CALIFORNIA STATE UNIVERSITY
SAN BERNARDINO
Printing Services

Printing Services Website
Business Process Guide

Last Revised: **4/22/19**

REVISION CONTROL

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Revision Date	Revised By	Summary of Revisions	Section(s) Revised
4/22/19	Laura Sicklesteel	Whole Document	All

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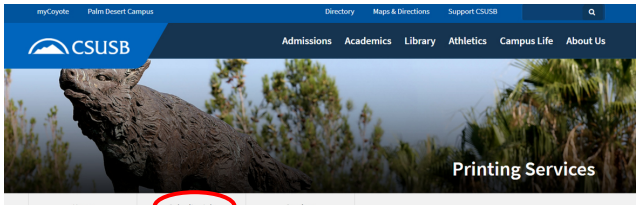
Introduction

This document provides navigation of CSUSB Printing Services' website.

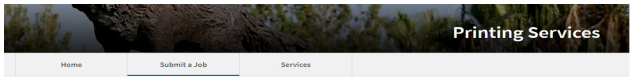
1.0 Log In to Printing Services Website

To access the Printing Services website:

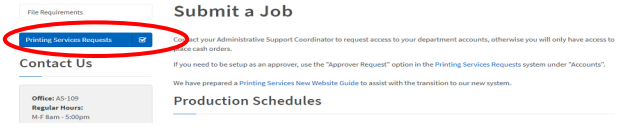
- Visit https://www.csusb.edu/printing



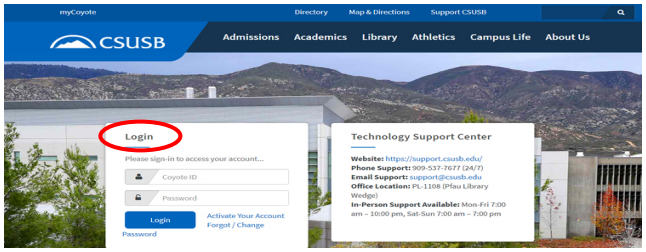
- Select Submit a Job tab



- Select Printing Services Requests

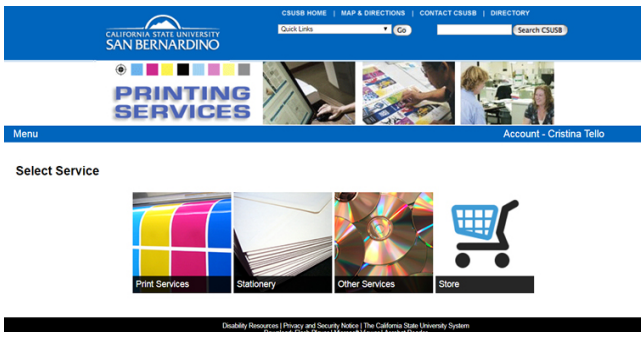


- Log in with MyCoyote Information



- After logging in successfully you will be directed to the Printing Services website to place your order.

- Select the service needed to fulfill your order.



  - Print Services – for all printing, black and white, color or Poster/Banners.
  - Stationary – for all business cards, letterhead, envelopes or note cards.
  - Other Services – for shredding, copier support or scanning.
  - Store – for copy cards, course bulletins, class schedules, blank envelope, blank paper or preprinted items.

2.0 Approver Information

Print approvers are assigned and managed through the CSUSB DACS system.

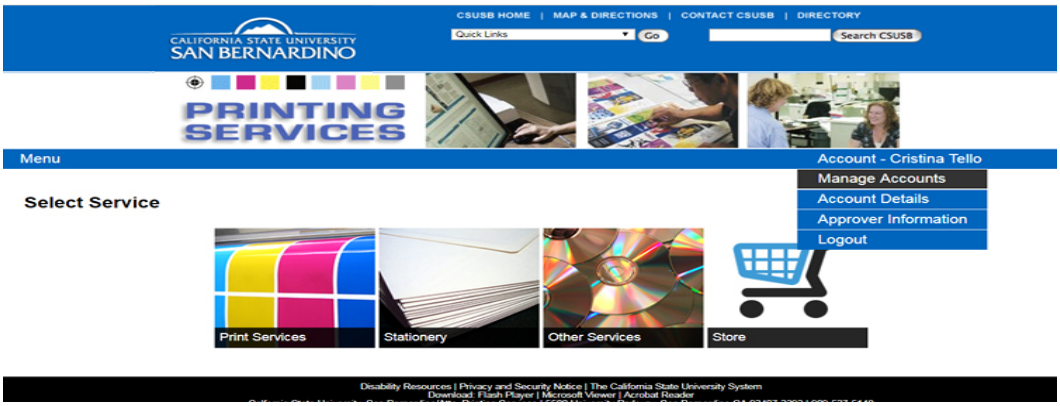
DACS or Decentralized Access Control System is a solution intended to manage the Delegation of Authority for Financial and Administrative functions in our campus. This system was developed by CSUSB and effectively replaces the use of Signature Authorization Forms.

An approver must be assigned to a chargeback code in order to delegate access to users and view monthly statements. Please allow up to 24 hours for access for newly assigned users to populate.

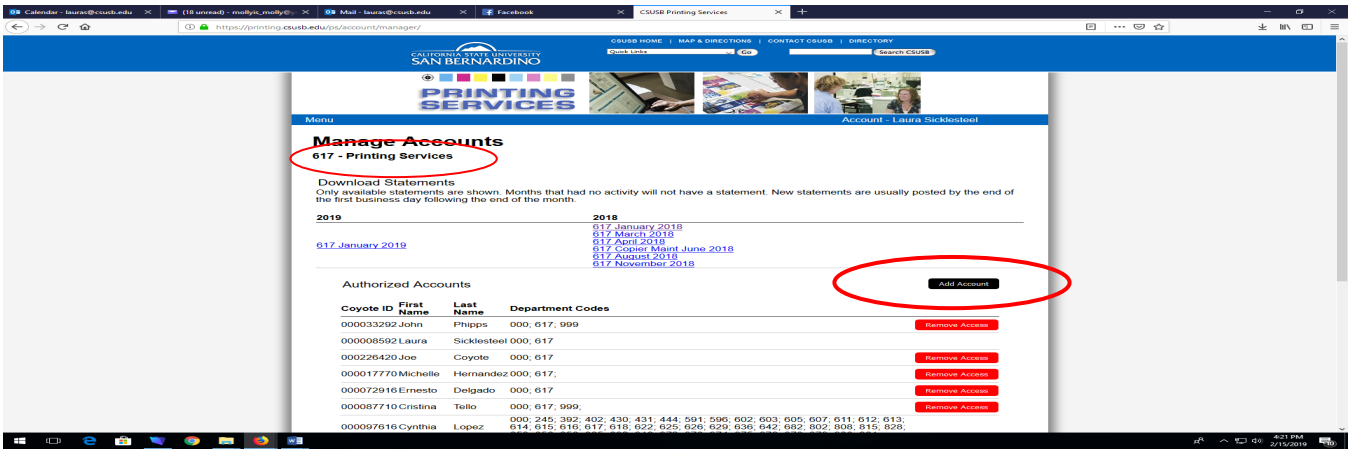
Hover over Account in the blue bar and select Approver Information for more information on the responsibilities and functions of the Account Approver.

2.1 Assign User Access

Once approver access is established, approvers can assign 3-digit access to users (i.e., staff, faculty, student assistants). Users can only submit orders with 3-digits that have been assigned to them by the approver. Every user/approver has access to 3-digit 000, which is for cash/personal orders only.

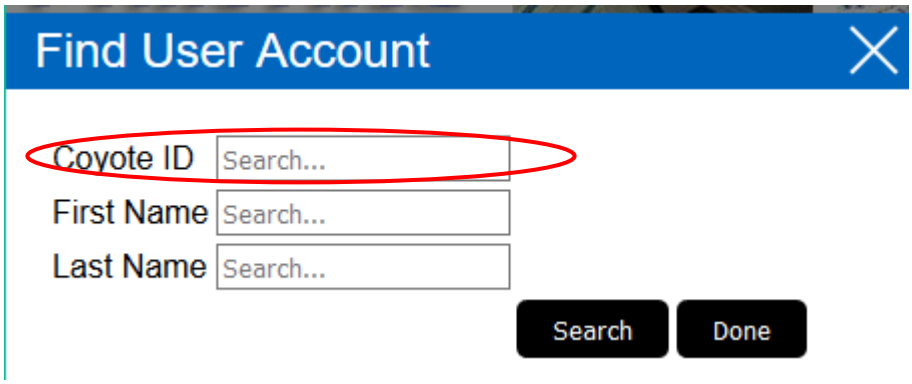


1. Under “Account” select “Manage Accounts” from the dropdown box
2. Select the 3-digit you would like to assign from the dropdown box

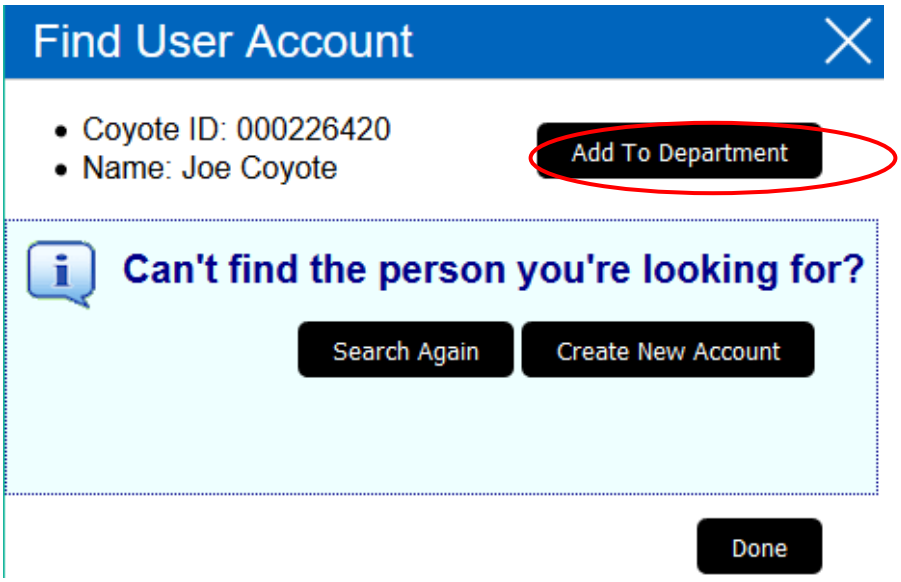


3. Select “Add Account”

4. Search by CoyoteID of the user (you may search by the other fields; however, CoyoteID ensures you are selecting the intended user)



