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# **The UAH Copy Center**

## **Procedures Manual**

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## INTRODUCTION

### Business Services

Business Services provides centralized procurement services and other services as provided herein to the University of Alabama in Huntsville (UAH/University) Community and is organized within the Finance and Administration Division of the University of Alabama in Huntsville. Business 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 of Procurement Services, Contract Administration, Central Receiving & Shipping, Mail Services, and the **UAH Copy Center**. Business Services strives to provide quality service with the highest possible degree of proficiency.

### Procedures Manual

The purpose of this manual is to help the University Community better understand procedures that guide the Business Services' operations. The procedures in this manual are subject to change because of the rapidly evolving environment (e.g., computer systems, software, administrative procedures, and state laws). Therefore, this department may update and revise portions of this manual periodically. Additional information, training materials, forms and other guidance can be found on the Business Services website. The Procurement Services team is always ready, willing and able to guide you to success.

The procedures contained herein should be used under normal operating circumstances. Exceptions are allowed when, in the opinion of the Chief Financial Officer, the Chief Financial Officer's designee or the Director of Procurement & Business Services the exception is 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.

<p>*** <i>Exceptions to normal procedures may also be authorized at the discretion of the Director of Procurement &amp; Business Services on an as needed basis.</i> ***</p>
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## THE UAH COPY CENTER

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## **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 include 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](mailto: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**

### **III.1. Service**

The UAH Copy Center offers the following services:

- Color copies from hard copy or file
- Enlarging and reducing copies
- Estimating and quoting
- 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 Sales
- Paper sizes for printing and copying jobs range from 8½x11 to 13x19 inches; print jobs may be trimmed to smaller sizes
- Scanning documents for archival purposes to PDF
- Scanning graphics

**Payment:** The UAH Copy Center accepts American Express, Discover, MasterCard, and Visa. We accept checks.

### III.2. Finished Products

The UAH Copy Center offers the following finished products:

- |                  |               |
|------------------|---------------|
| • Books/Booklets | • Manuals     |
| • Brochures      | • Newsletters |
| • Bulletins      | • Postcards   |
| • Letterhead     | • Posters     |
| • Dissertations  | • Resumes     |
| • Envelopes      | • Tickets     |
| • Flyers         | • Theses      |
| • Invitations    | • 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, email the print ready file to [copycenter@uah.edu](mailto:copycenter@uah.edu) with instructions for paper type, quantity, etc.

### **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**

### **IV.1. Printing/Copying Procedure**

The hardcopy Printing Order Form has been replaced by the Kuali process, which is an electronic Order Form

If you require assistance completing the Kuali process, please contact the UAH Copy Center by phone at 256-824-6383 or by email at [copycenter@uah.edu](mailto: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 the work proof. The Printing Order Form is obtained by using Kuali process. This can be found at <https://uah.kualibuild.com/>

## **VI. STATUS AND NOTIFICATION**

### **VI.1. Status**

If a customer calls the UAH Copy Center (256-824-6383) or emails ([copycenter@uah.edu](mailto:copycenter@uah.edu)) for the status of a project, he or she must provide the following:

- Department name under which the project was submitted
- Kuali Job Number
- 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
- Caller's telephone number

### **VI.2. Notification**

Once a job is completed, the UAH Copy Center will email the customer, or if delivery is selected on the request, then, the UAH Copy Center will deliver the project during its next delivery cycle.

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# **Copying Services (On Campus Copiers)**

## **Procedures Manual**

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# **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](mailto:copycenter@uah.edu).

### **I.2. Responsibility**

The responsibility 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**

### **Copy Machine Services**

- Maintenance
- Repairs
- Supplies (e.g., ink cartridges, paper) stocked and delivered
- Training for key operators and departmental staff

## **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 point of contact/entity located on the front of the copier. 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 workload, 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 point of contact/entity located on the front of the copier. 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 point of contact/entity located on the front of the copier. Supplies will be delivered to the key operator.

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*NOTE: Key operators should not wait until they are completely out of supplies before ordering new supplies awarded vendor. The UAH Copy Center/awarded vendor makes every effort to deliver supplies promptly. Delivery time, however, can be delayed one or two days by the Site Management Personnel's workload.*

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*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.***

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### 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](mailto: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.

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

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### **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."