

## Printing and Copying Services Policies and Procedures

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### Policy Statement

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The general purpose of Printing and Copying Services is to provide quality, timely, and efficient printing and copying services to the American University in Cairo community in order to best support its academic and administrative programs. All print and copy jobs requested by an AUC department, unit, group, or community member for related purposes must be sent to the University Printing and Copying Services for coordination and/or production. The Print Shop General Manager or Print Shop Supervisor will determine the most efficient and economical method to best meet the requirements of the job/order, including the use of contracts with outside printers or copy vendors and print shop resources.

The Print Shop General Manager and/or the Print Shop Supervisor are the only ones authorized by the Assistant Superintendent of District Operations to make decisions regarding outside vendors and/or outsourcing jobs. **INDIVIDUAL DEPARTMENTS WILL NOT CONTRACT OR SEND JOBS TO OUTSIDE PRINTERS.**

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### Reason for Policy/Purpose

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1.1 The overall objectives of the University Printing and Copying Services are to provide consistent, high quality, efficient printing and copying to meet the requirements of the University where provision of the service can be cost-justified.

1.2 Printing and Copying Services shall be provided to University Departments through:

1.2.1 A well - equipped machine in the print shops.

1.2.2 Staffed satellite copying centers, in addition to high-speed photocopying and collating facilities.

1.3 The main Print Shop will provide printing, copying and bindery services.

1.4 The Printing and Copying Services Department operates the following cost centers on a breakeven basis using chargeback rates administered through the University's SAP system:

1.4.1 Chargeback rates shall be reviewed each year and may be adjusted annually effective April 1 with the understanding that the rates shall normally apply throughout the fiscal year.

1.5 Each printing and copying cost center budget shall contain a line item for "provision for major repairs and replacements". The provision shall be calculated on the basis of replacement cost of each item of equipment and its estimated life span.

1.6 Since the majority of University printing and copying requirements can be handled by Printing and Copying Services, University departments shall consult Printing and Copying Services to determine if the work can be done on campus or through the outsourced approved print shops.

❖ Work may be referred to off-campus suppliers only in the following instances:

1.6.1 Where specialized work is required and it is beyond the capability of current Print Shop equipment or staff.

1.6.2 Where Printing and Copying Services cannot meet the required deadline.

❖ When such work is to go off-campus, it shall be handled by outsource staff.

1.7 When the General Manager of Printing and Copying Services determines that staff must work overtime to meet a particular deadline and that the overtime costs are a legitimate charge to the user, then (s)he shall advise the user and obtain his/her consent to accept the charges or accept an extended deadline.

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### **Who Approved This Policy**

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The General Manager, Printing and Copying Services, shall be responsible to the Executive Director, Supply Chain Management office, who shall, in turn, be responsible to the Executive Vice- President of Finance of this Policy.

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### **Who Needs to Know This Policy**

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All members of the American University in Cairo community, including students, faculty, staff and administration

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### **Web Address for this Policy**

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AUCegypt.edu/polices

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### **Contacts**

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Responsible University Official: **Tawfik El Klisly, Executive Director, Office of Supply Chain Management**

Responsible University Office: **Michel Mahanny Georgy, Print Shop General Manager**

If you have any questions on the policy or procedure for this policy, you may:

1. Call at [26154111], or
2. Send an e-mail to michelg@aucegypt.edu

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## Definitions

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Term (alphabetical order)	Definition as it relates to this policy
“Copy”	The production of paper copy/copies of a document from a paper master copy.
“Print”	The production of paper copy/copies of a document from electronic file.

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## Policy/Procedures

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2.1 Consultation: Printing and copying staff in the main Print Shop and in the staffed copying Centers are ready to serve the University community by providing technical advice, approximate costs, and estimates of production time requirements.

2.2 Proposed changes to chargeback rates shall be developed by the General Manager, Printing and Copying Services in April for use in the next fiscal year. The proposed rates require the written approval of the Executive Director and the Vice-President, Finance, before implementation.

2.3 On about April 1 of each year, the newly approved chargeback rates for copying services shall be distributed to each department.