5. Select “Add to Department” for the intended user

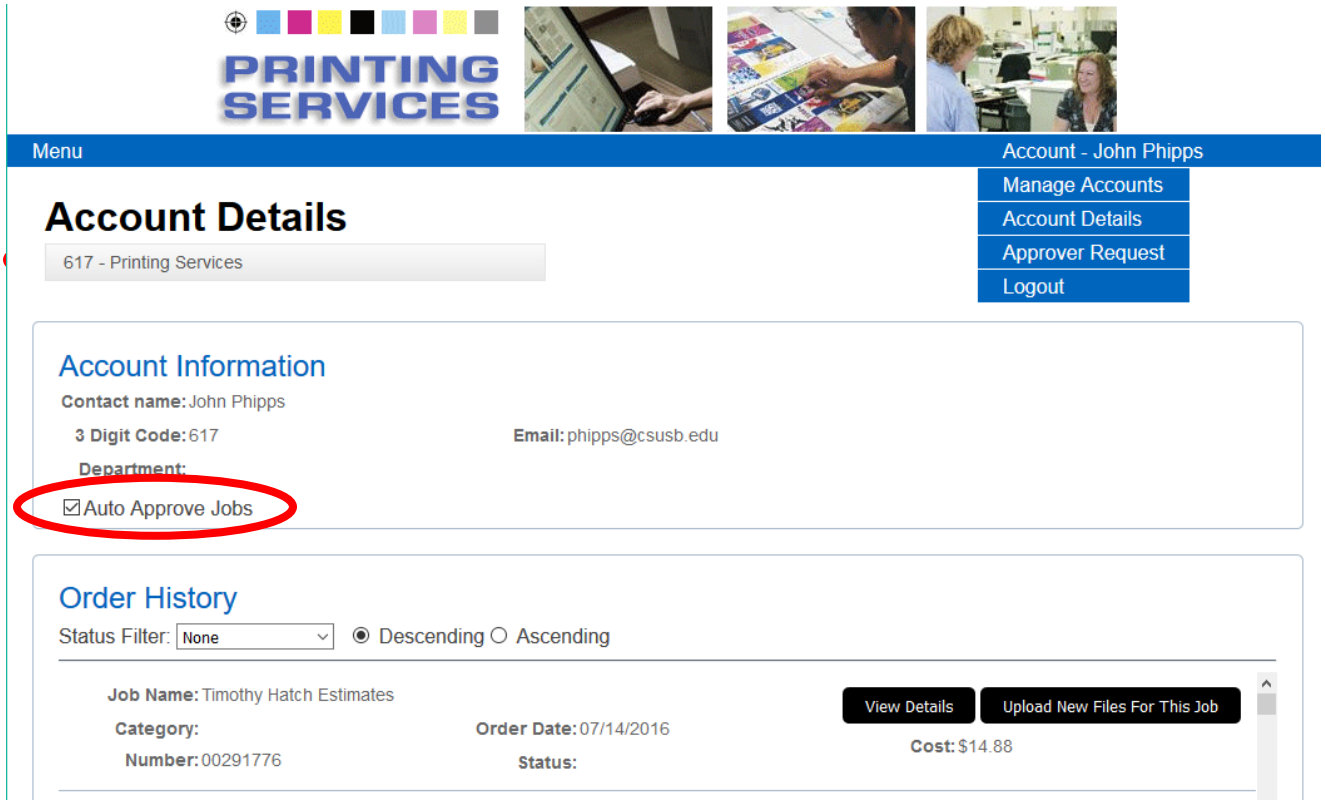


- Approvers can continue this process to assign access to additional users
- For those with multiple 3-digits, please go back to the “Manage Accounts” page and select the next 3-digit from the dropdown box and continue the search and assigning process for all users

2.2 Job Order Approval

Approvers may set all jobs to be automatically approved for printing, or choose manual approval. Manual approval requires the Approver to login and individually approve or decline each job. The print order will not be submitted to Printing Services until the order has been approved when this setting is selected.

- Under “Account” select “Account Details”
- In the “Account Information” section, there is a check box for “Auto Approve Jobs”
- Check the box for automatic approval or uncheck the box for manual approval



- Pressing Enter on your keyboard may toggle the “Auto Approve Jobs” checkbox.

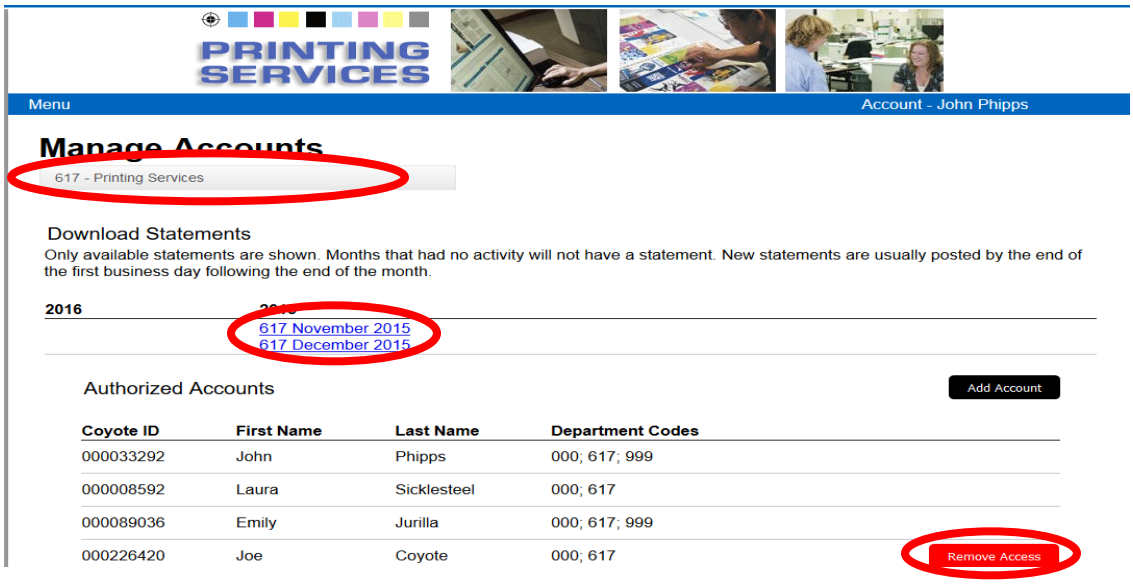
Approvers can……	**Users can ……**
Manage Account	Place orders in an Authorized Account
Assign Account User Access	View Order History for self only
Approve Orders or Auto Approve	Upload new files for orders in your history
Place orders in Authorized Accounts	
View Order History for all Users	
Upload new files for orders in your history	
Remove Users	

NOTE: Everyone with a Coyote ID has access to Cash Account "000" once orders are placed and a change of account number is requested you will no longer see the order in your History

2.3 Manage Accounts

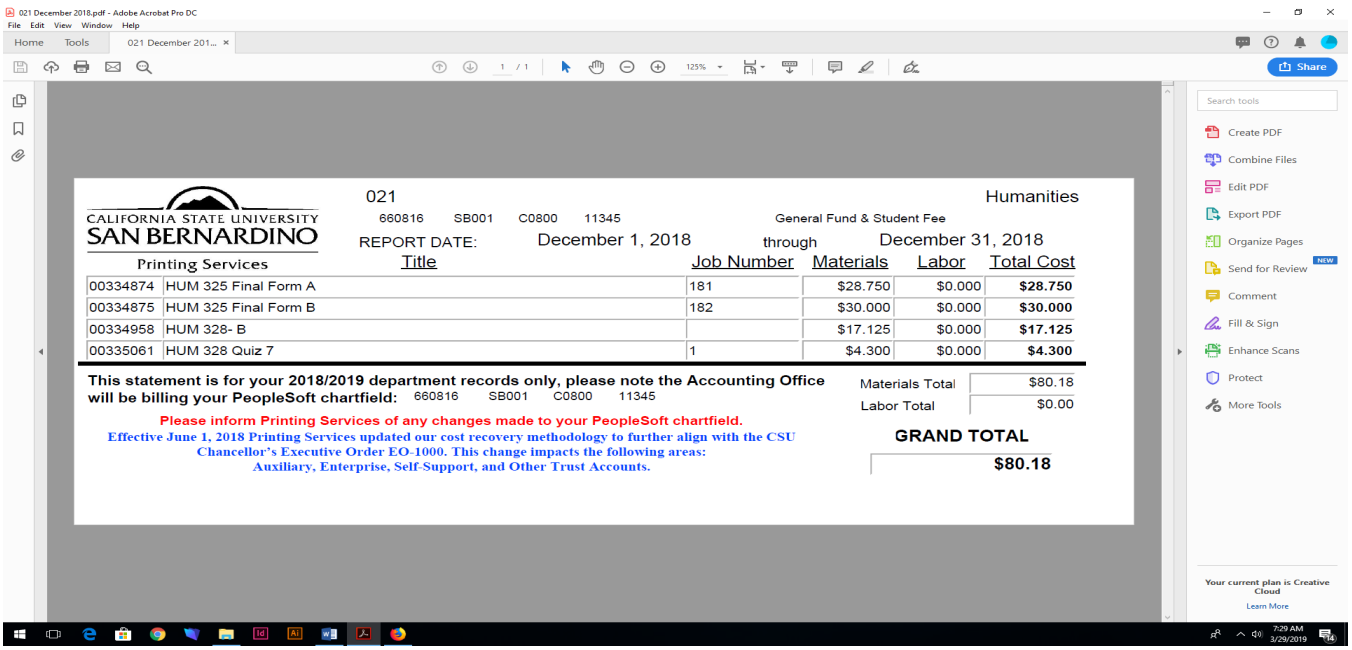
Manage accounts is used to monitor user access and to review monthly print statements

