Print and Bulk Mail Procedures – Frequently Asked Questions

1. **Will a proof of print projects be available prior to printing?**

   Yes. Broadway Press, Hudson Printing and CS Kern indicated it is customary to provide a pdf proof for jobs for approval prior to printing.

2. **For any job being delivered to campus, will there be any delivery charges incurred?**

   No, delivery charges will not be charged if Broadway Press, Hudson Printing or CS Kern are used.

3. **On average, how much time from the time the vendor receives the mailing lists until the job is sent out for delivery?**

   All vendors indicated times will vary based on the type of job requested. Therefore, when a department becomes aware of an upcoming job, they should contact the appropriate person to get an estimate of the time required to complete the job. However, generally speaking, departments should plan for the following lead times:

   > *<u>Print only job</u> - 5 business days*
   > *<u>Mail only job</u> - 3 business days*
   > *<u>Print and mailing job</u> - 7 business days*

   For print-only jobs that cannot be completed on campus and require a quick turnaround (24 hours or less), Broadway Press will be your best option. Please contact Dick Zarse through one of the methods noted below.

   > *Phone – 765.644.8813*
   > *Email – broadwaypress@gobroadwaypress.com*
   > *Fax – 765.644.8268*

4. **The self-service copier will require more time to walk across campus to use. What other ways can we print and not use excessive budget dollars?**

   The costs associated to print on any campus machine will be reduced for all departments from $.05/page to $.04/front-side printing and $.07/duplex printing. These prices are comparable to what you would currently receive through Printing Services. This will lessen the need to go to the self-service copy center as a cost-savings measure.

   Another feature of our campus MFDs is the delayed printing option. This feature will allow you to print documents as time permits. You can send a print job to a machine on campus and print it up to two hours later. If you need assistance in utilizing this feature, please contact ITS.

5. **At times, faculty may request an immediate turn-around on printing items, for example exams. Without Printing Services, are there options available to ensure the exams are printed timely?**

   Departments have the option to use Moodle for testing. ITS is willing to work with any faculty member to assist in the set up along with additional guidance on how to best use the

software to meet their needs. Otherwise, they now have the option of printing larger volumes to the nearest campus printer.

6. **What if I need specialty paper previously purchased from Printing Services?**
   The library will carry a limited stock of color paper. They will provide and advertise a price list for these papers, among other items/services such as laminating, poster prints, etc. Any paper needs not available in the library will need to be purchased by the department. While departments may use their discretion of where to purchase their paper, Office Max has historically been our lowest cost vendor for these types of items.

7. **Majority of departments have printers rather than copiers. Will additional copiers be available on campus as a result of this change?**
   This is something our ITS team will be monitoring as these new procedures are implemented. Currently, machines around campus are not operating at their full capacity. If there is significant increase in usage, there is a plan in place for acquiring additional machines if needed.

8. **Will the Ellison machine, commonly referred to as 'the letter cutter,' be located in the Self-Service Copy Center?**
   Yes, the machine will be available for use in the Self-Service area in the Library.

9. **What if the department would prefer to hold off on providing a mailing list until the print work is complete?**
   The department will still follow the steps noted in the Print and Bulk Mail Procedures document.   If the exact mailing list is not provided at the time of initial request, the form should include the number of pieces desired for printing so a quote can be obtained.   The quote will assume all printed pieces are to be mailed. Once the vendor has been selected, the Mail Center Team Leader will work with the respective vendor and department representative to ensure the most up-to-date mailing list is used once the printed pieces are ready for mailing.

10. **My department uses Printing Services to send faxes. What are the options with these new procedures?**
    The fax machine in Printing Services will be relocated to the Mail Center. Faxes received to this machine will be placed in the appropriate mailbox for pick-up.
    Also, a listing of all printers and copiers has been provided to campus and is available at http://anderson.edu/campus/mail.html. The list indicates where all machines are located, whether they have the capability to print in color, and faxing capabilities.