



Administrative Procedure

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Subject: MAIL SERVICES

1.0. PURPOSE:

To establish the procedures which govern the use of reprographic equipment and charges for reprographic and typesetting services.

2.0. ORGANIZATIONS AFFECTED:

All organizational units of the University, including auxiliary units with reimbursed account numbers.

3.0. REFERENCES:

- 3.1. Government Code, Sections 14850-14871.
- 3.2. State Administrative Manual (SAM), Sections 2800-2890.
- 3.3. Office of the Chancellor Memoranda, BA 77-42.
- 3.4. University Reprographics Management Plan, approved November 14, 1977.

4.0. POLICY:

The University administration will maintain central management of all reprographic systems in order to provide economical and efficient service, comply with state regulations, and assure uniform and equitable reprographic support to all University users.

5.0. DEFINITIONS:

- 5.1. Convenience Copiers--Copiers used to produce 1-10 copies per original.
- 5.2. Satellite Copiers--Copiers used to produce 5-20 copies per original. Satellite copiers are located in large departments or buildings with substantial use in that range.

Approved:

Date:

- 5.3. Reprographics Department--Located in Admin. 16 and consisting of three units:
- 5.3.1. Fast Copy Services--The production of 1-500 copies per original, and 1-10 copies of originals that require special services such as reduction.
 - 5.3.2. Duplicating Services--The production of 1 or more copies per original up to the limits established by the Office of State Printing for on-campus reproduction.
 - 5.3.3. Typesetting and Word Processing Center--The production of typeset, camera-ready proofs for publications, and originals which require word processing as opposed to standard typewritten processes.
- 5.4. Off-Campus Reprographic Services--Services provided by the Office Services Division of the Department of General Services, the Office of State Printing, or commercial printers, in accord with established State policy.

6.0. RESPONSIBILITIES:

- 6.1. The Director of Support Services will administer the reprographics management program for the University.
- 6.2. The Support Services Assistant will:
- 6.2.1. Monitor all convenience and satellite copier usage for charge-back.
 - 6.2.2. Monitor all convenience and satellite copier monthly maintenance.
 - 6.2.3. Prepare the monthly maintenance reports for the Department of General Services, Business Equipment Management.
 - 6.2.4. Recommend replacement copiers in accordance with the planned replacement date.
- 6.3. The Reprographics Department Supervisor will:
- 6.3.1. Monitor all equipment and requests for service in the Fast Copy and Duplicating Centers.
 - 6.3.2. Recommend replacement equipment for the Fast Copy and Duplicating Centers, as needed.

6.4. User Departments will:

- 6.4.1. Log all convenience and satellite copier malfunctions on the Monthly Office Copier Maintenance Report and request repair service from the vendor.
- 6.4.2. Complete the monthly maintenance reports for copiers located in their departments by the established deadline.
- 6.4.3. Secure the required copy approval from the responsible publications coordinator prior to submitting a publication to the Reprographics Department for production.

Be familiar with the instructions for Fast Copy and Duplicating Services shown in Appendix 8.2. and 8.4. and submit jobs in accordance with the instructions.

- 6.4.4. Submit requests to the Fast Copy and Duplicating Centers on the appropriate forms.
- 6.4.5. Submit requests to the Duplicating Center with sufficient lead time to allow for scheduling. Two weeks is the suggested minimum lead time.
- 6.4.6. Submit camera-ready copy or allow sufficient lead time for copy preparation.

7.0. PROCEDURES:

7.1. Charge back

7.1.1. Convenience and Satellite Copiers

- a. User departments will complete the Monthly Office Copier Maintenance Report, Form OSD-71, at the end of each month and forward to Support Services.
- b. Support Services will determine the total number of copies produced and calculate the monthly charge.
- c. Support Services will prepare the Reprographics Monthly Charge forms for submission to Bookkeeping for transfer of funds into the appropriate revenue accounts from user accounts.

- d. In the event that two or more departments utilize the same copier, the departments may arrange for an internal transfer of funds to account for the shared usage.

7.1.2. Fast Copy

- a. Users will secure the required copy approval on all items to be reproduced.
- b. Users will complete and submit the Fast Copy Request, Form 1457, with each job as outlined in Appendix 8.2.
- c. Fast Copy Center staff will log each job on the Monthly Summary form for the requesting department.
- d. After completion of the job, Fast Copy Center staff will price the job, retain two copies of the request form for accounting purposes, and return the third copy to the user department.
- e. At month end, Fast Copy Center staff will total job costs for each department and submit the blue copy of the Monthly Summary form to Bookkeeping for transfer of funds into the appropriate account from user accounts. The white copy of the form is retained by Fast Copy and the yellow copy is returned to the user department.

7.1.3. Duplicating, Typesetting, and Word Processing Centers

- a. Users will secure the required copy approval on all items to be typeset, word processed, or duplicated.
- b. Users will complete and submit the Duplicating Request, Form 50, with each job as outlined in Appendix 8.4.
- c. After completion of the job, Duplicating Center staff will price the job and submit the white copy of the form to Bookkeeping for transfer of funds into the appropriate account from user accounts. The pink and hard copies of the form are retained by Duplicating and the blue copy is returned to the user department.

7.2. Equipment Maintenance and Replacement

- 7.2.1. User departments will log equipment malfunctions of convenience and satellite copiers on Form OSD-71 and request repair service from the vendor.
- 7.2.2. Support Services will forward a copy of Form OSD-71 to the Department of General Services if a malfunction was reported during the month.
- 7.2.3. At the time of purchase, each machine is placed on the copier equipment inventory which indicates the planned replacement date based on the number of years of guaranteed service provided by the vendor.
 - a. The Support Services Assistant will recommend replacement of convenience and satellite copiers according to the replacement schedule in order to minimize down time on older machines.
 - b. The Reprographics Department Supervisor will recommend replacement equipment for the Department, as needed.

8.0. APPENDICES:

- 8.1. Fast Copy Center Request, Form 1457.
- 8.2. Fast Copy Center Instructions.
- 8.3. Duplicating Request, Form 50.
- 8.4. Duplicating Center Instructions.
- 8.5. Monthly Office Copier Maintenance Report, Form OSD-71.
- 8.6. Fast Copy Service Monthly Summary.
- 8.7. Reprographics Monthly Charges (convenience and satellite copiers).