

## Agency Print Management Policies, Standards and Procedures

Each respective agency listed below submitted additional documentation related to their print management implementation progress as part of the 2017 survey.

Enterprise Services serves as the statewide repository for collecting the annual current state of each agency's policy, standards, and or procedures.

For additional information or the most current version, please contact the respective agency directly. Each document is included as submitted. Some may be in draft form or scheduled to sunset.

Attorney General's Office \*

Big Bend Community College

Cascadia College

Central Washington University \*

Department of Archeological and  
Historical Preservation

Department of Licensing \*

Department of Natural Resources \*

Department of Revenue \*

Department of Social and Health  
Services \*

Eastern Washington University \*

Economic and Revenue Forecast  
Council

Employment Security Department \*

Everett Community College

Evergreen State College

Grays Harbor College

Health Care Authority \*

Life Sciences Discovery Fund Authority

South Puget Sound Community College

Washington Horse Racing Commission

Washington State Board for Community  
and Technical Colleges

Washington State Department of  
Agriculture

Washington State Historical Society

Washington State School for the Blind

Washington State University \*

Wenatchee Valley College

Yakima Valley College

# AGO POLICY

## II.##

# MANAGED PRINT SERVICES

**Contact:** Managed Print Services Team (MPST)

**Cross References:** [WAC Chapter 200-380](#); [RCW 43.19.742](#); [43.19.733](#); [43.19.757](#); [AGO Managed Print Services Processes and Procedures](#)

**Approved:**

### I. POLICY STATEMENT:

The purpose of the policy is to establish controls for managed print services throughout the AGO. Such controls will be set by the Agency Management and the Managed Print Services Team (MPST).

The procurement of all equipment used for printing, copying, scanning and faxing must be reviewed and approved by the MPST and go through the proper procurement processes and procedures.

### II. RESPONSIBILITIES:

The *MPST* has the responsibility of procuring managed print services equipment for the AGO divisions according to all DES and OFM Procurement rules and regulations. The *MPST* has the responsibility of working with the *Division staff* to ensure that the equipment allows the divisions to accomplish the AGO mission in the most effective, efficient and economical way. *Division staff* have the responsibility to use the managed print equipment and services per the processes and procedures established by the *MPST*.

BOB FERGUSON Attorney General

## MFD Repair Process

Please follow the steps below to familiarize yourself with the Ricoh repair process.

When issues arise, designated divisional staff will contact Ricoh directly through <https://waagomps.ricohtrac.com> (see site registration and use below). Please do not use [www.IKON.com](http://www.IKON.com) and [www.MyRicoh.com](http://www.MyRicoh.com) web sites for communicating with Ricoh or requesting service.

The information below details the repair and escalation processes. Some locations have key operators that are specifically trained to triage and request service from Ricoh. Please contact your lead to determine if your location uses key operators. For instance, Spokane is one location that uses key operators that make service calls.

### Repair Process:

1. Contact Ricoh through their website by clicking the following link: <https://waagomps.ricohtrac.com>.
2. Ricoh assigns the issue to a Ricoh technician.
3. The Ricoh technician will contact you within one hour with an estimated time of arrival.
4. A Ricoh technician will evaluate and resolve the issue.
5. If the issue should be resolved by ISD instead of Ricoh, Ricoh will contact ISD Customer Support on your behalf. ISD Customer Support will follow up with you to resolve the issue.

### Escalation Process:

1. If the Ricoh technician does not contact you within one hour, arrive onsite within four hours (or the designated time frame for your location), or arrive by the agreed upon time, then your lead support or designee will contact Ricoh Support at 1(888) 456-6457 to escalate the issue for prompt service.
2. If the issue is not resolved by the steps above, then the lead support or designee will contact the MPST by creating a new item on the [Print Service Complaint List](#) by selecting "New" button below the page title. The MPST monitors this list and will be alerted to new items. A member of the MPST will contact you to assist in resolving the issue.

## Adding, Changing or Moving an MFD, HP Printer or High Speed Scanner

1. A Lead Support or manager emails the [MPST Distribution List](#) with request.
2. The request will be reviewed by the MPST and assigned to one of the MPST members.
3. A MPST member will contact ISD Customer Support to verify network and phone connectivity. A Heat ticket will be created and forwarded to the lead or manager for reference.
4. The MPST member will work with IKON and the division lead to coordinate delivery, move or change.

This information is also located on the [ACE Help and Support Printer Site](#) for future reference.

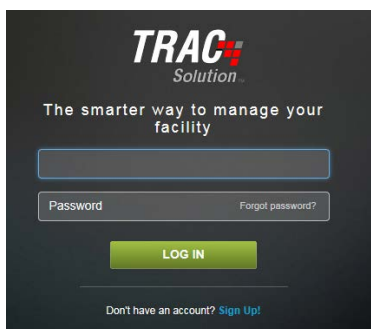
If you have any questions, please do not hesitate to contact any member of the MPST.

### Accessing the repair and toner order web site:

You can access the new Ricoh site, called TRAC Solution, by opening your web browser and going to:

<https://waagomps.ricohtrac.com>

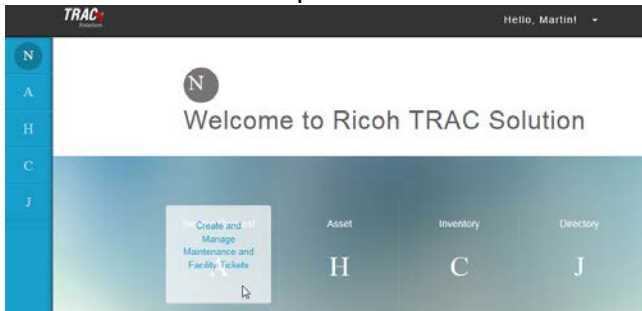
1. Enter your username: **Your AGO User ID** (Example: MartinS) and password: (default password is **<<removed>>**) then click the “Login” button. Use **<<removed>>** if this is the first time in TRAC then change it.



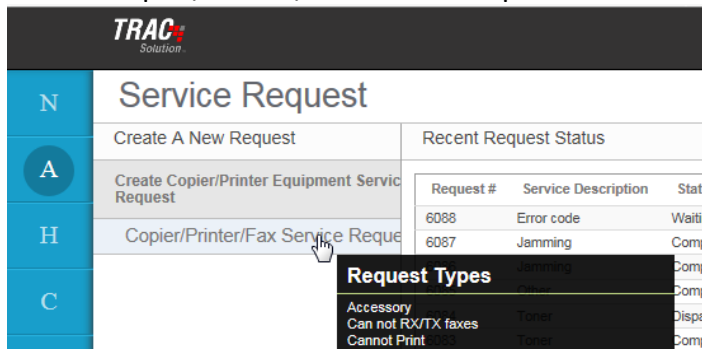
2. If your username does not work, click the “New User Sign Up” link and enter the requested information. You will receive an email confirming your login information once the Service Center activates it.
3. If you have logged in previously but cannot remember your password, click the “Forgot Your Password?” link. TRAC Solution will automatically send an email to the address listed in your profile with your password.

## Submitting a Request:

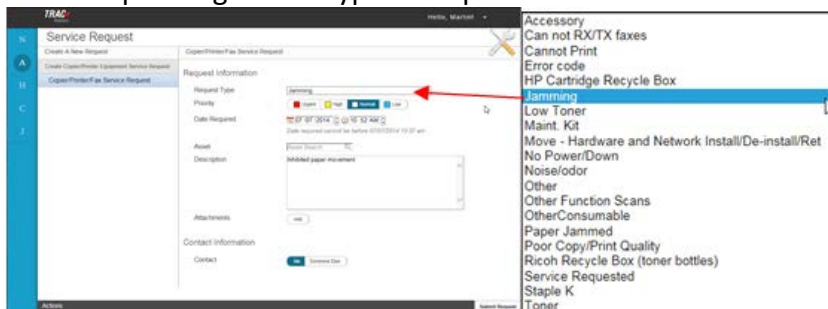
1. Access the Service Request module by clicking the **“Service Request”** square when you hover over Service Request A in the left middle of the main TRAC page.



2. Click on Copier/Printer/Fax Service Request



3. Select the specific Request Type – select from the drop-down menu. This information varies depending on the type of request:



For example, if the MFD is jamming, you would select **Jamming** from the drop-down list. If you need to order toner or staples, you would select **Toner** or **Staple K** from the list. If you need to order recycle boxes for the toner bottles, you would select **Ricoch Recycle Box** or **HP Cartridge Recycle Box**. Contact an MPST representative if you have any questions about this menu.

- Select the Priority for the request by clicking on one of the priorities.
- Select a Date and Time when the request should be completed.
- For the Asset, start typing the Ricoh ID# from the front of the MFD. A list of similar MFDs will appear as you type. Select the correct MFD from the list. The LiveSearch feature is directly linked to the Asset Module inventory and provides the closest matches to the information you have entered

Asset	1205225
Description	<div style="border: 1px solid gray; padding: 5px;"> <p><b>Live Search Results</b> <span style="float: right; color: red;">✕</span></p> <p><b>12052251 (Ricoh - MP3351)</b> Serial Number: V8305200195 Bldg: Capitol Court Room: North Terrace</p> <p><b>12052258 (Ricoh - MP3351)</b> Serial Number: V8305101375 Bldg: Highway Licenses Room: LA area</p> <p>2 Result(s) found</p> <p>Me    Someone Else</p> </div>
Contact Information	
Contact	Me    Someone Else

- Click the Submit Request button at bottom of page when ready to submit the order to Ricoh.

**Copier/Printer/Fax Service Request**

Request Information

Request Type: Poor Copy/Print Quality

Priority: Urgent High Normal Low

Date Required: 03 /13 /2012 08 :30 AM  
Date required cannot be before 03/13/2012 08:15 AM


Asset: Asset Search

Description: Poor quality output

Contact Information

Contact: Me Someone Else

**Submit Request**



# Attorney General of Washington

Ricoh Copier Training

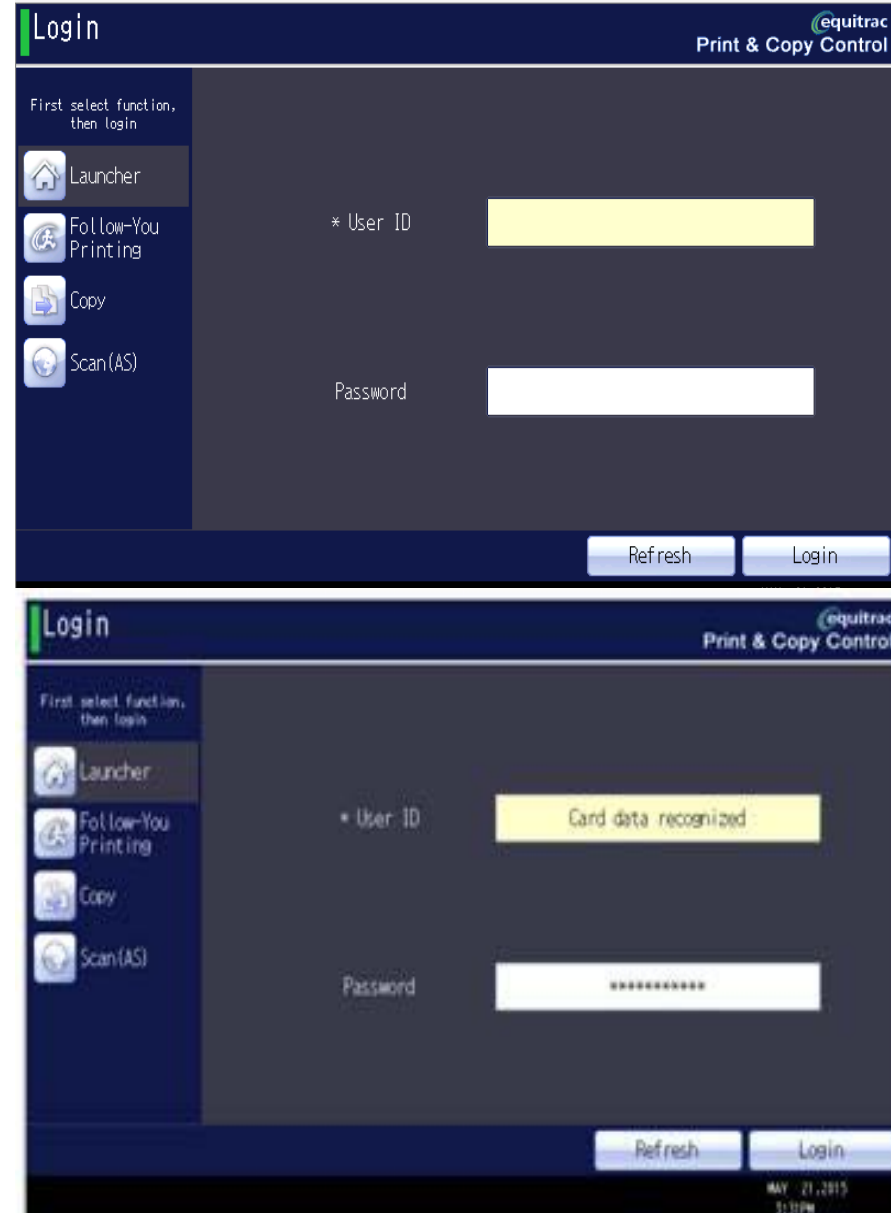
## 1<sup>st</sup> Time Login (Authentication)

Press your ID badge against card reader. If the copier is asleep, swiping your card reader will wake it up. Look for green light indicator to flash **(if you have multiple badges, use one consistently)**. You will be prompted to enter your AGO Login Name and Password. Press the area next to User ID and a Qwerty keyboard will appear. Type in your AGO Login Name. Your Login Name is not case sensitive. **\*\*Note – Shift will only capitalize one letter, while Shift Lock will keep Caps on.** When done entering, press OK. Next press the area next to Password and enter your AGO Password, then press OK. You are now logged on and will not need to re-authenticate unless you get a new badge.

Going forward, you will only need to swipe your badge. You will **NOT** need to re-authenticate every 90 days when your password changes.

Log off by either swiping your badge on the card reader again.

**DON'T FORGET TO LOG OUT!**

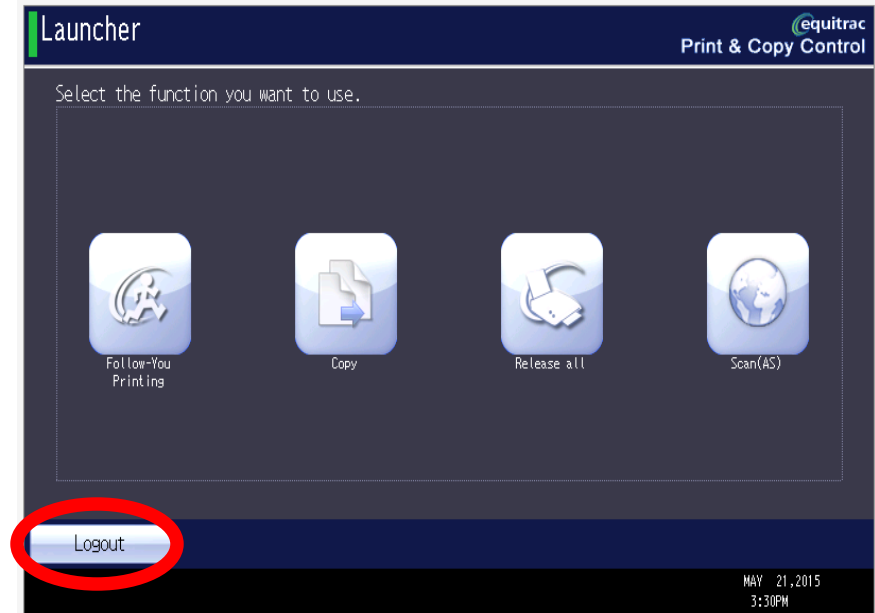




## Main Screen (Launcher)

Once logged in this screen will appear. From here you can go to:

- FOLLOW-YOU PRINTING allows viewing of all print jobs you have submitted.
- COPY takes you to the copy screen.
- RELEASE ALL prints out all submitted print jobs.
- SCAN (AS) to scan documents



**IT will load onto the AGO Print Server 4  
print drivers to choose from:**

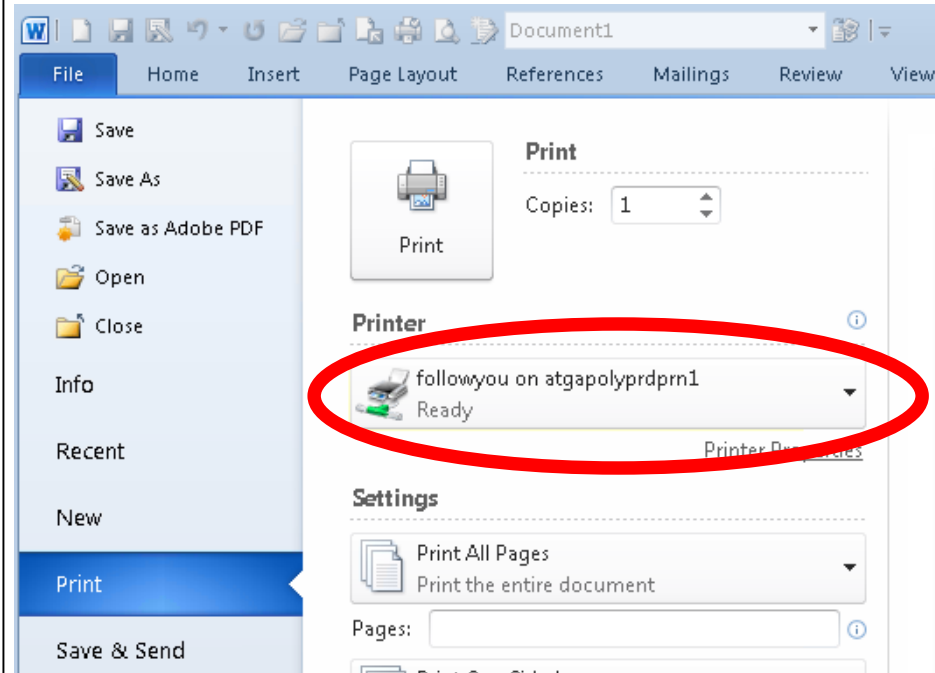
FollowYou = B&W Single Sided

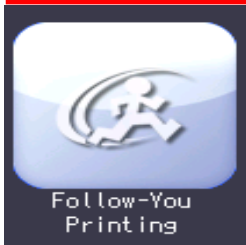
FollowYouDbl = B&W Double Sided

FollowYouColor = Color Single Sided

FollowColorDbl = Color Double Sided

Choose the appropriate driver when sending  
print jobs.



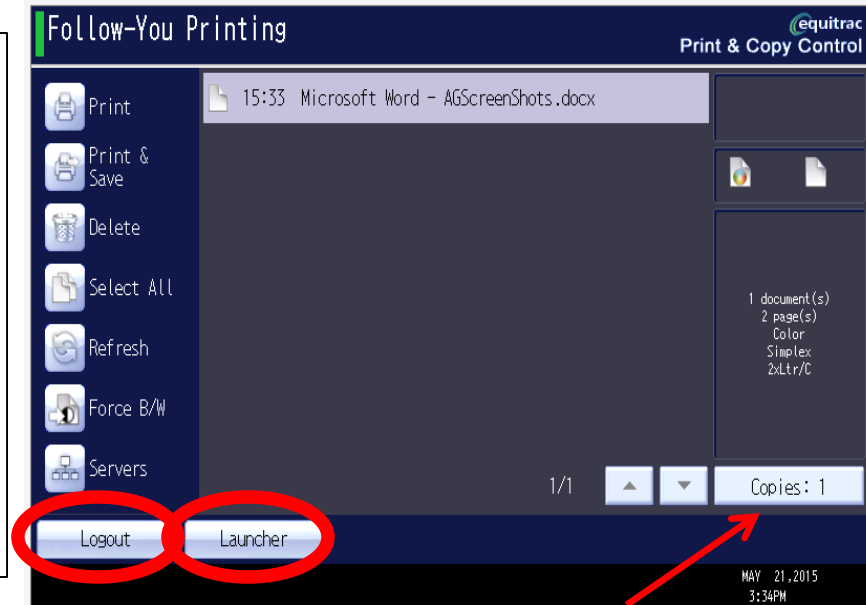


Printing is defaulted to black-and-white. Color needs to be selected with the correct driver before your job is sent to the printer.

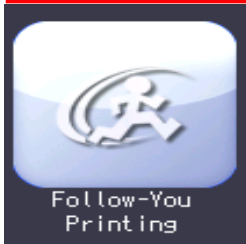
## Follow-You Printing

When selected, a list of print jobs appears. To select individual jobs, press lightly on the screen. From this screen you can:

- PRINT releases selected jobs
- PRINT & SAVE allows you print jobs, and keep them in the AGO print server to print again later. **These jobs are retained for 5 days.**
- DELETE removes print jobs no longer needed
- SELECT ALL prints all jobs in the AGO print server
- REFRESH updates the job list
- FORCE B/W will print only in black-and-white, no color
- SERVERS – not currently functional in the AGO environment



Selecting COPIES will allow you to change the number of sets you would like to print

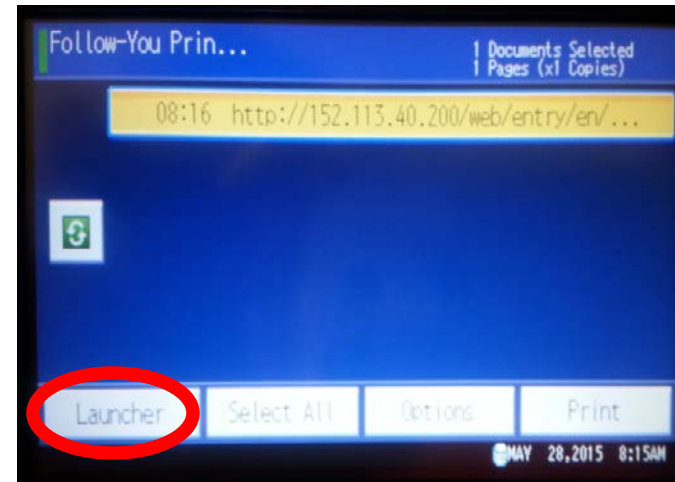


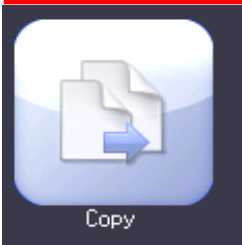
## For desktop MP301SPF

### Follow-You Printing

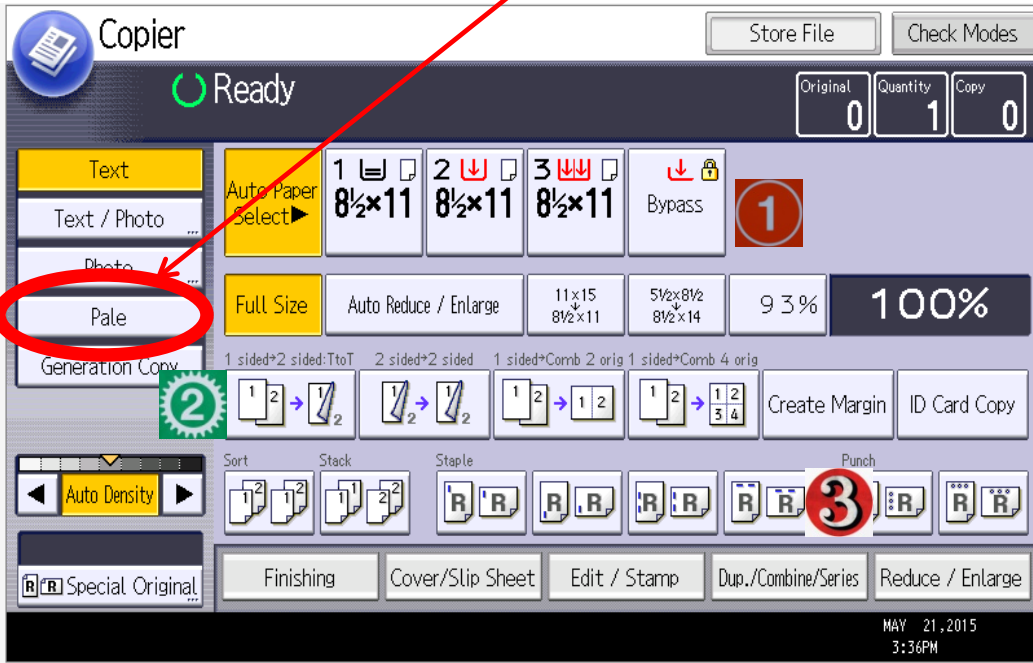
When selected, a list of print jobs appears. To select individual jobs, press lightly on the screen.

- LAUNCHER takes you back to the main screen
- SELECT ALL prints all the jobs you have sent to the AGO print server
- OPTIONS brings up a secondary screen
  - PRINT & SAVE allows you print jobs, and keep them in the AGO print server to print again later
  - DELETE SELECTED removes jobs you do not want to print
  - FORCE B/W will print only in black-and-white, no color
  - NUMBER OF COPIES will allow you to change the number of sets you would like to print
- PRINT releases selected jobs





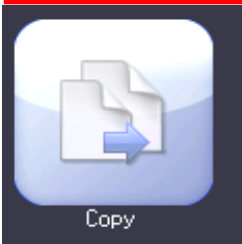


Use this button for faded originals, thermal paper or things written in pencil to bring out the text, not the background.

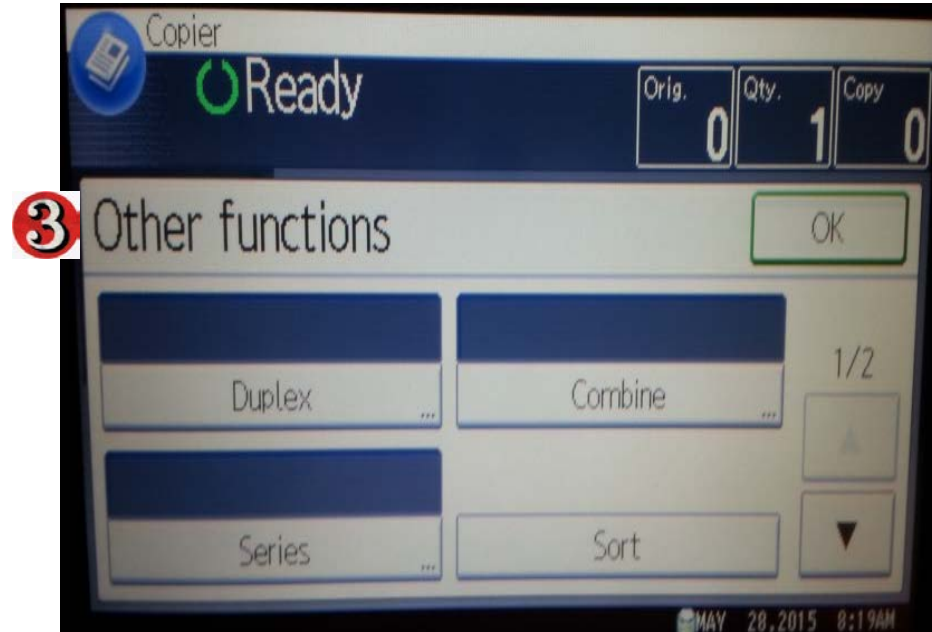


- 1** Choose size of paper. Red down arrows denote no paper in tray. Black horizontal lines show paper level in tray.
- 2** Choose single/double sided and combing pages onto a single page.
- 3** Choose staple and hole punch position.

Select the  key then  to get back to the main screen.



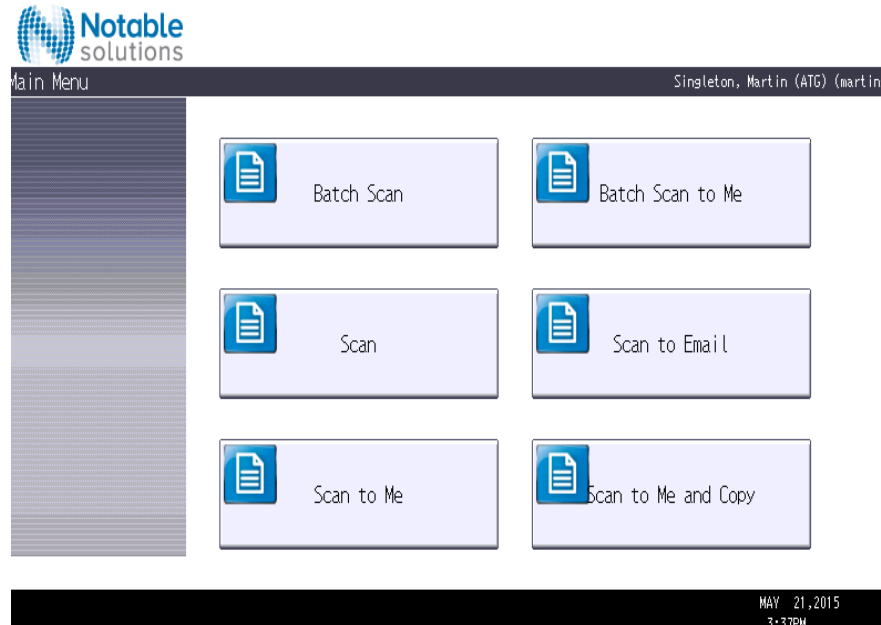
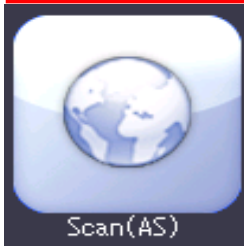
For desktop MP301SPF



**1** Choose size of paper. Maximum paper size 8-1/2" x 14". Red down arrows denote no paper in tray. Black horizontal lines show paper level in tray.

**2** Choose single/double sided and combing pages onto a single page.

**3** Choose Other Functions for advanced copy features.



OCR (Optical Character Recognition) is standard on all scans

**BATCH SCAN** sends to a network folder yours where the originals are different sizes **OR** you are scanning from both the document feeder and glass.

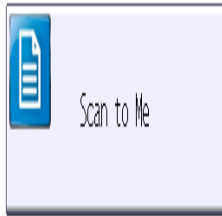
**BATCH SCAN TO ME** sends directly to your scandoc folder where the originals are different sizes **OR** you are scanning from both the document feeder and glass.

**SCAN** is used when documents are all the same size and scanned through the Automatic Document Feeder (ADF).

**SCAN TO EMAIL** scans to an email address

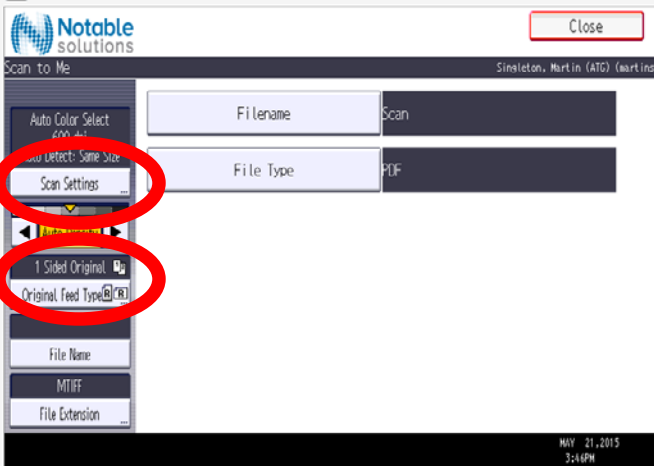
**SCAN TO ME** is the fastest way to your scandoc folder in 2 “touches”

**SCAN TO ME AND COPY** allows you to scan back to your scandoc folder **AND** make copies without sending the documents back through the document feeder.



is the fastest way to scan to your network scandoc folder.