- Review monthly statement by selecting link for the desired month
- Review and remove access to users under Authorized Accounts



- If an approver has multiple accounts, switch between accounts via the dropdown box

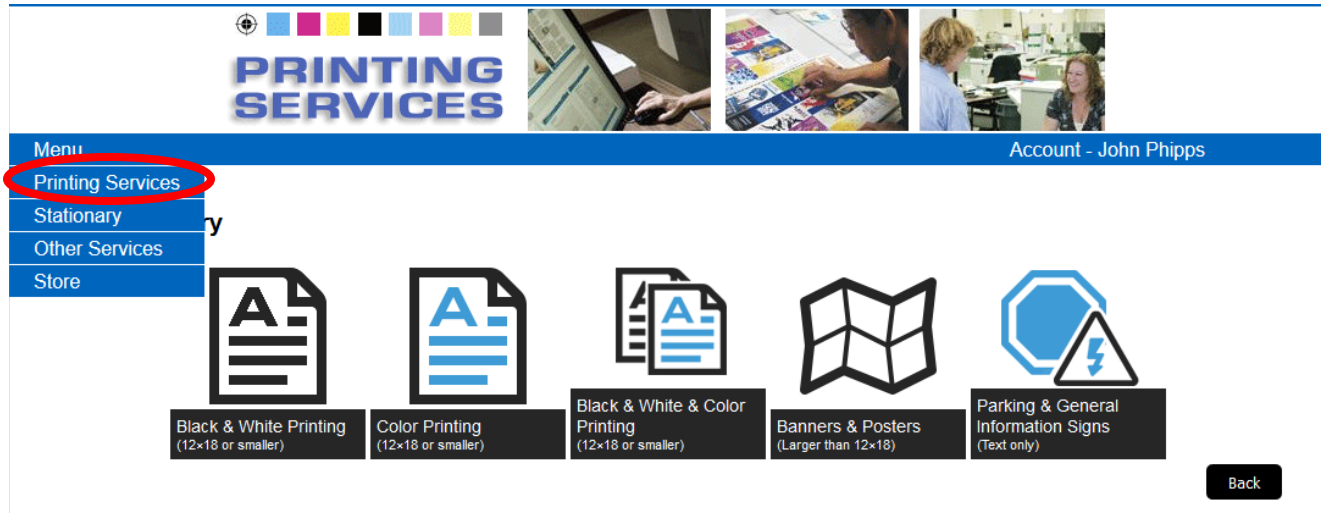
NOTE: Statements are posted at the end of the last business day of the month and chargebacks are sent to the Accounting office on the 3rd Business day of the following month. Please notify us promptly if there are any concerns with your statement information.



3.0 Submitting Printing Services Order

This tool is used to submit print requests.

Hover over Menu in the blue bar and select Printing Services.



The following categories of requests are available:

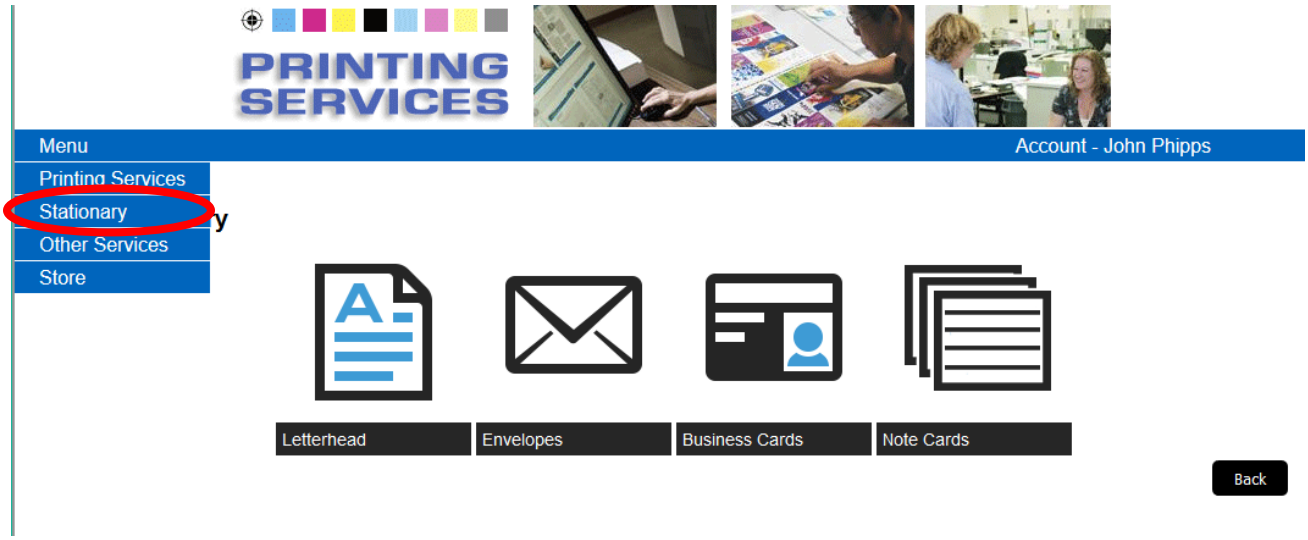
- Black & White Printing (12x18 or smaller) Allow 1 – 3 business days for production
    - This form is used for simple black only requests, including, but not limited to, syllabi, tests, lab manuals, programs.
- Color Printing (12x18 or smaller) Allow 2 – 7 business days for production
    - This form is used for color printing requests, including, but not limited to, brochures, tickets, newsletters, invitations.
- Black & White & Color Printing (12x18 or smaller) Allow 3 – 7 business days for production
    - This form is used for orders requiring some color pages and some black pages including, but not limited to, programs with a color cover and black printed insides.
- Banners & Posters (larger than 12x18) Allow 3 – 5 business days for production
    - This form is used for printing banners and posters larger than 12”x18”, including, but not limited to, vinyl banners, large checks, laminated and mounted posters, pop up banners and floor graphics.
- Parking & General Information Signs (text only) Allow 3 – 5 business days for production
    - This form is used for parking and general information sign template

NOTE: Please do not use your browser’s back button after submitting a job.

4.0 Stationary

This tool is used to submit print orders for stationary items.

Hover over Menu in the blue bar and select Stationary.



These forms are all template driven, please select appropriate template from the drop-down menu and fill in all requested fields – this information is merged directly into the template and a proof is e-mailed to the person requesting the order before printing.

The following categories of requests are available:

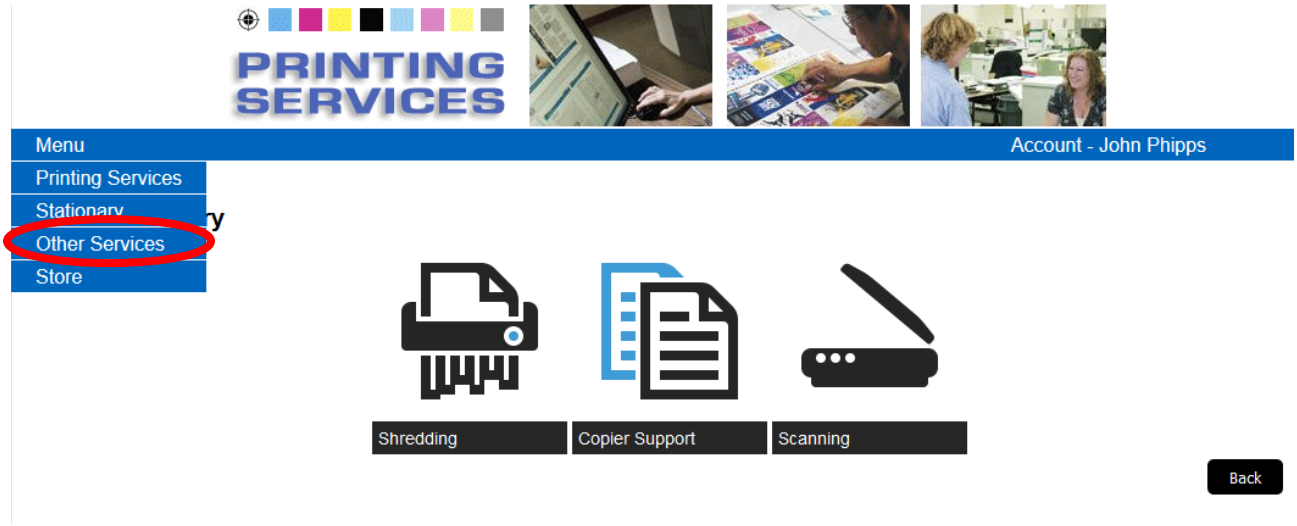
- Letterhead
    - This form is for printed or electronic forms of approved campus letterhead. Printed letterhead requires a minimum of one ream, 500 sheets.
- Envelopes
    - This form is used to order matching letterhead envelopes, business reply envelopes, invitation and note card envelopes. If printing on an envelope, a quantity of one full box is required (250 or 500 depending on type).
- Business Cards
    - This form is used for ordering approved business card templates. Quantities include: 100, 250, 500, 1000. Various templates and options for back printing available. Select in the drop down menus provided.
- Note Cards
    - This form is used for ordering approved note card templates. A minimum order is not required.

NOTE: Please do not use your browser's back button after submitting a job.

5.0 Other Services

Other services requests are located through this tool.

Hover over Menu in the blue bar and select Other Services.



