotes.

To obtain an estimate, bring a sample idea or copy of the project to the UAH Copy Center and talk with a customer service representative. The UAH Copy Center cannot provide accurate estimates over the telephone.

III.4. Design

Contact Susan Altman in the UAH Office of Marketing & Communications, located in Shelbie King Hall (SKH) room 327, at 256-824-6041 for projects requiring graphic design.

IV. THE PRINTING ORDER FORM

IV.1. Printing/Copying Procedure

To submit a printing/copying project, users must complete a Printing Order Form (Figure CC-1), available from the UAH Copy Center. Bring the completed Form, with appropriate signatures, and the printing/copying project to the UAH Copy Center. The project may also be submitted electronically, by emailing your file to copycenter@uah.edu.
IV.2. Completing the Form

1. **Job Number** — Do not write in this area. This number is assigned to each job by the UAH Copy Center staff.

2. **Request** — In the appropriate spaces, TYPE or PRINT the following information:
   - Date the order was submitted
   - Date requested for completion of the order (not ASAP or As Soon As Possible)
   - The name of the person (“Requested By”) requesting the service or someone familiar with the project
   - The requester’s department name, telephone number, building, and room number
   - “PROOF REQUIRED” — If a proof is required, check the “Yes” box and indicate the date the proof is needed. If no proof is required, simply check “No.”

2a. **Please Deliver** — Indicate the preferred method of delivery. Check the appropriate box to indicate whether the printing order is to be delivered or picked up by the customer and if the customer wishes to be called when the order is ready.

3. **Accounting** — Indicate the organization code to which the work will be charged. Please verify that the organization code is correct and that it has sufficient funds.

Check “Yes” or “No” to indicate whether artwork, photos, or original documents are to be returned.

4. **Job Name** — Provide a name for the print job that will be easy to remember (for identification purposes only).

5. **Paper Selection** — Indicate the type (or size), weight, and color of paper to be used. Most projects are printed on 8.5 x 11-in., 20-lb., white paper. If the project has a cover, select the type, weight, and color of paper to be used for the cover. Samples are available at the UAH Copy Center.

6. **Bindery** — Indicate the desired finishing for the project by checking or circling all options that apply. Samples of the different types of binding are available at the UAH Copy Center.
   - “Cut” applies when the project has multiple items on one page, such as business cards or post cards.
• “Shrink Wrap” applies if the project should be wrapped in plastic.
• “Trim to” applies when an item is smaller than 8½x11 inches (the smallest size paper used in the UAH Copy Center) and needs to be trimmed down to the appropriate size. An example would be an insert for a tri-fold brochure. Print the size needed in the blank (e.g., 3¼ x 8½ inches).
• “Fold” applies if the project requires folding. Explain the type of folding needed on the blank. For example, if the project is to be folded in half with a single or double fold.
• “Rubber Band” applies if the project should be contained in a rubber band.
• The “Head to Head” or “Head to Toe” options apply when you have padding, binding, or two-sided copying.
• “Tri-Fold” applies to projects requiring three folds, such as brochures or letters.
• A “GBC Spiral Bind” is the same as a 19-hole comb bind. The bind can be located on the top or the left side. We now also offer a coil bind option.
• “Padding” applies when the project requires making the document into a notepad or tablet of paper. Choose the type of orientation preferred (Portrait or Landscape), choose the location for the glue (top or side), and circle the correct sample diagram.
• “Staple” applies if the project requires stapling. Circle the correct sample diagram to indicate the location of the staple(s). Saddle Stitch refers to staples down the center, as in a booklet.
• “Perforate” applies if the project requires perforation. Choose the location for the perforation (top, center, or left). Examples are tickets or bills in which a portion is torn off.
• “Drilling” applies if the project is to be printed on paper with holes along one edge. Choose the number and location for the holes and circle the correct sample diagram.
• “Other” applies for options or special instructions not provided for or covered in this area. Use the “Special Instructions” area to explain.

7. **Special Instructions** — Use this area to provide special instructions or important information (not covered elsewhere on the Form) to help the UAH Copy Center complete the project.
8. **Quick Copy** — Indicate the quantity of items to be printed.

- The “Number of Originals” refers to the number of pages contained in the original document. For example, a two-sided document printed on a single sheet of paper would contain two originals.
- The “Number of Copies” refers to the number of complete documents (or sets) needed. For example, if a requester needs 5 complete sets of a term paper containing 25 pages, then he or she would type “5” on this blank.
- “Total Copies” indicates the total number to be printed by the UAH Copy Center. This would be the Number of Originals multiplied by the Number of Copies. For instance, if 5 sets of a 25-page document are needed, as in the previous example, the requester would type “125” on this blank.
- Check the appropriate box to indicate whether copies should be printed on only one side of the paper or on both sides (front and back).

9. **Authorization** — The small print in this area informs the user of the United States Copyright Law and his or her responsibility to make sure no copyright laws have been violated.