You can change FILENAME or FILE TYPE as needed.



FILENAME is optional, and brings up a Qwerty keyboard which allows you to name the scanned document. Choose DELETE ALL to remove default characters before typing in file name.

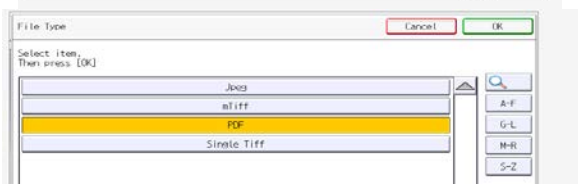
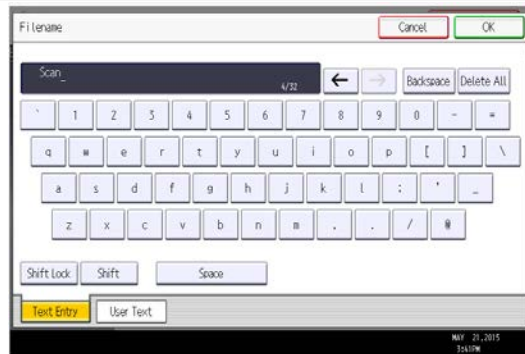
When done naming the file, press OK which takes you back to the main screen.

FILE TYPE defaults to PDF, but can be changed as needed.

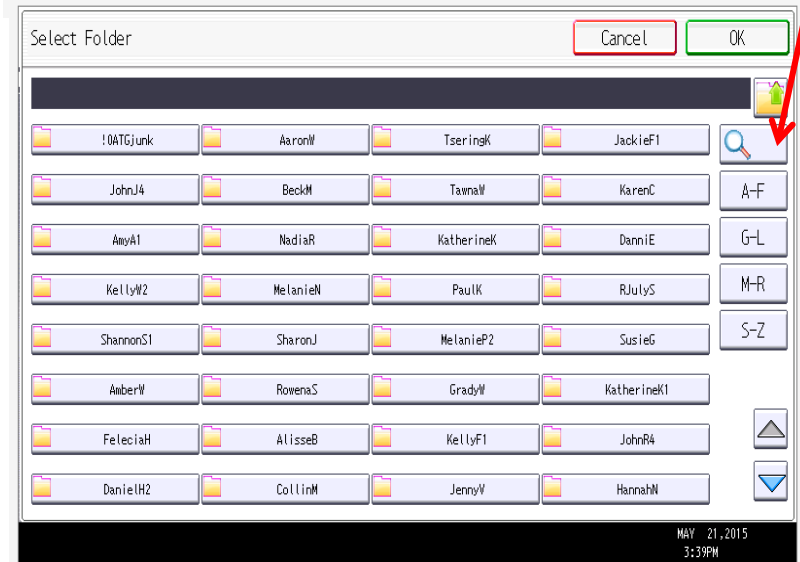
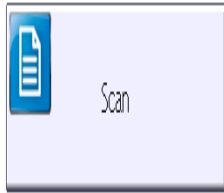
When done, press OK which takes you back to the main screen.

In any SCAN screen you can change SCAN SETTINGS or change from 1-sided to 2-sided scanning of the originals.

**Press Close, then Start button.**







SCAN is used to send to a Scandoc folder when all of your documents are routed through the Automatic Document Feeder AND are all the same size.

Choosing SELECT FOLDER brings up a screen which shows all the Scandoc folders on the F drive. Folders are arranged alphabetically by Login name.

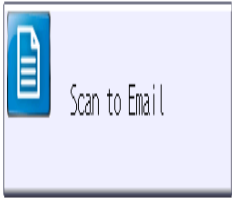
Choosing the magnifying glass will enable you to search network folders. You can only select one network folder at a time.

When done, press OK which takes you back to the main screen.


You can also:

- Add a FILENAME
- Change the FILE TYPE as explained in earlier slide.

When done choose CLOSE then START button.



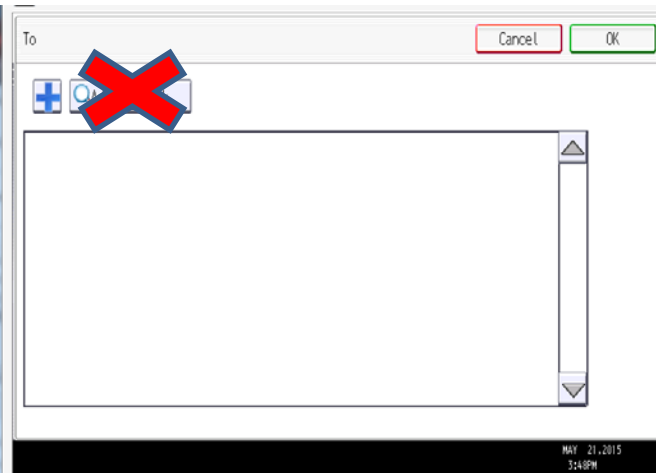
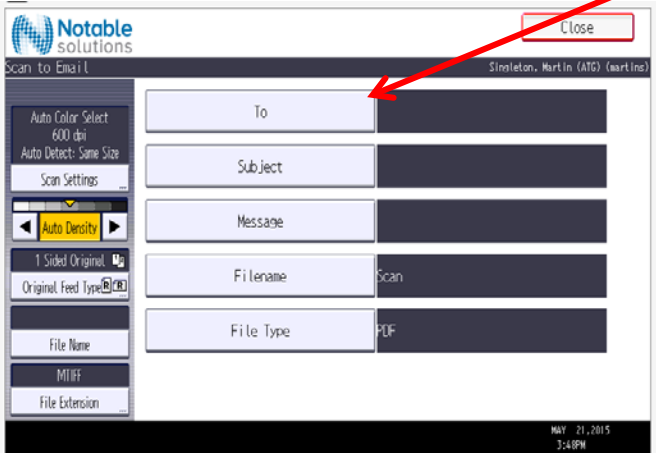
SCAN TO EMAIL is used to send to any email. Press TO to address your email.

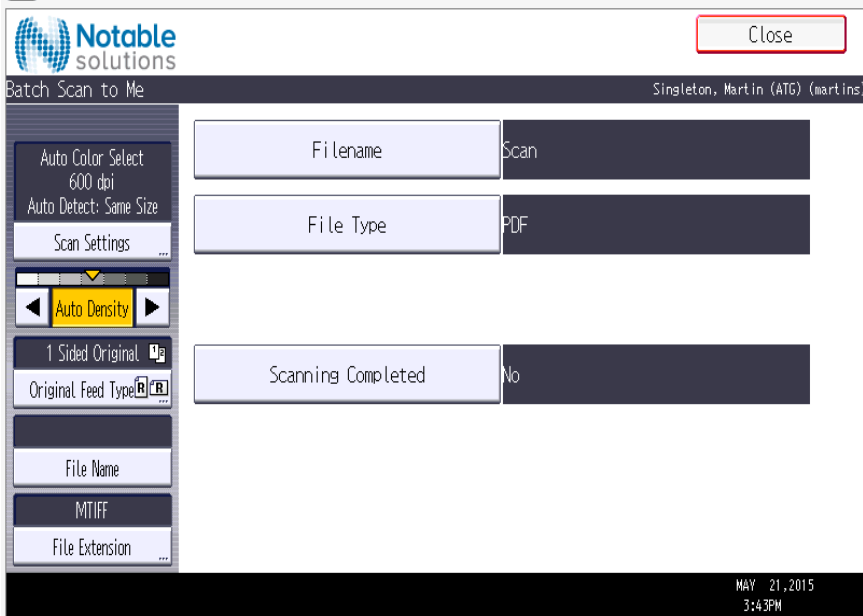
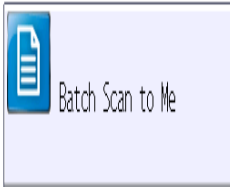
Press the  button to bring up a Qwerty keyboard. Type in an email address then press OK. **\*\*Note – Shift will only capitalize one letter, while Shift Lock will keep Caps on.**

You can also:

- Enter a SUBJECT line
- Type a MESSAGE into the body of the email
- Add a FILENAME
- Change the FILE TYPE as explained in earlier slide

**Scanning from the copier does not place a copy in your email SENT folder. Errors and replies will appear in your email INBOX.**





BATCH SCAN TO ME is used to scan both from the document feeder and the glass, **OR** with different sized originals **OR** large copy jobs that exceed the limits of the document feeder. The scans are sent to your AGO Scandoc folder.

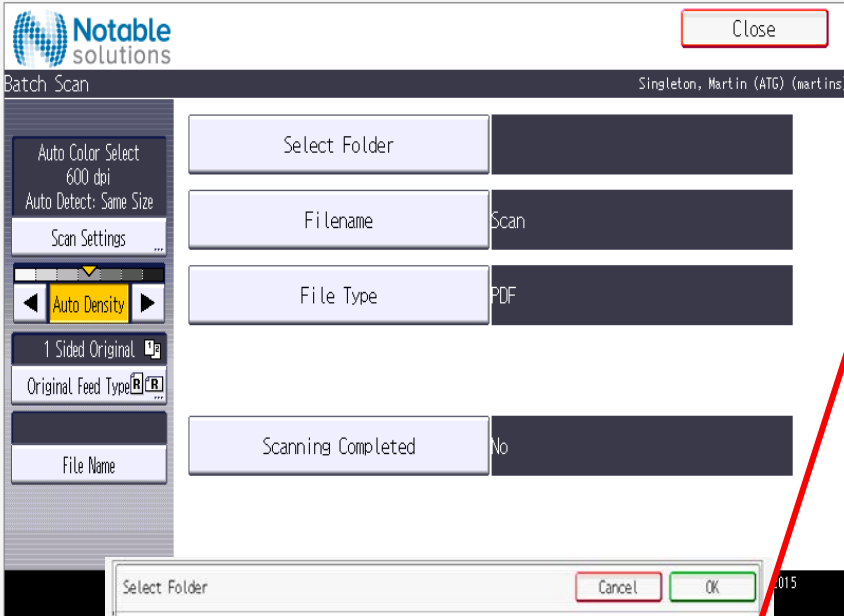
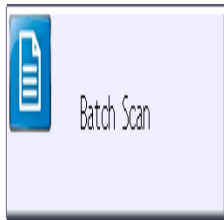
When scanning from the glass, press the # button when you are done.

You can also:


- Change the FILENAME
- Change the FILE NAME as explained in earlier slide

**Before completing the last group of scans**, press the area next to SCANNING COMPLETED and change from NO to YES. The scan job will not complete and send to your folder until you change this setting prior to the last scan of the job.

Once scanning is completed, the file will be sent to your Scandoc folder.



BATCH SCAN is used to scan to a Scandoc folder when scanning from both from the document feeder and the glass, **OR** with different sized originals **OR** large copy jobs that exceed the limits of the document feeder.

SELECT FOLDER to bring up a list of network folders, searchable with the  key.

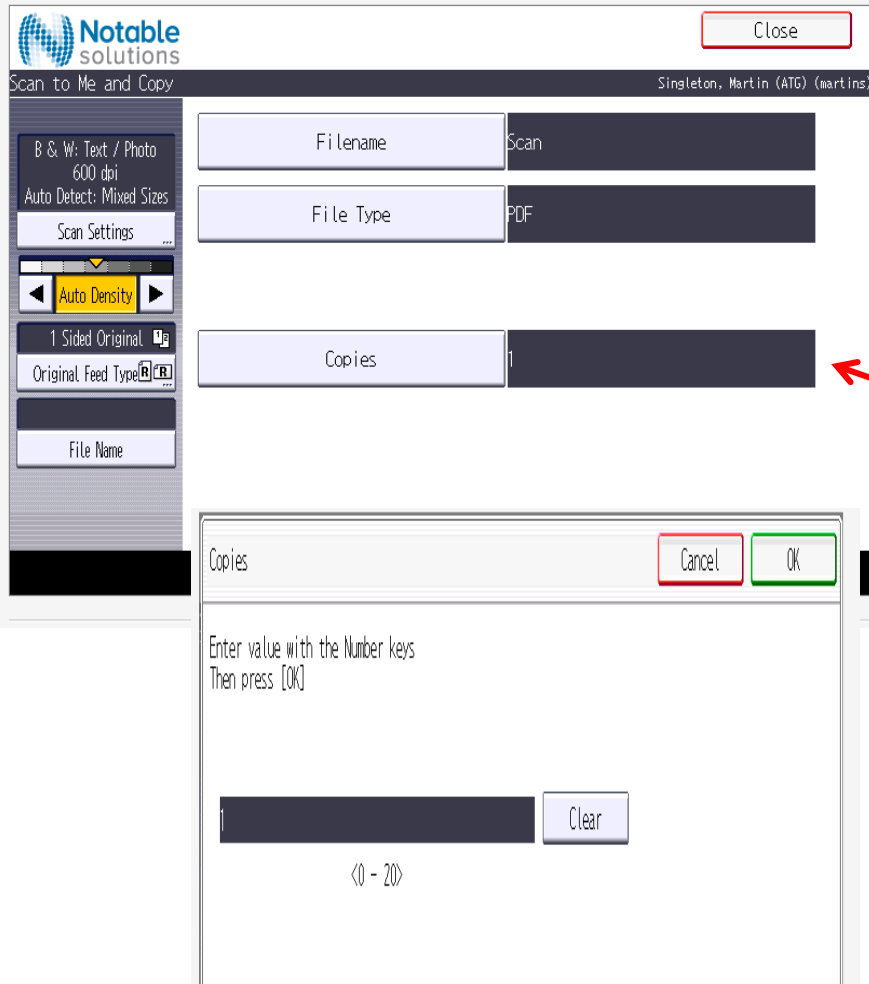
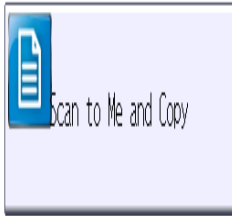
When scanning from the glass, press the # button when you are done.

You can also:

- Change the FILENAME
- Change the FILE NAME as explained in earlier slide

**Before completing the last group of scans**, press the area next to SCANNING COMPLETED and change from NO to YES. The scan job will not complete and send to your folder until you change this setting prior to the last scan of the job.

Once scanning is completed, the file will be sent to your Scandoc folder.



SCAN TO ME AND COPY allows you to scan **AND** copy without putting the documents back through the document feeder. The scans go directly to your scandoc folder.

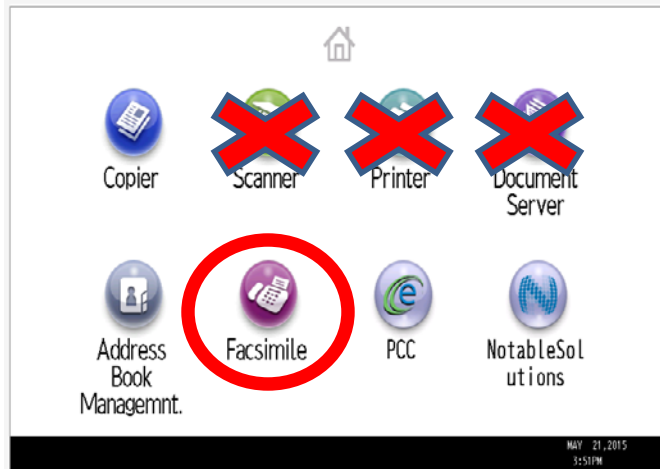
You can also:

- Change the FILENAME
- Change the FILE NAME as explained in earlier slide

To print more than one copy press the COPIES button, which will bring up this screen. Choose the number of copies you want, then press OK.

## Faxing


You can get to the Fax screen either by choosing Facsimile from the home screen or using the hard key on the keyboard.

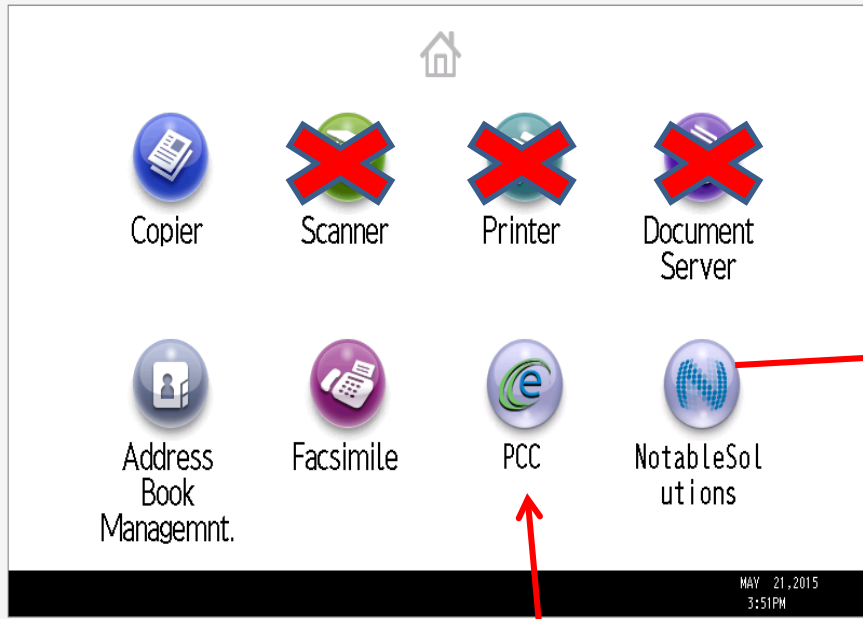


The faxing workflow has not changed. Address lists will be transferred from your current device to your new device.

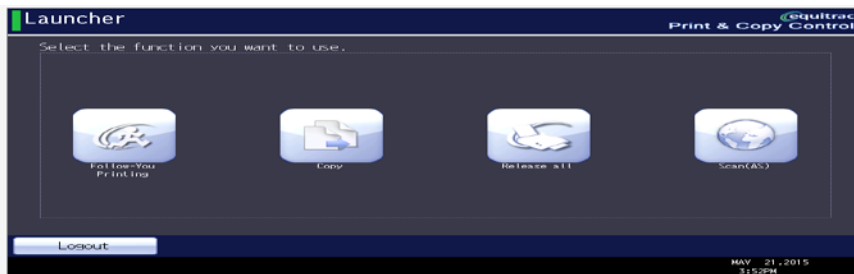


Select the  key then  to get back to the main screen.

There are many ways to navigate around. You can press the  home button to bring up the screen below.



To get back to the Launcher screen, choose



You can also press hard keys to get to Copy Fax

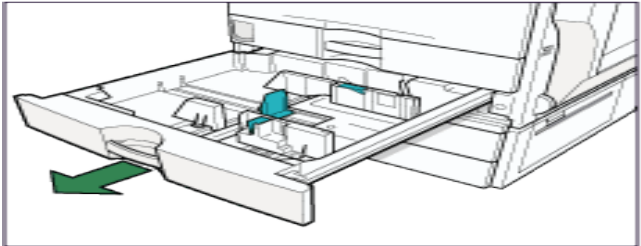
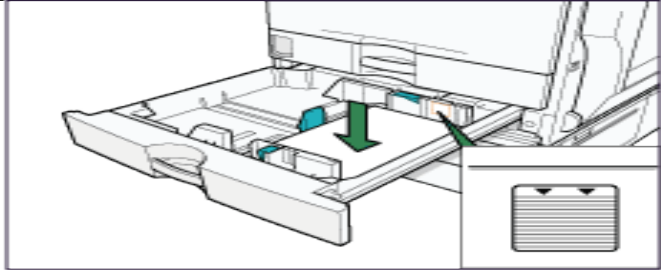


## Adding Paper

Various sizes of paper can be loaded in the paper trays by adjusting the positions of side fences and end fence.

Check the paper edges are aligned with the right side.

Each single tray can hold up to 550 sheets of paper. Do not stack paper over the limit mark.

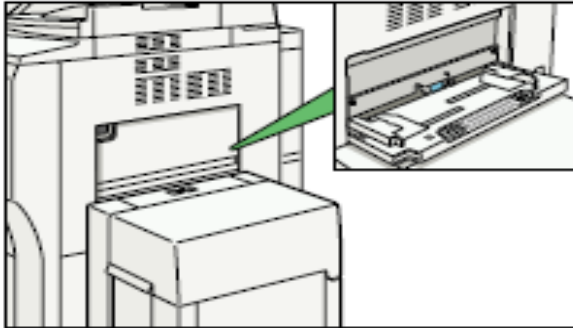
<p>1. Carefully pull out the paper tray until it stops.</p>	 <p>BJA037B</p>
<p>2. Square the paper and load it print side up. 3. Carefully push the paper tray fully in.</p>	 <p>BJA038B</p>



## Using the Bypass Tray

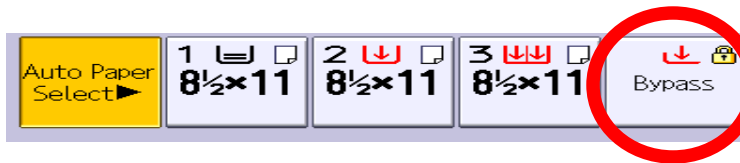
Labels and envelopes should always be put in the bypass tray, and can only be copied on machines 50 pages-per-minute or less.

1. Open the bypass tray



2. Place copy paper in tray. Adjust tray paper guides to fit paper size [snug not tight].

3. On copier, press the Bypass button



4. Press Paper Type. Select paper type. Press OK.
5. Press Paper Size. Select correct paper size. Press OK.



6. Place originals, enter desired number of copies, press START, Press Clear Modes

## Replacing Toner



1. Open the front copier door
2. Turn the green release lever counter clock-wise
3. Then press the secondary lever to release the toner bottle
4. Gently pull the bottle towards you
5. Gently push the toner bottle away from you to remove the toner bottle.
6. Take the new toner bottle and shake 5 to 6 times
7. Remove the black cap
8. Gently insert the bottle into the toner cavity, be sure the bottle fits snugly into the cavity.
9. Push the lever back in place
10. Turn the green handle clock-wise to lock toner bottle back in place
11. Close the copier door
12. Recycle your old toner bottles (see page 21 of training materials).



1. Open the front copier door
2. Locate the color toner that needs to be replaced
3. Gently pull the toner bottle towards you to remove toner bottle from the device
4. Remove the new toner bottle from packaging
5. Gently insert the bottle into the toner cavity, be sure the bottle fits snugly into the cavity
6. Close the copier door
7. Recycle your old toner bottles



## How to Return Your Used Ricoh toner cartridges

Ricoh Americas encourages recycling of all end-of-life equipment and supplies.

Use any cardboard box free of previous shipping labels. Fill box up with empty cartridges and seal with packing tape. Visit [http://www.rfg-usa.com/packaging\\_takeback\\_program\\_cart\\_toner.aspx](http://www.rfg-usa.com/packaging_takeback_program_cart_toner.aspx) and scroll to the bottom of the page to print out a pre-paid shipping label. You will be prompted to provide company name (State of Washington Attorney General Office), Address, City, State, Postal (ZIP) Code, Estimated Weight and EDP Code (part number). You may choose any toner part number to generate the shipping label. Once printed, tape the pre-paid shipping label to the outside of the package and return via UPS.

Model	Cyan	Yellow	Magenta	Black
MP301SPF	n/a	n/a	n/a	841767
MP4054SP	n/a	n/a	n/a	841999
MP5054SP	n/a	n/a	n/a	841999
MP6002SP	n/a	n/a	n/a	841332
MP7502SP	n/a	n/a	n/a	841332
MP9002SP	n/a	n/a	n/a	841332
MP C3003	841816	841814	841815	841813
MP C5503	841852	841850	841851	841849
MP CW2200SP	841721	841723	841722	841720

## Maintenance and Troubleshooting

### Clearing Paper Jams

1. In case of a jam, the display screen will indicate where to clear the jam.
2. Only touch areas identified with a blue tab. Other areas of the copier may be too hot to touch.
3. These pictures show areas where jams may occur.



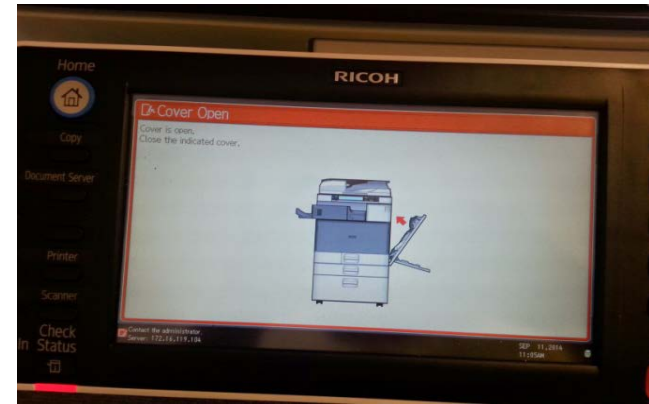
Right side door



Document feeder



Left side door



### Check Status Button

If the check status button is lit up red, DO NOT WALK AWAY as you are logged on. Press the CHECK STATUS button which will bring up a display screen.

Where the error is located will show on this screen. Choose that option to see what type of error is occurring. Most common are:

- Paper Size Mismatch – the size of paper selected from you computer is different than what is available at the copier.
- Drawer is out of Paper
- Paper Jams
- Out of toner

Once corrected the current print job will complete.

A Ricoh trainer will be on-site this afternoon to answer specific questions and to help authenticate your first-time log in.

Should you have questions in the future, you are welcome to attend another on-line training. You can also reach out to your MPS team for additional hands-on training.

This training presentation is available on the AGO Ace site under Help and Support.

[Return to Table of Contents](#)

**AP8060      PRINTING POLICY**  
**AP8060.1      Purpose**

**AP8060**

These guidelines and procedures are established to address House Bill 2287 concerning paper conservation. Each state agency, by July 1, 2010, is required to develop and implement a paper conservation program. Big Bend Community College uses a pay-for-print system on campus. This system encourages responsible use of print resources and decreased print waste.

**Student Accounts**

**General** – Students log into the pay-for-print system using their regular login and password. Each quarter a complimentary deposit is placed into the printing account of registered BBCC students. The deposit will automatically be added to the accounts on the last working day before the first day of instruction each quarter. Once the complimentary deposit is exhausted, funds can be added to the account at the Printer Cash Machine in the library using the student ID number.

**No Charge Print Restrictions** – Unused complimentary printing account balances expire at the end of the quarter, carry no cash value and cannot be refunded, sold, or transferred to another user.

**Quarterly Clearance Notice** - All printing account balances, including those with unused funds, will be cleared on the last working day before the first day of instruction each quarter. Users are encouraged to only add the amount necessary for their printing needs to avoid the loss of funds when accounts are cleared. Refunds of unused account balances are not possible.

**Guest Accounts** (community, CWU & Heritage students)

**General** – Printing is available to non-BBCC users for a fee. Guest accounts and passwords can be created when the print function is activated. These accounts are created with a zero balance. Money can then be added at the Printer Cash Machine in the library using the ID number assigned when the account is created. Guest users also receive an email notifying them of their ID number for future reference.

**Clearance Notice** - All printing account balances, including those with unused funds, will be cleared June 30 each year. Users are encouraged to only add the amount necessary for their printing needs to avoid the loss of funds when accounts are cleared. Refunds of unused account balances are not possible. Any funds cleared will be donated to the college's cost printing recovery efforts.

**Account Removal** – Guest accounts showing no activity for two months or more will be removed from the system when accounts are cleared June 30 of each year.

**Shared Accounts**

Some BBCC departments and programs have shared accounts for student use (CBIS, Heritage guest, Workfirst, etc.). Those departments will be responsible for the costs of printing associated with these accounts.

### **Faculty and Staff**

Currently, faculty and staff printing are not subject to charge back. However, all printing will be monitored and logged to assist BBCC managers in evaluating printing related policies and standards.

### **Student Workers**

Student workers will be assigned a BBCC network account specifically for their work related computer use, including printing. Supervisors are responsible for monitoring their workers to ensure the account isn't used for personal printing. Student workers are responsible for ensuring they are using their student worker account for work printing. No credit will be given for work related printing mistakenly performed under a student's personal account. Abuse of student worker computing accounts or printing privileges may result in the worker being billed for printing, loss of work related printing privileges, and/or removal of the student worker network account.

### **Printing Costs**

Printing costs are set by the college and are available via the pay-for-print system and are posted in appropriate locations. Printing costs are subject to change without notice.

Duplex (double sided) printing will be set as the default wherever possible. However, users are responsible for verifying that the duplex setting is selected before printing.

### **Adding Funds to Accounts**

Funds may be added to printing accounts using the Printer Cash Machine in the library. The machine accepts coins and bills. Large bills can be exchanged for smaller denominations at the Library Service Desk.

BBCC students use their Student ID numbers to add funds using the machine. Guests use the ID number provided by the pay-for-print system when their account is created.

### **Credits**

Only credit will be added to accounts for printer problems. Cash refunds are not possible.

**Printer Flaws and Errors** - ONLY print jobs that are below standard (e.g. crumpled, streaked, or low toner) due to printer malfunction will be credited back to printing accounts.

- immediately bring the damaged print job to the Library Service Desk or lab assistants working in the area you printed from
- the user account will be credited for the cost of the misprinted pages as soon as possible

**User Errors** - Credit will not be given for user related printing errors. (i.e. duplex instead of single sided, printing more pages than intended, full page printing of PowerPoint slides, poor formatting, odd printing due to web page frames, etc.)

## Print Management Procedure

<b>Description</b>	This procedure describes how the College will manage printing to comply with WAC 200-380-030 and RCW 43.19.742 and RCW 39.26.010.
<b>Paper Use Reduction</b>	<p>Wherever practical reports and information shall be distributed electronically, rather than printed. Catalogs shall not be printed, but shall be available electronically.</p> <p>The College shall conduct internal communication campaigns to encourage the conservation of resources through the reduction of paper usage.</p>
<b>Campus Printing</b>	Whenever practical and cost effective campus printing devices shall be used to produce prints and copies. Contracted printing shall only be employed when dictated by quality requirements or cost reduction. Campus print devices shall not be used for personal printing.
<b>Printer Default Settings</b>	<p>Campus printers shall employ the following default settings:</p> <ul style="list-style-type: none"><li>• Double sided printing</li><li>• Black and White printing</li><li>• Secure printing</li><li>• Banner sheet printing disabled</li></ul>
<b>Printer Management</b>	<p>Networked multifunction devices shall be used to the maximum extent practicable for printing and shall be strategically placed to minimize the number of devices. Individual printers shall not be procured for employee use unless required for:</p> <ul style="list-style-type: none"><li>• Customer service, i.e. the employee's leaving the workstation will negatively impact the customer's experience.</li><li>• Legal reasons</li><li>• Operational efficiency</li></ul>
<b>Contracted Printing</b>	In addition to conforming to State procurement regulations the College shall obtain three quotes for any printing services whose cost exceeds \$1,000.
<b>Print Expenditure Tracking</b>	<ul style="list-style-type: none"><li>• Purchasers of print services shall appropriately code print expenses.</li><li>• Finance shall track all printing expenditures and annually compare changes in print expenses.</li><li>• Information Services shall be responsible for tracking the total number of annual prints for Black and White and Color printing and for determining the cost per page for all prints generated by campus printers.</li></ul>



## Print Management Procedure

### Reference Data

<b>Process Owner</b>	Director of Finance	<b>Approved By</b>	Executive Team
<b>Procedure Number</b>		<b>Approval Date</b>	6/29/16
<b>Board Policy</b>		<b>Effective Date</b>	
<b>Regulatory Authorities</b>	WAC 200-380-030 RCW 43.169.742 RCW 39.26.010	<b>Review Date</b> (3 yr. cycle)	
<b>Key Stakeholders</b>	Finance Director, Budget Authorities	<b>Key Words</b>	Printing
<b>History</b>	Version 1: 6/29/16		

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# Print Management Procedure

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<b>Key Stakeholders</b>	Finance Director, Budget Authorities	<b>Key Words</b>	Printing
<b>History</b>	Version 1: 6/29/16		

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## **CWU Green Printing (PaperCut)**

### **Purpose**

These guidelines and procedures are established to address House Bill 2287 concerning paper conservation. Each state agency, by July 1, 2010, is required to develop and implement a paper conservation program. Central Washington University uses a Green Printing system on campus. This system encourages responsible use of print resources and decreased print waste.

