LIBERTY

U N I V E R S I T Y ™

**Document and Printing Services Policy
and Procedures Manual**

Revised September 2012

Document and Printing Services Policies and Procedures Manual
Purpose and Responsibility Statement

Effective October 3, 2008

Purpose
The policies contained in this document address the management and operation of Liberty University document production assets. These assets include the Print Shop, printers and copiers, and some scanning devices; and this effort is part of the effective management of these University resources. While this document will address how documents can be cost effectively produced across the entire University system, it falls on the individuals to assess the need for document production and the overall effectiveness of printed material.

Responsibility
The responsibility to observe the policies and guidelines rest with all users of the university document production assets and with the department heads, Vice Presidents, and Cabinet Members who certifies conformance to these guidelines by approving of the related expenditures. Liberty University Printing Services and Auxiliary Services will be ultimately responsible for the fair and consistent application of these policies in addition to ensuring that the University continuously improves the management and operations of university document production resources.

Liberty University Printing Services respects the personal integrity and discretion of each member of the faculty and staff and administers this policy accordingly.

General Policy

This section applies to all Liberty University employees, and equally applies to all related ministry organizations and third party organizations that utilize resources funded by the University.

Printing via the Liberty University network will require a SENSENET user account. Please contact the IT Helpdesk regarding your SENSENET account.

Appendix A contains definitions to terminology used in this document. Appendix B contains contact information for individuals and departments referenced in this document.

In general, Liberty Printing Services is responsible for all printers, copiers, and multifunctional devices and carries the actual cost of running all of the devices within Printing Services. Departments and individuals are charged a flat allocated rate for use of these devices. Any new device placement requires the approval of LUPS.

Department Pricing and Charging Process

All departments will be charged the following per printed side for 2012-13 for printing and copying.

Output Category	Black/White CPP	Color CPP
Printing Service Jobs	$0.03	$0.29*
Lab/Open MFD's	$0.045	$0.35
Office MFD's	$0.065	$0.35
Desktop/Inkjets	$0.09	$0.69

These prices include paper, toner, service, supplies, as well as delivery charges for printing service jobs. Printing Service color pricing is under review and each job requested is quoted individually.

At the end of each month, LUPS will compile usage reports for network printing and copying output for each department and will have the Accounting Department charge each organization accordingly. Reports will be sent to the budget manager of each department monthly. Network printing charges will rely on the index code recorded in Pharos for each employee and each employee will be noted by user name on the report. If an employee's printing is recorded under an incorrect index code, submit a help desk ticket to have this corrected for the next invoice period. Copy devices that are not locked by an access code will be charged 100% of the usage to the organization where the copier is physically located. Lastly, billing for desktop and inkjet devices will be done quarterly and will billed 100% of the usage costs to the department where the unit is physically located based on Printing Services record of the device location.

Monthly costs for network printing, copying, print service jobs, and desktop devices will be recorded in account 710008 (Printing) account in your respective organization.

Payment for Print Shop Jobs

Beginning in FY13 departments will be required to pay for all their print shop orders under $2,500.00 using their departmental Purchasing cards. Orders that exceed the P-card limit of $2,500.00 should be paid for using the standard Banner Requisition Process. Payment information is to be submitted online via the digital store front, or in person at the point of sale, but will not be processed until the job has been completed and delivered. In the event that an order needs to be altered where price is affected, LUPS will make the necessary changes and contact the department for approval prior to moving forward with the job.

New Device Acquisition

Any department requesting a new device should contact LUPS with a summary of the request. LUPS will confer with the requesting department, Auxiliary Services, Information Services, and other campus operations in order to arrive at a recommendation. LUPS will provide the requesting individual and department the final recommendation. It is within the discretion of LUPS to include as part of the final recommendation the relocation of existing document production assets.

Procedure
LUPS should be contacted and provided with an initial definition of the need.

LUPS will schedule an interview with the requestor and will personally conduct a professional assessment. The assessment will include the following:

- Location of current power, IT, and phone drops
- Number of users in the immediate area
- Special Needs
- Information Access (Banner INB printing, etc)
- Sensitive information
- Disability
- Current printing volumes

LUPS will use the information gathered in the assessment and will confer with Auxiliary Services, Information Services, and other offices to arrive at a final recommendation. The recommended device and configuration along with any other needs such as electrical or IT lines will be communicated to the requesting department and CFO, who will make the final decision.

If a device is approved, Auxiliary Services will coordinate with Finance concerning any financial arrangements. LUPS will handle all requisitions and tickets necessary to install

IT lines, etc. When device arrives, LUPS will contact the requesting department to schedule installation. After installation, LUPS will conduct an onsite training session to ensure that the device works correctly in the intended environment as well as to educate users on the features of the device.

Non MFD Acquisition (Desktop Printers)

Desktop printers constitute one of the most expensive document output processes that the University currently has. It is part of the overall strategic direction of Liberty University to reduce the total number of desktop printers in operation. While it is impossible for any organization to completely rule out the use of such devices, Liberty University will make the continued operations and acquisition of such devices the exception. In the rare occasion, a department or individual may present a set of extenuating circumstances that would require the University to consider using a less cost effective alternative such as desktop printing. The criteria for these devices are generalized below, but are at the discretion of LUPS.

