
The UAH Copy Center

Policies and Procedures

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 Senior 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 Senior 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

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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. 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.3. 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 the UAH Office of Marketing & Communications, located in Shelbie King Hall (SKH) room 324, at 256-824-6414 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.

There is a separate form for business cards, letterhead, notepad and envelope print requests. To submit a request for these items users should complete a Business Card, Letterhead, Notepad and Envelope Order Form.

The order forms are also available online on the UAH Copy Center website on the UAH Business Services webpage. The following are links to the two online order forms:

Regular Order Form:

https://www.uah.edu/images/administrative/business-services/regular_printing_order_form.pdf

Business Card, Letterhead, Notepad and Envelope Order Form:

http://www.uah.edu/images/administrative/business-services/business_card_letterhead_envelope_order_forms_2016.pdf

If you require assistance completing the appropriate work order form for your print request, please contact the UAH Copy Center by phone at 256-824-6383, or by email at copycenter@uah.edu.

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 offers 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.

The UAH Copy Center

Attachments

THE UAH COPY CENTER ATTACHMENTS

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- FIGURE CC-1** Regular Printing Order Form
- FIGURE CC-2** . Business Card, Letterhead, Notepad and Envelope Printing Order

Figure CC-1

Regular Printing Order


















 <p>THE UNIVERSITY OF ALABAMA IN HUNTSVILLE</p>		Printing Order Form	JOB# _____
		Reference # _____	
BSB // t 256-824-6383 // f 256-824-6842 // copycenter@uah.edu			
*Please fill out ALL requested information		* Department _____	
*Requested By _____		* Date Submitted _____	
*Phone # _____		* Date Required _____	
*Bldg/Rm # _____		* Account Number _____	
<input type="checkbox"/> Delivery <input type="checkbox"/> Pick Up <input type="checkbox"/> Call When Ready <input type="checkbox"/> Email When Ready			
*Job Name _____			
Paper Selection	Paper Size _____ Paper Weight _____ Paper Color _____		
	Cover Size _____ Cover Weight _____ Cover Color _____		
CHECK ALL THAT APPLY	CHECK ALL THAT APPLY		
Binding Options	Staple Options <input type="checkbox"/>  Knee Stitch <input type="checkbox"/>  Over Stitch <input type="checkbox"/>  Landscape <input type="checkbox"/>  Portrait	Folding Options <input type="checkbox"/> Tri - Fold <input type="checkbox"/> Half Fold <input type="checkbox"/> Z Fold <input type="checkbox"/> Quad Fold	Drilling Options <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/> 
	Lamination <input type="checkbox"/> 8 1/2 x 11 <input type="checkbox"/> 11 x 17	OverSize Print <input type="checkbox"/> Vinyl Banner <input type="checkbox"/> Coroplast Sign <input type="checkbox"/> Grommets <input type="checkbox"/> Foamcore	GBC/Coil Binding <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/> 
	Perforation (Not Done in House) <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/> 	Padding Options <input type="checkbox"/>  Portrait <input type="checkbox"/>  Landscape	
Number of Originals _____		Number of Copies _____	
Total Copies _____			
<input type="checkbox"/> Copy One Sided <input type="checkbox"/> Copy Two Sided		NOTE: SHARP CLEAN ORIGINALS REQUIRED. PLEASE REMOVE ALL STAPLES.	
Special Instructions	_____ _____ _____ _____ _____ _____ _____ _____ _____ _____		
	<input type="checkbox"/> Black & White <input type="checkbox"/> Color		Printing Charges: Account Code: 7517 _____ _____ _____ _____ _____ _____ _____
Department Head Approval: _____			Total Cost \$ _____

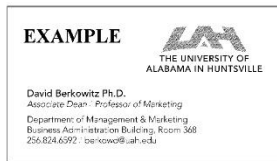
Figure CC-2

Business Card, Letterhead, Notepad & Envelope Printing Order

 THE UNIVERSITY OF ALABAMA IN HUNTSVILLE	Business Card, Letterhead, Notepad and Envelope Order Form UAH COPYCENTER JOB# _____ Reference # _____ BSB // t 256-824-6383 // f 256-824-6842 // copycenter@uah.edu
*Please fill out ALL requested information	
*Requested By _____	* Date Submitted _____
*Phone # _____	* Date Required _____
*Bldg/Rm # _____	* Account Number _____

*Please note all changes must be submitted to the Office of Marketing and Communications Department. Contact Patti Sparkman @ 256-824-6414.
 *Please send a copy of this form to the copy center for printing (we cannot print without paperwork)

Business Cards



Re-Order New File

*Name on Card _____

*Quantity _____

Letterhead



Re-Order New File

*Quantity _____

Notepads



Re-Order New File

*Name on Notepad _____

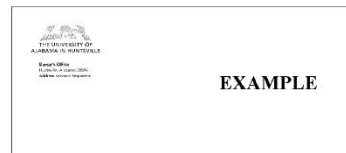
*Quantity _____

*Sheets per pad _____

*Note Pad Size () 4 x 6 () 5 1/2 x 8 1/2 () Other Please specify

*Note Pads Padded () Yes () No

Envelopes



Re-Order New File

() Window () Non Window () # 9

*Quantity _____

Department Head Approval: _____

Total: \$ _____

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 contracted 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 any reputable company. 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 contracted 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 contracted 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."