**2.4 All printing jobs must be processed through the University's Printing & Copying Services Unit. ALL orders for printing and copying must be submitted on a properly completed Request Form. A Purchase Requisition must be created on the SAP accounting system Purchase Group L10 in all cases where printing/copying services are contracted outside the University.**

**2.5 Departments and units will continue dealing with the Communications & Marketing Office for assistance in designing their projects until they reach the final stage. Soft copy, hard copy mockups and job orders should be sent to the Printing & Copying Services.**

2.6 All printing jobs which require short runs such as invitations, flyers, business cards and brochures and which can be executed by the Printing & Copying Services Unit will be referred automatically to the Unit from the Communications & Marketing Office. Jobs that are beyond the scope of the Printing & Copying Unit may be referred to off-campus printers through the Unit, which is responsible for the processing and placement of all such requisitions.

## 2.7 Material Printed Off Campus

The General Manager of the Printing & Copying Services Unit and the Outsourcing Printing Management Services team should be contacted in the earliest planning stages of production whenever requirements exceed the capability of the equipment used on campus. **The Outsourcing Printing Management Services team will manage and supervise interaction with externally approved vendors. The team will review three offers, and choosing the offer with the lowest price that is capable of producing the project. If an offer which is not the lowest price is chosen, the Team's criteria will rely on best quality and the project timing.** The Printing & Copying Services Unit has established partnerships with a selected group of highly capable vendors in the printing business. **The goal of these partnerships is to improve pricing; the team will thus receive volume discounts, enhanced customer services and maintain very high quality of product.**

## 2.8 Confidential Materials

Printing of examination papers will be given the highest priority in the University Copying Services.

Tests and other confidential materials require special handling. The professors are asked to create a print shop online job order from departments and go directly to the Copying Services to print their exams at the beginning of the semester; he or she can write an authorization letter signed and stamped from the department to a trusted person in the department if (s)he would like to delegate of the task of printing to another person. The copying operator is responsible for handling all the requirements and registering them in the tests log book. The sole party responsible for managing this process is the Print Shop General Manager .To ensure confidentiality, exams will then be run by the Copying Services staff at the time of receipt. **No exams will be released to a student or assistants.\***

\*Exams may be dropped off at either location by faculty until 6:45 p.m. every day except Tuesday. This policy has been implemented to ensure that no student has access to confidential materials and exams.

## **3. COPYRIGHT**

3.1 Copyrighted material produced by sources outside the University shall not be reproduced by Printing and Copying staff or on Printing and Copying Services equipment unless the written permission of the holder of the copyright has first been obtained. No reproduction will be made prior to receipt of written permission from the copyright holder.

3.2 The General Manager of Printing and Copying Services is responsible for ensuring that the University's copyright policies are applied to material produced or reproduced by Printing and Copying Services.

3.3 The General Manager of Printing and Copying Services will provide prompt reports on copyright problems to the Exc. Director, Supply Chain Management, who in turn will inform the Vice President of Finance.

### 3.4 Photocopying of printed materials

Printing and Copying Services will respect the following rules and regulations as pertains to the services they offer:

- Respect of copyrights
- Abiding by the international copyright regulations, the AUC Copy Center does not allow copying of more than two chapters at a time.
- Copying for individual use only making: Making a single copy of written material for use by an individual student or instructor without further dissemination is permissible within limits. The copy may be circulated or displayed in a classroom.
- The general acceptable maximum limits to copies of copyrighted material are single chapters of a book, a short story, essay or poem, a graphic or picture, or an article from a periodical, journal or newspaper.

### 3.5- Photocopy of a Course Packet

Professors' Notes & Handout Electronic Archives

Our new high-tech copying system scans the originals of course packets sent so that digital images are stored and are instantly ready to start the printing process. This system ensures that the documents are protected from dust and mishandling, enabling Printing and Copying Services to provide a unique, speedy, and high quality service.

### 3.6 Touch Screen Copy on Demand

Professors wishing to include their coursework in the print shop's touch screen copy on demand system should submit all material by the beginning of each semester to the copy center in hard copy or by e-mail and fill a course pack order form. Students requiring copies of course material and handouts can obtain them using the touch screen, simply they select the course number, material required and it will be automatically printed directly.