The following service requests are available:

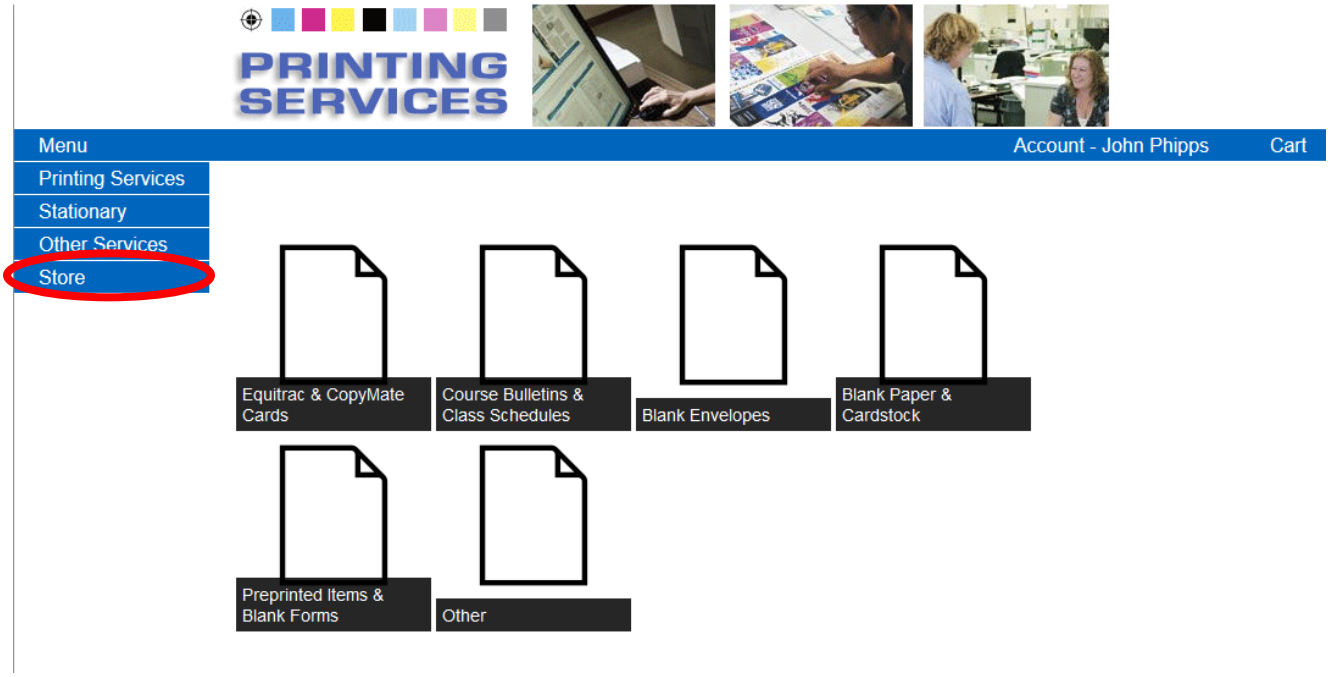
- Shredding
    - Printing Services provides secure shredding service to the campus. Two requests are available
        - Shredding Pick up Request – select container type and quantity (Bin, Console or Box)
        - New Shredding Container Request (Bin or Console)
- Copier Support
    - Service and supplies can be requested for copiers managed by Printing Services or for copiers maintained through the Chargeback Copier Program. No account code required as these are designated by the EQ number assigned to each machine.
    - NOTE: if paper is not a selectable option for your machine please order paper through Campus Stores by e-mailing : campustores@csusb.edu
- Scanning
    - Printing Services provides scanning services to the campus. Documents are scanned to PDF format and can be emailed or copied to a CD.

NOTE: Please do not use your browser's back button after submitting a job.

6.0 Store

The store is utilized for quick ordering of preprinted materials, blank stock, and copy cards.

Hover over Menu in the blue bar and select Store.



The following categories of items are available:

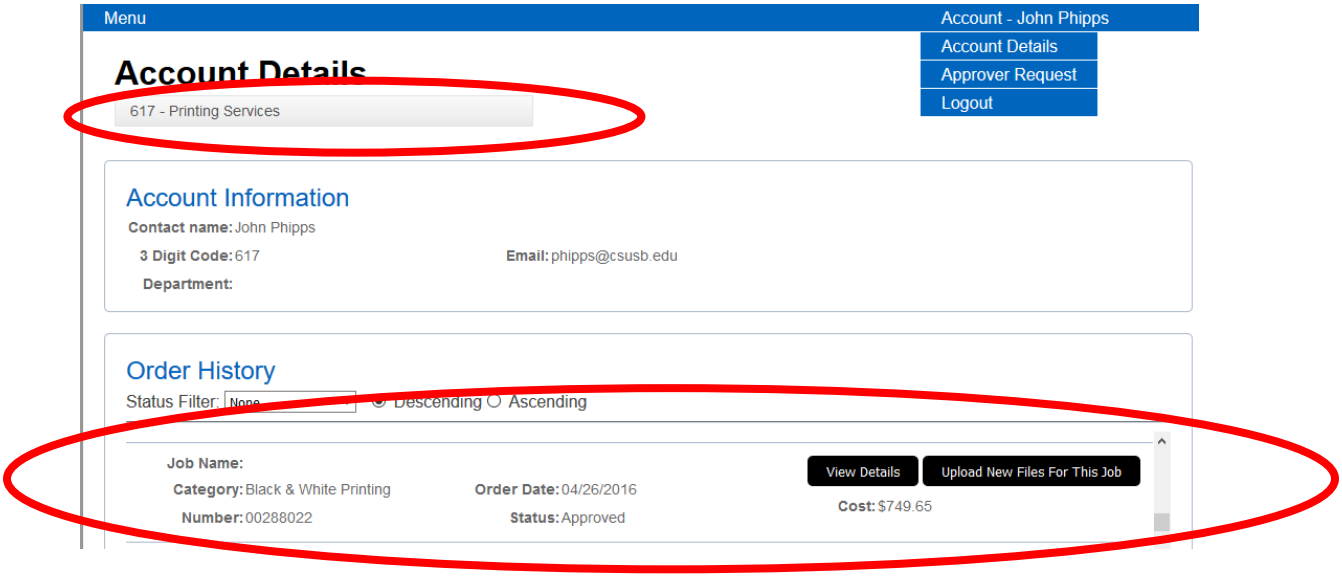
- Equitrac & CopyMate Cards
  - Copy cards are needed to print from Printing Services' satellite copier fleet.
- Course Bulletins & Class Schedules
  - Bulletins and schedules are available for order in preprinted formats.
- Blank Envelopes
  - Blank envelopes of available sizes are available for purchase per piece.
  - SOTE envelopes are also available in this tab.
- Blank Paper & Cardstock
  - Blank paper and cardstock of available sizes and colors are available for purchase per sheet. Cartons please order from Campus Stores - campustores@csusb.edu
- Preprinted Items & Blank Forms
  - Personnel recruitment folders, change of grade forms, add/drop slips, key cards are a few of the items available in this category.
- Other
  - Metal H-frame stakes can be selected from this category for OFF Campus use only – these are no longer permitted for use on campus grounds. See Speech and Advocacy Policy on page 29

7.0 Account Details and Order History

Account details include order history.

If a user has multiple accounts, they may switch between accounts using the dropdown box.

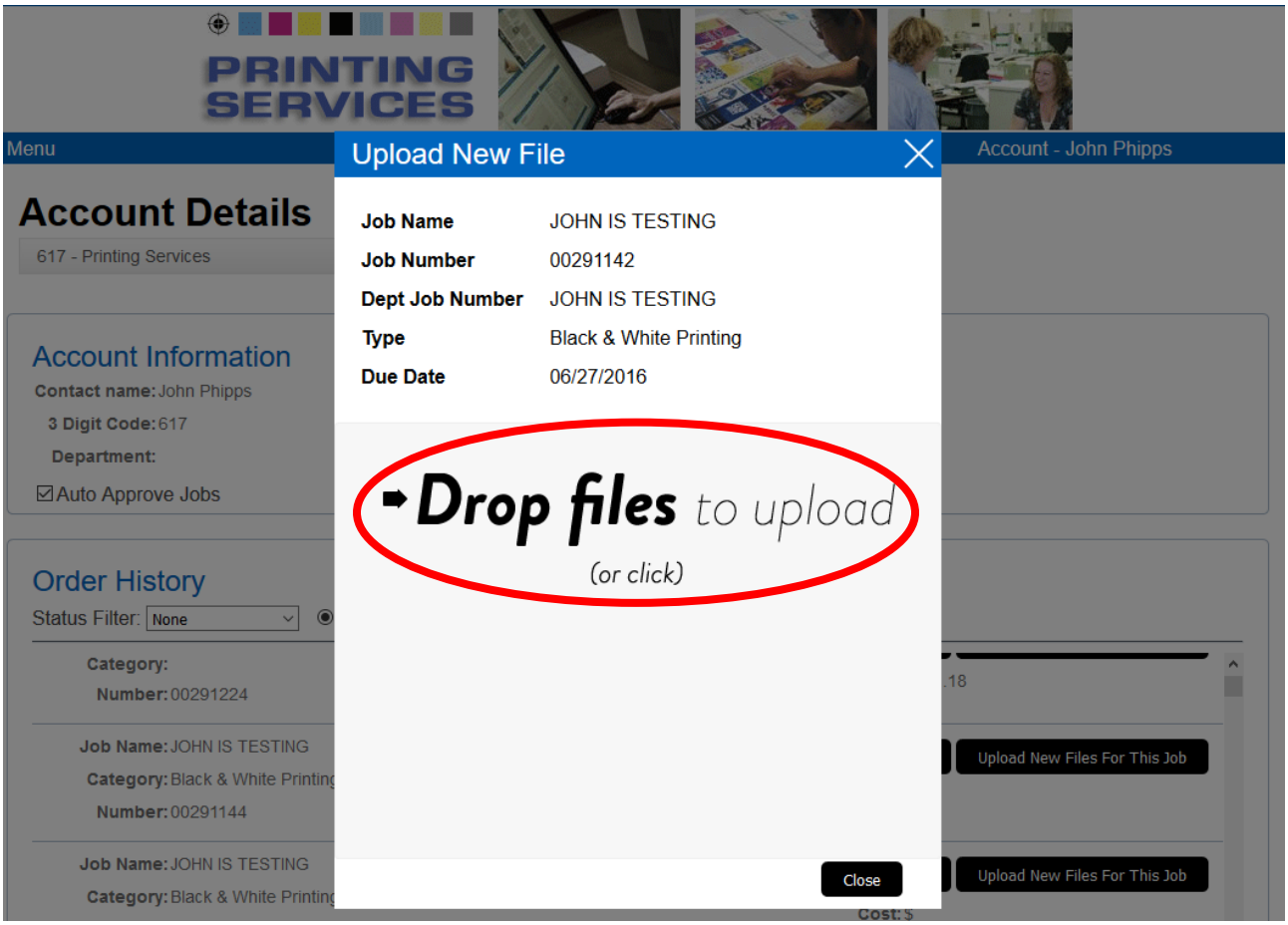
- Details, costs, and status of each is job is available.
- Upload new files to an open job is available.