“Dept. Head Approval” — Obtain the signature of the Budget Unit Head or other person(s) fiscally responsible for the account being charged. The UAH Copy Center requires this signature on the Printing Order Form before any print job can be accepted. No work can be completed without this authorization (see note in the “Accounting” section of the Form.)

V. **PROOFING AND APPROVING DOCUMENTS**

The UAH Copy Center permits and encourages customers to review proofs of their documents before final printing. Use the Printing Order Form to request a review of proofs.

VI. **STATUS AND NOTIFICATION**

VI.1. **Status**

If a customer calls the UAH Copy Center (256-824-6383) for the status of a project, he or she must provide the following information:

- Department name under which the project was submitted
- Job Number from the Printing Order Form
• Responsible individual’s (requester’s) name
• Account number under which the project was submitted
• Brief description
• The caller’s name (if different from the responsible individual), and
• Telephone number of the caller

VI.2. Notification of Completion

A customer can request that the UAH Copy Center call when the project is completed. To request this service, check the box “Call When Ready” on the Printing Order Form (be sure to include a valid telephone number or campus extension).

VII. UAH Copy & Mail Services Outlet

The UAH Copy & Mail Services Outlet (Copy Outlet) is located in the Charger Union, Room 121. The hours of operation for the Outlet are from 8:15 a.m. until 5 p.m. Monday thru Friday. The phone number to reach the Copy Outlet is 256-824-6964. The Copy Outlet offers basic black & white and color copying and printing. At the Copy Outlet you may make your own copies and/or prints, or the on-site personnel can assist you. The Copy Outlet also offer fax and scanning services.

In addition, the Copy Outlet offers basic Mail Services. It serves as a drop-off location for sending United States Mail. You can also buy stamps and envelopes as well as obtain various United States Postal Service Priority Mail packaging.

The Copy Outlet accepts cash, flex card, and debit/card cards as forms of payment. The Copy Outlet currently does not accept personal checks.
List of Figures

FIGURE CC-1 . . . . . . . . Printing Order Form
### PRINTING ORDER

**Xerox Business Services**

Copy Center
Phone: (256) 824-6383
Fax: (256) 824-6842
Email: printsvc@uah.edu

This form is to be used when ordering any of the products or services offered by the Copy Center. After completing this form, attach a sample of the work to be manufactured, please include the white and Canary sheets.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Job Number</td>
<td>004658</td>
</tr>
<tr>
<td>2. Date Requested</td>
<td>[ ]</td>
</tr>
<tr>
<td>3. Please Deliver</td>
<td>[ ]</td>
</tr>
<tr>
<td>4. Call When Ready</td>
<td>[ ]</td>
</tr>
<tr>
<td>5. ASAP Required</td>
<td>[ ]</td>
</tr>
<tr>
<td>6. Proof Required</td>
<td>[ ] Yes, [ ] No</td>
</tr>
<tr>
<td>7. Job Assigned To</td>
<td></td>
</tr>
<tr>
<td>8. Rush Charge</td>
<td>[ ]</td>
</tr>
<tr>
<td>9. Overtime Approval</td>
<td>[ ] Yes, [ ] No</td>
</tr>
</tbody>
</table>

**Account Number**

Return Artwork, Photos or Original Copy: [ ] Yes, [ ] No

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Job Name</td>
<td></td>
</tr>
<tr>
<td>2. Paper Size</td>
<td></td>
</tr>
<tr>
<td>3. Paper Weight</td>
<td></td>
</tr>
<tr>
<td>4. Paper Color</td>
<td></td>
</tr>
<tr>
<td>5. Cover Size</td>
<td></td>
</tr>
<tr>
<td>6. Cover Weight</td>
<td></td>
</tr>
<tr>
<td>7. Cover Color</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Trim to bleed</td>
<td>[ ]</td>
</tr>
<tr>
<td>2. Shrink Wrap</td>
<td>[ ]</td>
</tr>
<tr>
<td>3. Rubber Band</td>
<td>[ ]</td>
</tr>
<tr>
<td>4. Other: Please specify in special instructions area.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Folding Options</td>
<td>[ ] Tri-Fold, [ ] Half Fold</td>
</tr>
<tr>
<td>2. GBC Spiral Bind</td>
<td>[ ]</td>
</tr>
<tr>
<td>3. Tape Bind</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Perforate (Not done in house)</td>
<td>[ ]</td>
</tr>
<tr>
<td>2. Drilling</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Number of Originals</td>
<td></td>
</tr>
<tr>
<td>2. Number of Copies</td>
<td></td>
</tr>
<tr>
<td>3. Total Copies</td>
<td></td>
</tr>
</tbody>
</table>

**Authorization**

Date / Time Received: __________
Reference: __________

**PRINTING CHARGES**

Account Code: 7517

**Note:** SHARP CLEAN ORIGINALS REQUIRED PLEASE REMOVE ALL STAPLES FROM ORIGINALS

Authorized by: ___________________________

Date: __________________________

Rev 01/2015
Copying Services (On Campus Copiers)

Policies and Procedures
COPYING SERVICES (ON CAMPUS COPIERS)
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I. GENERAL

I.1. Objective

The primary responsibility of the UAH Copy Center is to provide the University of Alabama in Huntsville (UAH) Community with state-of-the-art copy machines and the following services:

- Centralized copy machine services
- Streamlined copy machine maintenance and repair
- Enhanced purchasing strength
- Managed inventory levels
- Controlled and uniform pricing for copy machine supplies

The UAH Copy Center has copy machines in every building on campus.