### **Student Accounts**

General - These policies only apply to printing in the labs, and select printers in the Brooks Library and the SURC. Printing is a service provided by the Tech Fee Committee for students. Students log into the Green Printing system using their My CWU credentials. Each quarter, each registered student will be provided with \$10 of printing credit. An additional \$5 of credit will be added to each student's account to cover printing errors such as paper jams, poor print quality, or any other printing or technical issue related to printing. Both credits will automatically be added to the accounts on the last working day before the first day of instruction each quarter. When both credits have been exhausted, students will be required to add additional credit to their accounts using an Add Value Station.

Yearly Clearance - Unused printing account balances expire and are cleared on August 30th of each year. Unused balances carry no cash value, and cannot be refunded, sold, or transferred to another user. Any credit left on any accounts belongs to the Student Tech Fee Committee.

### **Public Accounts (community)**

General - Printing is available to the general public for a fee. Public accounts and passwords can be created when a member of the public attempts to print. These accounts are created with a zero balance. Credit can be added at an Add Value Station located in the Brooks Library using the username and password assigned when the account is created. Public users also receive an email notifying them of their username for future reference.

Clearance Notice - Printing account balances, including those with unused funds, will be cleared August 30th of each year, if the account has not been active for more than 90 days. Public users are encouraged to only add the amount necessary for their printing needs to avoid the loss of funds when accounts are cleared. Refunds of unused account balances are not possible. Any funds cleared will be donated to the Tech Fee Committee.

Account Removal - Public accounts showing no activity for 90 days or more will be removed from the system on August 30th of each year.

### **Faculty and Staff**

General - These policies only apply to printing in the labs, and select printers in the Brooks Library and the SURC. Printing is available to CWU faculty and staff members at no cost. Faculty and staff will be assigned quota of \$0. Faculty and staff accounts will be allowed to maintain a negative balance. This means faculty and staff are not required to add credit to their accounts in order to continue printing. This feature is primarily provided as a monitoring tool, so faculty and staff can monitor their own printing usage.

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Clearance Notice - Faculty and staff balances will be cleared on August 30th of each year. Refunds of unused account balances are not possible. Any credit left on any accounts belongs to the Student Tech Fee Committee.

## **Printing Costs**

Printing costs are set by CWU. Printing rates are available via the Green Printing system and posted in appropriate locations. Printing costs are subject to change with 90 day notice. Duplex (double sided) printing will be set as the default wherever possible. However, users are responsible for verifying that the duplex setting is selected before printing.

[CWU Green Printing Pricing](#)

## **Adding Funds to Accounts**

Funds may be added to printing accounts using an Add Value Station in the Brooks Library. These machines accept coins and bills. Public users use the username and password provided by the Green Printing system when their account was created. Students, faculty, and staff will use their My CWU credentials.

## **Credits**

Cash Refunds are Not Possible.

Printer Flaws and Errors - No refunds will be given for miss prints, printer jams, or any other printing or technical issue related to printing. An additional \$5.00 / quarter printing credit has been provided to cover these situations.

User Errors - Credit will not be given for user related printing errors. (i.e. duplex instead of single sided, printing more pages than intended, full page printing of PowerPoint slides, poor formatting, odd printing due to web page frames, etc.) An additional \$5.00 / quarter printing credit has been provided to cover these situations.

[CWU Green Printing Pricing](#)

[Student Instructions](#)

[General Public Instructions](#)

**Source URL:** <http://www.cwu.edu/its-css/cwu-green-printing>

## Printer Connection Policy

INFORMATION SERVICES DEPARTMENT

<b>Title: Printer Connection Policy</b>	<b>Number: PL416.0</b>	<b>Eff: 7/1/10</b> <b>Rev: 7/6/10</b>
<b>Purpose:</b> The purpose of this policy is to outline supported connection options for printers.		
<b>Policy:</b> <i>Desktop Printers</i>  Desktop printers are defined as low-volume printers typically dedicated to a single workstation. Desktop printers may be directly connected to the workstation via a cable interface such as USB or IEEE 1394 (FireWire) or via a Bluetooth wireless interface. Desktop printers are discouraged for reasons of efficiency.  <i>Shared Printers</i>  Shared printers are defined as high-volume high-speed printers typically accessed by many workstations over a network. Shared printers have an embedded print server and are to be directly connected to the CWU network via Ethernet. Shared printers, especially ones of the multifunction variety, are recommended over desktop printers.  For network-attached printers, WiFi is not a supported connection option. The CWU wireless network is designed for mobility and as a complement to the wireless network. As such it has significant bandwidth limitations and no guarantee of reliability. Network printers are stationary and can generate high-volume traffic inappropriate for a wireless network. They also require a reliable connection and cannot tolerate connectivity problems inherent in a wireless network. For these reasons, network printers will only be approved for purchase and connection to the CWU network if they have an Ethernet interface  Any network-attached printer must support the DHCP protocol for automatic acquisition of its IP address and associated networking configuration. Furthermore, it must support the Line Printer Daemon (LDP) protocol, TCP raw printing (port 9100) or Internet Printing Protocol (IPP) for accepting print jobs. Approved printer languages include PostScript 3 or higher and PCL 6 or higher.		

**Source URL:** <https://www.cwu.edu/its/printer-connection-policy>



# Information Services

## IT Services Service Level Agreement

September 2016

Rev. 13 March, 2017

## Service Level Agreement

### Introduction

This service level agreement (SLA) describes the information technology (IT) services that Information Services (IS) delivers and sets service delivery goals that customers can expect to receive. IS will periodically report on its progress toward meeting service delivery goals.

### Mission

The Information Services Department provides quality Information Technology (IT) services and systems to meet the current and future information technology requirements of Central Washington University's students, faculty, and staff in support of the academic mission of the University.

### Purpose

The campus community depends on equipment, software and services that are provided, maintained and supported by Information Services. Some of these items are of critical importance to the university's mission.

This SLA sets out:

- the services that IS will provide to the students, faculty and staff;
- the overall standard which IS aims to achieve in the provisioning of these services;
- a mechanism for resolving any problems relating to the delivery of the services.

### Dates and Reviews

The agreement begins on 7/1/16 and will run for a period of 12 months. It may be reviewed at any point, by mutual agreement. It may also be reviewed if there are any changes to the campus community's requirements.

### Equipment, Software and Services

This SLA covers the equipment, software and services in Table 3 below. This list may be updated at any time with agreement from both University Cabinet and Information Services.



**Performance**

In order to provide optimal first-level support service to all departments, CWU community members should use the online Service Catalog or contact the CWU Service Desk.

**IS Service Desk Contact**

Email: “[CWU Service Desk](#)” (Address Book) or [CWUServiceDesk@cwu.edu](mailto:CWUServiceDesk@cwu.edu) (Internet)

Phone: (509) 963-2001

Service Catalog: <https://cwu.teamdynamix.com/TDClient/Home/>

Website: <http://www.cwu.edu/its-helpdesk/>

In person: Ground Floor, Bouillon Hall, Room 101 or Library ARC

**Hours of Operation:**

Monday to Thursday, 7:00 am to 8:00 pm; Friday 7:00 am to 5:00 pm

Quarter Breaks (Winter, Spring, Summer): 7:00 am to 5:00 pm

**Reporting**

Information Services reports its progress toward meeting service delivery goals each quarter. The following reports will be published in support of SLA goals and other key performance indicators:

<b>Incidents:</b>	Average Resolution Time
<b>Service Requests:</b>	Average Resolution Time
<b>Tickets Opened:</b>	Total Per Month
<b>Tickets closed:</b>	Total Per Month
<b>Resolved at Tier 1:</b>	Total Per Month
<b>Average Tickets per User</b>	Per Month
<b>Custer satisfaction Survey results:</b>	Percentage by Response Category per Month

**Commitment to Customer Service**

Information Services is committed to 100% satisfaction from its customers. To that end, IS provides the best possible service and works with customers to deliver solutions that derive the best possible business outcomes. IS welcomes customer governance and engaged business partners to ensure IT services are aligned with Business needs.

**Support Available**

Information Services provides support for the IT Services delivered at the “*Recommended*” and “*Supported*” levels as noted below in Table 1 below. Table 1 shows the level of support as it relates to standards, guidelines and recommendations.

Support Level	Support Available
Recommended	<ul style="list-style-type: none"> <li>• Full Support Available</li> <li>• High Priority</li> <li>• Training Available</li> </ul>
Supported	<ul style="list-style-type: none"> <li>• Full Support Usually Available</li> <li>• Medium Priority</li> </ul>





Support Level	Support Available
Acknowledged	<ul style="list-style-type: none"> <li>• Training May Be Available</li> <li>• Limited Support Available</li> <li>• Low Priority/Best Effort</li> <li>• No Training Available</li> </ul>
Discouraged	<ul style="list-style-type: none"> <li>• Product/Practice Not Recommended</li> <li>• No Support</li> <li>• No Training Available</li> </ul>
Prohibited	<ul style="list-style-type: none"> <li>• Product/Practice will be removed</li> <li>• Notification to Supervisor as appropriate</li> </ul>

Table 1

Sourcing of external support services for products or practices at the “*Acknowledged*” and “*Discouraged*” levels, will be undertaken by the requesting department and at the expense of the requesting department.

Support services provided by IS for product or practices listed as “*Acknowledged*” will be limited subject to available IS resources.

“*Prohibited*” services are those that introduce unacceptable risk into the computing environment, creating potential for the compromise of electronic data, not meeting regulatory compliance, increased operational costs, and/or the sustainability of the computing environment. IS will work with Departments and Programs to determine if an exception can be made.

## Service Availability & Incident Response

Members of the CWU Community should contact the CWU Service Desk in the first instance of an incident or problem with an IT Service. The CWU Service Desk staff will either respond directly or if needed, refer the incident or problem to the responsible IS team. The CWU Service Desk performs “Tier 1” support services for all IS services whereby common break/fix, incident resolution or how-to’s are immediately addressed. Incidents unable to be resolved at “Tier 1” are escalated as “Tier 2” requests. “Tier 2” Incidents are received by the responsible technology team for resolution. Incidents and problems are prioritized according to the matrix found in **Appendix A**.

### Service Disruption:

In the event of an Incident or Problem disrupting an IT service and the CWU Service Desk is contacted, IS will acknowledge contact within 15 minutes and provide a solution/work-around within 2 hours. If the outage is due to services outside of IS’s control, then IS will inform stakeholders of resolution status.

IT Service	Response Time	Resolution Time
Service Affecting Outage reported to CWU Service Desk	15 min.	2 hours

Table 2



## Services and Service Requests

Information Services delivers a wide range of IT services that provides many services. Members of the CWU community should contact the CWU Service Desk to initiate a new Service Request. Those requesting IT Services can expect the following Service Request delivery times for routine, medium-to-low priority requests. Emergency and immediate-need requests will be prioritized accordingly. Service Requests are created in the request tracking system, customers receive notification, and the request is assigned to the appropriate technology team. This SLA outlines customer expectation for service request delivery

IT Service Request	Response Time	Request Resolution Time	Support Level
<b>IS Computer Support Services &amp; Service Desk</b>			
CWU Service Desk	15 min.	Same Day	Recommended
CWU Mobile Device Support	15 min.	Same Day	Recommended
Personal Mobile Devices Support (iPads, Tablets, Cell phones.)	15 min.	Same Day	Acknowledged
Instructional Computing Support (Classrooms, Labs, Conference, Meeting rooms)	15 min.	Same Day	Recommended
CWU Computer Health Check	15 mins	Same Day	Recommended
Personal Laptops	15 mins	Same Day	Acknowledged
CWU Computer Repair Services (PC, MAC, parts/repair, swap, imaging)	15 min.	3 Business Days	Recommended
CWU Computer Refresh/Recycle/Surplus	15 min.	3 Business Days (in stock)	Recommended
Desktop Software Management	15 min.	Same Day	Recommended
RESNET Services (DSL Modem Support)	15 min.	5 Business Days	Supported
RESNET Support	15 min.	2 Business Days	Recommended
CWU Printer Services	15 min.	Same Day	Recommended
Personally owned Printers	15 min.	2 Business Days	Acknowledged
Game Consoles	15 min.	2 Business Days	Acknowledged
CWU Cell Phone Support	15 min.	2 Business Days	Recommended
Business Auxiliaries System Support	15 min.	4 weeks (scope dependent)	Recommended
Phone/Computer Moves	15 min	2 Business Days	Recommended
Qualtrics survey service	15 min	2 Business Days	Acknowledged



IT Service Request	Response Time	Request Resolution Time	Support Level
<b>IS Networks &amp; Operations Department</b>			
E-mail, Students	15 min.	2 Business Days	Recommended
E-mail, Faculty/Staff	15 min.	2 Business Days	Recommended
Calendaring, E-Mail	15 min.	2 Business Days	Recommended
Scheduling, Campus (Live25)	15 min.	1 Business Day	Recommended
Accounts & Shared Folder Access	15 min.	1 Business Day	Recommended
Voice & Phone Services	15 min.	2 Business Days	Recommended
Network Services, LAN/WAN/MAN	15 min.	2 Business Days	Recommended
Network Services, Internet	15 min.	2 Business Days	Recommended
Network Services, Wi-Fi	15 min.	2 Business Days	Recommended
Live Event Services	15 min.	10 Business Days	Recommended
Remote Access Services	15 min.	2 Business Days	Recommended
Data Storage Services	15 min.	5 Business Days	Recommended
Skype & Office365 Services	15 min.	2 Business Days	Recommended
File Recovery (within 30 days)	15 min.	1 Business Day	Recommended
Disaster Recovery	15 min.	Best Effort	Recommended
Data and File Transfers	15 min.	5 Business Days	Recommended
Emergency Notifications (Desktop Alerts)	Immediate	Immediate	Recommended
Secure File Transfer (SFTP)	15 min.	5 Business Days	Recommended
Web Services	15 min.	4 weeks (scope dependent)	Recommended
<b>IS Enterprise Applications Department</b>			
Application Assistance and Support	15 min.	2 hours	Recommended
Application Enhancement	15min.	6 weeks (scope dependent)	Recommended
Application Business Process Design	15min	1 week (scope dependent)	Recommended
Query/Data Request	15min.	8 hours	Recommended
<b>IS Security Services Department</b>			
MyCWU Access	15min.	1 Business Day	Recommended
CatPlan Access	15min.	1 Business Day	Recommended
Security Awareness/Education	15 min.	3 Business Days	Recommended
HIPAA Compliance Support	15 min.	5 Business Days	Recommended
PCI Compliance Support	15 min.	5 Business Days	Recommended
FERPA Compliance Support	15 min.	5 Business Days	Recommended
Security Incident Management	15 min.	1 Business Day	Recommended

**Table 3**



## Other IT Systems Supported by CWU Departments

The following IT services are provided by CWU entities often times in partnership with Information Services. Information Services provides IT infrastructure to Departmental and Program customers but does not provide direct functional or application support. However, IS provides the CWU Service Desk, “Best Effort” support, redirects members of the CWU Community to the appropriate service provider. Table 4 below lists the most common IT services supported by other CWU departments.

IT Service	CWU Department	IS Support Level
Canvas	Multimodal Learning	Acknowledged
Faculty 180	Provost	Acknowledged
Panopto (Lecture capture)	Multimodal Learning	Acknowledged
MediaAMP (Streaming media)	Multimodal Learning	Acknowledged
Turnitin (Plagiarism detection)	Multimodal Learning	Acknowledged
Respondus (Online exams)	Multimodal Learning	Acknowledged
Collaborate (Web conferencing)	Multimodal Learning	Acknowledged
Webex (Distance education)	Multimodal Learning	Acknowledged
Campus-Wide Emergency Alerts (Phone, Cell Phone, Text)	Police & Parking Services	Acknowledged
Enterprise Digital Content (Electronic Displays, Signage)	Facilities, Public Affairs	Acknowledged
ILS & Research Services	Brooks Library	Acknowledged
BlackBaud, Ruffalo Cody, Razor’s Edge	University Advancement/Foundation	Acknowledged
Workamajig	Public Affairs	Acknowledged
File Maker Pro (Chemical DB)	Chemistry	Acknowledged
Library Student Lab	Library Services	Acknowledged
Computer Science Student Lab	Department	Acknowledged
Chrome Books/Android Tablets	Health Center/COTS/Housing	Acknowledged
Campus CE	Continuing Education	Acknowledged
Fingerprint system	ECTL	Acknowledged
Hobson's	Admissions	Acknowledged



IT Service	CWU Department	IS Support Level
ITAM Lab (Shaw-Smyser)	ITAM	Acknowledged
CWU Web Site	Public Affairs	Acknowledged
Vendini (ticket purchases)	Scheduling Center	Acknowledged
Acculog/Curriculog	Registrar	Acknowledged
PANGA	Geology	Acknowledged
GIS (Geology)	Geology	Acknowledged

Table 4

### Prohibited & Discouraged Services

Information Services discourages the use of the following IT services and will work to remove from the CWU computing environment as they pose a risk to data and operational integrity due to the lack of security updates, patches, etc. and increase overall operational support costs. IS will work with Departments and Programs to determine if an exception can be made. Table 5 lists the most common, disruptive technologies.

IT Service	IS Support Level
Out of Life-Cycle Software	Prohibited
Out of Life-Cycle Hardware	Discouraged
Malware, Spyware, Spoofing Tools	Prohibited
Copyright infringement software	Prohibited
Peer to peer networking, Bit Torrent (.rar)	Prohibited
Pirated, unlicensed software	Prohibited
Ink Jet Printers for CWU use	Discouraged
Wi-Fi Printers for CWU use	Discouraged
Unauthorized Wi-Fi Access Points	Prohibited
Email Readers other than Outlook or Browser based	Discouraged
Email relay services	Prohibited

Table 5



## Appendix A: Incident Prioritization Matrix:

Members of the CWU Community should contact the CWU Service Desk in the first instance of an incident or problem with an IT Service. The CWU Service Desk staff will either respond directly or if needed, refer the incident or problem to the responsible IS team or CWU department. The CWU Service Desk performs “Tier 1” support services for all IS services whereby common break/fix, incident resolution or how-to’s are immediately addressed. Incidents unable to be resolved at “Tier 1” are escalated as “Tier 2” requests. “Tier 2” Incidents are received by the responsible technology team for resolution. Incidents and problems addressed by IS are prioritized according to this matrix:

SLA Clock Runs  <b>Priority</b>  Target Resolution	Critical Impact <ul style="list-style-type: none"> <li>Campus-wide service down</li> <li>Multiple locations' service completely down during operating hours</li> <li>Impacts instruction</li> <li>&gt;250 individuals</li> </ul>	Major Impact <ul style="list-style-type: none"> <li>Campus-wide service working, but degraded performance or function</li> <li>Single location's service completely down during operating hours</li> <li>10 - 250 individuals</li> </ul>	Minor Impact <ul style="list-style-type: none"> <li>Single location's service degraded</li> <li>Development or test service impact in non-critical period</li> <li>Single/few users affected</li> <li>2-10 individuals</li> </ul>	Small Impact <ul style="list-style-type: none"> <li>Outside of service's operating hours</li> <li>Effects only IT Services operations</li> <li>Single individual</li> </ul>
<b>Immediate Urgency</b> <ul style="list-style-type: none"> <li>No viable alternative solution</li> <li>Caller indicates "emergency"</li> <li>High financial/reputation risk or implications</li> </ul>	24x7  <b>1</b>  <b>Major Incident</b>  2hrs	24x7  <b>2</b>  <b>Major Incident if SLA Breached</b>  4hrs	24x7  <b>3</b>  24hrs	Bus Hrs  <b>4</b>  2 days
<b>High Urgency</b> <ul style="list-style-type: none"> <li>Complex alternative solution</li> <li>Medium financial/reputation risk or implications</li> </ul>	24x7  <b>2</b>  <b>Major Incident if SLA Breached</b>  4hrs	24x7  <b>3</b>  24hrs	Bus Hrs  <b>4</b>  2 days	Bus Hrs  <b>4</b>  2 days
<b>Medium Urgency</b> <ul style="list-style-type: none"> <li>Complex alternative solution</li> <li>Intermittent</li> <li>Workaround is disruptive/risky</li> <li>Low financial/reputation risk or implications</li> </ul>	24x7  <b>3</b>  24hrs  Bus Hrs	Bus Hrs  <b>4</b>  2 days  Bus Hrs	Bus Hrs  <b>4</b>  2 days  Bus Hrs	Bus Hrs  <b>5</b>  7 days  Bus Hrs
<b>Low Urgency</b> <ul style="list-style-type: none"> <li>Easy alternative solution</li> <li>Failover in place</li> <li>Not service disrupting (yet)</li> </ul>	<b>4</b>  2 days	<b>4</b>  2 days	<b>5</b>  7 days	<b>5</b>  7 days

 <p><b>POLICY</b></p>	Applicability <b>Department Wide</b>		
	Effective Date <b>August 1, 2017</b>	Page Number 1 of 4	Policy Number <b>8.1.2017</b>
	<b>Print Management</b>		

**Approved**



Allyson Brooks, Director  
 State Historic Preservation Officer

8/22/17  
 Date Signed

**Purpose**

The purpose of the Print Management policy is to establish Agency-wide best business practices and to facilitate expenditures reductions related to print production.

**Policy**

The Department of Archaeology and Historic Preservation (DAHP) will use the Department of Enterprise Services (DES) Master Contract Usage Agreements for leasing and purchasing print equipment and supplies at the rates specified in the State negotiated pricing.

**Standards**

- I. Maintenance contracts for printers and copiers will be provided by active vendors on the Master Contract list.
- II. The DAHP shall consult with DES Printing for large volume printing and binding projects.
- III. Surplus Request Management System (SRMS) will be utilized to surplus all retired printing equipment.
- IV. DAHP Director (or designee) will educate staff on printing standards and guidelines annually.
- V. DAHP will follow the below printing standards:
  - a. Utilize secure print to prevent erroneous prints.
  - b. Disable banner sheet printing in internet browser settings.
  - c. Set print driver defaults to double-sided printing.
  - d. Set print driver defaults to black and white printing.
  - e. DAHP will purchase and use standardized envelopes through DES.
- VI. All DAHP printers and copiers will be inventoried and tagged with Washington State equipment tags supplied by the Department of Enterprise Services; except leased multifunction machines.

 <p><b>POLICY</b></p>	Applicability <b>Department Wide</b>		
	Effective Date <b>August 1, 2017</b>	Page Number 2 of 4	Policy Number <b>8.1.2017</b>
	<b>Print Management</b>		

VII. DAHP will report printing cost to DES annually.

VIII. DAHP will determine baseline costs associated with print production.

## Procedures

- I. The Director shall appoint a designee and designee backups to track baseline cost data and report annually to DES.
- II. Designee shall collect the following data and report findings annually to DES.
  1. Delegated DAHP staff shall:
    - Catalog DAHP Printer fleet.
    - Remove or network any single function desktop printers that are not networked.
    - Work with DES to compare invoices and verify usage costs.
    - Create a spreadsheet of all leased/owned printers and copier.
  2. Collected data shall include:
    - Monthly DES Contract management costs associated with printing contracts
    - Monthly equipment lease costs
    - Associated usage click charges
    - Meter reads from each device on the 1<sup>st</sup> business day of every month
    - Paper purchased for printer fleet
      - a. Preprinted letterhead purchases
      - b. Blank
      - c. Color
    - Fax lines costs
    - Monthly rental expenditures for floor space allocated to printer and copiers
    - Repairs and maintenance
    - Monthly charges invoiced by Consolidated Mail Services for mailing printed documents.



 <p><b>POLICY</b></p>	Applicability <b>Department Wide</b>		
	Effective Date <b>August 1, 2017</b>	Page Number 3 of 4	Policy Number <b>8.1.2017</b>
	<p><b>Print Management</b></p>		

- Electricity using DES’s average power consumption cost of \$27 per month per machine based on a per machine usage of 1920 watts at 5 hours per day @ \$0.0946/kWh.
- DAHP FTEs delegated to managing printer fleet

### Definitions

None.

### References

Requirement to utilize print management contracts—Exemptions. [RCW 43.19.733](#) through 43.19.757

Print shop services—Bid solicitations—Confidential information. [RCW 43.19.736](#)

Reducing costs—Agencies to consult with department. [RCW 43.19.739](#)

Agency management of print operations—Department rules and guidelines. [RCW 43.19.742](#)

Agency use of envelopes—Standardization. [RCW 43.19.745](#)

Public printing for state agencies and municipal corporations—Exceptions to in-state requirements. [RCW 43.19.748](#)

Public printing for state agencies and municipal corporations—Allowance of claims. [RCW 43.19.751](#)

Public printing for state agencies and municipal corporations—Contracts for out-of-state work. [RCW 43.19.754](#)

Public printing for state agencies and municipal corporations—Quality and workmanship requirements. [RCW 43.19.757](#)

Department of Enterprise Services (DES) Guidelines for Managing Print Operations – [Guidelines](#)

Print Management – [Chapter 200-380 WAC](#)

### Attachments

None.

### DAHP Forms

None.

## Policy: Information Technology 5.1.5

### Using Managed Print Services

**Subject matter expert:** Managed Print Services Contract Manager, Administrative Services Division

**Effective date:** 11/30/2015

**Next review date:** 11/30/2018

**Reference:** [RCW 43.19.733](#)

**Accompanying procedure:** [5.1.5a](#)

This policy applies to all Department of Licensing (DOL) employees who print or copy paper records.

This policy does *not* apply to print jobs that DOL outsources to the Department of Enterprise Services or private vendors.

#### Policy

**1. The Chief Administrative Officer (CAO) will assign a Contract Specialist as the Contract Manager for the [managed print services](#) contract.**

The [Contract Manager](#) will:

- Be the primary contact with the managed print services vendor.
- Oversee contract related activities.
- Monitor contract performance and costs.
- Coordinate and monitor managed print services exception requests.

**2. Managers will obtain approval for exceptions to using [centralized printing](#) from the CAO.**

The manager will:

- Follow [Requesting a Managed Print Services Exception](#) procedure.
- Provide the reason why centralized printers do not meet the business need or reasonable accommodation.

**3. Employees will use managed print best practices.**

The employee will:

- Only print or make paper copies when necessary for work.

- Set print defaults to double sided and black and white.
- Use the secure print option for all print jobs when available.

## Definitions

**Centralized Printing:** Locating print devices in an area to maximize use.

**Contract Manager:** An employee assigned by a division to work a contract in conjunction with a Contracts Specialist. They are named in the contract to oversee day-to-day contract related activities and monitor contractor performance.

**Managed Print Services (MPS):** The best use of printers, copiers and business processes to minimize overall printing costs.

**Secure Print:** A print setting that makes sure that a print job is released only to the person printing.

**X**

\_\_\_\_\_  
Director signature

\_\_\_\_\_  
Date

**Procedure: Information Technology 5.1.5a**

**Requesting an Exception to Managed Print Services Standards**

**Subject matter expert:** Managed Print Services Contract Manager, Administrative Services

**Effective date:** 2/10/2017      **Next review date:** 11/30/2018

**Reference:** [RCW 43.19.733](#)      **Accompanying policy:** [5.1.5](#)

<b>Action by:</b>	<b>Action:</b>
Requesting Manager	<ol style="list-style-type: none"> <li>1. Reviews the <a href="#">Using Managed Print Services</a> policy and <a href="#">Managed Print Services Standard and Exceptions</a> document to make sure the request meets agency requirements.</li> <li>2. Completes a <a href="#">Managed Print Services Exception Form</a>.</li> <li>3. Sends completed form to DOL Help Desk.</li> </ol>
DOL Help Desk	<ol style="list-style-type: none"> <li>4. Reviews to make sure the exception request contains all required information.</li> <li>5. Sends service ticket to Managed Print Services Vendor.</li> </ol>
Managed Print Services Vendor	<ol style="list-style-type: none"> <li>6. Conducts an assessment of the print environment and the exception request.</li> <li>7. Sends recommendation to Chief Administrative Officer or Designee.</li> </ol>
Chief Administrative Officer (CAO) or Designee	<ol style="list-style-type: none"> <li>8. Approves or disapproves vendor’s recommendation.</li> <li>9. Returns to Managed Print Services Vendor and Requesting Manager.</li> </ol>
Managed Print Services Vendor	<ol style="list-style-type: none"> <li>10. If CAO or designee approves exception, completes request.</li> <li>11. Closes service ticket with DOL Help Desk.</li> </ol>



## Setup Your ID Badge

The following steps should be completed on your local printer.

1. On the printer touchscreen, Press the “FollowMe” Icon
2. Press “Username” and enter your DOL username
3. Press “Select”
4. Press “Password” and enter your DOL password
5. Press “Select”
6. Press “Login” at the lower right corner of the touchscreen
7. Press “Enroll” at the lower left corner of the touchscreen
8. Tap your DOL ID badge on the FollowMe proximity card reader. Badge enrollment will automatically be finished
9. To log out of the MFD, tap your DOL ID badge on the FollowMe proximity card reader

\* Enrollment only required for first time use.

**Note: Tap the “SHIFT” key once to access capitalized letters and special characters. The “SHIFT” key does not need to be held down. Letters and numbers will highlight in blue when pressed.**

## Print to FollowMe from your Computer

- The FollowMe Print Driver has already been installed on your computer by the DOL Help Desk team.
- To set the FollowMe Print Driver as your default:
  1. Go to your Computer’s Start Menu
  2. Open the Control Panel.
  3. Select Devices and Printers.
  4. Right click on the printer icon with **FOLLOWME** in the title. Select “Set as default Printer.” Your default printer will a green circle with a check mark on it. Exit the Control Panel.
- Any print jobs submitted to this print queue will now be accessible at any FollowMe enabled printer at your site.
- If you have any problems setting your new default, please contact your local MPS Key Contact or the DOL Help Desk.

## Printer Toner FAQs

Automated toner ordering – also known as Proactive Toner Management (PTM) is part of DOL’s Managed Print Services. PTM will automatically monitor toner levels on networked devices and notify Woodburn when levels are low so they can install the toner (Olympia and Tumwater only) or ship new toner to the office where the printer is located.

### FREQUENTLY ASKED QUESTIONS

#### **How does the Proactive Toner Management (PCM) process work?**

The PTM process automatically monitors and manages toner replacement. Each printer is setup to send toner level alerts to Woodburn. Woodburn collects the alerts, validates the need for a toner against a set of business rules (e.g., when the last alert was received, number of pages printed by the device, etc.), and if validated, toner will be installed (or shipped, if outside the core sites). Woodburn will communicate with MPS key contacts, as needed.

#### **What are the benefits of Proactive Toner Management (PCM)?**

DOL will benefit from PTM by eliminating manual orders, decreasing staff time spent managing toner, increase proactive service repair, and support sustainability.