Distance from the closet existing MFD
> If a department of individual is unreasonably removed from the closet MFD, LUPS may see appropriate to assign a non-MFD device to the requestor.

Medical Exceptions
> LUPS will review any medical-related issue that may warrant the use of a more local printer for the individual employee. These efforts will be conducted in association with Human Resources and will be handled on a case-by-case basis. Some temporary accommodations will also be made.

Necessary Sensitive Documents
> Due to the sensitive nature of document that are necessary for certain positions to produce as part of their normal job responsibilities, these positions will be allowed to operate a more local device that provides the necessary security that the documents warrant. This assessment will be conducted by LUPS but will also incorporate the assessment from Human Resources, and may require the approval of the Chief Information Officer. In general, the possibility and/or infrequent production of documents with sensitive information is not sufficient grounds to warrant a dedicated desktop or local device. All MFD's are equipped with secure document release functionality. The printing of documents containing sensitive or confidential information is to be controlled using the secure release functionality that is in the investment made in the MFD. The printing of documents with confidential information is to be kept on a as necessary basis and cannot be used as the sole justification for the placement of a desktop device.

If a non-MFD device is approved, the same processes for installing a MFD printer outlined in section *MFD Acquisition* will apply. The cost to the department for these devices will usually follow the desktop/inkjet device rate.

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Supply Acquisition

All supply costs for the normal operation of MFDs and approved desktop devices will be that of LUPS. This is to include the ordering and the deployment of such supplies. These supplies include, but are not limited to:

- All toner and ink cartridges
- All blank white 20 lb paper used in document production devices
- Staples used in finishers
- Maintenance Kits

LUPS will do its best to monitor supply levels, but it is critically important that organizations notify LUPS of low levels of supplies before they run out. Please email printrequests@liberty.edu to request supplies and include the Cobb ID number of the device that you are requesting supplies for.

Orders and Bidding Process

To order supplies not covered in the print charges such as envelopes, specialty paper, letterhead, etc, orders can be emailed to printrequests@liberty.edu or called in at 582-7345. Supplies can also be ordered through the online ordering system at www.libertyprintingservices.com.

Special jobs such as (2) and (4) color work, handbooks, catalogs, etc. will be handled thru a bidding process. LUPS will take the job specifications from the department's and consult with the department's as needed to insure understanding of requirements, then will solicit outside bids from qualified vendors. Once the quotes are received, LUPS will consult with department to determine the most responsive and responsible bidder. At that time the print award will be made, the department will place a requisition to LUPS as the vendor, referencing the specific quote/bid award. The University will issue LUPS a purchase order for the bid. Printing Services will assume the responsibility of insuring timelines are met, and will see the process thru until successful completion.

Be advised that the successful bidder may not always be the least expensive bidder once all factors are considered. Time constraints, special requirements, etc., will be taken into account during the bidding process.

Obtaining Copy Codes

Departments are fully responsible for the charges incurred under their specific copy code. Placing copy codes in public access is strictly prohibited.

Many copier-enabled MFDs will require a copy code (access code) for use. An access code has been created for every organization in existence as of 6/30/2007. If a new copy

code is needed, the department head or designee of the organization should email LUPS with the following information

- Index code of the organization.

In general access codes are distributed to all devices on campus, so once a new access code is developed, it is made available for use on most of the MFD's on campus.

Copy codes will not be issued unless the email notes the approval of the Department Head/designee authorizing the issuing of the copy code.

Output Quality

LUPS is committed to the proper operation of all document production devices managed through its operation. If output is deemed to be poor, please ensure that toner is not low and that the setting on the device or driver are correct. Also, please check to see if the glass is clean. If quality problems persist, keep a sample of the output and contact LUPS immediately.

Please note that neither LUPS nor Liberty University is responsible for poor quality output because of user negligence. These issues generally include the following:

- Releasing print jobs to a color device instead of black and white
- Ensuring that the proper number of pages is set prior to releasing print/copy job
- Selecting inappropriate quantity levels on print or copy jobs

Student Worker Printing Charges

Students who are employed by a department and incur network printing charges on their account may have their account credited for these charges. The student worker must present the manager with a printout of the charges that are work related, which may be obtained from the Pharos Printing report on the MyLiberty Portal.

One RFC (Request for Check) form can be used to accommodate many students' charges. Submit a RFC form with Student Accounts as the vendor. Use one commodity line per student, placing the ID number first then followed by the name of the student in the description field. Enter the net reimbursement amount for the student in the amount field. Using the appropriate chart of accounts, use the Printing (712005/SVPRINT) Account for each commodity entered. All other policies and procedures governing RFC's is in effect, please be aware of them prior to submitting the RFC form.