The UAH Copy Center is located in the Business Services Building (BSB 112) on John Wright Drive and may be contacted by phone at 256-824-6383 or by email at copycenter@uah.edu.

I.2. Policy

The policy of the UAH Copy Center is to provide copying equipment to the UAH Community. All requests must be submitted to the UAH Copy Center (BSB 112). Departments requesting this service must assign one individual in the department per copy machine to serve as “key operator” for that machine.

I.3. Authority

The UAH Copy Center has the sole authority to place, monitor, and maintain all copying equipment on the UAH campus. All faculty, staff, and students can use the copy machines through an individual account or by purchasing a Charger Card.

II. SERVICES

II.1. Copy Machine Services

- Maintenance
- Repairs
- Supplies (e.g., ink cartridges, paper) stocked and delivered
- Training for key operators and departmental staff
II.2. Charger Card Reader Services

- Maintenance
- Repairs

III. KEY OPERATORS

III.1. Training

Each copy machine provided by the UAH Copy Center is assigned one individual to be the key operator for that machine. Key operators are trained by the Copy Center and Xerox Services Account Associates to:

- Operate the copy machine
- Clear paper jams
- Load paper into the copy machine
- Load dry ink cartridges into the copy machine

III.2. Reporting Copy Machine Malfunctions

The key operator should report all copy machine malfunctions immediately to the UAH Copy Center at 256-824-6383 or copycenter@uah.edu. A representative will discuss the machine’s problem with the key operator and will make the necessary arrangements for repair. Depending on the problem and the work load, most repair services have an approximate four- to eight-hour turnaround time.

III.3. Notifying Key Operators

The key operator’s name, location, and phone number are posted over his or her assigned copy machine. When a user experiences problems with a copy machine, the user shall notify the key operator. If the key operator is not trained to handle the copy machine’s particular problem, he or she should notify the UAH Copy Center. The Copy Center will arrange for repairs.

III.4. Maintaining Copy Supply Inventory

The key operator is responsible for monitoring the copy machine’s supply inventory at the copy machine site. The key operator must ensure the availability of adequate supplies of copier paper and dry ink cartridges. When new supplies are needed, the key operator must contact the UAH Copy Center at 256-824-6383 or copycenter@uah.edu. Supplies will be delivered to the key operator.
NOTE: Key operators should not wait until completely out of supplies before ordering new supplies through the UAH Copy Center. The UAH Copy Center makes every effort to deliver supplies promptly. Delivery time, however, can be delayed one or two days by the Site Management Personnel’s workload.

NOTE: Beware of “Toner Phoners” who claim to be calling from Xerox. They will try to sell you dry ink cartridges. As a reminder: ORDER SUPPLIES ONLY THROUGH THE UAH COPY CENTER.

III.5. Monitoring Paper Usage

The UAH Copy Center provides copier paper for use only in copy machines. The cost of the paper is covered by the monthly copy machine billing charges. To check against excess copier paper use, the Copy Center compares the number of copies made each month against the amount of paper ordered for the copy machine.

When copier paper is needed for office use other than copying, please submit an order on the Printing Order Form. The Copy Center will bill separately for this paper.

III.6. Changing Key Operators

When a key operator in a department leaves the position, the department is responsible for contacting the UAH Copy Center. The department may assign a new key operator, or the Copy Center will locate a volunteer to fill the position. Once a new key operator has been identified, the Copy Center will arrange for training on the copy machine for which he or she will be responsible.

IV. MONTHLY BILLING

A Xerox Account Associate takes meter readings each month to determine the number of copies made on each copy machine during the billing period. The corresponding organization codes are billed for the appropriate number of copies. Billing is entered at the end of each month.

V. INDIVIDUAL ACCESS CODES

V.1. Requesting an Access Code

UAH faculty and staff may request a personal access code for use on a specific copy machine. The designated copy machine will be programmed to accept the access code. All copies made on the copy machine using this access code will be billed to an individual account.
To request this service, contact the UAH Copy Center at 256-824-6383 or copycenter@uah.edu. The user must have a valid departmental account number that can be billed. The user can either request a specific 5-digit access code or the Copy Center will assign a random code. The user can submit a request to change the access code at any time.

**NOTE:** To maintain security, you are strongly urged to change your access code periodically.

### V.2. Individual Account Billing

A Xerox Account Associate reviews the copy machine’s usage each month and determines the number of copies made using the access code. These copies are then billed to the appropriate individual account. See Section IV., “Monthly Billing.”