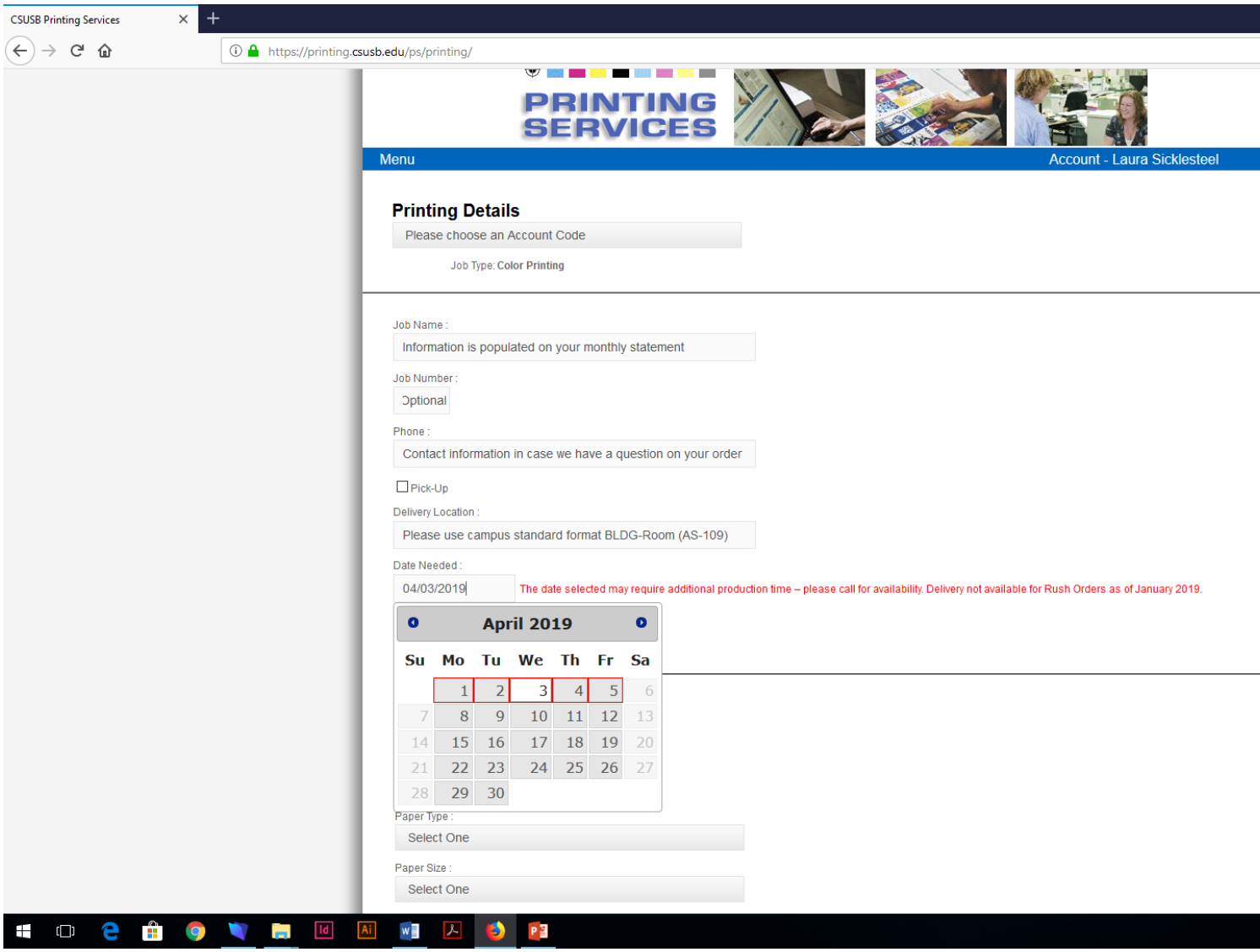
7.1 Uploading Files

- Files can be added under Account Details to previously submitted jobs. If a new file has been added, please alert Printing Services. Files may be added by selecting the file area or by dragging files into the file area.

- You will not be able to remove files previously submitted, promptly notify us via e-mail - printing@csusb.edu or call 75148 if you have added a new file to prevent costly re-prints.



8.0 Basic Information guidelines for Printing Services online forms



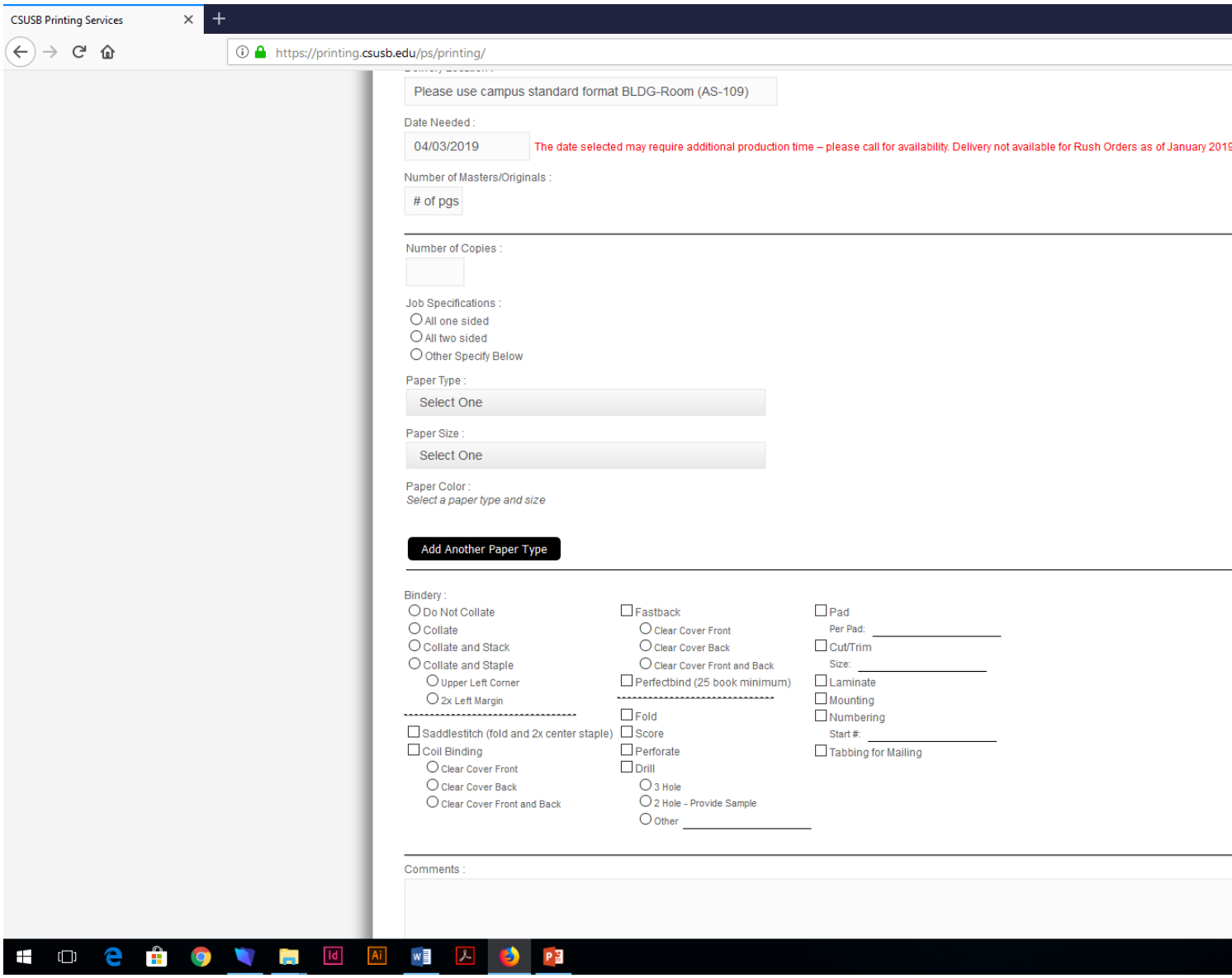
Job name: this should be something you will recognize when your order is delivered and also on your monthly statement

Job number: this is optional, but many departments use this as a unique identifier between orders from different faculty and staff, some use fiscal year identifiers, it's entirely up to you.