#### **At what level will the printer notify Woodburn?**

Currently, each printer is set at a threshold when toner are low, but not fully depleted, giving time for order processing, shipping and receiving/installation. This level is currently set at 15% for the Core sites.

Woodburn’s systems are learning our habits and print levels so that future alerts will be based on individualized location by location usage. Then, toner will be shipped based on ‘days remaining.’

#### **The printer shows a low toner message – What does that alert mean?**

Each printer has been set to present a low toner message when toner is below 10%. If you see a low toner message on the printer, your MPS Key Contact should place a service ticket with the DOL Help Desk ([HLBHELP@DOL.WA.GOV](mailto:HLBHELP@DOL.WA.GOV)) including the Woodburn printer ID and which toner color shows low. Generally, Woodburn is able to provide same day delivery.

#### **What happens if I don’t receive a toner cartridge?**

In the event of a faulty toner cartridge, lost shipment, or some other issue surrounding the order, your MPS Key Contact should contact the DOL Help Desk ([HLBHELP@DOL.WA.GOV](mailto:HLBHELP@DOL.WA.GOV)) stating the problem and the Woodburn printer ID. Please call the Help Desk at 360-902-0111 for urgent requests.

#### **I need to print an important job and my printer is out of toner, what do I do?**

All sites have duplication so you can use another printer at the facility. For Core sites, FollowMe Print allows you to access to any printer on the DOL network. If your specific printer is unusable, your print job may be printed at an adjacent printer. If this happens, please also verify that your MPS Key Contact has contacted the DOL Help Desk ([HLBHELP@DOL.WA.GOV](mailto:HLBHELP@DOL.WA.GOV)) with the Woodburn printer ID and which toner color shows low.

#### **Do we have backup toner at our buildings?**

Each building will no longer have backup toner.

#### **Toner recycle boxes – what happened to them?**

The toner recycle boxes have been removed from all Core sites. Toner will be replaced by Woodburn staff, at which time Woodburn staff will also remove the spent toner.

If you have any questions, please contact the MPS Project Manager, Jhenifer Morfitt at 360-902-3606, [jmorfitt@dol.wa.gov](mailto:jmorfitt@dol.wa.gov) or the DOL Help Desk at 360-902-0111, [hlbhelp@dol.wa.gov](mailto:hlbhelp@dol.wa.gov) .

Jhm Updated 5/17

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## DNR Managed Print Services Print Policy/Guideline

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**Policy/Guideline Owner(s):** Ernie Bodoh, ISO Manager, ITD

**Contact(s):**

**Executive Sponsor(s):**

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### **Introduction/Background:**

The Department of Natural Resources (DNR) recently entered into a contract with Xerox to reduce the cost of business and increase efficiency through the optimization of our printer, copier, plotting, fax and scanning devices. Included in this contract the DNR will receive equipment with greater capabilities to potentially eliminate the need to utilize desktop devices and/or procure outside services to produce our complex, large print jobs. These changes will require everyone to think differently about the way we manage output of our jobs.

### **Purpose and Applicability:**

DNR recognizes that employees need to print in the course of doing work. DNR also recognizes its responsibility to discourage waste and to encourage cost effective and prudent use of all print resources. The purpose of this document is to establish a uniform process for the management of all output.

### **Policy Tracking and Education:**

The Xerox MPS solution has been implemented to enable DNR employees to be made aware of and how to make more responsible print decisions.

### **Scope:**

The following Print Policy/Guideline pertains to all copiers, printers, plotters, scanners, fax machines.

### **Responsibility:**

It is the responsibility of all DNR employees to manage print usage and its associated costs.

### **Program Default Parameters:**

The Washington State legislature mandated that all agencies with more than 1,000 FTEs move to a managed print service. The new managed print service will bring the DNR in compliance with this mandate while increasing the efficiencies of the agency. A secondary benefit will be derived from reducing cost of printing through management of our printing and our employees utilizing best practices of printing.

### **Reduce Paper Usage/Green Printing:**

- The preferred DNR communication and storage method is electronic. Printing should only be utilized where there are legal, client or other essential business requirements.
- All documents will be printed duplex to reduce paper and waste or impressions.
- Minimize the use of Fax machines. Scan and email and receive via email where possible. Faxing is more expensive than printing on the MFDs. There is no cost to scan a document.
- For all documents of more than 1-2 pages, direct your print to the MFDs located within your department. The costs of these pages are less expensive than personal printers.

### **Restricted Printing After Hours:**

- At the current time, the DNR does not have an active after hour's restricted printing policy in place. We do reserve the right to implement a policy if the need arises.

### Restricted Printing of Color:

- Print in black and white whenever possible. Color printing costs 4 times as much as black and white. Color should only be used for external presentations or communications. All color printing will be through the centrally located color devices.
- Printing e-mail documents will be only in black and white. Color printing is prohibited.

### Printing Cost Reduction:

- The Xerox MPS solution notification/recommendations for alternative printer will be selected to reduce the cost of the output.

### Production Print Center Redirection:

- For documents requiring a large number of copies of a document (greater than 100 pages), proof online digitally, proof a paper print to the departmental MFD. **If approved, go to <http://prt.wa.gov/> to submit your print job directly. Printing large numbers of documents or large documents in the production facility costs less than printing within your department. When looking at the prt.wa.gov web site for pricing, it's actually cheaper to do it ourselves, except for personnel time and equipment being tied up.**

### Submission Time:

- Large jobs are not allowed to run in the office during business hours (impressions greater than 100 submitted 9am to 5pm M-F). **For documents requiring large number of copies direct the print to <http://prt.wa.gov/>. Printing large numbers of documents or large documents in the production facility costs less than printing within your department.**

### Internet Printing:

- Printing from the Internet is discouraged. When you need information from the internet, save or print to a file. If you must print from the Internet only print in black and white and use the following guidelines:
  - Do not print the background - If you are printing a webpage using internet explorer, select Tools->Internet Options, select the 'Advanced' tab and in the 'Printing' section remove the check box in the 'print background colors and images' option.
  - Just select the area you want to print - If you do not want the whole document and need only a few paragraph or a few pages then just select those paragraphs or pages and print them. To print selected paragraphs, select the paragraphs and then select File->Print and in the 'page range' section check the 'Selection' radio button.

### Document Specific (Microsoft Word Document, Microsoft Excel Worksheet, Web Document, Text Document, Graphic Document, Adobe Acrobat Document, Rich Text Format, Microsoft Visio Document Etc.):

- General
  - Set your print defaults to low or draft resolution and duplex.
  - Proofread, spell check and "print preview" documents on the computer before printing.
  - After proofing online, print one copy, review and then make additional copies using the duplex copy function.
  - Turn hard copy documents into electronic documents by scanning them.
  - Convert frequently distributed files into portable document files (PDFs).
  - To reduce network traffic and storage requirements zip all larger documents or groups of documents prior to emailing.
  - Reduce margins and font size on less important documents.
  - Redesign documents to reduce length and save a page.
- Microsoft PowerPoint Presentation
  - PowerPoint presentations are usually lengthy and require a large amount of network and printing resources to print.
  - Whenever possible print in "outline" mode or handout mode with multiple pages on one page.
  - When presenting, decide which slides need a hard copy if any.
  - Use live meeting to share presentations vs. email or handouts.
  - Use a projector in meetings and provide the PowerPoint electronically either through a link in the internal SharePoint site or email as a last resort.
  - When designing PowerPoint presentations use white backgrounds vs. dark that require significantly more ink.
- Microsoft Outlook Document or e-mail system:
  - Printing e-mail document only in black and white. Color printing of e-mails is prohibited.



#### Procedure

- All office hardware purchasing requests must be processed and approved by the ITD ISO Manager.
- Equipment requests will be evaluated in line with business requirements, this Policy, and DNR office printing standards.

#### Compliance

- Compliance will be tracked on a monthly basis.
  - ✓ Compliance Goals
  - ✓ Use of preferred supplier rather than any alternate office equipment suppliers.
  - ✓ No procurement of any office equipment that has not been approved by Purchasing.
  - ✓ To be monitored via \_\_\_\_\_.
  - ✓ Goal 100% compliance.

#### Auditing

- The DNR ITD Procurement Manager will audit spend using the following reports:
  - ✓ Employee to Equipment Ratios
  - ✓ Cost savings versus previous expenditures Procedure

DRAFT

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<b>Title:</b> Managing Print Devices	<b>Number:</b> 4.6.2
<b>Contact Person's Title:</b> Chief Information Officer	<b>Sponsoring Division:</b> Information Services
<b>Phone Number:</b> 360-596-3792	<b>References:</b>
<b>Effective Date:</b> October 27, 2014	
<b>Approved:</b>  Carol K. Nelson, Director	
<b>Applies to:</b> All Employees	

**Purpose**

State law requires all agencies with over 1,000 employees to manage their print services including print devices in order to:

- Increase employee productivity and efficiency.
- Reduce print management costs.
- Decrease environmental impact.

**Managing Print Devices in the Department of Revenue**

Revenue uses the state Managed Print Services (MPS) contract to:

- Add or replace multi-function and single-function print devices which meet Revenue's business needs.
- Service print devices.

**Using Best Practices**

The agency's business needs including the following managed print best practices are considered when determining device capability and placement:

- Device to employee ratio.
- Device availability.
- Support for agency print volume needs.
- Support for agency key business functions and applications.
- Physical office layout.
- Proximity to users.
- Work environment.
- Total cost of ownership.

Personal print devices are not recognized by managed print services vendors as an industry best practice. Requests for personal print devices will be denied unless an exception has been approved by the requestor's Assistant Director or Senior Assistant Director, Deputy Director or Director. Exceptions may be allowed in cases where other types of print devices will not meet business needs.

## Responsibilities

Assistant Directors	<ul style="list-style-type: none"> <li>• Approve or deny requests for personal print devices.</li> <li>• Approve or deny requests for multi-function and network print devices.</li> <li>• Support the efficient use of print devices following best practices.</li> </ul>
Managers and Supervisors	<ul style="list-style-type: none"> <li>• Recommend approval or denial for requests of personal print devices.</li> <li>• Recommend approval or denial for requests of multi-function and network print devices.</li> <li>• Support the efficient use of print devices following best practices.</li> </ul>
Information Services, Service Desk	<ul style="list-style-type: none"> <li>• Acquire devices.</li> <li>• Serve as the initial point of contact for employees seeking technical support for managed print devices.</li> <li>• Manage the contract and oversee the support including escalation of technical issues to the MPS vendor.</li> <li>• Maintain and communicate the list of print management best practices.</li> <li>• Coordinate site surveys as required.</li> <li>• Provide educational training for end-users.</li> <li>• Periodically provide a report of print device usage for executive management.</li> <li>• Maintain a list of on-site contacts.</li> </ul>
Office Services, Purchasing Section	<ul style="list-style-type: none"> <li>• Review and approve/disapprove vendor invoices.</li> <li>• Track savings from managed print services.</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Support the efficient use of print devices.</li> <li>• Contact IS Service Desk for technical support of print devices.</li> </ul>
On-Site Contact	<ul style="list-style-type: none"> <li>• Office point of contact for print devices.</li> <li>• Replace toner cartridges.</li> </ul>

## Definitions

Personal Print Device	<ul style="list-style-type: none"> <li>• Non-network printer serving one employee. Also referred to as "desktop print devices".</li> </ul>
Multi-Function Device	<ul style="list-style-type: none"> <li>• Network device with multiple functions such as copying, scanning, faxing and serving multiple employees.</li> </ul>
Network Print Device	<ul style="list-style-type: none"> <li>• Single function network printer serving multiple employees.</li> </ul>
On-Site Contact	<ul style="list-style-type: none"> <li>• Office employee serving as the first point of contact at the location.</li> </ul>
Site Survey	<ul style="list-style-type: none"> <li>• Evaluation of work environment including:             <ul style="list-style-type: none"> <li>○ Device to employee ratio.</li> <li>○ Device availability.</li> <li>○ Print volume.</li> <li>○ Physical office layout.</li> <li>○ Device proximity.</li> </ul> </li> </ul>

**Other Laws  
and Related  
Resources**

Revised Code of Washington [43.19.733](#), Requirement to Utilize Print Management Contracts

Revised Code of Washington [43.19.742](#), Department Rules and Guidelines

Washington Administrative Code WAC [200-380](#), Print Management

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**Administrative  
Policy History**

New policy created October 2014

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Washington State  
Department of Social  
& Health Services



Secure PrintToMe



Copy



ScanToEmail

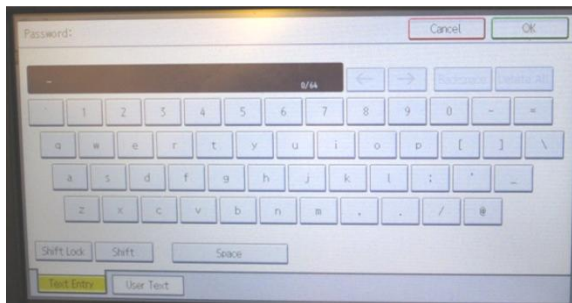
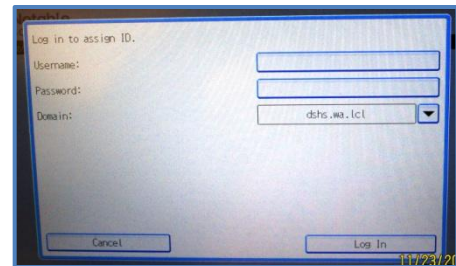
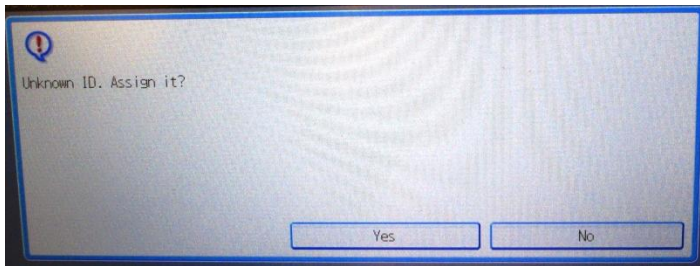
**RICOH**  
imagine. change.

# Using your ID Badge

Use your ID badge where available, this is the simplest method to log into the copier. To do this, you must first register your ID badge at a copier using your computer login and password.



1. Swipe your employee badge past mounted card reader. When asked “Unknown ID. Assign it?” Choose Yes



2. Press Username. The next screen has a keyboard. Enter your Windows login. Press OK. **To capitalize letters, tap the SHIFT key once per letter. Do NOT press for an extended period of time or use the SHIFT LOCK key.**
3. Press Password. The next screen has a keyboard. Enter your Windows password. Press OK. **To capitalize letters, tap the SHIFT key once per letter. Do NOT press for an extended period of time or use the SHIFT LOCK key.**
4. Press **Login** (from now on you will only need to swipe your badge when at the device). You can enter your User Name and Password if you don't have your badge as a 2<sup>nd</sup> option.
5. Don't forget to log out, once you are done using the device.

# Logging Off

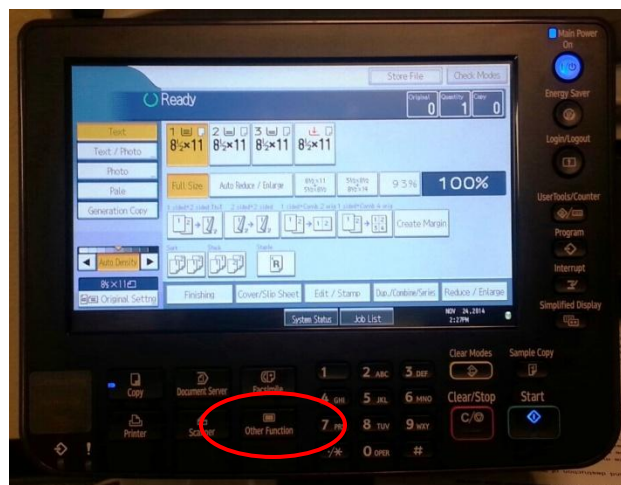
You can not log off from the faxing or copying screens. If you are in these screens you need to press the **SCANNER** button to return to the main MPS screen, and then either press LOGOUT or swipe your badge.

## Larger copiers



## Smaller SP5210SF copier

For this model, choose **OTHER FUNCTION** button to return to the main MPS screen, and then either press LOGOUT or swipe your badge.



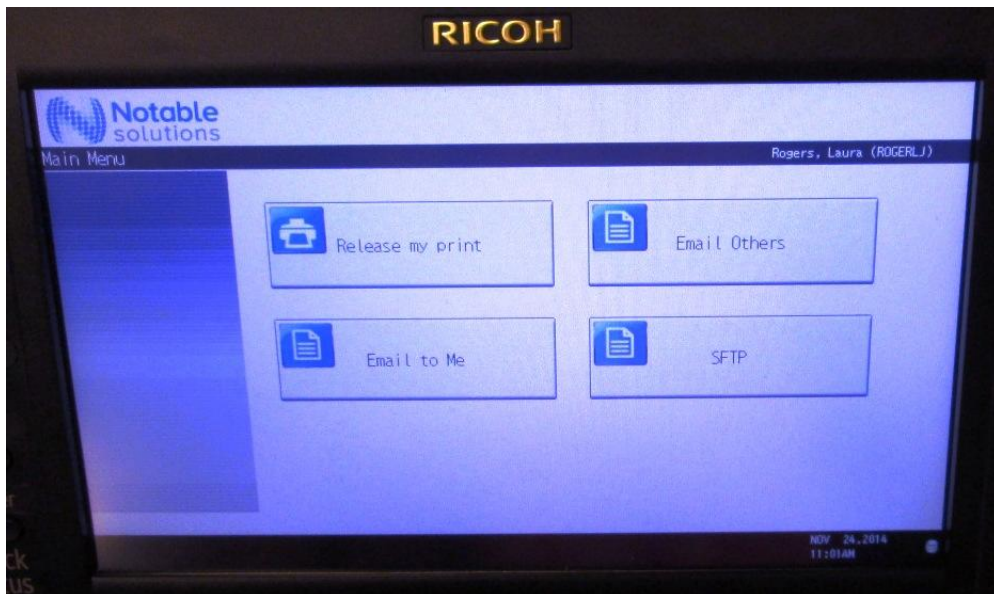
# Main Display Screen



This is the default screen you will see after scanning your badge. If you have sent print jobs, they will appear as a list. If you want to scan press CLOSE. If you want to Copy or Fax, then press the associated key to the left of the display panel.



# Home (Other Function)

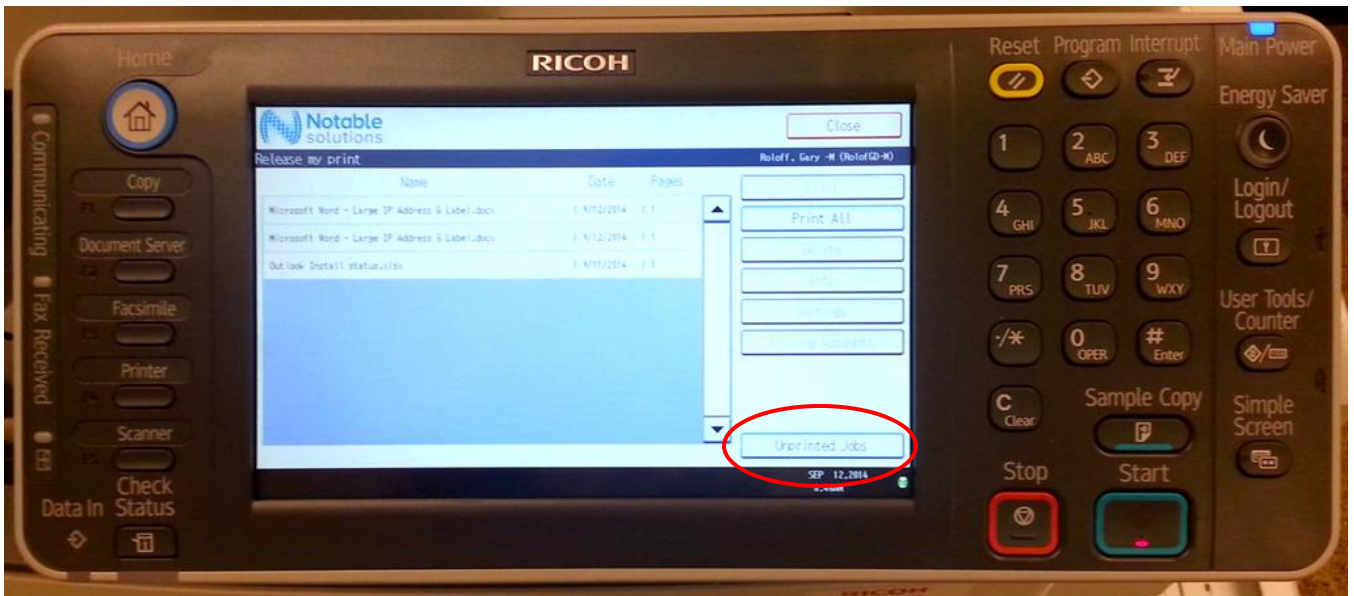


The Main Display Screen appears by pressing the HOME button on the larger copiers, and the OTHER FUNCTION key on the SP5210SF copiers. This will take you to all functions on the copier.

The most commonly used are:

- RELEASE MY PRINT will display the print jobs you have sent from your computer
- EMAIL OTHERS Is not being utilized in the DSHS environment
- EMAIL TO ME allows you to scan directly to your email Inbox
- SFTP is not being utilized in the DSHS environment
- SCAN TO HOME is used in limited environments and scans the documents to the users H: Drive.

# Release My Print



Jobs you have sent to print will show up as a list.

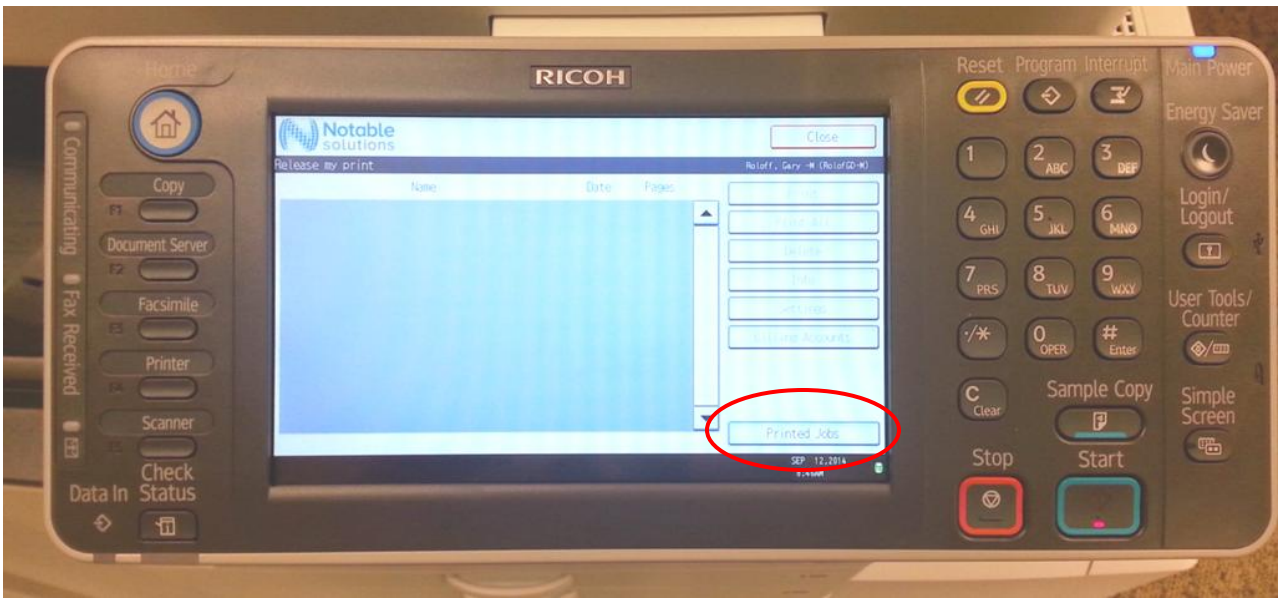
Choose individual jobs by pressing the file names on the screen or PRINT ALL using the button to the right.

Any unprinted jobs will stay in this folder for **5** days and then will be automatically deleted.

You can also delete any unneeded files by selecting the specific print jobs you want to delete and press the delete button to the right.

To see jobs already printed press the “Unprinted Jobs” button.

# Previously Printed Jobs



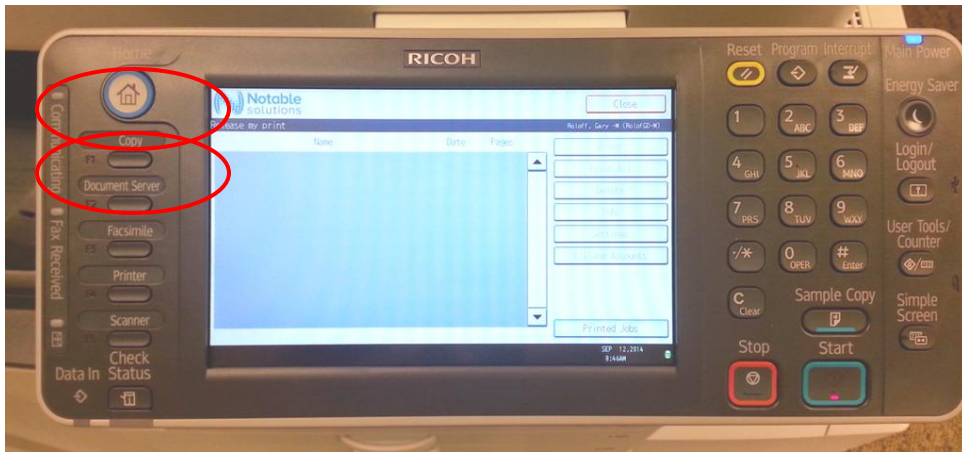
Jobs you have printed will show up as a list.

Choose individual jobs by pressing the file names on the screen or PRINT ALL using the button to the right.

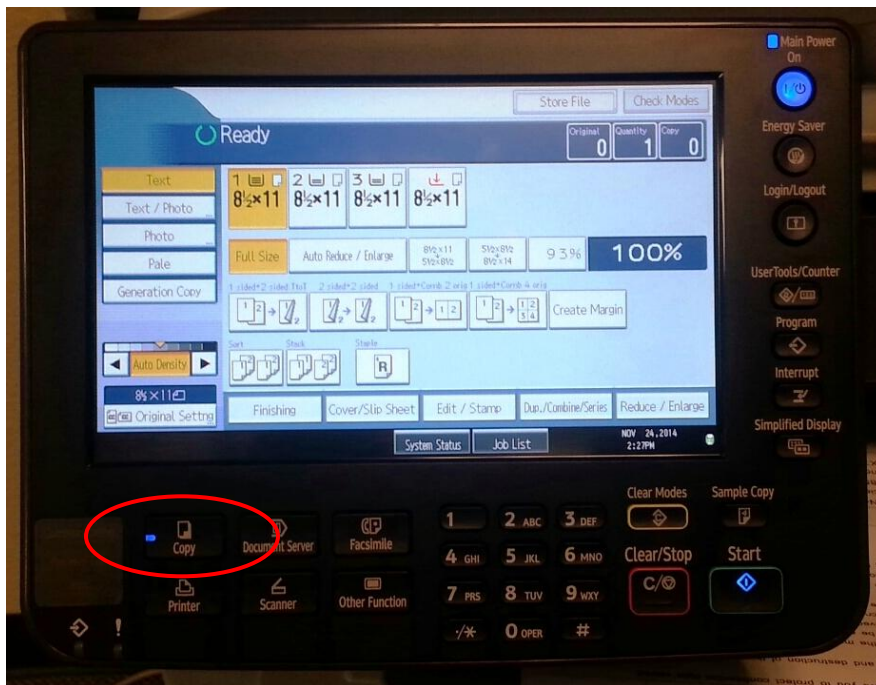
You can also delete any unneeded files. These print jobs will stay in the folder for 1 day and then will be automatically deleted.

# Copy

To copy documents on the larger copiers, press the COPY button on the left or the HOME button.



To copy documents on the smaller SP5210SF copiers, press the COPY button below the screen.



# Copy



Auto Paper Select : The device selects the suitable paper size based on the original size detected.

To use the Bypass select the Bypass and then choose the size and paper type if necessary.

Full Size: Copy and original will be the same size

Auto Reduce/Enlarge: Scans originals and reduces/enlarges based on paper selection.

Full Size: Copy and original will be the same size

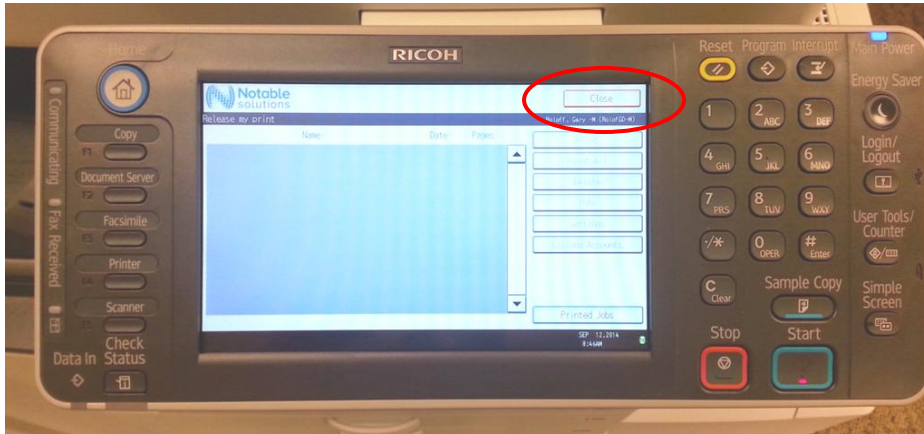
### Duplex/Combine Shortcuts:

Single sided original to double sided copy  
Double sided original to double sided copy  
2 full size pages reduced to 2-up on a copy

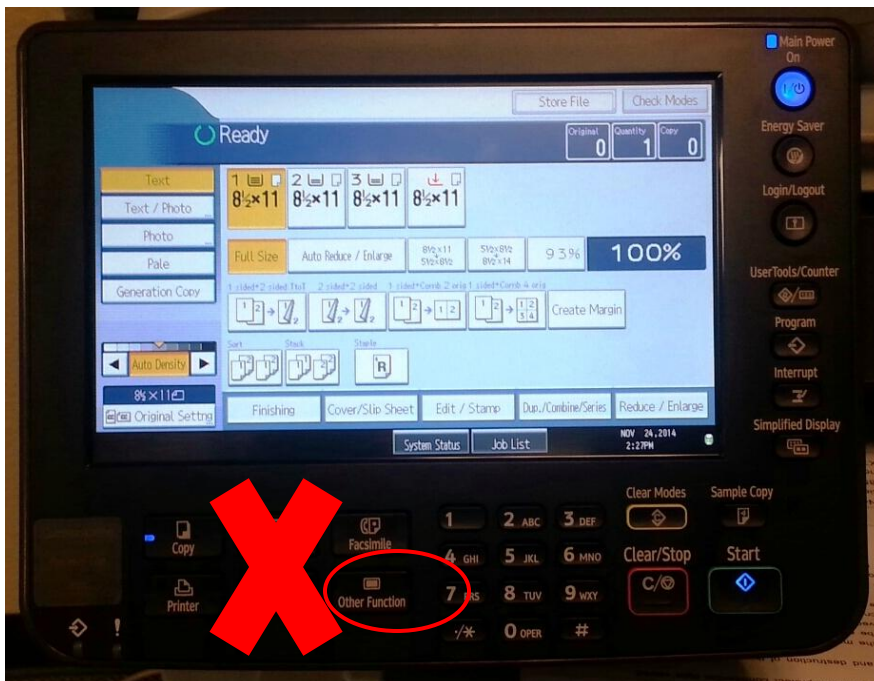
Create Margin: Reduces the image to 93% of its original size and places the reduced image at the center of the page.

