

PRINT SHOP SERVICES

I. PURPOSE:

The following guideline establishes policies and procedures for processing Print Shop services.

II. POLICY:

This guideline will apply to all City Departments, and for the purpose of this guideline, the following will apply:

- A. PRF: Indicates Print Shop Request Form
- B. Customer: Indicates the Department or Division desiring the services.

III. RESPONSIBILITY:

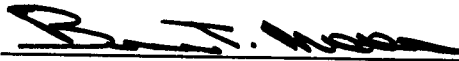
The responsibility for assuring that these guidelines are met and revised as needed rests with the Purchasing Division of the Finance Department.

IV. PROCEDURE:

- A. Customers requesting Print Shop Services will submit all requests on PRFs to the Print Shop.
- B. A print order number will be assigned and a planned completion date documented to the customer when the PRF is submitted within twenty-four (24) hours, for larger or more complicated print requests, the Print Shop Supervisor will provide a completion date. Every effort will be made to have all orders ready by 12:00 PM on the planned completion date.
- C. Only written instruction on the PRFs will be carried out by the Print Shop Staff. Print Shop Staff will be available for consultation on special projects for clarification and consistency of written instructions.
- D. Special written agreements will be made for Newsletters, Boards and Commission Agendas, printing of employment tests and printing requests requiring special attention.
- E. Small print orders requiring no finish work (i.e., folding, stapling, hole punches, etc.) will generally be ready within one (1) business day.
- F. There will be no printing while you wait, and Customers will be called for pickup.

- G. All Print Shop Services shall be performed during regular work days from 8:00 AM – 5:00 PM.
- H. All material sent to the Print Shop for duplication will be camera ready. **** [or an acceptable electronic form (PDF File). ****]
- I. Small jobs should be done using your local copier. For example a job of ten (10) originals with ten (10) copies of each original (100 total copies) or less should be done on your local copier. If you don't have access to a copier, the Print Shop will accommodate you.
- J. In the event promised completion schedules cannot be met due to Print Shop equipment failures, customers will be notified by phone and given a revised 'planned completion date.' The revised date will be noted on the PRF.
- K. Special charges for special paper, half tones special ink, will be billed and paid directly by the customer.
- L. Complaints concerning the Print Shop will be directed to the Purchasing Division of the Finance Department.

Approved:



Bruce T. Moore
City Manager