Delivery location: please use the campus standard **Bldg – Room** format such as AS-109

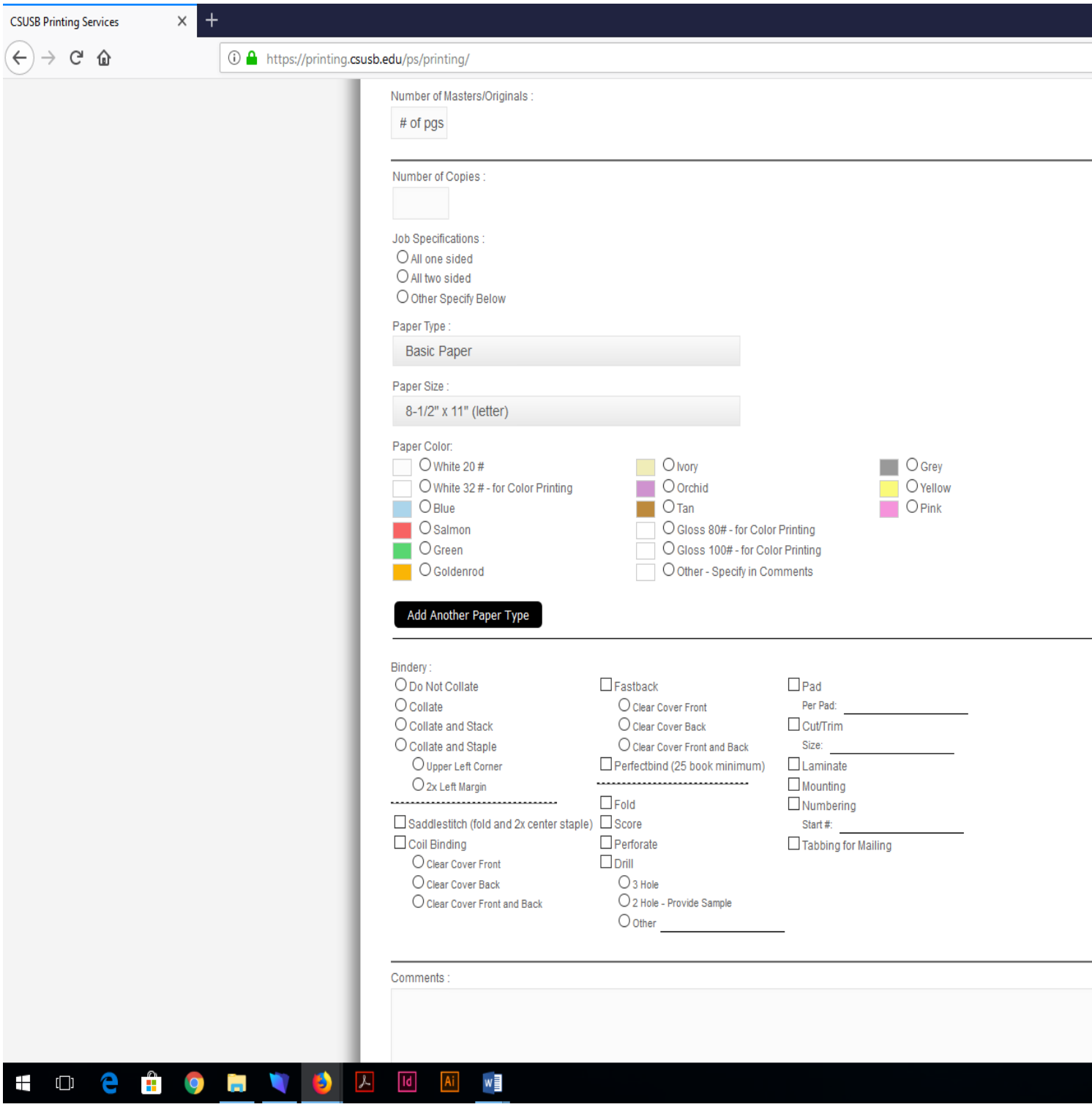
Date Needed: Calendar will guide you based on form type – please allow ample production time – or contact us prior to submission for any expedited requests.

Number of Master /Originals: Equals number of pages in your file – (not simply 1 for 1 file)



Number of Copies: Total number of copies requested, if multiple images on a page – clarify in the additional comments section (example 4 images on 1 page for quarter sheet fliers – you need 1000 copies, ask for 250 sheets for a total of 1000 copies when cut)

8.1 Paper catalog guidelines



Paper Type: select paper type from the drop down menu (please note that Bright Papers and Bright covers are bright neon/florescent colors not simply bright white papers)

Paper Size: once you select a paper size the colors and weights will populate, if you don't see what you are looking for simply select another size (note most options are available in the 8.5 x 11 Letter size, but limited availability increase with the size of your document) please feel free to call or e-mail if you have questions or concerns or simply can't find what you are looking for.

CALIFORNIA STATE UNIVERSITY
SAN BERNARDINO
Printing Services

Date Submitted	Date Completed	3 Digit
4/22/2019 4:37:45 PM		617

Department Job Number	Originator
640	Laura Sicklesteel

Email	Phone
lauras@csusb.edu	77692

ADD/DROP SLIPS

Due Date 4/24/19

Black & White Printing

Number of Originals: 2

QTY: 200 *Not Specified* copies

Other | Basic Paper | *Not Specified*

Bindery

Cut Trim

Comments

ADD/DROP SLIPS
Laura Sicklesteel
Pg 1

Printing Services

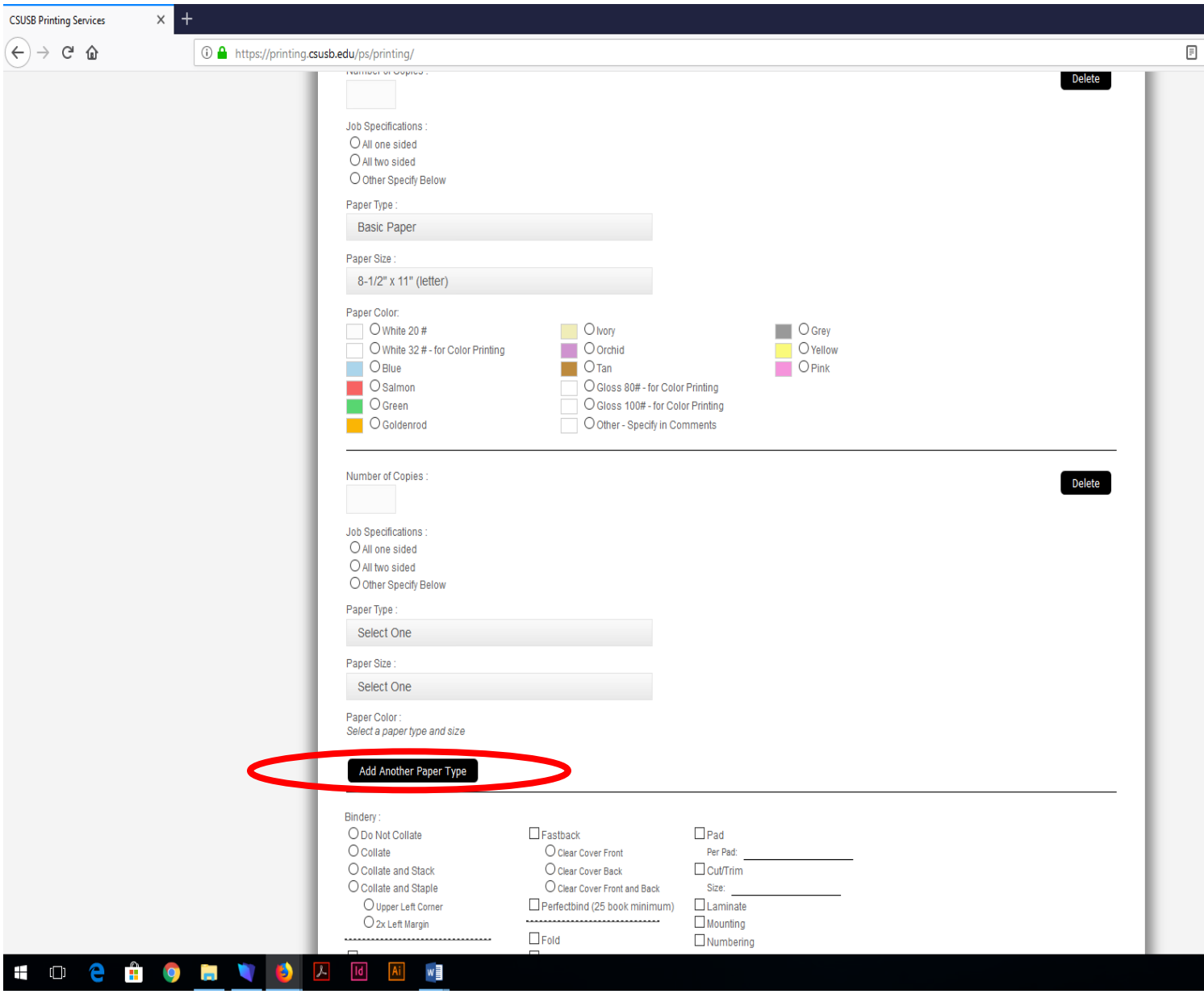
77692

Delivery Location

AS-109
4/24/19

00341888

8.2 Adding Additional Paper selection guidelines



Add Another Paper Type: Use this feature to add additional papers, for example you have a lab manual that you would like white paper on the inside pages but a color cardstock for the covers, you would select the options that apply, or you want exams on 2 different color papers.