# Scan

To scan documents on the larger copiers, press the CLOSE button.

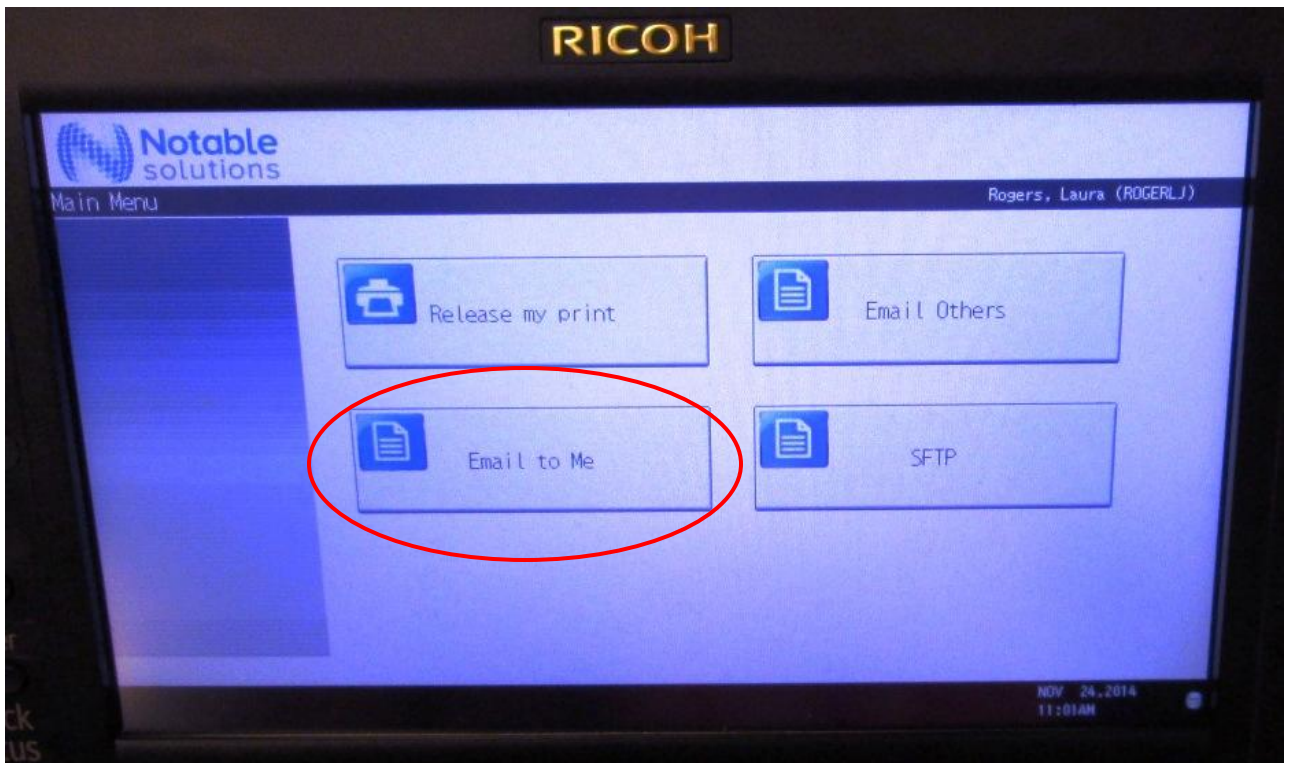


To scan documents on the smaller SP5210SF copiers, press the OTHER FUNCTIONS button below the display. DO NOT USE THE SCANNER BUTTON!



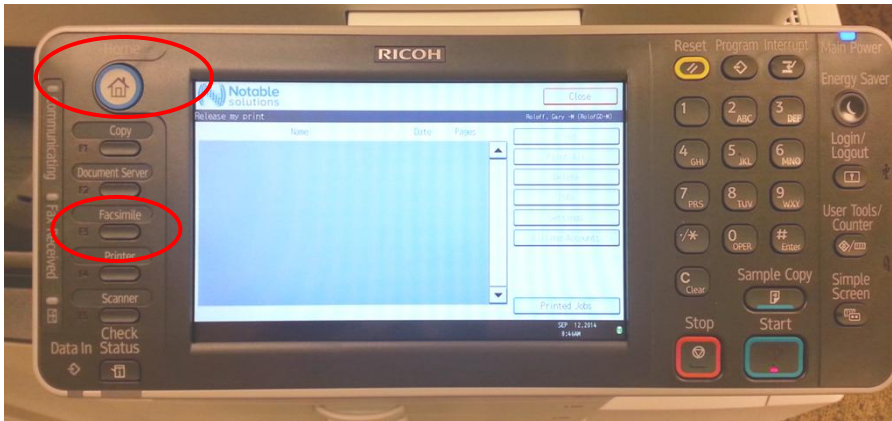
# Scan – TO HOME FOLDER

EMAIL TO HOME scans your documents back to your H: Drive networked folder.

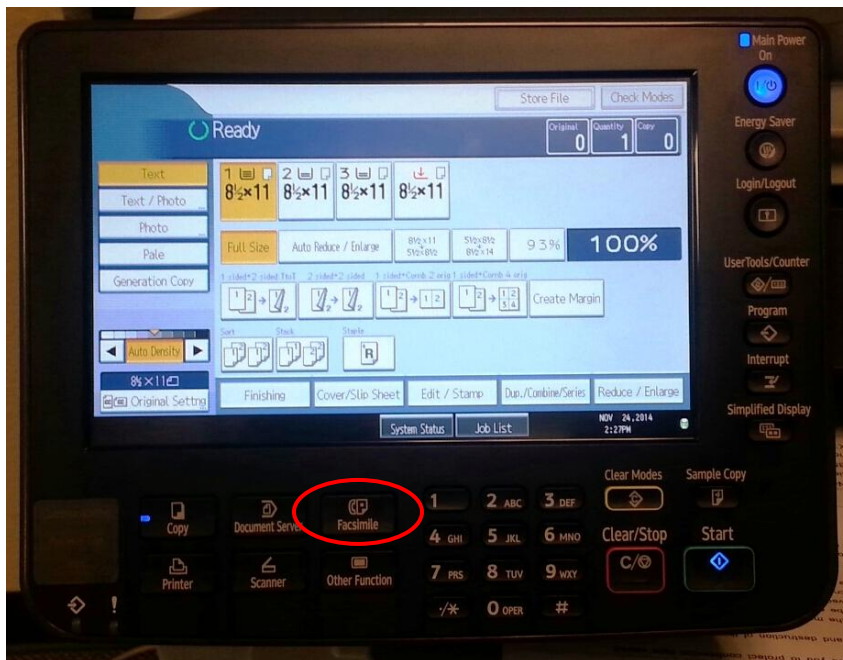


# Fax

To fax documents on the larger copiers, press Facsimile button on the left or the HOME button.



To fax documents on the smaller SP5210SF copiers, press Facsimile button below the display.







Settings are preset based on most commonly used but can be changed at any time by pressing “SCAN SETTINGS”.

Settings that can be changed are:

- DPI
- Color vs. black-and-white
- Size of scanned document

1-sided faxing can be changed to 2-sided by pressing “ORIGINAL FEED TYPE” and then selecting 2-sided original.

To send a long distance fax, dial 8 + area code + phone number + pause + scan number. If there is no pause key, use the # key twice instead (e.g. dial 8 + area code + phone number + ## + scan number)

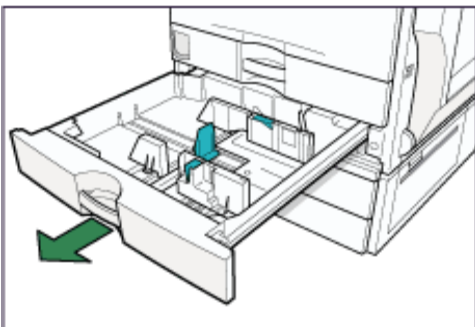
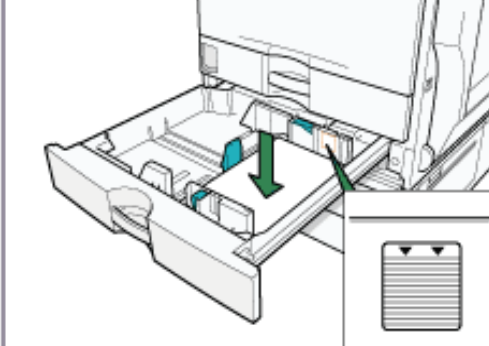


# Adding Paper

Various sizes of paper can be loaded in the paper trays by adjusting the positions of side fences and end fence.

Check the paper edges are aligned with the right side.

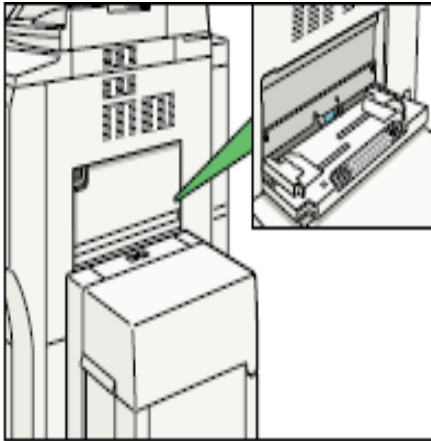
Each tray can hold up to 550 sheets of paper. Do not stack paper over the limit mark.

<p>1. Carefully pull out the paper tray until it stops.</p>	 <p>BJA0376</p>
<p>2. Square the paper and load it print side up.</p> <p>3. Carefully push the paper tray fully in.</p>	 <p>BJA0385</p>



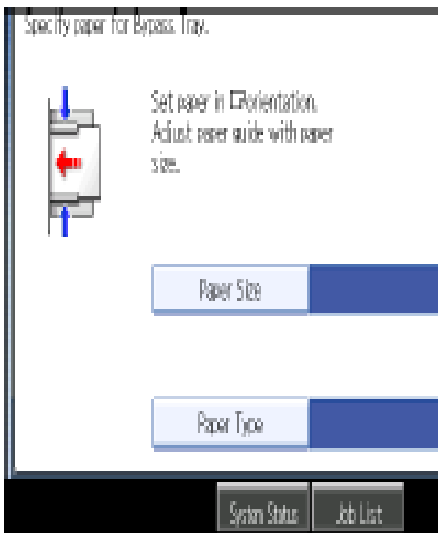
# Using the Bypass Tray

1. Open bypass tray



2. Place copy paper in tray. Adjust tray paper guides to fit paper size [snug not tight].

3. On copier, press the Bypass button



4. Press Paper Type. Select paper type. Press OK.

5. Press Paper Size. Select correct paper size. Press OK.

6. Place originals, enter desired number of copies, press START, Press Clear Modes

# Replacing Toner



1. Open the front copier door
2. Turn the green release lever counter clock-wise
3. Then press the secondary lever to release the toner bottle
4. Gently pull the bottle towards you
5. Gently push the toner bottle away from you to remove the toner bottle.
6. Take the new toner bottle and shake 5 to 6 times
7. Remove the black cap
8. Gently insert the bottle into the toner cavity, be sure the bottle fits snugly into the cavity.
9. Push the lever back in place
10. Turn the green handle clock-wise to lock toner bottle back in place
11. Close the copier door
12. Recycle your old toner bottles

1. Open the front copier door
2. Locate the color toner that needs to be replaced
3. Gently pull the toner bottle towards your to remove toner bottle from the device
4. Remove the new toner bottle from packaging
5. Gently insert the bottle into the toner cavity, be sure the bottle fits snugly into the cavity
6. Close the copier door
7. Recycle your old toner bottles



# Maintenance and Trouble Shooting

## Clearing Paper Jams

1. In case of a jam, the display screen will indicate where to clear the jam.
2. Only touch areas identified with a blue tab. Other areas of the copier may be too hot to touch.
3. These pictures show areas where jams may occur.



Right side door

Document feeder



Left side door





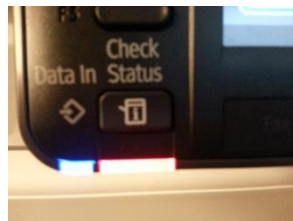
# Maintenance and Trouble Shooting

## Mismatched Paper

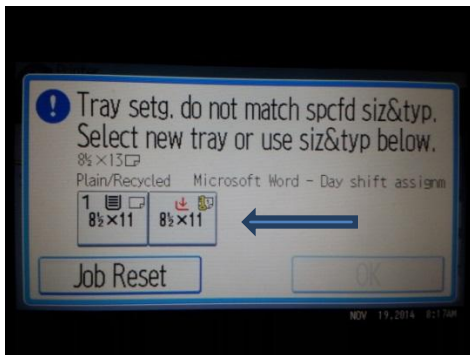
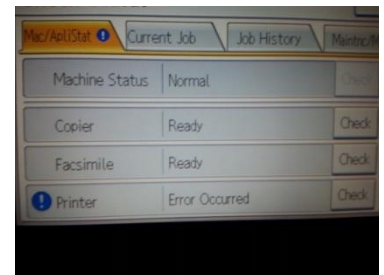
If a print job is sent to a Ricoh printer with a non-standard/unrecognized/or mismatched paper size no other print jobs will print until it is cleared. Once the job is cleared all subsequent jobs that have been released to the printer will print as well. Below are steps to correct and continue.

### Larger Copiers

Press the Check Status button if it is blinking Red and beeping



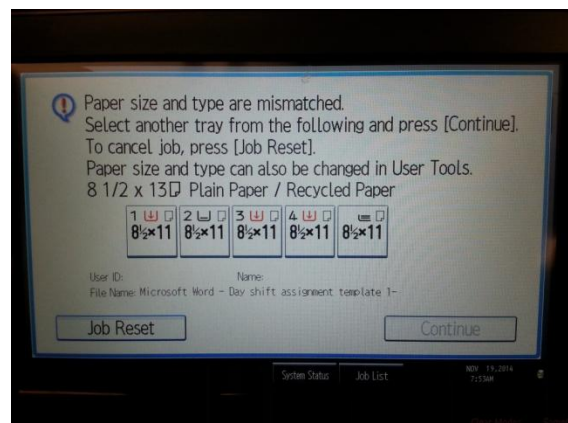
Press the CHECK button next to the error



Select the paper size you want it printed on  
Select OK and the job will print

### Smaller SP5210SF Copiers

Press the Printer button if it is blinking Red and beeping. Select Paper size then Continue and the job will print.





# Glossary of Terms

**Auto Detect** – This allows the device to scan the document and automatically detect the size of paper to print

**Bypass Tray** – This is the drop down tray on the right side of the device that is used for specialty papers and labels

**DPI (Dots Per Inch)** – The number of dots put on the page when printing. The more DPI, the sharper the image

**Duplex** – Copying on both sides of a single sheet of paper

**Facsimile** – Also known as Fax

**Fence (end or side)** – These are the guides in the paper drawers that move based on the size of the paper being used

**Home Button** – Pressing this round blue button brings up the Main Screen

**MPS (Managed Print Services)** – The active management and optimization of document output devices and related business processes from Ricoh for DSHS

**Main Screen** – This is the home screen where you can choose specific functions (i.e. Copy, Print, Scan, fax)

**PDF (Portable Document Format)** – This is the standard format file saving format for documents independent of any applications

**Windows Username/Password** – This is what is typed in to log into your computer after power-up

## EWU IS NOW PARTNERING WITH



### GETTING YOUR JOB PRINTED

As of May 30, 2014, Eastern Washington University will contract with the Washington State Department of Enterprise Services (DES) for university printing needs. DES is a full-service printing and imaging facility that provides service to government agencies, cities, counties and public benefit non-profits statewide.

EWU's Marketing & Communications (MarCom) Office will serve as the liaison between university clients and the state printer. For custom projects that require writing, editing, photography and graphic design, MarCom's current timelines still apply. See page 2 or visit [ewu.edu/marcom](http://ewu.edu/marcom) for details. If you have a completed project that is print-ready, turnaround time will depend on the size of the project, but every effort will be made to get your project printed as quickly as possible. The more you can plan ahead, the better we can serve you. For quotes, timelines and other printing questions, please contact one of the following MarCom staff and we will be happy to assist you to ensure a smooth transition:

Shelley Stickelmeyer  
Quality Service Coordinator  
300 Showalter Hall  
509.359.6336  
[ssstickelmeyer42@ewu.edu](mailto:ssstickelmeyer42@ewu.edu)

Steve Bateman  
Graphic Designer  
300 Showalter Hall  
509.359.6338  
[sbateman@ewu.edu](mailto:sbateman@ewu.edu)

Teresa Conway  
Director  
300 Showalter Hall  
509.359.6489  
[tconway@ewu.edu](mailto:tconway@ewu.edu)

### DES PRINTING AND IMAGING SERVICES

#### PRINTING

Offset sheet-fed printing  
High-speed Web press  
Color digital printing  
Variable-data printing  
Mounting and laminating up to 3'x6'

Business cards and stationery  
Contract and custom envelopes  
Full-color posters and signs up to 4'x6'  
Continuous, sheet and booked forms  
CD replication

#### COPY SERVICES

Digital black-and-white and color copies  
Tabs and transparencies  
Inline stapling, saddle-stitching and cover binding  
Electronic ordering by email

#### FULFILLMENT

One-stop printing, storage and distribution  
Integrated Internet storefront  
Order receipt and payment processing

#### BINDING AND FINISHING

Cutting  
Folding  
Collating  
Padding  
Scoring and perforating  
Punching  
Stapling  
Saddle-stitching  
Perfect binding  
Cover binding  
Thermal binding  
Spiral, comb and wire-o binding  
Hand collating and assembly

### TURNAROUND TIMES FOR PRINTING

Quick copy and color work, letterheads, envelopes, business cards, under 5,000 in quantity: less than 5 business days.  
Large press work, over 5,000 in quantity, binding options: approx. 10 business days, depending on order specifications.  
Shipping time: less than 2 business days using Fed Ex Ground on state contract.



## COMMONLY ASKED QUESTIONS

*I used to go to Eagle Printing to get my business cards, letterhead and envelopes. Now what will I do?*

MarCom has set up templates with DES for the printing of all business cards, envelopes, letterhead and other commonly printed items. All you need to do is open a job with our MarCom Quality Service Coordinator and we will facilitate the order for you.

*Isn't it going to be more expensive dealing with a printer that isn't right here on campus? Will I have to pay extra to cover the cost of shipping my printed job back to EWU?*

DES has a state contract to ship via FedEx ground, usually on a two-day schedule. Shipping costs are naturally based on the weight of the delivery, but are held to a minimum due to the bulk volume for the state-based contract.

*What if the state printer can't get my job done in the timeframe that I need or the type of print job I need?*

Consistent with past practices, MarCom will continue to use outside vendors to provide services that DES is unable to provide, whether due to size limitations, design constraints, quantities or delivery requirements.

*How do I go about logging on to the DES site if I want to submit a print job on my own?*

Additional information about how you can access DES services directly will be forthcoming from MarCom to the campus community. Please note that these services will not be utilized until after EPCS closes on May 30, 2014.

## PROJECT TIMELINES

The following is a guide for the amount of time required to deliver various projects to the printer. The earlier MarCom is aware of your project needs, the better the outcome. MarCom requires this amount of time for your project in order to deliver the project by your deadline.

### PLEASE NOTE THAT SEVERAL FACTORS ARE BUILT INTO THESE TIMEFRAMES:

Time to get your project on our project log  
Coordinating and shooting photography  
Writing and editing content  
Design time  
Exchange of proofs and editing

### ALLOW SIX WEEKS FOR:

Standard brochure  
Poster/flyer  
Advertisement  
Newsletter  
Postcard mailer  
Web page design  
Email design/distribution

### ALLOW 10 WEEKS FOR:

Booklet brochure  
Advertising/marketing campaign

\*Note that these timeframes may change according to project specifications such as photography needs, die cuts, binding, etc.

If MarCom does not receive content within the specified timeframe, we will still gladly facilitate completion of your project. However, we may need to utilize outside vendors and/or other resources that will require costs to be passed on to our clients.



STATE OF WASHINGTON  
**ECONOMIC AND REVENUE FORECAST COUNCIL**  
*PO Box 40912 □ Olympia, Washington 98504-0912 □ (360) 534-1560*

<b>Policy Number:</b> 104_29	<b>Policy Name:</b> <b>Print Management</b>
<b>Approved by:</b> _____ Steve Lerch, Executive Director	<b>Reference:</b> Department of Enterprise Services Policy Guidelines for Managing Print Operations RCW 43.19.733 through RCW 43.19.757 Chapter 200-380 WAC

**Purpose:**

Successful print management provides many benefits to the organization and to the state of Washington as a whole including increased performance and productivity, cost saving opportunities, and environmental benefits. Reducing electrical consumption, consumables, and paper use can also equate to budgetary savings. The green benefits also include reduced hazardous waste and persistent toxic substances from consumables and devices when disposed.

**Managing Print Devices:**

The agency is committed to managing print operations efficiently and effectively. Reducing waste, promoting awareness, and minimizing the number of desktop printers and keeping costs low are all essential pieces to the agency’s plan for print management.

The Assistant Director of Administrative services will annually review the organization’s print expenses and device inventory and recommend efficiencies and equipment replacement on a five-year refresh cycle as recommended by the Office of the Chief Information Officer (OCIO).

**Using Best Practices:**

The agency’s business needs include the following print best practices and are considered when determining device capability and placement:

- Device to employee ratio
- Device availability
- Support for agency print volume needs
- Support for agency key business functions
- Physical office layout and proximity to users
- Work environment
- Total cost of ownership

Personal print devices are not recognized as an industry best practice. Requests for personal print devices will be denied unless the Executive Director has approved an exception. Exceptions may be allowed in cases where other types of print devices will not meet business needs.

**Responsibilities:**

Executive Director	<ul style="list-style-type: none"> <li>• Approve or deny requests for personal print devices.</li> <li>• Approve or deny requests for multi-function and network print devices.</li> <li>• Support the efficient use of print devices following best practices.</li> </ul>
Assistant Director of Administrative Services	<ul style="list-style-type: none"> <li>• Acquire devices.</li> <li>• Serve as the initial point of contact for employees seeking technical support for managed print devices.</li> <li>• Provide educational training for end-users.</li> <li>• Periodically provide a report of print device usage for executive management.</li> <li>• Office point of contact for print devices</li> <li>• Replace toner cartridges</li> <li>• Track costs and savings of print devices and services</li> <li>• Recommend approval or denial for print devices.</li> <li>• Support the efficient use of print devices following best practices.</li> <li>• Maintain and communicate the list of print management best practices.</li> <li>• Coordinate site surveys as required.</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Support the efficient use of print devices.</li> <li>• Contact Assistant Director of Administrative Services or IS Service Desk for technical support of print devices.</li> </ul>

**Definitions:**

Personal Print Device	<ul style="list-style-type: none"> <li>• Non-network printer serving one employee. Also referred to as "desktop print devices".</li> </ul>
Multi-Function Device	<ul style="list-style-type: none"> <li>• Network device with multiple functions such as copying, scanning, faxing and serving multiple employees.</li> </ul>
Network Print Device	<ul style="list-style-type: none"> <li>• Single function network printer serving multiple employees.</li> </ul>
On-Site Contact	<ul style="list-style-type: none"> <li>• Office employee serving as the first point of contact at the location.</li> </ul>
Site Survey	<ul style="list-style-type: none"> <li>• Evaluation of work environment including: <ul style="list-style-type: none"> <li>○ Device to employee ratio.</li> <li>○ Device availability.</li> <li>○ Print volume.</li> <li>○ Physical office layout.</li> <li>○ Device proximity.</li> </ul> </li> </ul>

# Print Management Strategy Report

## Economic and Revenue Forecast Council (ERFC)

### Background

As required by WAC 200-380-030(3), the ERFC must annually submit an agency print management strategy report to the Department of Enterprise Services (DES). The agency intends to respond to the DES 2017 survey when it is available.

This print management strategy report is in line with the agency’s adopted policy 104\_29 on Print Management. Additional statutory references include:

WAC 200-380	Agencies must adopt a print policy, standards and procedures; determine baseline costs, report annually.
RCW 43.19.739	Agencies must consult with DES for printing and binding.
RCW 43.19.745	Agency use of envelopes – Standardization.

WAC 200-380-030 also requires adoption of agency wide policies, standards and procedures; determining baseline print costs using life cycle cost analysis as defined by RCW 39.26.010 (15). Last, agencies must annually submit an agency print management strategy report to DES.

### Current Conditions

The Economic and Revenue Forecast Council is a micro agency with 5 FTEs. The organization co-locates with the Department of Revenue.

The agency has one (1) black and white multi-function device located in close proximity to the staff of the agency. The agency shares one (1) color multi-function device with the Department of Revenue under their print management program. This shared device is located in the closest workroom, approximately 100 feet from the staff of ERFC. Personal print devices are not permitted unless the Executive Director approves an exception.

### Strategies

ERFC has several strategies in place or under consideration to manage print operations. The agency’s goals align with those of the State of Washington: increase performance, find cost saving opportunities, and reduce electrical consumption, paper use, and reduce hazardous waste and persistent toxic substances from consumables and devices when disposed.

Strategies utilized by ERFC include reducing the total cost of ownership, streamlining the acquisition process, developing best practices in print management, and encourage innovation in print management.

#### *Educate*

Over the past decade, agency leadership has been encouraging changes to staff behaviors to uphold print reduction goals. Educating all employees on opportunities to reduce printing and to lower administrative costs is an ongoing strategy implemented by ERFC.

#### *Consolidate*

The agency has fully phased out the desktop printers. In addition to eliminating personal print devices, the agency consolidated multiple printers down to one networked printer near staff. The agency will continue to be diligent in reviewing business needs and updating the print management plan to reflect best practices.

The number of devices per employee may seem high in this small agency, however, the culture of our staff has transitioned to one of a "paper reduction act", allowing printing when necessary, but encouraging staff to work electronically as often as possible to reduce printing waste and consumption.

#### *Reduce*

In order to reduce consumption of paper, toner, and ink, staff are encouraged to follow these best practices:

- Reduce default margins
  - The standard default margins for documents developed in word processing software (i.e., Microsoft Word®) are 1" on all sides. Reducing the default margins to 0.75" or 0.5" can save a significant amount of paper. When printing on a standard sheet of 8 ½" x 11" piece of paper, there are 93.5 square inches available for typeface. With a 1" margin on all sides, the usable space is reduced to 58.5 square inches; reducing your available print area to 63%. If you change your margins to 0.75", you increase the print area to 71%, and further reducing your margins to 0.5" increases the print area to 80% of the available space on the paper.
- Reduce line spacing
  - The default line spacing in Microsoft Word is 10. Reducing the line spacing by a small amount will use less ink without reducing readability.
- Reduce font size and changing font type to save ink and toner
  - The default font size in Microsoft Word is 12 point. You can change it 11 point to shrink your document about 5%
- Duplexing or double-sided printing

- Defaults on all print hardware have been set to default to double-sided printing
- Avoid color printing unless it is an important function or business need
- Use print preview to eliminate blank pages from documents
- Shrink to fit or shrink to one page when printing from the internet.
  - When printing an article or any information directly from the internet there may be blank space on a page, or unnecessarily large text. Most internet browsers have an option called "shrink to fit" in their Print Preview dialog box which will often shrink the content down to fit on fewer pages. You can also choose a custom zoom level to fit even more on a single page.
  - Other software programs may have similar functions. For instance, Microsoft Word also has an option called "shrink one page" which will attempt to shrink the document by one page by reducing the size and spacing of the text.
  - Additionally, many printers allow the user to print more than 1 page per sheet. Experiment with software and printer options until you find a combination of settings that works for your printing needs.
- Train and educate employees about handling and storing digital documents instead of printing hard copies
- Delete excess advertisement/banners when printing internet articles
  - Many internet browsers have plugins which can help the user reduce unwanted printing. These plugins clean up the unwanted banners, and surrounding pictures or advertisements before printing a page. You may also be able to view how the page was created, and delete information block by block, if it is unnecessary for your printing needs.
  - Because there may be restrictions at our facility on downloading or installing these plugins it is recommended that, you can cut and paste information from an internet browser into a blank document, delete the unwanted material, and print the document.

The most effective way to reduce consumption of resources is not to print. Staff are encouraged to reduce printing. They are encouraged to increase electronic distribution, share and manage documents on the shared drive, and to keep documents organized by subject matter on shared drives.

*Use cost effective, available resources if not printing in-house*

In-house total cost of ownership and value added components, such as quality, reliability, and customer service need to be assessed and compared with the cost for a similar level of service provided by an outside print provider. The agency will consult with DES Printing and Imaging for agency print needs. This service will often times reduce the cost of printing. Experienced state customer service representatives can provide efficient, innovative and cost effective methods for producing printed materials.

Outsourcing is most appropriate for high-volume or high-quality print jobs. Another area where outsourcing may be appropriate is quick copy services. Outsourcing is not appropriate for confidential items or single pages with less than 100 copies.

#### Total cost of ownership & Usage

The baseline for print costs should include: physical space costs, consumables and supplies, cost to store and control consumable and supplies inventory, administrative costs, maintenance costs, energy costs, depreciation of expenses, lease expenses, downtime expenses, and acquisition and disposal expenses.

ERFC has managed print so well that our baseline costs for today are at incredibly low levels. ERFC intends to continue to keep printing costs low, reduce consumption, and to be a leader in print management for small agencies.

<b>Device</b>	<b>Agency MFD</b>	<b>Shared MFD</b>
Physical space costs/storage of devices and supplies	\$286.68 (\$23.89 per sq. ft. through October 2021 (estimated 1 sq. ft. for printer))	\$286.68 (\$23.89 per sq. ft./month through October 2021)
Consumables and supplies	Toner: \$238.99 (12,500 pages) Paper: \$67.29 (case)	Included in monthly fee
Maintenance costs		Included in monthly fee
Energy costs	\$1.68 (\$0.14 per sq.ft.)	\$1.68 (\$0.14 per sq.ft./month)
Lease expenses		\$1,500 (\$125/ month)
Acquisition and disposal expenses	\$1,723	Included in monthly fee
Depreciation (20%/year)	(\$1,378)	N/A
<b>Total estimated fiscal year costs:</b>	<b>\$939.64</b>	<b>\$1,788.36</b>

**SUBJECT:** Purchasing Rules Governing the Acquisition of Purchased Goods for the Employment Security Department (ESD)

### **PURPOSE**

To establish an internal policy and procedure for the acquisition of purchased goods needed for official business by ESD staff and to provide guidance to enable staff to adhere to those policies and procedures.

As they relate to this policy purchased goods are defined as “durable and non-durable goods that are needed in the course of the agency’s operation”. Purchased goods include but are not limited to supplies and printed materials that meet the requirements of the funding source.

### **POLICY**

ESD is a centralized purchasing agency and it is our policy to encourage and support efficient systems and methods for the procurement of goods for the operation of the agency. All requests for goods, that are not available via the ESD Warehouse, are to be sent to Office Services attention [Procurement Unit](#) for processing. This includes goods that are available on General Administration negotiated mandatory state contracts.