The RFC form, along with copies of the Pharos Print Detail Report used to justify the request, must be provided as documentation to the Accounting Department. Charges that are part of the request should be clearly marked; please be aware that yellow highlighters

may not appear on certain scans or faxes. Write the student ID number on each of the Pharos Print Detail Reports and send them to the Accounting Department by fax (434-582-7391) or email (accounting@liberty.edu). Credits will not be processed unless this documentation is received by Accounting.

A credit will be placed on the students' account.

In the occasion where the majority of the student's printing's is attributable to work, departments may request that the student printing be billed to the department and that the student must reimburse the department for non-work related printing. A Helpdesk ticket must be submitted along with the username and organization code. Departments with student workers that are permitted to bill the department will have their printing audited by username with the department required to confirm compliance for printing reimbursements.

This policy includes university employees who receive the charges on their account rather than a charge to the department.

Employee Work Charge Reimbursement

Employees who are employed by a department and incur network printing charges on their account may have their account credited for these charges. The employee must present the manager with a printout of the charges that are work related, which may be obtained from the Pharos Printing report on the MyLiberty Portal.

One RFC (Request for Check) form can be used to accommodate many employees' charges. Submit a RFC form with Student Accounts as the vendor. Use one commodity line per employee, placing the ID number first then followed by the name of the student in the description field. Enter the net reimbursement amount for the employee in the amount field. Using the appropriate chart of accounts, use the Printing (712005/SVPRINT) Account for each commodity entered. All other policies and procedures governing RFC's is in effect, please be aware of them prior to submitting the RFC form.

The RFC form, along with copies of the Pharos Print Detail Report used to justify the request, must be provided as documentation to the Accounting Department. Charges that are part of the request should be clearly marked; please be aware that yellow highlighters may not appear on certain scans or faxes. Write the employee organizational code and the requisition number on each of the Pharos Print Detail Reports and send them to the Accounting Department by fax (434-582-7391) or email Cheryl Knight (accounting@liberty.edu). Credits will not be processed unless this documentation is received by Accounting.

A credit will be placed on the employees' account.

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To insure that this problem does not reoccur submit a helpdesk ticket to have the employee's budget ID changed to the proper organizational code in Pharos. All charges from this point forward will go against the employee's organization.

Employee Non-Work Print/Copy Charges

All printing and copying activity done through university networked MFD's and desktop devices incur costs against the department that the employee is part of. Departments will be invoiced monthly, as such, any printing or copying done for non-work related purposes will be charged against the department. Employees that do have a significant amount of non-work related printing or copying are required to notify their department manager or head of such activity and to reimburse the department for the costs that have been incurred. Departments are not permitted to allow non-reimbursed printing or copying charges to incur against their departments. Printing or copying charges related to the employee's schoolwork is not considered as part of their department's work and must be reimbursed by the employee. Departments will be subject to random print audits to ensure that personal printing is not being done on departmental devices.

Appendix A: Terms and Definitions Terms and Definitions

The following are key words or phrases specific to Liberty University that is commonly referred to throughout the Printing Services Policy and Procedures:

Cost per Print (CPP)
>   This is the pricing methodology that the University has adopted for the entire document production system. A print refers to ink/toner/pigments applied to a side of paper.

Fleet
>   Refers to all of the document production devices that are located outside of the Print Shop. These include all copiers, fax machines, stand alone printers and some scanners, and MFDs.

LUPS (Liberty Printing Services)
>   LUPS is the name of the Liberty University-Cobb Technologies strategic partnership. It is comprised of what used to known as Printing Services. The department's oversight includes the print shop operations and all distributed printing as well as outsourced print administration. The department is currently situated in the Schilling Center.

MFD (Multi-Function Device)
>   An MFD is considered to be any network capable document production device that performs at least two of these following operations: print, copy, fax, and scan. These devices capitalize on the existing network infrastructure and provide

economies of scale by being able to handle large volumes of jobs. In addition to being able to track document production, MFD's are capable of accepting commands from print control software such as Pharos. Scan-enabled print/copy MFD's are part of the University's overall strategy to provide effective document production services to the University community.

Pharos

Pharos is the name of the company that makes the network print management software the Liberty University uses called Uniprint. Uniprint runs behind the scenes and provides print job identification for all print jobs send to networked printers. This system is the primary enabler of the University printing system and enables the University to accomplish departmental chargebacks and student billing for print charges.

Pharos Print Kiosk

This is a standalone, dedicated computer that runs the Pharos Uniprint software and provides print release control for printers that are in open access areas. These stations are common in student-designated print areas. In the future, these devices will also be able to accommodate copying and print account information lookup

Appendix B: Contact Information

Liberty Printing Services (LUPS)

Contact name:	Bryan Beman, Print Shop & Fleet Manager
Phone:	(434) 582-7345
Fax:	(434)-582-4499
Email:	btbeman@liberty.edu
Location:	DeMoss Hall First Floor (Directly in front of the Career Center)

Contact name:	Haley Bryant, Administrative Assistant
Phone:	(434) 582-7345
Fax:	(434)-582-4499
Email:	hlbryant@liberty.edu
Email2:	printrequests@liberty.edu (for supplies)
Location:	DeMoss Hall First Floor (Directly in front of the Career Center)