CALIFORNIA STATE UNIVERSITY
SAN BERNARDINO
Printing Services

Date Submitted	Date Completed	3 Digit
4/22/2019 4:40:35 PM		617

Department Job Number	Originator
1234	Laura Sicklesteel
Email	**Phone**
lauras@csusb.edu	77692

EXAMS - 4 Versions

Due Date 4/23/19

Black & White Printing

RUSH

Number of Originals: 10

QTY: 65 Two sided copies
Letter | Basic Paper | Blue

QTY: 65 Two sided copies
Letter | Basic Paper | Green

QTY: 65 Two sided copies
Letter | Basic Paper | Orchid

QTY: 65 Two sided copies
Letter | Basic Paper | Salmon

Bindery

Collate And Staple - Upper Left Corner

Comments

File: Spring2019CompExam-Integrative-1555971854458-1555976417668.pdf

EXAMS - 4 Versions
Laura Sicklesteel
Pg 1

Printing Services

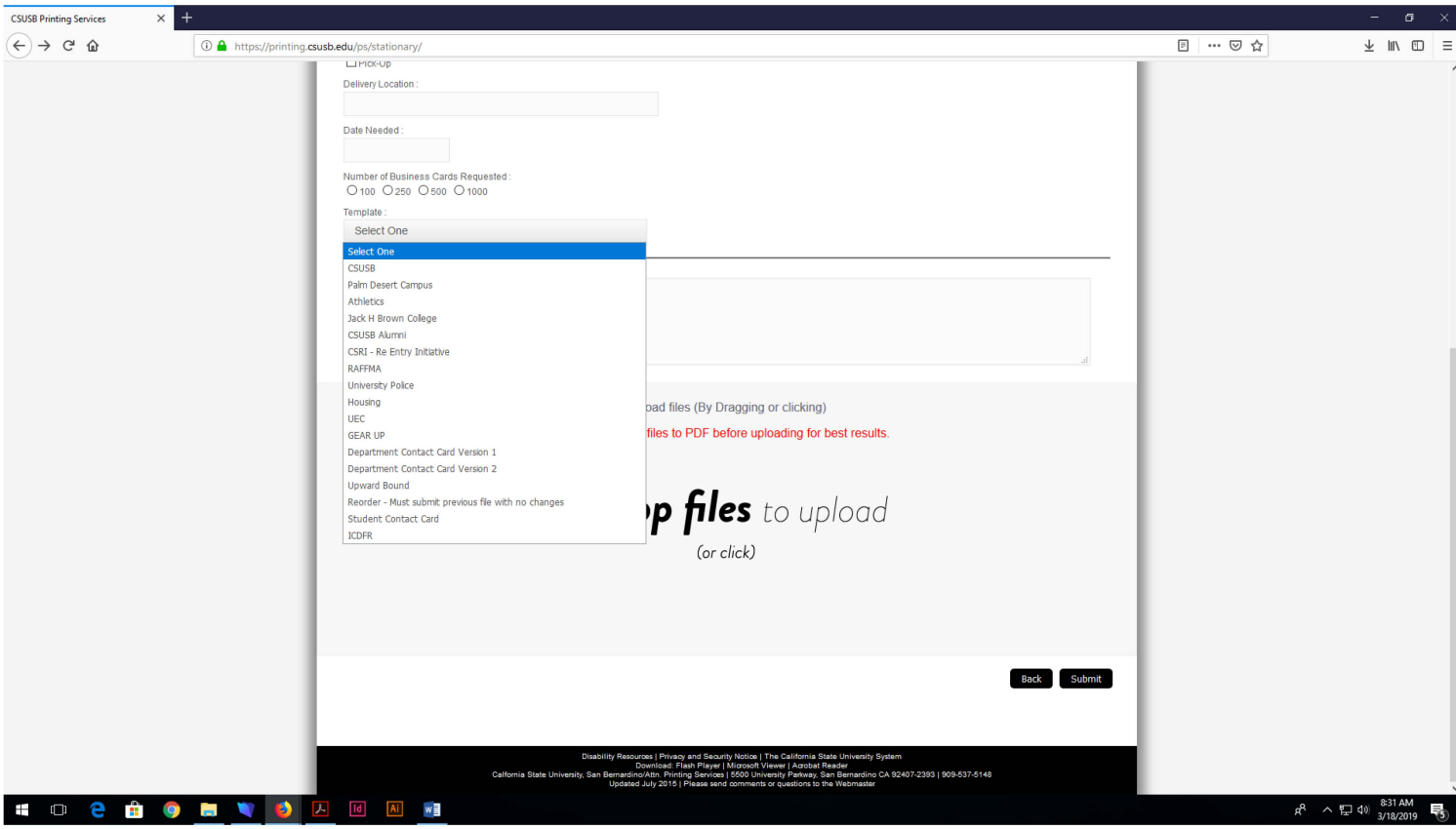
77692

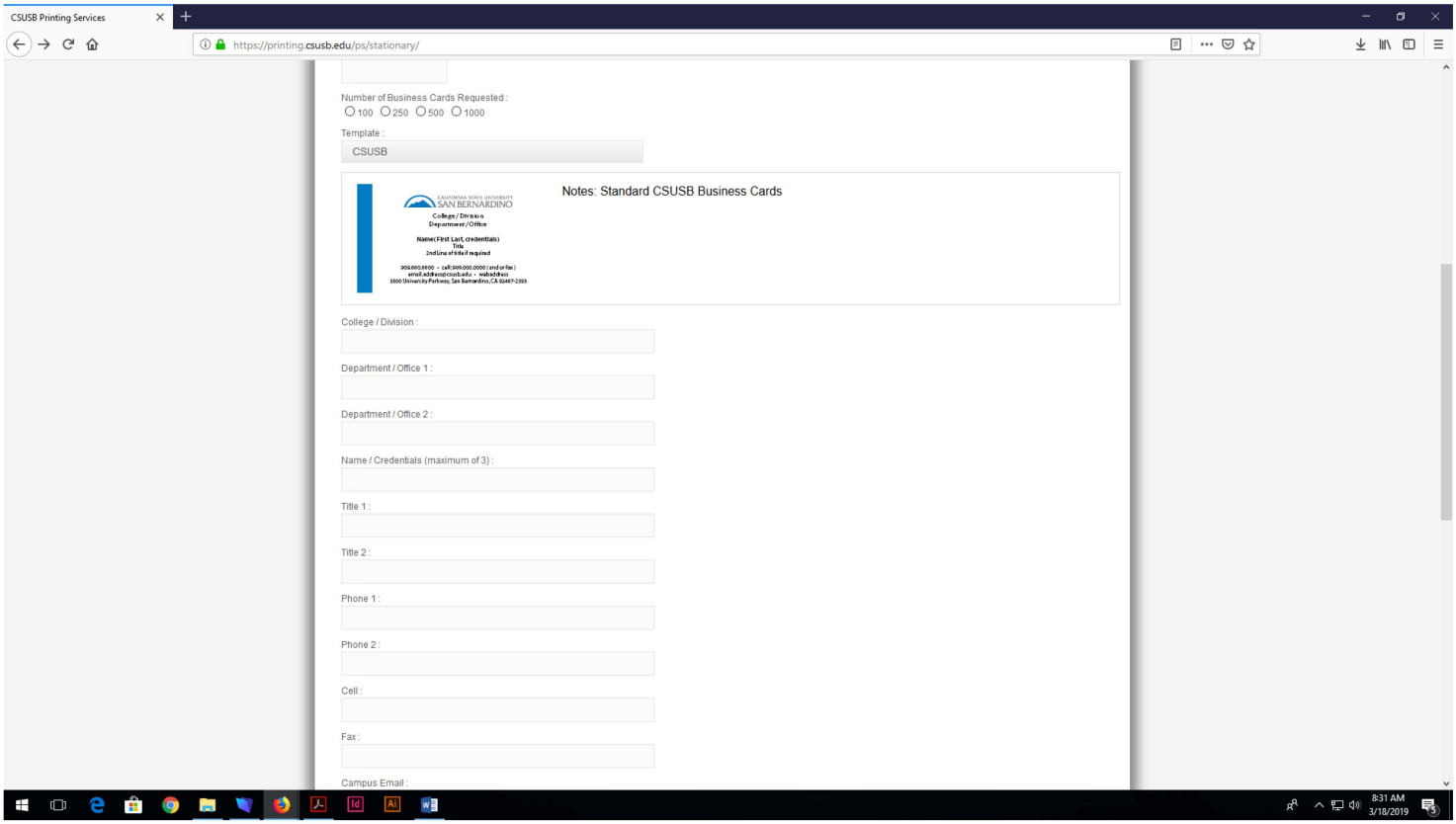
Delivery Location AS-109

RUSH 4/23/19

00341889

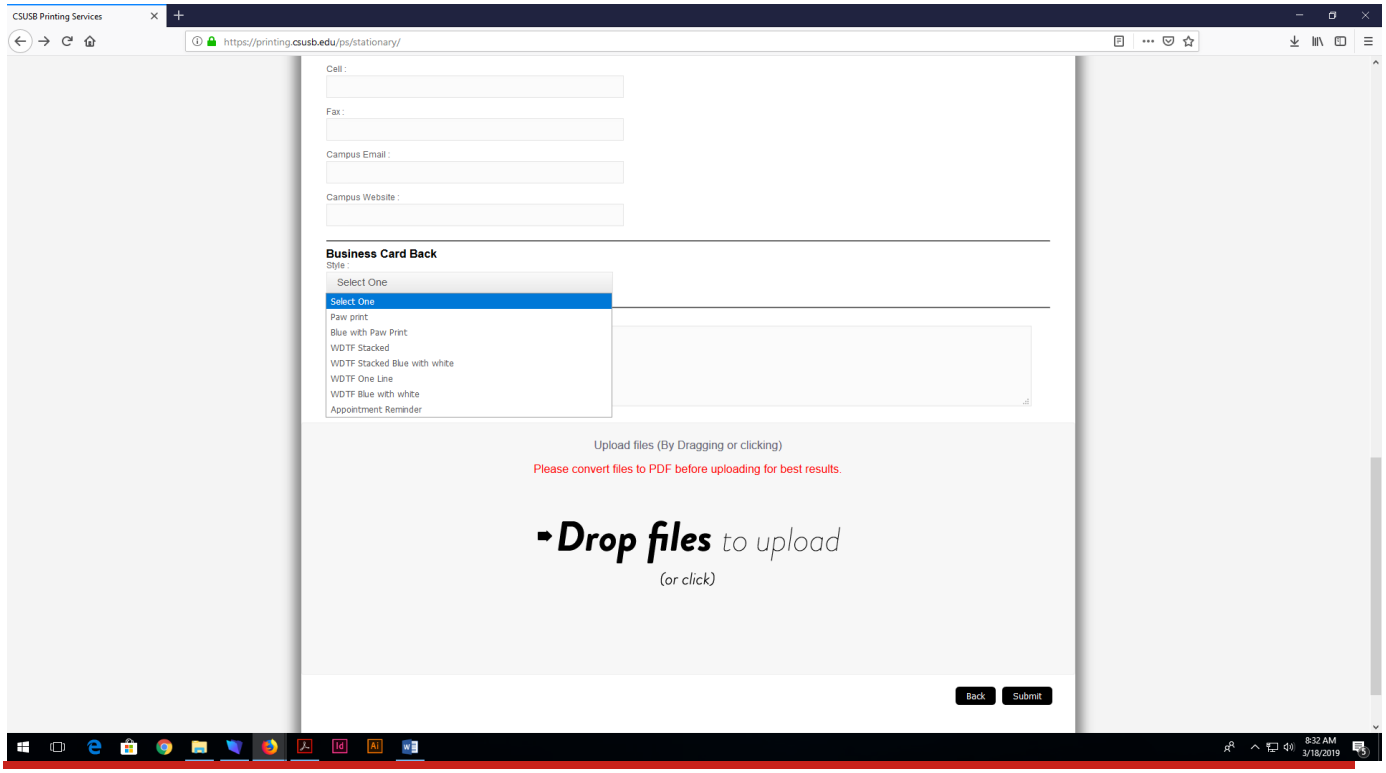
8.3 Stationary Template Guidelines – Business Cards