To contribute to a vital Washington economy which includes minority, women, and socially and economically disadvantaged businesses, ESD will:

- Ensure that purchase staff know and understand the state purchasing requirements for making purchases using state funds, and our commitment to supplier diversity.
- Identify and plan for each purchasing opportunity as far in advance as practical. Solicit help from the Office of Minority and Women Owned Business Enterprises’ (OMWBE) in providing referrals.
- Improve access to opportunities by using [WEBS](#) to find certified businesses to include in the selection process when choosing vendors for purchases, anytime the purchase is not covered by State Contract. Always include MWBE businesses in opportunity announcements/RFP/RFQ when such businesses are available for the commodity or service being procured. Always use [WEBS](#) to advertise when advertising is required per procurement rules.
- Share long range purchasing opportunities with OMWBE for posting on their website.

This policy does not cover:

- Equipment Acquisitions (Policy 2003-2) or acquisitions using Petty Cash (Policy 3005)
- Contracts required to be processed through the Contracts Office (Policy 0023), Personal Services Contracts
- Agency purchasing card (P&P 2003-3), Purchase Card Program
- A-19’s (Invoice Vouchers) are not to be used for the acquisition of purchased goods.



## **ROLES AND RESPONSIBILITIES**

Organizational Index Managers or their designees are responsible for ensuring that the goods requested are necessary for the operation of their org index. When requests are made using the agency's Outlook e-mail system the Organizational Index Manager or their designee is responsible for all items purchased under their log on ID and must keep their password confidential. Organizational Index Managers are responsible for ensuring that the designee within their org index that has been approved to request the acquisition of goods has been advised of the policies and procedures relating to such acquisitions. Violation of this policy may subject the employee to disciplinary action. Organizational Index Managers are responsible for taking disciplinary action necessary as a result of any violation of this policy.

Office Service's Procurement Unit is responsible for expeditiously and accurately processing each request utilizing mandatory and convenience contracts when applicable and searching for best price, product, delivery, etc. when contracts are not applicable.

## **PROCEDURES**

### **Acquisition of Goods**

Resources to purchase goods can come from many sources. Once a need for goods is established, funds must be identified. Each Organizational Index Manager is responsible for identifying available funds. The signature of an Organizational Index Manager, or their designee, signifies authority and budget to purchase the goods. Requests through the agency's Outlook e-mail system are acceptable with an individual's ability to log on to the system taking the place of a signature.

There are three methods to purchase goods covered by this policy.

- a) Special Order Form
- b) Warehouse Requests
- c) Printed Materials

### **A. Special Order Forms**

Once a need for goods is identified the Organizational Index Manager or their designee must complete a [Special Order Form](#). When completing this form the following information must be included:

1. Date of request
2. Name of requestor
3. Direct phone number of contact person
4. Org index name
5. Org index number
6. Item requested
7. Commodity code (if applicable)
8. Unit of issue (If unit of issue is unknown items should be ordered as "each".)
9. Quantity

10. Description – Each item must be sufficiently described so that it may be ordered without additional explanation.
11. Justification – The justification must clearly substantiate the need.
12. Ship-to address
13. Funding codes – Requestor must indicate org index and master index
14. Estimated Costs
15. Signature of the approving authority or their designee (when ordering on paper), with a current phone number.

Emergency requests need to be clearly identified as such and include justification and date required.

The requests are sent to the Procurement Unit of Office Services either via e-mail, fax or the mail. To avoid duplicate orders use only one method of transmitting requests. For example if e-mailing or faxing a request do not mail it as well. Upon receipt of a completed special order form the Procurement Unit will order the goods from the appropriate source. Original documents are forwarded to the Vendor Payments Unit. Upon receipt of those documents Vendor Payments will send the receiving reports to the customer. If the items are to be delivered directly to a Cost Center, a receiving report will be sent to that org index. If the items are to be sent to a central receiving area (i.e. Warehouse, Mailroom, etc.) a receiving report will be sent to that location.

**B. ESD Warehouse Requests**

Items available from the Warehouse are listed in the [Warehouse Catalog](#). Each org index has scheduled dates when they are to place their orders. These dates can be obtained by contacting the ESD Distribution Service Center at (360) 292-6106.

1. Warehouse Automated Supply Ordering System (SOS) for on line ordering
  - a. Prior to using this program the Organizational Index Manager or their designee must complete the mandatory training session offered by the Warehouse.
  - b. Requests are submitted by the Organizational Index Manager or their designee to the Warehouse via the [Warehouse Web Page](#) available from the agency Intranet, InsideESD. Requests must include the following information:
    1. Date of Request
    2. Name of Requestor
    3. Direct Phone Number of Requestor
    4. Org index Name and Number
    5. Delivery Address
    6. Commodity Code of Item Requested

- 7. Item Description
  - 8. Quantity Requested
  - 9. Funding Codes
2. Warehouse Requisition, EMS 5233, for manual ordering
- a. The Organizational Index Manager or their designee must completely and accurately fill out the Warehouse Requisition Form, EMS 5233.
  - b. The form must be signed by the Organizational Index Manager or their designee and faxed or mailed to the Warehouse. The following information must be included:
    - 1. Same as SOS requests (listed in 1b - 1 through 9)

Emergency requests must be clearly identified as such and include justification and date required.

### **C. Printed Materials**

There are two avenues for ordering printed materials.

- 1. ESD Publications Unit
  - a. Order your print products by accessing the [ESD Publications Center Storefront](#). The ESD Publications Unit is the most economical option compared with desktop printing and the state printer. The Publications Unit can usually meet most agency print needs with the exception of special orders such as UI warrants and envelopes.
  - b. A [User Authorization Form](#) must be completed by each user and his/her supervisor and returned to the Publications Manager. Completion of this document provides authorization for the user to purchase products in ESD Publications Center Storefront and ESD Publications. Upon receipt of this completed document and completion of training provided by the Publications Unit, the publications staff will enable ESD Publication Center Storefront services for the authorized user. Access will not be granted until the user and his / her supervisor have signed an authorization form and the required training is completed. The supervisor can limit the items, dollar amounts and frequency of the items on this form, which is recommended.
  - c. Supervisors must sign up for the Publications listserv to receive a monthly report on all expenditures made by their staff authorized to purchase from the ESD Publications Storefront. In addition to reviewing the monthly detail of orders processed and charged, the other control method that should be adopted by supervisors and managers to monitor their staff spending is to require staff to bring a screen print of what they want to order for approval prior to submitting the final order. This is an interim control feature until an automated notification can be programmed.

**2. The State Printer**

- a. If the ESD Publications Unit cannot meet the needs the Organizational Index Manager or their designee must complete a Special Order Form (EMS 05234). ESD is required by the Office of State Procurement to send all requests for printing that cannot be done by the ESD Publications Unit to the State Printer on an A21-A, Printing Requisition. Both forms will require the following information:
  - Date of request
  - Name of requestor
  - Direct phone number of contact person
  - Org index name
  - Org index number
  - Commodity code (if applicable)
  - Unit of issue
  - Type of packaging (i.e. string tied, boxed, envelope, bundled, package 25, 50, 100 etc.)
  - Complete description – Include type, weight, size and color of paper and ink.
  - Camera ready sample or a sample on disk
  - Justification
  - Ship-to address
  - Funding Codes – Include org index and master index code
  - Signature of the approving authority or their designee (include a current phone number).
- b. The Requests are to be sent to the Procurement Unit of Office Services via e-mail, fax or the mail. To avoid duplicate orders use only one method of transmitting requests. Upon receipt of a completed request, the Procurement Unit will order the materials. If the materials are to be delivered directly to an org index or if the items are to be sent to a central receiving area (i.e. Warehouse, Mailroom etc.) a receiving report will be sent to that location.

Emergency requests must be clearly identified as such and must include justification and date required. Emergency requests are those that require the materials be delivered to the customer in timeframes that are shorter than the standard timeframes that have been set by the State Printer. To find additional information about printing requests, access the "Office Services" Intranet site and go to "Publications". Go to "Office Services Publications" and click on "How to Get What You Want From Office Services" and then click on "Printing Requests". Updates to the information will be made as they occur.

**Receipt of Goods**

The following actions must be taken when receiving incoming shipments of goods:

- At the time of delivery, visually inspect the carton for damage.
  - Within five (5) days unpack the carton (whether damaged or not) and inspect the contents.
1. If goods are damaged:

- a. If the carton is damaged, have the driver note it on the delivery ticket. Open the carton and, if the goods are damaged, describe the damage on the delivery ticket.
  - b. Within five (5) days unpack the carton (whether damaged or not). If the goods are damaged to the extent that they need to be replaced contact the Procurement Unit. They will either refer you to the vendor or contact them for you.
  - c. Hold the receiving report until undamaged goods have been received or the Procurement Unit has processed a new request.
  - d. Upon receipt of undamaged goods sign and date the receiving report.
  - e. If the receiving report is for printed forms or Central Stores goods it is to be sent to the Procurement Unit. All other receiving reports will be copies of Field Orders and are to be sent to Vendor Payments.
2. If goods are incorrect:
- a. If the goods are incorrect contact the Procurement Unit. They will either refer you to the vendor or contact them for you.
  - b. Hold the receiving report until incorrect goods have been replaced.
  - c. Once the correct goods have been received follow step "e" under #1.
3. Partial Shipments of Goods:
- a. Hold the receiving report until shipment is complete.
  - b. Sign and date the receiving report. If the receiving report is for printed forms or Central Stores goods it is to be sent to the Procurement Unit. All other receiving reports will be copies of Field Orders and are to be sent to Vendor Payments.
4. If Goods are Correct:
- a. Follow step "b" under #3.

When available, environmentally preferred goods and services will be purchased. Those are products that cause less harm to humans and the environment than competing goods and services that serve the same purpose. They include but are not limited to recycled content office and janitorial paper products, "green" cleaning products, etc.

**ADDITIONAL REFERENCES**

[ESD Policy & Procedure 2003-2, Fixed Asset Inventory](#)

[ESD Policy & Procedure 3005, Petty Cash](#)

[ESD Policy & Procedures 0023, ESD Contracting](#)

**SUPERSEDES:** Policy 2003-1 – Purchasing Rules Governing the Acquisition of Purchased Goods for the Employment Security Department (ESD) dated 05/31/11



#### OFFICE SERVICES

- Distribution Center
- Mall Services
- Print Services
- Managed Print

#### FACILITIES

- Facilities
- Request facilities assistance
- Building maintenance issues

#### IT HELP

- Service request
- Services

## Print Services

#### Use ESD's Print Services for:

101 pages or more of black-and-white prints/copies.  
50-5,000 pages of color prints/copies.

#### Use your office printer for:

100 pages or fewer of black-and-white prints/copies.  
50 pages or fewer of color prints/copies.

For more than 5,000 pages of color prints/copies, use the State Printer, but only after consulting [Print Services](#) at 360-902-9349. Contact the Communications Office at 360-902-9308 to ensure that your project meets agency standards and doesn't duplicate existing publications.

[More information about your office printers](#)

#### Services offered

- |                                       |                 |
|---------------------------------------|-----------------|
| BW and Color printing/copying         | Folding         |
| Wide format printing                  | Laminating      |
| Coil binding                          | Shrink-wrapping |
| Saddle stitching (booklets), Stapling | Thermal binding |
| Hole punching                         | Paper cutting   |
| Padding (glue binding)                |                 |

#### Price list

[View the print services price list.](#)

#### Print-to-mail services

Print and mail products: Print, fold, insert into envelopes, address and mail documents.  
Mail-merge: Individualize form letters by automatically inserting different names, addresses, dates, dollar amounts and other variables into the fields of each letter.

#### How to place an order

Only those authorized to use Print & Mail Services Storefront (formerly called ESD Pubs Online) may place printing orders. Ask your administrative assistant for information.

The Storefront stores your repeat printing projects, sends automated order confirmations, gives estimates and online proofs, and tracks the progress of your jobs.

1. Complete a [purchase authorization form](#) and send to [Print & Mail Services](#).
2. Complete the [Storefront training](#) and send an email to [Print & Mail Services](#) acknowledging that you understand how to use the Storefront.
3. [Print & Mail Services](#) will give you access to the [Print & Mail Services Storefront](#).
4. [Supervisors](#): sign up for the [listserve](#) to receive monthly reports of all Storefront purchases made by your employees.

#### About ordering

Rush orders are allowed for no extra fee.  
No minimum order is required.  
[Print Services](#) completes 98% of print orders by the due date requested. If we can't meet your deadline, we'll contact you.  
All non-local orders are shipped by UPS. Western Washington addresses usually receive mail by the next business day, or within two business days for Eastern Washington.  
Remember to include: Mailing and special instructions, due dates and org and master index codes.  
Questions? Contact [Print & Mail Services](#) at 360-902-9349.

#### About ESD

- History
- Inside ESD website feedback
- About Inside ESD
- Jobs at ESD
- Equal opportunity

#### ESD contacts

- ESD Directory Search
- Frequently used numbers
- ESD toll-free numbers
- Org charts
- State government
- Access Washington
- Access Washington Directory
- State agency directory

#### ESD websites

- esd.wa.gov
- WorkSourceWA.com
- Workforce Professionals Center
- Washington Service Corps

## OFFICE SERVICES

Distribution Center  
Mail Services  
Print Services  
Managed Print

## FACILITIES

Facilities  
Request facilities assistance  
Building maintenance issues

## IT HELP

Service request  
Services

# Managed Print

At the end of 2014, Employment Security replaced all of its multi-function printers, copiers, scanners and faxmachines with new modern machines in a project called Managed Print. The Xerox Corporation provided the machines as well as maintenance, supplies and technical support. Each office's printing needs will be monitored periodically, and printer functions will be adjusted according to need.

Go to [Frequently asked questions](#) about Managed Print.

### The equipment

#### User guides.

All devices, service, maintenance and supplies (except paper) are included in the Managed Print program.  
Old equipment still under lease will stay in place until leases expire.

### Printer service and supplies

For all Xerox printers:

Contact the Service Desk at 877-397-1212 or [submit a ticket](#) for service. You'll need to know

Xerox asset tag number (example X00BUXNZ), usually located on the top or front of the machine.  
ESD tag number, located in various places on the machine.

Recycle used toner cartridge(s):

You can print prepaid mailing labels from the [Xerox](#) website. If no label is available for your item, find instructions by clicking *Three Ways to Recycle Xerox Supplies* on the page linked above.

For printers owned by other vendors: Call the vendor.

### Need to add, remove or move a printer?

Contact the Managed Print manager, [Pamela Hawkins-Hull](#) at 360-902-9435.

### About ESD

History  
[InsideESD website feedback](#)  
About InsideESD  
Jobs at ESD  
Equal opportunity

### ESD contacts

[ESD Directory Search](#)  
[Frequently used numbers](#)  
[ESD toll-free numbers](#)  
[Org charts](#)

### State government

[Access Washington](#)  
[Access Washington Directory](#)  
[State agency directory](#)

### ESD websites

[esd.wa.gov](#)  
[WorkSourceWA.com](#)  
[Workforce Professionals Center](#)  
[Washington Service Corps](#)

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### Use your office printer for:

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- 50 pages or fewer of color prints/copies.

For more than 5,000 pages of color prints/copies, use the State Printer, but only after consulting [Print Services](#) at 360-902-9319. Contact the Communications Office at 360-902-9308 to ensure that your project meets agency standards and doesn't duplicate existing publications.

[More information about your office printers](#)

### Services offered

- B/W and Color printing/copying
- Wide format printing
- Coil binding
- Saddle stitching (booklets), Stapling
- Hole punching
- Padding (glue binding)
- Folding
- Laminating
- Shrink-wrapping
- Thermal binding
- Paper cutting

### Price list

View the [print services price list](#).

### Print-to-mail services

- Print and mail products: Print, fold, insert into envelopes, address and mail documents
- Mail-merge: Individualize form letters by automatically inserting different names, addresses, dates, dollar amounts and other variables into the fields of each letter.

### How to place an order

Only those authorized to use Print & Mail Services Storefront (formerly called ESD Pubs Online) may place printing orders. Ask your administrative assistant for information.

The Storefront stores your repeat printing projects, sends automated order confirmations, gives estimates and online proofs, and tracks the progress of your jobs.

1. Complete a [purchase authorization form](#) and send to [Print & Mail Services](#).
2. Complete the [Storefront training](#) and send an email to [Print & Mail Services](#) acknowledging that you understand how to use the Storefront.
3. Print & Mail Services will give you access to the [Print & Mail Services Storefront](#).
4. Supervisors: sign up for the listserv to receive monthly reports of all Storefront purchases made by your employees.



**EvCC2200P: PRINTING PROCEDURE**

Original Date: July 19, 2016

Policy Contact: Vice President of Administrative Services

**ON CAMPUS PRINTING**

The College will use a Multifunction Device (MFD) for all local printing jobs with the following exceptions:

1. If an individual employee cannot leave the work station to retrieve printing due to security issues, the employee is provided a printer.
2. If, for a legal reason, something other than an MFD is required.

When a printer or an MFD reaches the end of useful life, the Executive Director of Information Technology will determine whether the replacement needs to be a printer or MFD.

All new printers and MFDs must meet the energy star standards, be able to be networked, and be able to use 100% recycled paper

**OFF-SITE PRINTING**

Everett Community College uses an off-site vendor for the majority of print jobs, to improve efficiency.

- ☒ Single contractor to provide printing and binding services
- ☒ Lowest possible cost to EvCC
- ☒ Electronic job submission, tracking, billing and reports
- ☒ Quality
- ☒ Turnaround

**RELEVANT LAWS AND OTHER RESOURCES**

[RCW Chapter 43.19A](#)

**APPROVED BY** VP Staff

**APPROVAL DATE** July 19, 2016

# Print Management at Evergreen

## Background

The Legislature has identified printing and copying costs as an area of potential savings by state agencies. Under the law, the Department of Enterprise Services is required to develop policies and practices to assist agencies in meeting the requirements of the law. Agencies are required to work with DES and to develop effective print management for their operations. Print Management will be Evergreen's effort to improve the efficiency, quality, cost, and sustainability of printing activities across our campuses.

The purpose of this document is focus on Evergreen's responsibilities under these legal requirements.

NOTE: It is important to understand some terminology as it is used by the State and in this document. "Print management" and "managed print" are two very different things.

**Print Management** is an overarching general term that applies to the effective management of all agency printing operations, including agency self-service and supplier generated printed materials, services, and/or equipment. It includes such operations as printing, copying, faxing, scanning, and contracting out printed services. It also includes all the costs associated with all the above.

**Managed Print** is a term used to describe a specific services provided by an outside vendor operating on a State Master Contract.

### **RCW 43.19.742 - Agency management of print operations**

To improve the efficiency and minimize the costs of agency-based printing, the department shall establish rules and guidelines for all agencies to use in managing their printing operations, including both agency-based printing and those jobs that require the services of a print shop, as based on the successes of implementation of existing print management programs in state agencies. At a minimum, the rules and guidelines must implement managed print strategies to track, manage, and reduce agency-based printing.

### **WAC 200-380-030 - Agency requirements.**

In order to fully implement the requirements of this chapter:

(1) Agencies must adopt agency wide policies, standards and procedures governing the management of their print operations.

(2) Agencies must determine baseline print costs using life cycle cost analysis as defined by RCW 39.26.010(15). Where applicable, agencies must include the costs of equipment relocation and redeployment.

(3) Agencies must annually submit an agency print management strategy report to the department.

## High Level Summary of What Needs To Be Done

There is a lot to do in a short period of time, but the good news is that one of the most complicated steps has already occurred – the tracking of Evergreen’s fleet of print devices, and the volumes being created by each. The continual gathering of accurate information about our printing practices gives us the information to calculate the total cost of our printing as well as baselines to identify opportunities for savings as well as tracking the effectiveness of any improvements implemented. The next steps should be quick, easy, and cheap to put into place. From there, the focus will be on developing effective print management at Evergreen.

### *Three things to consider:*

- Take this responsibility seriously
- Break complicated things into smaller chunks
- Recognize the value Evergreen will get from effective print management

### *Four things we need to accomplish first:*

- we need to know exactly what we print and why
- we need to know what our current print practices cost
- we need to demonstrate that Evergreen has effective print management practices in place
- we need to create an advisory group responsible for activities associated with print management

### *Plan of action:*

- create a Print Management Advisory Group (PMAG) group and put it to work
  - identify what Evergreen must do to be compliant with State print management requirements
  - calculate Evergreen’s print costs
  - Policy and Procedures development
  - identify opportunities for immediate savings and implement
  - develop training

## Additional details

### Additional details on four things we need to accomplish:

(Remember, PRINT means copying, printing, faxing, scanning, and outsourced jobs)

- EVERGREEN'S PRINT NEEDS – What we print, and why
  - What we print and why we print it
  - Categories of activities (silos of similar transactions)
    - Student printing
    - Outsourced printing
    - The copy/print center
    - Administrative and other operational printing
  
- EVERGREEN'S PRINT COSTS - What our current print practices cost
  - What our current print practices cost
    - What devices we own
    - Number and types of those devices
  - Devices
    - Costs of ownership or rental
    - Device maintenance
    - Energy consumption
  - Consumables used
    - Paper, toner, etc.
  - Color, B/W, professionally printed
  
- PRINT MANAGEMENT – demonstrate we have an effective, cost appropriate printing operation
  - policies, procedures, practices
    - Completed
    - Those in development
    - Timelines for development
  - Printing baselines
    - Volumes
    - Costs
    - Measure and report change over time
  - Implementation of policy and practices
    - Training on best practices
    - Continued measurement of baseline

- Compare options
      - Owned fleet vs managed print services
- PARTICAPATION and ENGAGEMENT – create a management supported Print Management Advisory Group
  - Create permanently active Print Management Advisory Group
    - Have management support for group and its' efforts
    - Attendance of all DES meetings/groups/activities regarding print
- Work with DES Printing Services
  - Complete and submit all required/requested reports and surveys
  - Annually review our off-campus print jobs with them for suggestions to save costs

### Additional details on three things to consider

Successful Print Management will have the following key characteristics:

- Take this Print Management initiative seriously
  - It is the law
  - It has great interest, and support, from the Legislature, the Governor, and DES
  - It is not going away soon
  - It will be easier and cheaper to do this correctly instead of in a sporadic and reactionary way
  - Create an on-going and active Print Management Advisory Group
  - Responsibility spread over a number of key programs with centralized ownership
- Break complicated things into smaller chunks
  - Separate the “big” Evergreen print story into smaller silos
    - Print requirements, practices, and costs for each in unique
    - Each will have a separate Print Management strategy
      - Student printing/copying
      - Specialty printing done in our campus Print Shop
      - Professional printing done off campus
      - Printing done by Evergreen employees as part of their work functions
  - Break recommendations into easy / less easy stuff
    - Some recommendations are likely to be easy to implement and not likely to be controversial by users on campus
      - Do these first for easy wins
    - Some recommendations will be more difficult to get acceptance for

- Optimizing the printer fleet (number and type of devices)
  - Access to color
- Recognize the value Evergreen will get from participation
  - Evergreen is likely to experience significant value through active participation
    - Cost savings
- Ability to influence DES on future requirements

### Additional details on plan of action

*Plan of action:*

- 1 create a Print Management Advisory Group (PMAG)
  - i. led by a manager with responsibility for this group
  - ii. permanent members to include, at a minimum, Purchasing, C&C, and Sustainability
  - iii. group reports to an executive sponsor
  
- 2 put the PMAG to work
  - i. train group members to use software that is tracking usage across campus
    1. create a baseline report
      - a. devices by type
      - b. print volumes by device
      - c. cost of ownership for our fleet of devices
      - d. quantities and cost of consumables used by devices
      - e. maintenance agreements
    - ii. compile and analyze jobs completed by outside vendors
      1. descriptions
      2. costs
  
- 3 identify what Evergreen must do to be compliant with State print management requirements
  - i. meet with DES Print leadership
  - ii. attend all DES Print Management Strategies Team meetings
  
- 4 Policy and Procedures development
  - i. Create policy statements
  - ii. Add procedure and / practices statements as they are created and then reviewed by management

- 5 identify opportunities for immediate savings
  - i. initially focus on such things as device default settings, formatting techniques, training
  - ii. formalize these into procedure or practice statements to reside under policies
  - iii. put these initial “best practices” into place
  
- 6 develop training
  - i. what print management means to Evergreen
  - ii. best practices
  
- 7 identify opportunities for savings in the future

*Print Management Advisory Group on-going responsibilities:*

- Be aware of current state laws and requirements concerning print management
  - A good overview of this topic can be found in a DES document entitled, “Guidelines for Managing Print Operations”:  
<http://des.wa.gov/sites/default/files/public/documents/PrintingMail/Printing/DESPrintOperationsGuidelines%20.pdf>
  - Be aware of upcoming requirements and changes
- Calculate the full costs of Evergreen’s printing in dollars and consumables
  - Current costs
  - Costs over time
- Develop policy and procedures recommendations for Evergreens
  - Assure legal compliance
  - Include best practices
- Put best practices into place
  - Research best practices and recommend those appropriate for Evergreen to management
  - Develop and give training on effective print management practices
- On-going monitoring of our print world
  - Measure the cost and efficiency effects of policy/practices implemented
- Reports to Evergreen management on efforts and successes

## Reference material and ideas

- POLICY STATEMENT IDEA: (This is a policy statement idea concerning Print Management at Evergreen. This is meant as an initial point of discussion rather than a recommendation for inclusion, “as is”).

Evergreen recognizes the value of Print Management in supporting its academic and administrative functions. Effective Print Management assures that the costs and quality associated with printing, copying, faxing, scanning, and other associated activities are appropriate and reasonable. Additionally, print management includes sustainability considerations since printing activities consume large quantities of paper and other consumables.

Print Management is the responsibility of XXXXXXXX program.

### Some Reference Material

- “Guidelines for Managing Print Operations”:
  - <http://des.wa.gov/sites/default/files/public/documents/PrintingMail/Printing/DESPrintOperationsGuidelines%20.pdf>
- Federal Electronics Challenge – reducing paper and printer ink usage
  - [https://www.epa.gov/sites/production/files/documents/paper\\_usage.pdf](https://www.epa.gov/sites/production/files/documents/paper_usage.pdf)
- DES presentation material, April 2017 advisory group meeting:
  - [http://des.wa.gov/sites/default/files/public/documents/PrintingMail/Printing/PMMeeting4\\_25\\_2017.pdf](http://des.wa.gov/sites/default/files/public/documents/PrintingMail/Printing/PMMeeting4_25_2017.pdf)
- DES presentation material, January 2017 advisory group meeting:
  - <http://des.wa.gov/sites/default/files/public/documents/PrintingMail/Printing/1.31.17.Presentation.pdf>



## odds and ends

(these are a few thoughts that deserve consideration at some point)

copyrights and other issues concerning the legal issues in printing and copying

Including the costs of handling all the paper we create?

- cost to file and store
- cost to process records requests
- cost to dispose of waste
- cost to inventory equipment
- costs to maintain equipment
- cost to surplus or dispose of equipment and toner

Considering user satisfaction

- customer satisfaction - identifying and accounting for the needs/wants of users conducting print activities
- employee productivity – are our practices improving performance?

Assigning print costs to programs

- tie using best practices to the costs programs pay for printing activities

Visionary work

- What will the office of the future look like with respect to paper and paper handling
- Are there trends we should embrace now?

- Optimizing the printer fleet (number and type of devices)
  - Access to color
- Recognize the value Evergreen will get from participation
  - Evergreen is likely to experience significant value through active participation
    - Cost savings
- Ability to influence DES on future requirements

### Additional details on plan of action

*Plan of action:*

- 1 create a Print Management Advisory Group (PMAG)
  - i. led by a manager with responsibility for this group
  - ii. permanent members to include, at a minimum, Purchasing, C&C, and Sustainability
  - iii. group reports to an executive sponsor
  
- 2 put the PMAG to work
  - i. train group members to use software that is tracking usage across campus
    1. create a baseline report
      - a. devices by type
      - b. print volumes by device
      - c. cost of ownership for our fleet of devices
      - d. quantities and cost of consumables used by devices
      - e. maintenance agreements
    - ii. compile and analyze jobs completed by outside vendors
      1. descriptions
      2. costs
  
- 3 identify what Evergreen must do to be compliant with State print management requirements
  - i. meet with DES Print leadership
  - ii. attend all DES Print Management Strategies Team meetings
  
- 4 Policy and Procedures development
  - i. Create policy statements
  - ii. Add procedure and / practices statements as they are created and then reviewed by management

- 5 identify opportunities for immediate savings
  - i. initially focus on such things as device default settings, formatting techniques, training
  - ii. formalize these into procedure or practice statements to reside under policies
  - iii. put these initial “best practices” into place
  
- 6 develop training
  - i. what print management means to Evergreen
  - ii. best practices
  
- 7 identify opportunities for savings in the future

*Print Management Advisory Group on-going responsibilities:*

- Be aware of current state laws and requirements concerning print management
  - A good overview of this topic can be found in a DES document entitled, “Guidelines for Managing Print Operations”:  
<http://des.wa.gov/sites/default/files/public/documents/PrintingMail/Printing/DESPrintOperationsGuidelines%20.pdf>
  - Be aware of upcoming requirements and changes
- Calculate the full costs of Evergreen’s printing in dollars and consumables
  - Current costs
  - Costs over time
- Develop policy and procedures recommendations for Evergreens
  - Assure legal compliance
  - Include best practices
- Put best practices into place
  - Research best practices and recommend those appropriate for Evergreen to management
  - Develop and give training on effective print management practices
- On-going monitoring of our print world
  - Measure the cost and efficiency effects of policy/practices implemented
- Reports to Evergreen management on efforts and successes

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  - Measure the cost and efficiency effects of policy/practices implemented
- Reports to Evergreen management on efforts and successes

## Reference material and ideas

- POLICY STATEMENT IDEA: (This is a policy statement idea concerning Print Management at Evergreen. This is meant as an initial point of discussion rather than a recommendation for inclusion, “as is”).

Evergreen recognizes the value of Print Management in supporting its academic and administrative functions. Effective Print Management assures that the costs and quality associated with printing, copying, faxing, scanning, and other associated activities are appropriate and reasonable. Additionally, print management includes sustainability considerations since printing activities consume large quantities of paper and other consumables.

Print Management is the responsibility of XXXXXXXX program.

### Some Reference Material

- “Guidelines for Managing Print Operations”:
  - <http://des.wa.gov/sites/default/files/public/documents/PrintingMail/Printing/DESPrintOperationsGuidelines%20.pdf>
- Federal Electronics Challenge – reducing paper and printer ink usage
  - [https://www.epa.gov/sites/production/files/documents/paper\\_usage.pdf](https://www.epa.gov/sites/production/files/documents/paper_usage.pdf)
- DES presentation material, April 2017 advisory group meeting:
  - [http://des.wa.gov/sites/default/files/public/documents/PrintingMail/Printing/PMMeeting4\\_25\\_2017.pdf](http://des.wa.gov/sites/default/files/public/documents/PrintingMail/Printing/PMMeeting4_25_2017.pdf)
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Visionary work

- What will the office of the future look like with respect to paper and paper handling
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## **Print Management Policy**

### **Operational Policy 528**

Date Adopted: June 20, 2017

## 1. PURPOSE

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This policy establishes the methodology that Grays Harbor College will use in the purchasing, deployment, and replacement of printing devices on campus, as well as off-site printing, to improve the efficient and effective use of college resources.