## **4. SERVICES PROVIDED BY PRINTING & COPYING SERVICES**

4.1 Planning, consultation and advice: On request, the staff of Printing and Copying Services will be available to assist any University department in planning, consultation or to give advice on any aspect of Printing and Copying Services.

4.2 Maintenance and Repair Service: Printing and Copying Services staff will arrange for maintenance and repair of equipment in the unstaffed copying Centers.

## **5. PROCEDURES AND CHARGES FOR PRINTING AND COPYING SERVICES**

5.1 Requesting Services: Requests for Printing must **be submitted on a properly completed Request Form. A Purchase Requisition must be created on the SAP accounting system Purchase Group L10 in all cases where printing/copying services are contracted outside the University.**

Requests for copying services must **be submitted** using a Printing and Copying Requisition form online.

The link for copying and printing services requests is:

<https://www4.aucegypt.edu/printshop/>

This will forward the request to Copy and Printing Services.

5.2 Department Chairmen or others with budget authority may notify Printing and Copying Services (in writing) if they wish to delegate signing authority and possible amount limits of that authority to one or more individuals within the department who may authorize requisitions for Printing and Copying Services.

In the absence of such delegation, Printing and Copying Services will normally provide services to faculty members up to a limit of LE.100 per requisition.

5.3 Printing and Copying Services are intended primarily for support of the University academic programs and, as such, academic requests will receive first consideration. Other priorities will be established on a first-come, first-serve basis at the time a request is received.

Requests for Printing and Copying Services by administrative departments, faculty, or student organizations recognized by the University and groups or organizations without official status within the University, will be considered in the priority listed above, providing they do not interfere with anticipated academic requirements.

Students wishing to make use of Printing and Copying Services may proceed to request a personal account as defined within the Photocopying Services Policy and Procedures

## **6. PRICE SCHEDULE FOR PRINTING AND COPYING SERVICES**

A set of proposed Printing and Copying cost factors will be developed before April 1 of each year for the following fiscal year. Prices shall be designed to provide a break-even operation overall within each budget area and shall normally be designed to provide a break-even operation on each service.

Although it is intended that this rate schedule will normally be in effect for a full fiscal year, the schedule may be subject to change with 90 days' written notice to University departments. Such changes shall require the prior written approval of the Executive Director of Supply Chain Management.

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### **Forms/Instructions**

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Online copying and printing digitally link is <https://www4.aucegypt.edu/printshop/>

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### **Related Locations Information**

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**New Cairo Campus  
Campus Center 69420**

Room P018  
8:30 am to 7:00 pm except Fridays and Saturdays  
ext. 3925- 4493

**Research Centers Building**

Room P009  
8:30 am to 5:00 pm except Fridays and Saturdays  
ext. 3926.

**Facilities Building 69420**

Production Copy Center  
Room G036

8:30 am to 3:30 pm except Fridays and Saturdays  
ext. 4472

**Down Town Campus 61420**

Room 04, Ground Floor of Falaki Building  
8:30 am to 6.00 pm except Fridays and Saturdays  
ext. 6180

Each of these budgets will include complete costs of staff, supplies, and maintenance.

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**Appendices** *(optional)*

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**Selection of Print-houses considered many factors such as capabilities, technology level, best offers in class services and delivery time with a very high quality.**

All of the approved printing houses should answer the Request for Quotations sent to them with prices and delivery time.

A combination of the following factors, not necessarily listed in their order of importance, will be considered in reviewing bids and awarding: Prices, Printing house previous record of performance and service, ability of producing the specified project with their machines and the quality of final output.

The Print shop General Manager and the Outsourcing Printing Management Services staff evaluate each of these and other criteria to decide which proposal represents greatest value and lowest total cost to the university.

The successful printing house will normally be the lowest **PRICE** which meets all specifications and terms for some projects with all of the above considerations. Exceptions to this general principle include some fancy and complicated projects which must be clearly documented, with adequate justification provided whenever the lowest bid is not selected

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**History/Revision Dates**

4-Dec-16

Origination Date: August 7th, 2012

Last Amended Date: December 4, 2016

Next Review Date: Month, Day, and Year