## 2. POLICY

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Grays Harbor College will purchase standardized network printers and multifunction devices for all on-campus printing and emphasize digital imaging to reduce overall print operations in accordance to the college's Print Management Strategy. Networked copiers (MFD's) will be leased or purchased according to the Print Management Strategy. For off-site printing, the college will manage solicitations, purchase, and make payments in accordance to the college's Print Management Strategy.

## 3. RELEVANT LAWS AND OTHER RESOURCCES

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- [RCW 43.19.733](#) - Requirement to utilize print management contracts—Exemptions [GHC EXEMPT]
- [RCW 43.19.736](#) - Print shop services-Bid solicitations-Confidential information
- [RCW 43.19.739](#) - Reducing costs—Agencies to consult with department
- [RCW 43.19.742](#) - Agency management of print operations—Department rules and guidelines
- [RCW 43.19.745](#) - Agency use of envelopes—Standardization [GHC EXEMPT]
- [RCW 43.19.748](#) - Public printing for state agencies: Exceptions to In-State Requirements
- [RCW 43.19.751](#) - Public printing for state agencies: Allowance of Claims
- [RCW 43.19.754](#) - Public printing for state agencies: Contracts for Out-Of-State Work
- [RCW 43.19.757](#) - Public printing for state agencies: Quality and Workmanship Requirements
- [RCW 28B.10.029](#) - Property purchase and disposition—Independent purchasing authority
- [WAC 200-380](#) - Print management





## **Print Management Strategy**

### **Administrative Services and Information Technology**

Last Revision: April 24, 2017  
Approved: May 25, 2017

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**1. INSTITUTIONAL OVERVIEW**

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Among the oldest two-year community colleges in Washington State, founded in 1930, Grays Harbor College operates three campus locations, the main campus in Aberdeen, WA as well as the Riverview Educational Center in Raymond, WA and the Columbia Education Center in Ilwaco, WA spanning both Grays Harbor and Pacific Counties.

Grays Harbor College employees approximately 160 full-time staff and faculty and an additional 70 part-time faculty to support nearly 4,100 students across a variety of academic programs.

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**2. PRINTING OVERVIEW**

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Currently many employees have localized (desktop) printers on or near their desks that are not connected to the local area network. The college does have multiple network area printers, however they are not standardized with regards specific make or model, so the campus has a significant inventory of different toner/ink to support the varying models of printers. There is a digital imaging system as well as a number of Multi-Function Devices MFDs capable of scan to email for digitizing purposes.

The college does have a managed copier fleet capable of handling many of the more complex and larger printing projects, therefore our print strategy will focus primarily on standardizing and positioning area printers and smaller scale MFDs where practical in order to reduce college costs and storage overhead.

Currently employees purchase external-based printing, binding, and stationery work within and outside Washington, when the amount is anticipated to be less than \$10,000. If purchases exceed the direct buy limit and a contract is not utilized, the Purchasing Office requests proposals from outside sources. Formal bids expected to exceed \$100,000 are advertised on WEBS (Washington's Electronic Business Solution).

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**3. PRINTER & MFD STANDARDIZATION & REDUCTION STRATEGY**

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Administrative Services and the IT Department will spend the coming year conducting an in-depth inventory of printers and toner/ink throughout the college, as well as begin to identify and prioritize areas in need of assessment for centralized printing. After the assessment of needs throughout the college, a selection of printers and MFDs (make and set of models) will be identified as the college standard. This is in effort to reduce printer and toner costs, as well as improve efficiencies on support and troubleshooting.

A communication and education plan will be developed and distributed with the intent of informing the college community about the benefits of localized central printing and how the reduction of costs and efficiencies gained can improve the overall operating position of the college.

The college purchasing procedures will be updated to include the external based printing, binding, and stationery work processes.

**3.1 – INITIATIVES**

The college will strive to improve printing efficiencies through the following initiatives.

**3.1.1 – Desktop Printer Reduction**

The reduction of desktop printing will be done through individual assessment based on the nature, frequency, and security of the work being performed, with a goal of 50% college wide reduction of desktop printing.

**3.1.2 – Printer and MFD Standardization**

Deployment of standardize printers and MFDs in accordance to assessment based on age of printer, usage, and area of effectiveness.

**3.1.3 – Localized Central Printing**

Deployment of area printers and MFDs in order to reduce desktop printing and/or the merging of multiple existing devices into a single device.

**3.1.4 – Digital Imaging and Storage**

Extend the capabilities and increase the number of departments using the college’s document imaging software. Offer trainings on using the MFDs to scan-to-email and encouraging digital document storage versus printing.

**3.1.5 – Print Management and Monitoring Software**

Implement print management and monitoring software in order to gather data to analyze printing throughout the college and identify areas where efficiencies may be gained.

**4. COPIER MFD STRATEGY**

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In order to improve efficiencies and ensure effective use of college resources, the decision to place a new or replace existing networked copier (MFD) will be evaluated prior to purchase or lease. Costs, functionality, necessity, and the needs of department/employee usage will be evaluated to assist in the decision making process. If necessary, Administrative Services will work with the IT Department to decide if placement or replacement of a network copier (MFD) is practical or an alternate MFD/printer is a better purchasing decision. Grays Harbor College will use an authorized contract to obtain copier (MFD) pricing and for the leasing/purchasing of copiers (MFDs).

**5. PRINT PROCUREMENT STRATEGY**

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In order to improve efficiency and obtain best value printing and binding services, Grays Harbor College shall consult with the Department of Enterprise Services prior to issuing a proposal for projects of \$10,000 or more. When feasible, the college shall include recycled paper and biodegradable ink specifications in printing solicitations.

Grays Harbor College shall purchase printing, binding, and stationery work within Washington for projects of \$10,000 or more when a proposal is issued, unless the scope of work can’t be completed within Washington or pricing is more cost effective purchasing from a vendor outside of Washington. If purchases resulting from the proposal are conducted out of state, justification will accompany purchase documentation and the Purchasing Office shall ensure out of state vendors substantially conform to conditions of employment laws of the State of Washington. Solicitations shall mention all printing, binding, and stationery work shall be purchased within Washington, unless the scope of work can’t be completed within Washington or an out of state vendor provides more cost effective pricing. Proposals shall state vendors shall substantially conform to conditions of employment laws of the State of Washington.

Grays Harbor College shall contract with the Department of Enterprise Services when purchasing external printing jobs that contain sensitive or personally identifiable information not publicly available.

Printing projects expected to exceed \$100,000 will be advertised on WEBS (Washington's Enterprise Business Solution) when the request for proposal is issued.

Grays Harbor College will not make payments to out of state vendors for projects equal to or greater than \$10,000, unless a contract is utilized or documentation is included with the purchase order justifying the inadequacy of vendors within Washington, or the identifies the more competitive pricing provided by the out of state vendor.

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## **6. EXCEPTIONS & DEVIATIONS**

### **6.1 - EXCEPTIONS**

1. In the event that an employee has an ADA record on file with the college Human Resources' department and a need is demonstrated that not having a localized printer or MFD would adversely impact that employee.
2. In the event that an employee has a temporary medical disability that limits mobility, a localized printer or MFD may be installed until employee mobility is restored.
3. Grays Harbor College may choose to utilize a contract for printing, binding, and stationery purchases versus issuing a solicitation per RCW 28.10.029(d).
4. Request for Proposals (RFP's) for printing, binding, and stationery projects will be evaluated based on additional factors other than costs. A rating scale will be utilized and the highest scoring responsible vendor will be awarded contract.

### **6.2 - DEVIATIONS**

1. Some college programs and departments may require specialized printing that would necessitate a deviation from the standardized printing fleet. In this case, we will pick a solution appropriate to satisfy the need.

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## **7. CHALLENGES**

1. The college continues to find ways to reduce costs to students, one initiative is open education resources, which are generally textbooks delivered via online vehicles. Some students still have a need for physical version of the material in order to be successful in their college careers, so an incline in student printing is expected.
2. Having area printers or MFDs versus localized printers introduces some inherent security risk for employees who are printing sensitive data as defined by the OCIO Policy 141.10 Data Classification for categories 2 and 3.

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## **8. REPORTING**

Yearly, GHC will report to the Department of Enterprise Services on the following area:

- Percentage of year-over-year reduction in desktop printers
- Percentage of existing printer fleet replaced with standardized printers
- Percentage of existing printer fleet replaced with standardized MFDs
- Percentage of year-over-year pallets of paper purchased

From HCA's administrative policy:

[Communications Division] Purchases directly with and acts as the HCA printing liaison with the Washington State Department of Printing and other outside printing vendors in accordance with chapter 43.78 RCW Requirements. Receives print purchase invoices for PRT and vendors; reviews for accuracy, reconciles invoices and coordinates payment with Accounting..."

[This policy is currently undergoing changes and will strengthen the language around print management.](#)

Here is our guidance for staff for when to use different print options:

We have three options for printing and copying at HCA, depending on your needs:

- **1 - 100 copies:** The printer/copiers available throughout HCA buildings.
- **101 - 10,000 black and white or 5,000 color copies:** Copy Services.
- **10,000 or more black and white copies or 5,000 or more color copies:** Contact HCA Communications at [DesignServices@hca.wa.gov](mailto:DesignServices@hca.wa.gov)

**Cheryl C. Moore**

Communications Manager

Communications Division

office: 360-725-0846 | cell: 360-810-0012

[cheryl.moore@hca.wa.gov](mailto:cheryl.moore@hca.wa.gov)

Washington State  
Health Care Authority

[www.hca.wa.gov](http://www.hca.wa.gov)



**Purpose/Objective**

This policy establishes the Life Sciences Discovery Fund (LSDF) policy on desktop printing, copying, scanning, related purchasing practices, and paper and ink/toner usage.

This policy supports implementation of WAC 200-380, "Agencies must adopt a print policy, standards and procedures."

This policy will guide LSDF toward specific actions and approaches to implement effective print management programs.

**Scope/Applicability**

**Of significant note, LSDF will be ceasing operations on June 30, 2018 and currently has only two employees. One employee works and resides in Pullman, WA and the other in Seattle, WA. The current configuration of staff and workload requires the use of two, un-networked, multifunction desktop printer/copier/scanner/fax machines and the associated supplies.**

The requirements set forth in this policy apply to the entire LSDFA agency. The requirements apply to teleworkers, when using agency owned equipment and software.

**Glossary/Definitions**

- **Consumable:** A product integral to the functioning of imaging equipment with the intent, when depleted or worn, to be replaced or replenished by the user during the normal usage and life span of the imaging equipment. Consumables may include: toner, toner containers, toner bottles, toner cartridges, waste toner cartridges, ink cartridges, ink heads, ink sticks, ribbon ink, thermal paper, copy paper, imaging units, transfer belts, transfer roller, fusers, drum maintenance units, and other associated items.
- **Desktop Device:** An imaging equipment product that is connected directly or wirelessly to a workstation with only one user mapped to the product.
- **Duplexing:** Printing or copying on both sides of a piece of paper, e.g., double-sided or two-sided printing or copying.
- **Duplexing Eligible:** Any imaging equipment that is capable of automatically making double-sided prints or copies.
- **Imaging Equipment:** Includes the following electronic equipment – copiers, digital duplicators, facsimile (fax) machines, mailing machines, multifunction devices, printers and scanners
- **Multifunction Device:** An imaging equipment product which is a physically integrated product or a combination of functionally integrated components that performs two or more of the core functions of copying, printing, scanning, or faxing.
- **Network Device:** An imaging equipment product that is connected to a wired or wireless network with multiple users mapped to the product.
- **Single Function Device:** An imaging equipment product that performs only one of the core functions of copying, printing, scanning, or faxing. Fax machines that provide convenience copies are considered single function devices.

## Roles and Responsibilities

### Director of Grants Management and Administration (DGMA)

The DGMA is responsible for:

- Promoting sustainable printing practices and paper use;
- Establishing goals and strategies to comply with this policy;
- Establishing policies and accepted behaviors around print, copy, fax, and scan functions;
- Managing the size and allocation of the imaging equipment inventory; and
- Tracking the progress and future success of the efforts required by this policy.
- Developing and distributing policy and guidance related to the acquisition of imaging equipment and consumables;
- Managing any centralized purchasing for imaging equipment and consumables; and
- Managing print management contracts.
- Determining which settings described in this policy are required for imaging equipment, which are required for computers, and which are required for both;
- Enabling and establishing the default settings and features required by this policy, on all network devices and computers;
- Developing the training required by this policy;
- Granting waivers to this policy.
- Deploying and maintaining collection sites for used and waste paper and ink/toner cartridges; •
- Final reuse or recycling of used paper and ink/toner cartridges.
- Coordinating, scheduling, facilitating, and monitoring printing and production services with outside vendors
- Pickup and final disposition of used imaging equipment, in accordance with state property disposition and LSDF requirements.

### Employees

Every LSDF employee is responsible for adhering to the requirements and guidance in this policy which apply to their specific job responsibilities; the imaging equipment and computers assigned to them; and/or their printing and copying practices.

### Acquisition and Procurement

Due to the limited remaining lifespan of LSDF, acquiring new imaging equipment will only be needed if a current desktop printer needs to be replaced. In that case, consideration will first be given to not replacing the equipment depending on the time remaining for agency operations and other factors. If a printer is to be replaced, preference shall be given to used equipment that can be obtained from UW or WSU Surplus stores.

## Best Practices

### Default Printing Modes

The following printing modes shall be default:

- Black-and-white or grayscale printing;
- Draft, economy or fast mode printing

### Employee Practices

In addition to settings outlined above, all employees are encouraged to utilize the following features or practices to reduce paper and ink consumption:

- Using “Shrink to Fit” or “Shrink One Page” for print jobs;
- Printing multiple slides or pages from a presentation or document on each page;
- Reviewing jobs in print preview and printing only the necessary pages;
- Removing unneeded content from print jobs;
- Removing unnecessary backgrounds, shading and graphics from print jobs; and
- Printing in color only when necessary;
- Use the following default document settings:
  - Margins of 1.0” or smaller on each side
  - Line spacing of 1.0
  - Font type Calibri
  - Font size 11

All employees are encouraged to employ electronic solutions in lieu of printing hard copies, including:

- Limiting the publication, printing, and storage of hard copy documents and presuming that information should be provided and retained in an electronic form, when permitted by law, and consistent with applicable records retention requirements;
- Identifying and using, as much as possible, alternatives to printing such as increasing use of collaborative software and other cloud computing tools to distribute, store and edit documents online; and
- Saving to networked drives and distributing files electronically.

All employees will use their desktop printer for all print needs except when Print Management Services are necessary as determined by the DGMA.

### Print Management Services

At this stage of LSDF’s lifespan, the use of print management services will be rare. In cases where it is necessary (large format (ledger size), board of trustee meeting items, etc.) the print jobs will be small and will be sent to an outside vendor, most likely Office Depot or UW Print Services.

### End of Equipment Life Management

All used imaging equipment shall be reused or recycled following property disposition requirements.

[Return to Table of Contents](#)



## South Puget Sound Community College

[Home](#) > [Printing Policy](#)

### Printing Policy

**Section:** Information Technology Services

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**Policy Number:** 524

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**Effective:** Wednesday, July 13, 2016

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**Last Revised:** Wednesday, July 13, 2016

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**Steward:** [lcasile@spscc.edu](mailto:lcasile@spscc.edu) [1]

#### Policy:

It is the policy of South Puget Sound Community College to limit printing to the minimum necessary to support student learning and the business of the College.

To promote a less paper-centric environment, the College encourages the use of the larger, more efficient shared printers in lieu of expensive desktop printers. Inkjet printers are not supported at all. Desktop laserjet printers are supported only in those instances where confidentiality is an issue on shared printers.

Students pay a per-page price in order to print on a limited number of student printers on the Instructional domain. This fee is collected by the Business Office Central Services and used to support the cost of maintenance, paper and toner on student printers. Students are provided 25 free pages of printing per quarter.

Faculty do not pay to print to printers on the Administrative domain; however, their printing is tracked via software. Any faculty printing in excess of 750 pages per quarter will be charged back to the appropriate department by the Business Office.

Administrative printers will be serviced by an external vendor at a per page amount to be paid by the Business Office Central Services department. Paper, toner, and maintenance are managed out of Central Services.

#### Purpose:

To support the College's printer fleet and to promote a more sustainable level of printing using shared, efficient multi-function devices.

#### To Whom Does This Policy Apply:

All Students, Faculty and Staff.

#### Related Policies:

[Student Printing](#) [2]

#### Related Procedures:

[Web Printing](#) [3]

*This document is a print-only version and may have dated information. Please visit the source URL below for current information.*

Source URL (retrieved on 2017 Aug 24 - 8:17pm): <https://spscc.edu/policy/itsv524>

## South Puget Sound Community College

[Home](#) > Student Printing

### Student Printing

**Section:** Information Technology Services

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**Policy Number:** 508

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**Effective:** Monday, June 1, 2015

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**Steward:** [lcasile@spscc.edu](mailto:lcasile@spscc.edu) [1]

#### Policy:

Student printing is available in several locations on the Mottman and Lacey Campuses:

- Computer classrooms
- Some Labs
- The Library
- Learning Resources Centers
- The Bookstore
- And other locations (subject to change)

Students will be granted 25 free pages at the beginning of each quarter. If they have an existing balance, the 25 pages will be added to that balance, if that balance does not exceed 75 pages.

The balance of students' accounts can never exceed 100 pages.

Once the free pages have been used, students will be charged a per-page rate for printing to cover the costs of paper, toner, and printer leasing and maintenance. The per page rate will be reviewed annually and is subject to change.

Duplex Printing (two sided printing) will be charged at the same rate as a single page, and is highly encouraged.

No refunds will be issued for leftover balances.

Questions about student printing should be addressed to the **IT Services Help Desk at 360-596-5544**.

#### Purpose:

The purpose of the Student Printing Policy is help the College to provide a certain amount of free printing and to promote greater efficiency and environmental stewardship by monitoring and curbing excessive printing.

#### To Whom Does This Policy Apply:

All Students who need to print on campus with the exception of Transitional Studies students.

#### Related Procedures:

[Web Printing](#) [2]

*This document is a print-only version and may have dated information. Please visit the source URL below for current information.*

**Source URL (retrieved on 2017 Aug 24 - 8:18pm):** <https://spscc.edu/policy/itsv508>

## South Puget Sound Community College

[Home](#) > Web Printing

### Web Printing

**Procedure Section:** Information Technology Services

**Effective:** Wednesday, February 17, 2016

**Last Revised:** Wednesday, February 17, 2016

**Steward:** [lcasile@spscc.edu](mailto:lcasile@spscc.edu) [1]

#### Procedure:

Web Printing services will be available on public printers in various locations on both the Olympia and Lacey campuses.

Classroom printers will not be enabled with web printing functionality to avoid classroom interruptions from remote print jobs.

#### Web Printing Instructions

Printing can be done from any device, not just college-owned technology—you can simply login from your laptop or tablet and print to several printers in public spaces on our campuses.

**STUDENTS:** Visit [print.spscc.edu](http://print.spscc.edu) [2] and **Login** using your my.spscc.edu credentials

**FACULTY AND STAFF:** Visit [staffprint.spscc.edu](http://staffprint.spscc.edu) [3] and **Login** using your @spscc.edu credentials.

**Choose the printer** closest to your location.

**Upload your document**—Excel, Word, PDF and XPS files are all accepted.

Pages from these printers will be charged at the same per-page rate as all other campus printers. Additional details about the Web Printing and Student Printing policies can be found online.

If you have any trouble accessing the website or using the printers, please call the **IT Help Desk at 360-596-5544**.

Visitors to the Economic Development Council or renters of college facilities may be issued temporary guest accounts by the EDC or College Events. The charges for printing on those accounts will be applied to the appropriate accounts. EDC or Events staff may or may not choose to charge back their guest account users, in which case, they will be responsible for printing charges.

Paper, toner, and printer maintenance will be managed by Central Services for both campuses

#### Purpose:

The purpose of this procedure is to allow students, faculty, staff, and visitors to print as needed on public printers, from any device, while still providing a charge-back for paper, toner, and maintenance of the printers.

#### Definitions:

**Public Printers:** Those printers installed in public areas, excluding classrooms and private offices.

**Related Policies:**

[Student Printing](#) [4]

**Procedure Code:** PRITSV4876

*This document is a print-only version and may have dated information. Please visit the source URL below for current information.*

**Source URL (retrieved on 2017 Aug 24 - 8:18pm):** <https://spscc.edu/policy/pritsv4876>

#### **4.08.010**      **Print Management**

The WHRC is committed to provide quality and cost effective print, copy, scan, and fax services to meet the needs of staff while directly impacting the sustainability goals of the State of Washington. The goal of this policy is to facilitate appropriate and responsible use of the WHRC printer assets and control printing costs.

This policy applies to all WHRC employees.

Multifunction Devices (MFD's) are leased using DES Master Contract suppliers. The leasing agreements of the MFD's includes the toner as well as the equipment servicing. Vendor support phone numbers and device ID are listed on the front of the device panel. WHRC staff can contact the printer leasing company with supply needs, questions or service needs.

Personal printers shall only be used in locations and work stations where it is not feasible or access is limited to the MFD's.

Printers are to be used for documents that are relevant to the day to day conduct of business by employees of the WHRC. Printing, scanning, faxing, and copying should not be used for personal documents.

Whenever possible, printing should be prevented when working off of a displayed image is available.

Documents larger than twenty five pages that require more than twenty copies should be considered bulk print items. When bulk printing is required, Department of Enterprise Services Printing Services or another DES Master Contract print vendor is to be used, unless otherwise approved by the Executive Secretary or designee.

All print and copy jobs will be set to default to black and white, and print double sided when appropriate. Color and single sided document printing and copying should be used at a minimum and only when necessary. Large color copying or printing in excess of twenty five pages or more than twenty copies require prior approval of the Executive Secretary or designee.

Any staff that is found to be in violation of this policy may be subject to loss of privileges or other disciplinary actions.

# Washington State Board for Community and Technical Colleges

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## Print Management Policy

### **Purpose/Objective**

*This policy establishes the State Board for Community and Technical Colleges policy on desktop printing, copying, scanning, print-related purchasing practices, and paper and ink/toner usage.*

*This policy is required by WAC 200-380 and supports implementation of an overall framework that defines goals and objectives of printing for the State Board; improve efficiencies and minimize the costs of agency-based printing; manage printing operations, including both agency-based printing and those jobs that require services of a print shop; and implement managed print strategies.*

*This policy will guide the State Board towards specific actions and approaches to implement effective print management of all agency printing activities, including self-service and supplier generated printed materials, services and/or equipment.*

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### **Authorities**

*The authorities for this policy include:*

- RCW 28B.10.029 – Grants higher education independent authority to purchase materials, supplies and equipment
- RCW 43.19.739 – Agencies must consult with Department of Enterprise Services (DES) for printing and binding
- RCW 43.19.745 – Addresses use of envelopes
- WAC 200-380 – Requires adoption of a print policy, standards and procedures

*This policy supersedes any prior policy.*

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### **Glossary/Definitions**

- *Consumable: A product integral to the functioning of imaging equipment with the intent, when depleted or worn, to be replaced or replenished by the user during the normal usage and life span of the imaging equipment. Consumables may include: toner, toner containers, toner bottles, toner cartridges, waste toner cartridges, ink cartridges, ink heads, ink sticks, ribbon ink, thermal paper, copy paper, imaging units, transfer belts, transfer roller, fusers, drum maintenance units, and other associated items.*
- *Desktop Device: An imaging equipment product that is connected directly or wirelessly to a workstation with only one user mapped to the product.*
- *Duplexing: Printing or copying on both sides of a piece of paper, e.g., double-sided or two-sided printing or copying.*
- *Duplexing Eligible: Any imaging equipment that is capable of automatically making double-sided prints or copies.*
- *Imaging Equipment: Includes the following electronic equipment – copiers, digital duplicators, facsimile (fax)*

*machines, mailing machines, multifunction devices, printers and scanners.*

- *Managed Print Service (MPS): Services offered by an external provider to optimize or manage a document output to meet certain objectives, such as managing costs, improving efficiency or productivity or reduction workload.*
  - *Multifunction Device: An imaging equipment product which is a physically integrated product or a combination of functionally integrated components that performs two or more of the core functions of copying, printing, scanning, or faxing.*
  - *Network Device: An imaging equipment product that is connected to a wired or wireless network with multiple users mapped to the product.*
  - *Print Management: The general term that applies to the management of all agency printing operations, including agency self-service and supplier generated printed material, services and/or equipment.*
  - *Single Function Device: An imaging equipment product that performs only one of the core functions of copying, printing, scanning, or faxing. Fax machines that provide convenience copies are considered single function devices.*
- 

## **Roles and Responsibilities**

### **DEPUTY EXECUTIVE DIRECTOR, INFORMATION & TECHNOLOGY DIVISION**

*The Deputy Executive Director is responsible for:*

- *Managing the size and allocation of the imaging equipment inventory; and*
- *Determining which settings described in this policy are a best practice for imaging equipment, which are a best practice for computers, and which are best practice for both;*
- *Enabling and establishing the default settings and features described by this policy, on all network devices and computers;*
- *Developing the training described in this policy;*
- *Developing and distributing guidance related to the acquisition of imaging equipment and consumables, including paper;*
- *Managing any centralized purchasing for imaging equipment and consumables; and*
- *Managing print management contracts.*

### **DEPUTY EXECUTIVE DIRECTOR, BUSINESS OPERATIONS**

*The Deputy Executive Director is responsible for:*

- *Promoting sustainable printing practices;*
- *Establishing goals and strategies to comply with this policy;*
- *Establishing policies and accepted behaviors around print, copy, fax, and scan functions;*
- *Determining baseline print costs using life cycle cost analysis*
- *Tracking and annually providing the State Board's print management strategy report to DES.*

### **FACILITY SERVICES**

*Facility Services is responsible for:*

- *Maintaining collection waste paper; and recycling of used paper.*

### **HELPDESK**

*Helpdesk is responsible for:*

- *Deploying and maintaining collection sites for used ink/toner cartridges; and*
- *Pickup and final reuse or recycling of used ink/toner cartridges*

## **Employees**

*Every State Board employee is responsible for adhering to the requirements and guidance in this policy which apply to their specific job responsibilities; the imaging equipment and computers assigned to them; and/or their printing and copying practices.*

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## **Best Practices**

### **Acquisition and Procurement**

*Prior to acquiring new imaging equipment, purchasers should complete a total cost of ownership assessment to determine if leasing equipment or acquiring print management services is more cost effective than purchasing new equipment.*

*Prior to acquiring new imaging equipment, purchasers should consider all internal and governmental sources of used and refurbished products, to determine if any available products may meet their needs.*

*Of note, the following sustainable acquisition requirements apply to these products:*

- *Imaging equipment*
  - *Imaging equipment must be EPEAT-registered (95% of applicable acquisitions)*
  - *Imaging equipment must be ENERGY STAR qualified (100% of applicable acquisitions)*
  - *FEMP-designated and low standby power requirements are covered by ENERGY STAR qualified and EPEAT-registered products*
- *Consumables*
  - *Copy and print paper must contain at least 30% postconsumer recycled content (95% of applicable acquisitions)*

*When acquiring imaging equipment, preference shall be given to:*

- *Multifunction devices over single function devices;*
- *Network devices over desktop devices;*
- *Duplexing eligible devices over non-duplexing eligible devices;*
- *Equipment that can be remotely managed;*
- *Equipment that provides Personal Identification Number (PIN) and/or Personal Identity Verification (PIV) badge/smart card printing;*
- *Equipment that provides access control lists to allow resetting mandatory duplexing printing or black and white printing;*
- *Equipment that provides status alerts (i.e., they are not working, need toner ordered, are out of toner) to either a central management console or via email; and*
- *Equipment that has clear methods to block outbound communications and to clear all memory and storage areas of images of scanned, copied, or printed products.*

*When acquiring imaging equipment, purchasers should utilize the existing purchasing contracts available to state agencies through DES.*

## **Operation and Maintenance**

### **Equipment Ratio/Network Device Placement**



*The IT Division shall optimize the number and types of print devices allocated throughout the State Board Offices. Actual device allocation may vary depending on such factors as space configuration and print volume requirements. The remaining best practices outlined in this Operation and Maintenance section shall be implemented on all imaging equipment, both network and desktop, in use at State Board. IT will share information with employees on computer settings that conserve ink and paper.*

*IT Division shall determine which settings must be enabled on imaging equipment. The IT Division shall enable all required settings on network devices and networked computers. Employees shall enable all required settings on desktop devices or non-networked computers assigned to them. The IT Division may assist employees in enabling settings on their desktop devices and non-networked computers.*

*Training and instructions shall be provided to employees on how to utilize special features or override default settings for special print jobs. Alternatively, employees may be directed to alternative printing and copying devices for jobs requiring departure from default settings.*

### **Automatic Duplexing**

*All duplexing eligible imaging equipment shall automatically print and copy in duplex mode as the default.*

### **Default Printing Modes**

*The following printing modes shall be default:*

- *Black-and-white or grayscale printing; and*
- *Draft, economy or fast mode printing.*

### **Document Setting Recommendations**

*The following document settings shall be provided as guidance to reduce paper and ink consumption:*

- *Margins of 0.5" on each side;*
- *Line spacing of 0.9; and*
- *11 point font.*

### **Employee Practices**

*In addition to settings outlined above, all employees are encouraged to utilize the following features or practices to reduce paper and ink consumption:*

- *Using "Shrink to Fit" or "Shrink One Page" for print jobs;*
- *Printing multiple slides or pages from a presentation or document on each page;*
- *Reviewing jobs in print preview and printing only the necessary pages;*
- *Removing unneeded content from print jobs, like advertising or banners on internet articles;*
- *Removing unnecessary backgrounds, shading and graphics from print jobs; and*
- *Printing in color only when necessary.*

*All employees are encouraged to employ electronic solutions in lieu of printing hard copies, including:*

- *Limiting the publication, printing, and storage of hard copy documents and presuming that information should be provided and retained in an electronic form, when permitted by law, and consistent with applicable records retention requirements;*
- *Identifying and using, as much as possible, alternatives to printing such as increasing use of*

*collaborative software and other cloud computing tools to distribute, store and edit documents online; and*

- *Saving to networked drives and distributing files electronically.*

*All employees are encouraged to reuse paper with non-sensitive printing on one side, as scrap paper. Paper that has been used on both sides and is no longer needed should be shredded or directly recycled, as appropriate.*

### **Secure Printing**

*Employees or office units that require secure printing on a regular basis should use the secure print feature that is enabled on all SBCTC shared printers.*

#### **Enabling Sleep Mode and Powering Down**

*The manufacturer default ENERGY STAR settings for sleep and powering down shall be retained on all imaging equipment to maximize energy savings by ensuring that equipment goes to sleep and then powers down after the ENERGY STAR-specified period of inactivity.*

*Imaging equipment that does not have automatic sleep or power down settings shall be turned off at the end of every work day.*

### **Print and Copy Centers**

*The State Board does not have a print or copy center. Outsourcing printing or copying may be more efficient, reduce costs and should be considered. For a current list of print and copy centers that are available to State Board employees, see the Communications Office. Consistent with RCW 43.19.739, the agency will consult with DES at least annually on how to choose more economic and efficient options to reduce the cost of printing and binding jobs.*

*All employees should consider the use of a copy center for print and copy jobs that are:*

- *Over 100 copies for a single page or a combination of pages and copies that exceed 300 pages;*
- *Require non-standard paper type (i.e., cardstock, glossy, photograph); and/or*
- *Require non-standard paper size.}*

### **End-of-Life Management**

*The State Board leases its imaging equipment. However any owned used imaging equipment shall be reused or recycled following property disposition requirements.*

*All used paper and ink/toner cartridges shall be reused or recycled by the Facilities Office.*

### **Training**

*The IT Division shall develop Knowledge Base articles. These knowledge base articles will include a quick reference guide and how-to guides. If an employee requires deeper knowledge or has a custom needs, SBCTC helpdesk will assist.*

*All State Board employees are encouraged to contact the helpdesk if further knowledge is needed.*

### **Tracking and Reporting**

*SBCTC will use either software or built-in tracking to report on printer printing activities. These reports will be available upon request. IT will review the stats annually, or during new printer acquisition.*

## **Exceptions and Waivers**

### ***Automatic Duplexing***

*Single-sided printing and copying may be used when legal regulations or protocols require printing on single sheets. In those instances, employees may override the default duplex setting and print single-sided.*

### ***Default Printing and Document Settings***

*Printing and copying utilizing non-default printing and document settings is discouraged and should only when occur when legal regulations or protocols require having different settings. In those instances, employees may override the default settings and utilize the necessary settings.*

### ***Desktop Devices and Single Function Devices***

*Waivers from desktop device policy are provided through the IT Division. All waivers must be requested using in writing and be approved by the requestor's Deputy Executive Director.*

*Requests to purchase a desktop device must follow procedures established by IT Division. Managers have the jurisdiction to nominate employees for the purchase of a new desktop device, but the final decision to purchase resides with the IT Division.*

*Desktop devices should only be issued under compelling circumstances. Convenience is not a valid reason for issuing a desktop device to an individual. Some examples of exceptions include cases in which the agency or facility is complying with the Americans with Disabilities Act or office routinely prints or copies confidential documents.*

## **Contact Information**

*Any questions or concerns regarding this policy should be directed at Business Operations Division, Executive Assistant.*

## PRODUCING PUBLICATIONS AND VISUAL COMMUNICATION PRODUCTS

**Subject Matter Lead:** Communications Director      **Effective Date:** January 27, 2017

**Accompanying Procedures:** PRO-AM-110A      **Accompanying Forms:**

**Cancels:** POL-AM-110, dated 9/29/2008

**Sunset Review Date:** January 2021

**Approved By:** *Derek I. Sandison, Director*

**References:** POL-AM-104 Attending Legislative Hearings or Meetings  
POL-AM-117 Forms Management  
POL-AM-129 Developing and Distributing Reports to the Legislature  
[Executive Order 05-03](#) Plain Talk

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This policy establishes agency standards for all publications and visual communication products issued by WSDA.

The standards:

- Ensure all products meet state and agency objectives and requirements.
- Provide clear and effective communications beneficial to the agency, its customers and the public.
- Present a consistent and professional image for the agency.
- Ensure high-quality design, layout and appearance of publications and visual communication products.
- Ensure best practices are followed for the product being developed.
- Keep management and the Communications Office informed of product development.

### 1. PUBLICATIONS MEET CERTAIN STANDARDS, INCLUDE CERTAIN ELEMENTS, AND FOLLOW CERTAIN GUIDELINES

- Publications use a layout, color scheme, fonts, photos and images that reflect a high quality of work and professionalism, and are clearly identified as issued by WSDA.
- Each publication includes:
  - A publication number issued by the Communications Office.
  - The agency name and logo or state seal prominently displayed.
  - The division or program that prepared the publication.
  - A publication or revision date.
  - Contact information with any or all of the following:
    - Phone number
    - Email address

- WSDA website URL
  - WSDA mailing address
- Certain publications, including reports, fact sheets, brochures and pamphlets, also include:
  - Headers and/or footers that identify the agency, the topic or title of the publication, publication date and pagination, as appropriate.
  - The Americans with Disabilities Act statement, *“Do you need this publication in a different format? Contact the WSDA receptionist at (360) 902-1976 or TTY (800) 833-6388.”*
- When appropriate, publications also include:
  - The name of the WSDA director.
  - Logos other than the WSDA agency logo when such logos have been pre-approved by the Communications Office.
  - Credit for non-WSDA content used in the product.

## **2. VIDEOS ARE PRODUCED FOLLOWING FORMAT REQUIREMENTS**

- All videos are clearly identified as issued by WSDA and include:
  - On the title page, the agency’s name and logo or state seal prominently displayed.
  - In the credits:
    - Source of images that are non-WSDA photos, graphics or other visual products.
    - Agency contact information that can include web URL, phone number, mailing address or all three.
    - Credit as appropriate for music, information cited, or any other non-WSDA-sourced material.
  - Captions that accurately reflect all words spoken in a video.

## **3. APPROPRIATE PERMISSIONS ARE OBTAINED**

- Images not owned or licensed by WSDA may not be used in printed publications, videos, web pages or any other format without proper attribution per the license or copyright requirement of the image or the explicit permission of the owner of the image.
- Photos or videos produced by WSDA staff for agency use must have signed photo release forms or other written permission from any non-WSDA employees featured in the photos or videos.

## **4. ASSISTANT DIRECTORS ARE RESPONSIBLE FOR THE QUALITY AND ACCURACY OF THE CONTENT IN ANY PUBLICATIONS, VIDEOS, WEB PAGES OR OTHER COMMUNICATION PRODUCTS PRODUCED BY THEIR DIVISIONS AND PROGRAMS**

## **5. THE COMMUNICATIONS OFFICE REVIEWS ALL VIDEOS AND PRINTED COMMUNICATION PRODUCTS INTENDED FOR PUBLIC RELEASE PRIOR TO PRINTING, SHARING OR POSTING TO THE WEB**

- Exceptions - Communications Office review is not necessary for Power Points, but these products must still comply with standards described in Statement (1), above.

- Power Points prepared for presentation to the Legislature or the Governor's Office must be reviewed by the Policy Office prior to release (See POL-AM-104 *Attending Legislative Hearings or Meetings*).
- The Communications Office may edit for grammar, tone, length, clarity, to meet best practices or for other reasons aimed at maintaining professional standards, effective communications and legal requirements.
- All publications must meet the requirements for Plain Talk communication through the use of clear language, layout and design, in keeping with [Executive Order 05-03](#).

**6. THE POLICY DIRECTOR OR DESIGNEE, THE COMMUNICATIONS OFFICE, AND THE WSDA DIRECTOR OR DESIGNEE REVIEWS REPORTS REQUIRED BY STATE STATUTE, LEGISLATIVE DIRECTIVE, OR PREPARED FOR DISTRIBUTION TO THE LEGISLATURE**

- The director or a designee approves these legislative reports, which meet all other requirements for such publications (See POL-AM-129). Other requirements may include review and approval by the state Office of Financial Management before a report is transmitted to the Legislature.

**7. WSDA PUBLICATIONS ARE PUBLIC DOCUMENTS AND ARE AVAILABLE TO ALL UPON REQUEST**

- Divisions and programs make publications available in widely used electronic formats, and on division or program web sites.
- A final electronic copy of each publication is distributed to the Communications Office for inclusion in the agency's publication library.

**DEFINITIONS:**

**Publications** include those distributed electronically, posted to the agency website or as printed material, issued by WSDA divisions, programs or any WSDA staff member on behalf of the agency. They include, but are not limited to, reports, fact sheets, brochures, newsletters, pamphlets posters, postcards and other materials intended for the public. They do **not** include contract deliverables (including reports), rulemaking documents and communications (including rulemaking communications to stakeholders), letters, or other routine documents created as individual customer communications, such as enforcement and inspection communications.

**Visual communication products** include web-based products, videos, emailed newsletters and other visual materials intended to communicate agency information with the public.



STATE OF WASHINGTON

DEPARTMENT OF AGRICULTURE

P.O. Box 42560 • Olympia, Washington 98504-2560 • (360) 902-1800

**POL-AM-117**

**FORMS MANAGEMENT**

**SUPERSEDES:** POL-AM-117 dated December 12, 2008

**INFORMATION CONTACT:** Jeff Larsen, Forms and Records Analyst  
360/902-1814

**APPROVED:** Don R. Hover, Director  
Signature on File

**DATE:** April 3, 2013

**SUNSET REVIEW:** April, 2017

**OTHER REFERENCES:**

- [POL-AM-110](#) Publications
- [Chapter 40.14 RCW](#) Preservation and destruction of public records
- [Chapter 434-615 WAC](#) Custody of public records

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**POL-AM-117 - FORMS MANAGEMENT**

The Washington State Department of Agriculture maintains a forms management policy to promote efficient document processing so that:

- Only those forms necessary are produced.
- Forms are analyzed for compliance with current statutes and rules.
- Forms are designed and constructed to ensure efficient, economical, and correct use.

- Forms are reproduced, stored, filed and disposed of according to applicable governing rules, regulations, and applicable retention schedules.
- All forms developed for external use by agency staff are reviewed and approved by the Forms and Records Analyst. Prior to reproduction and use, external forms are assigned a tracking number and the date of issuance or update.
- All electronic forms, including interactive forms, are administered and distributed by the agency Forms and Records Analyst.
- Software license agreements are adhered to for distribution of electronic forms.
- Only agency-approved software is used in the development of agency forms.

## **1. Definitions**

“Agency form” means an agency-specific form with an “AGR” form number used only for agency-related purposes.

“External form” means a form that is intended for use by the public.

“Internal form” means a form that is intended for use by WSDA staff only and is not available for use by the general public.

“State form” means a common purpose form for use by all state agencies. Many such state forms are being phased out and are being replaced by agency forms.

“Electronic form” means a computer version (such as Word or PDF) of an approved agency or state form. An electronic form may or may not be an interactive form.

“Form revision” means any change in the layout, text, or construction of an existing form.

“Interactive form” means an electronic form in which the variable information is typed in on a computer.

## **2. Who is the Forms Administrator for WSDA?**

The Forms and Records Analyst is designated the administrator of the agency forms management program. This individual is responsible for administering all aspects of agency forms management activities.

## **3. What is the procedure for obtaining approval of a new external form?**

### **A. WSDA Employees**

WSDA employees needing a new external form must fill out form AGR 302-1020 (Checklist) and prepare a mock-up of the respective form.



## B. Forms and Records Analyst

The Forms and Records Analyst will research whether similar or duplicate forms exist; do a final review of the form for compliance with the agency laws, rules, policy and procedures; assign the form an agency-unique number; and recommend the most efficient reproduction method. The Forms and Records Analyst will provide the appropriate staff person a proof of the form for final review and approval.

## C. External Forms Generated by Division

The Forms and Records Analyst will review and approve any external form created and developed by a division prior to reproduction or use.

Any external form created by the division must be provided in native electronic file format (InDesign, Word, etc.) to the Forms and Records Analyst for inclusion in the agency forms catalog in \\agrfloly01\Frms-Rec.

## D. Interactive External Forms Generated by Information Technology Staff

The Forms and Records Analyst and Information Technology staff will work cooperatively to create interactive external forms. Final approval will be given by the Forms and Records Analyst.

Information Technology staff will provide any final external form to the Forms and Records Analyst in readily accessible electronic file format (PDF or other ISO-approved format). The Forms and Records Analyst will include each form in the agency forms catalog in the agrfloly file server under Frms-Rec for the purpose of long-term archiving and to determine the intended “look and feel” of the form in the event the native format file becomes unusable. If the native file was created using Microsoft Office (e.g. InfoPath or Word) or Adobe Creative Suite products (e.g. LiveCycle or InDesign), a copy of the native file must also be provided to the Forms and Records Analyst.

## E. Electronic External Forms

All electronic external forms must be created by the Forms and Records Analyst or by division staff.

Electronic external forms created by division staff shall be submitted in their native file format to the Forms and Records Analyst for approval and distribution. The Forms and Records Analyst is responsible for maintaining electronic external form files on the intranet (<http://agrapoly01/wnda/>) for access by agency staff. Division staff are responsible for posting electronic forms on their portion of the agency’s public Internet website (<http://agr.wa.gov/>). Any forms posted on the public Internet website shall be located in the /FP/Forms subdirectory, however, links to the forms in this subdirectory may appear in any web pages on the public Internet site.

## **4. What is the procedure for discontinuing an external form?**

A. WSDA Employee

An employee who becomes aware that an external form is no longer needed for agency business should consult with his or her Division Coordinator to make that determination.

B. Division Coordinator

The Division Coordinator will notify the Forms and Records Analyst of the need to discontinue the external form by providing the form's name and number. The Division Coordinator will also notify the Division Web Coordinator that the form needs to be removed from the public website.

C. Forms and Records Analyst

The Forms and Records Analyst will change the status of the form from "active" to "discontinued," will move the electronic files into the "Discontinued" folder for that number series, and will remove any links to it on the intranet.

D. Division Web Coordinator

The Division Web Coordinator will remove the form and any links to it from the public website (<http://agr.wa.gov/>), as well as from the development server.

**5. Are internal forms managed the same as external forms?**

Internal forms are managed differently from external forms. Responsibility for internal forms resides at the division level. The Division Coordinator, or the Division Coordinator's designee, is the designated administrator of internal forms. This person is responsible for administering all aspects of internal forms management activities, including approval of new internal forms and discontinuing those deemed to be obsolete.

Internal forms no longer need an official form number. However, divisions may continue to use AGR form numbers for management purposes. Contact the Forms and Records Analyst to obtain a form number for a new internal form.

**6. Can internal forms be posted on the agency intranet or SharePoint site?**

You may continue to post internal forms to the agency intranet site or SharePoint portal.

**7. Can internal forms be posted on the agency website?**

Since internal forms are not intended for public use, they should never be posted to the agency website. Use the agency intranet or SharePoint to make internal forms accessible to WSDA staff.

**8. Revision History**

POL-AM-117 dated December 12, 2008  
POL-AM-202 dated July 2, 1996  
Policy and Procedure O/S-502

## Executive Policy

### Chapter 1: Executive Policy and Procedure

### Policy 1-60

*Resource Contact:* Director of Human Resources and Administration

*References:* RCW 43.19  
WAC Chapter 200-380  
DES Guidelines for Managing Print Operations

*Effective:* November 13, 2017

## Print Management

**Purpose:** The purpose of the Print Management policy is to establish Agency best business practices and to facilitate expenditure reductions related to print production.

**Application:** This policy applies to all employees of the Washington State Historical Society.

### Standards


1. Maintenance contracts for printers and copier will be provided by active vendors on the Master Contract list.
2. WSHS shall consult with DES Printing for large volume printing and binding projects.
3. Surplus Request Management System (SRMS) will be utilized to surplus all retired printing equipment.
4. WSHS Director (or designee) will annually educate staff on printing standards and guidelines.
5. WSHS will adhere to the following printing standards:
  - a. Utilize secure print to prevent erroneous prints.
  - b. Disable banner sheet printing in internet browser settings.
  - c. Set print driver defaults to double-sided printing.
  - d. Set print driver defaults to black and white printing.
  - e. Purchase and use standardized envelopes through DES Printing and Imaging.
6. All WSHS printers and copiers will be inventoried and tagged with Washington State equipment inventory tags supplied by DES, to include leased multi-function machines.
7. WSHS will report printing costs to DES annually.
8. WSHS will determine baseline costs associated with print productions.

### Procedures

1. The Director shall appoint a designee and designee backups to track baseline cost data and report annually to DES.
2. Designee shall collect the following data and report findings annually to DES
  - a. Delegated WSHS staff shall
    - i. Catalog WSHS printers/copiers
    - ii. Ensure all single function desktop printers are networked at time of installation
    - iii. Work with DES to compare invoices and verify usage costs
    - iv. Create a spreadsheet of all leased/owned printers/copiers
  - b. Collected data shall include
    - i. Monthly DES Contract management costs associated with printing contracts
    - ii. Monthly equipment lease costs

- iii. Associated usage click charges
- iv. Meter reads from each device quarterly
- v. Paper purchased for printer/copier fleet
  - 1. Preprinted letterhead purchases
  - 2. Blank
  - 3. Color
- vi. Fax lines expenses
- vii. Repairs and maintenance costs/expenses
- viii. Electricity usage based on DES's average power consumption cost of \$27 per month per machine based on a per machine usage of 1920 watts at 5 hours per day @ \$0.0946/kWh.
- ix. WSHS FTEs delegated to managing printer fleet

Approved:

  
\_\_\_\_\_  
Jennifer Kilmer  
Director

11/13/17  
Date

## WASHINGTON STATE SCHOOL FOR THE BLIND

POLICY

DATE: July 19, 2016

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SUBJECT: Use of agency printing devices

Prepared by: Ed Lukowski, ITS3

Approved by: \_\_\_\_\_

Scott McCallum

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**PURPOSE:** This policy establishes guidelines for all WSSB employees in the use of agency printing and embossing devices per RCW [43.19.742](#).

**DEFINITIONS:**

The following terms and abbreviations will be used throughout this document.

MFD = Multifunction Device (devices with ability to print, scan and copy)

Printer = Inkjet or laser based imaging device

Embosser = A device that produces Braille from electronic media

IT = Information Technology

Print server = A location on the WSSB intranet where you set up the printers on your computer

Consumable supplies = All toner, staples, paper and waste toner containers

**POLICY:**

A. Network Attached Printers

The Network Services team will create a profile on the print server located on the WSSB network for the all network attached printers and embossers. All print profiles will be set with the following default settings:

- 2 sided printing.
- Black and white printing if the device is color capable, with the option to print in color if needed.
- Secure or hold print.

- Disable banner pages.
- Any finishing options that the device is capable of.

Users are able to modify print settings for a particular document by changing the print properties. These options include printing in color, stapling, etc.

Network Services will maintain a device IP address list and update print drivers as they become available.

#### B. Locally attached printers (i.e USB)

The following guidelines are to be utilized to maximize efficiencies in use of printing devices.

- All employees shall print in black and white as a default for routine prints unless the project requires color prints.
- If equipped 2 sided printing will be a default.
- If printing multiple copies or large documents, please refrain from using smaller printer.

#### C. Network and locally attached embossers

The following guidelines are to be utilized to maximize efficiencies in use of embossing devices.

- All employees shall emboss interpoint braille as a default for routine prints unless the project requires single sided braille.
- Users are able to modify embossing settings for a particular document by changing the properties

#### D. MFD users

The following guidelines are to be utilized to maximize efficiencies in use of printing devices.

- All users should use the secured print or locked\hold print options for all printing devices mapped to their computer.
- All employees using a WSSB MFD shall print in black and white as a default setting for routine prints unless the project requires color prints.
- MFD and Plotter use is for State business only.
- Print files sent to the MFD are to be printed daily. The MFD is not a file storage device. Any files still residing on the device 3 days after submission will be automatically deleted.

#### E. Departmental Device Support

Each Department is responsible for managing MFDs within their area of operation, to include:

- Updating and maintaining email address books for the scan to email function.
- Troubleshooting all MFD problems and contacting the vendor representative as needed for repair.
- Storing and managing all paper and consumable supplies for MFDs and plotters.
- Conducting weekly hard drive overwrites.
- Providing MFD serial numbers or ID numbers to Contracts, Accounting, and Network Services for device management and inventory.
- Ensuring recovery and destruction of hard drives upon decommissioning of any print device.



## **Printing Services**

### **PRINTING POLICY**

University departments are to route requests for printing and related production services to the Office of University Communications. As the designated agent of the Washington State Department of Printing, University Communications must review and approve all printing requests to ensure compliance with state printing and procurement laws. Department personnel may not send printing requests directly or electronically to print vendors.

Printing and related production services include all University printing, copying, scanning, typesetting, assembly, and binding. Production formats include, but are not limited to, banners, posters, decals, signs, and related wide-format printed materials.

### **Service Provider Exceptions**

Departments are to route printing policy exception requests to the Executive Director of University Communications.

### **Non-Pullman Units**

Non-Pullman units which have received written prior approval from University Communications may send printing requests costing less than \$3,000 directly to approved local vendors. Such units are to direct all printing requests exceeding \$3,000 to University Communications. See 80.05.4.

### **Employees in Travel Status**

Employees in travel status may use purchasing cards or University travel charge cards to purchase University business-related copying services. See 70.08 and 95.03.

### **Marketing Brand Standards**

The University's printing policy also includes requirements regarding marketing brand standards and University stationery and business cards.

### **Integrated Marketing Brand Requirements**

University Communications staff approves the use of or directly applies University brand standards to print, copy, and web materials.

University personnel are encouraged to contact University Communications *before* preparing copy or creating electronic files for publication. University Communications staff help ensure that University brand parameters are applied appropriately and help select production methods that produce the best results and save time and money.

### **University Stationery and Business Cards**

In accordance with the University's Graphic Identity Program, University Communications has developed a coordinated system of University stationery. All units are to use the standardized formats to show proper affiliation with the University. *There are no exceptions to this requirement.*

## **Printing Services**

University Stationery and  
Business Cards (cont.)

To maintain a consistent graphic identity, University Communications produces all stationery and business cards.

Stationery and business card samples and additional information are available from the University Communications website at:

<http://ucomm.wsu.edu/place-an-order>

## **PRINTING SERVICES**

University Communications evaluates each submitted job, obtains brand approval, and determines the best production method. In most cases, materials are printed in-house. When necessary to meet job specifications, University Communications outsources work to commercial vendors, in accordance with state of Washington printing regulations.

University Communications also provides printing, copying, and scanning services through *CougarCopies*. See 80.05.4-5.

## **Consultation**

The staff at University Communications assists users in determining the best reproduction methods, anticipated costs, and appropriate preparation of materials to be printed.

University Communications provides written cost estimates and production scheduling upon request.

## **PRINTING ORDER PROCEDURES**

WSU departments may use IRIs, e-mail, or online processes to submit printing orders to University Communications.

Departments must provide budget authorization, including appropriate program/budget/project account information, with each request.

Departments are to enclose samples, layouts, or original copy if available. Alternatively, departments may submit flash drives with the electronic files or use FTP to send electronic files to University Communications. See *Digital File Submission (FTP)* (80.05.3).

**University Stationery and  
Business Cards  
(All Departments)**

All departments may place orders for University stationery and business cards with University Communications using one of the following methods:

- Online at the University Communications website:

<http://ucomm.wsu.edu/place-an-order/>

- Intercampus mail to University Communications; mail code 5910; Cooper Publications 40
- Walk-in at Cooper Publications Building

## Printing Services

### Registered Student Organizations

Registered student organizations requesting printing services follow the instructions in 70.18 prior to requesting printing services.

### Non-University Entities

The Executive Director of University Communications follows directives in 30.15 when determining the eligibility of non-University individuals or organizations to purchase printing services.

### Pullman Campus Units

#### Request Methods

WSU Pullman campus departments may use any of the following methods to submit work orders.

#### *Online Ordering*

Place online orders through the University Communications website at:

<http://ucomm.wsu.edu/place-an-order>

Include the appropriate program/budget/project account information with the request.

#### *Digital File Submission (FTP)*

Submit digital files by FTP (file transfer protocol) through the University network. For FTP instructions, go to the University Communications website at:

<http://ucomm.wsu.edu>

Select Design and Production, and then  
Select File Transfer

#### *Walk-in Submission*

Walk-in to submit completed work order requests to any University Communications location, including *CougarCopies*. See 80.05.4-5.

Telephone 509-335-3559 to request preprinted work order forms for *CougarCopies* services.

#### *Submission by Campus Mail*

Submit completed work order requests or instructions by interdepartmental mail; mail code 5910; Cooper Publications 40.

#### *After-Hours Submission*

Submit work orders after-hours by depositing completed work order requests or instructions in the drop box located at the main entrance to Cooper Publications Building on Grimes Way.

#### Free Pickup and Delivery

*CougarCopies* picks up new printing, copying, and scanning work orders and delivers completed materials at no extra charge at WSU Pullman. Telephone 509-335-3559 to request this service.

## **Printing Services**

### **Non-Pullman Units**

Non-Pullman departments are to obtain direction from University Communications regarding the purchase of printing services. University Communications either prints the materials in-house or approves local vendors as indicated below.

### Jobs Costing More than \$3,000

Non-Pullman departments are to direct all printing jobs costing more than \$3,000 including freight and sales tax, to University Communications.

### Jobs Costing Less than \$3,000

For jobs costing less than \$3,000 including freight and sales tax, non-Pullman units may direct the requests to University Communications for printing in-house or may request that University Communications approve local printing options.

University Communications evaluates non-Pullman local printing requests and approves local vendors.

### Submitting Work Orders to University Communications

Non-Pullman departments may use any of the following methods to submit work orders to University Communications.

### *Online Ordering*

Place online orders through the University Communications website at:

<http://ucomm.wsu.edu/place-an-order>

Include the appropriate program/budget/project account information with the request.

### *Digital File Submission (FTP)*

Submit digital files by FTP (file transfer protocol) through the University network. For FTP instructions, go to the University Communications website at:

<http://ucomm.wsu.edu>

Select Design and Production, and then  
Select File Transfer

### *Submission by Campus Mail*

Submit completed work order requests or instructions by interdepartmental mail; mail code 5910; Cooper Publications 40, WSU Pullman.

### **UNIVERSITY PRINT/COPY CENTERS** *(CougarCopies)*

*CougarCopies* is the central University print/copy center with two locations on the Pullman campus. *CougarCopies* provides a full range of printing, copying, scanning, laminating, binding, and faxing services, and assists departments in meeting University copyright requirements.

**Printing Services**

**Location and Hours of Operation**

*CougarCopies* has customer service and technical personnel available at both locations to provide assistance as needed. *CougarCopies* maintains extended hours to accommodate emergency copying needs.

	<u>Telephone</u>	<u>Hours</u>
Compton Union Bldg.	509-335-1647	7:30 a.m. to 8:00 p.m., Monday through Friday 11:00 a.m. to 5:00 p.m., Saturday 1:00 to 5:00 p.m., Sunday
<i>Summer Hours</i>		7:30 a.m. to 5:00 p.m., Monday through Friday
Cooper Publications Rm. 40	509-335-3559	8:00 a.m. to 5:00 p.m., Monday through Friday

**Additional Services**

Through *CougarCopies*, University Communications offers a managed placement program for departments in need of a new integrated, multi-functional device (print/copy/scan).

The *CougarCopies* "Peace of Mind" package provides departments with the following benefits:

- Assess department needs
- Coordinate installations
- Deliver paper and machine supplies weekly
- Manage access codes
- Bill monthly
- Place and monitor service calls
- Train for all users with refreshers as needed

Contact *CougarCopies* for more information; telephone 509-335-1647; or see the *CougarCopies* "Peace of Mind" package website at:

<http://ucomm.wsu.edu/cougarcopies-store/peace-of-mind-program/>

See also 70.27.

<https://commons.wvc.edu/hr/pp/600/Print%20Management.aspx>

Policy

600.170 **PRINT MANAGEMENT POLICY**

Wenatchee Valley College will adopt agency-wide procedures and standards governing the management of print operations to ensure the efficiency and minimize the cost of student and employee printing, and to comply with [WAC 200-380-030](#). This policy applies to on campus printing and contracted printing services. Cost and usage data will be the basis of managed print strategies.

*Approved by the president's cabinet: 8/16/19*

*Adopted by the board of trustees: 11/30/16*

Procedure

1600.170 **PRINT MANAGEMENT PROCEDURE**

Standard print management procedures for all WVC locations are intended to provide for efficient print options for employees and students while ensuring that printing expenses are minimized as much as possible. These procedures are intended to be used together with guidelines issued by the State Department of Enterprise Services and applicable RCWs.

**A. PROCEDURES INCLUDE:**

1. Printer purchases and leases will be managed by the WVC chief technology officer and require an analysis of the need and most efficient way to meet the need.
2. Centrally located multifunction devices will be used for all departmental printing unless an individual cannot leave their work station, for a legal or privacy reason, or for efficiency.
3. Printing devices will be programmed to default to black and white, 2-sided printing.
4. Students will be required to pay for printing above a standard "free" number of pages in computer labs and classrooms, the number to be set by the college administration.
5. High volume and specialized printing will only be done on centralized high-volume printers. The college central printing service will have high-volume printers available for employee use, and specialized printing and binding equipment for efficient specialized printing. High-volume printers will be designated by the administrator of the WVC central printing services. Large print orders with a cost greater than \$10,000 annually must be managed through the WVC purchasing manager to ensure compliance with current state policies. Competitive bids are required.
6. Off-site printing vendors may be used for large or specialized printing to ensure the lowest cost, best quality and best turnaround time.
7. Document workflow and document management solutions will be reviewed and adopted when they will increase efficiency and reduce print needs. Approval of the WVC chief technology administrator is required.

8. Wherever practical and when it won't compromise quality, recycled paper will be used.
9. Coin-operated printers and copiers are exempt from these requirements, but are expected to comply as much as is practical. Certain departments may be exempt from default settings if approved by the chief technology officer and/or chief administrative officer. Self-support programs and auxiliary services are exempt unless they use printers shared with other departments.

Printing procedures will be reviewed periodically as resources permit, at the end of useful life of WVC owned printers, and at the renewal date of leased printing equipment.

*Approved by the president's cabinet: 11/22/16*

*Adopted by the board of trustees: 11/30/16*

## ADMINISTRATIVE POLICIES & PROCEDURES

### 1.07 PRINTING/GRAPHICS CENTER

The Printing/Graphics Center is located on the south side of Palmer Hall. Office hours are from 7:00 a.m. to 5:00 p.m., Monday through Friday. Summer hours may vary. Turnaround time is generally from two hours to two weeks depending on the particulars of the job. *All turnaround times are estimates and may vary according to circumstances.* Whenever possible allow two to three days turnaround for standard print jobs. Standard jobs are those up to 100 copies of 2-10 pages. Larger jobs or jobs requiring special finishing, color printing, folding, etc. will require longer lead times. Printing jobs on paper stock up to 13x19 can be handled as well as jobs requiring multiple ink colors. Finishing such as collating, stapling, drilling, padding, numbering, scoring, perforating and spiral binding is also available.

#### [Go To Print Shop Job Ticket](#)

#### Procedures

1. Submit a Print Shop Job Ticket, available from the Print Shop or at [https://myyvcc.net/sites/Print\\_Mail/default.aspx](https://myyvcc.net/sites/Print_Mail/default.aspx).
2. Attach material to be copied or file to be copied.
3. Send to [printshop@yvcc.edu](mailto:printshop@yvcc.edu) or bring print shop Job Request Box located on the counter in front of the Print Shop office. Make sure all pertinent information regarding the job is complete. Make a special effort to use the correct account number so that charges are made to the appropriate account.
4. Every effort will be made to finish jobs in a timely manner; however, at times priorities must be set, and when this happens, the following priorities shall be observed:
  - grant requests
  - tests
  - class schedules
  - class handouts
  - forms
  - brochures
  - envelopes
  - business cards

#### Walk-up Copier for Staff & Faculty

A walk-up copier is available in the Print Shop. Please remember to keep your copies limited to 25. If you need larger quantities of your copies, please fill out a job ticket and give to the Print Shop.

#### Publication Approval

Publications that will be distributed off campus must be routed to the Public Information Office for approval before they can be printed in the Print Shop. This is not to change your materials, only to make sure you are following the YVCC guidelines such as correct use of the YVCC logo, the creating opportunities logo, the Non-discrimination statement, grammar, etc. In addition, it helps the public information office know what is being distributed off campus.



**Economy & Ecology**

If you're trying to reduce cost on your copy jobs, remember that white paper is the cheapest. The print shop will be printing ALL multiple paged documents DOUBLE SIDED to save paper. There will be certain exceptions to this rule such packets that have forms or test. For further information, call the Print Shop at Ext. 4685.