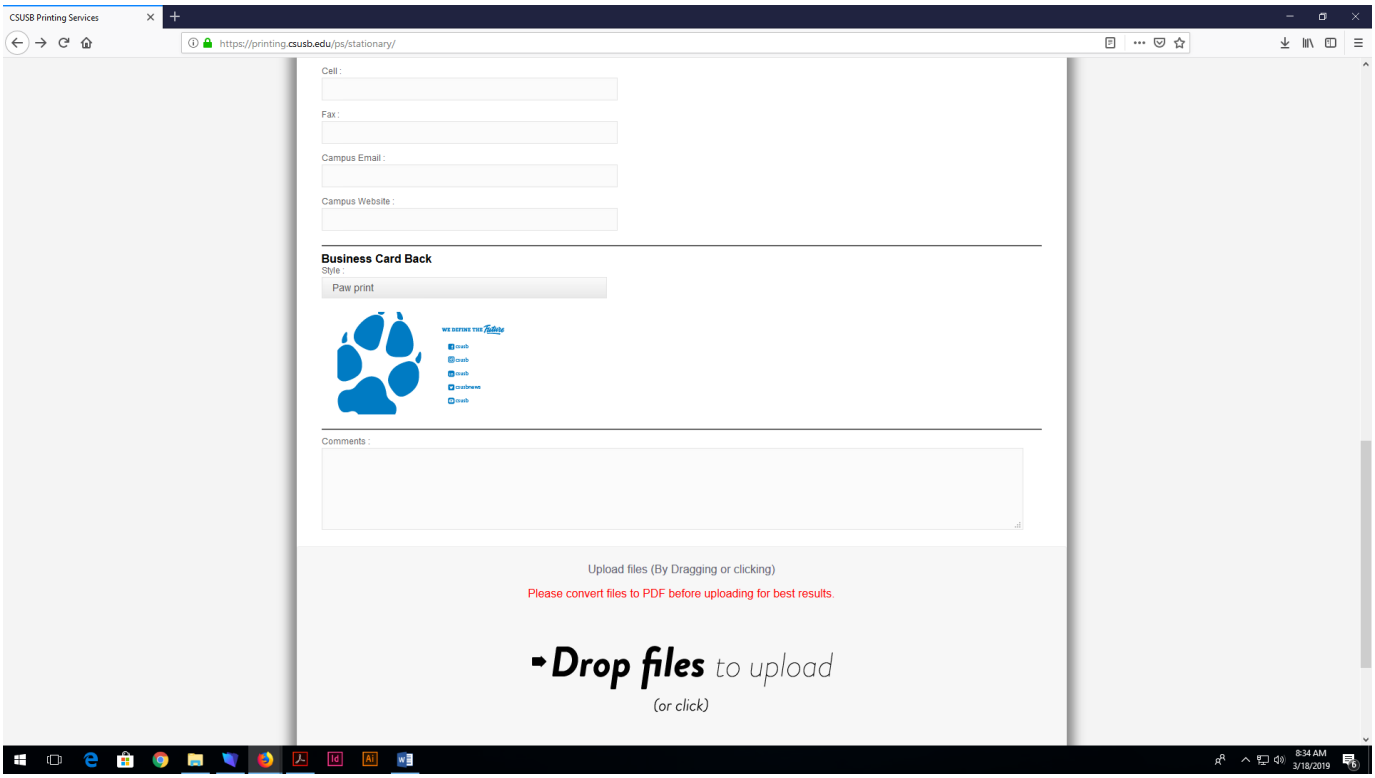




We require all the data fields in order to create your business cards, letterheads and envelopes, unless you are using the re-order feature and have a previous file to upload.

Business Card Template back guidelines





CALIFORNIA STATE UNIVERSITY
SAN BERNARDINO
Printing Services

Date Submitted	Date Completed	3 Digit
4/22/2019 4:43:57 PM		617

Department Job Number	Originator
NO#	Laura Sicklesteel
Email	**Phone**
lauras@coyote.csusb.edu	7XXXX

Business Cards - Joe Coyote

Due Date 4/26/19

Business Cards

RUSH

Joe Coyote

Card Count: 250

business_card_stationary_template - CSUSB
business_card_college__division - Student Affairs
business_card_department__office_1 - Special Department Name
business_card_name__credentials_maximum_of_3 - Joe Coyote
business_card_title_1 - Fun Loving Spirit Icon
business_card_phone_1 - 909.537.0000
business_card_cell - 909.537.0000
business_card_campus_email - joe.coyote@csusb.edu
business_card_campus_website - https://www.csusb.edu/coyote
business_card_buscard_back - Blue with Paw Print

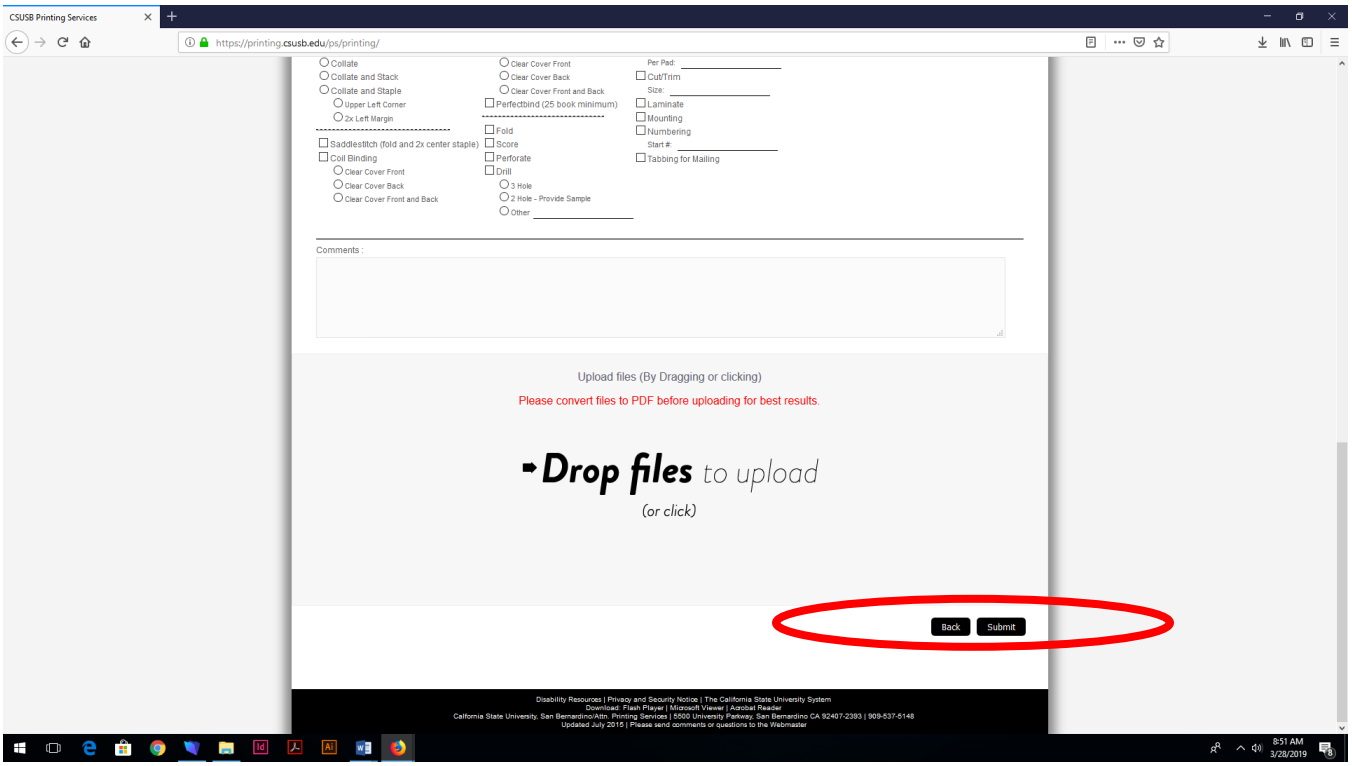
Comments
Please send proof

Business Cards - Joe Coyote
Laura Sicklesteel 7XXXX
Pg 1 **Printing Services**

Pick Up
RUSH 4/26/19

00341890

9.0 Submit your order

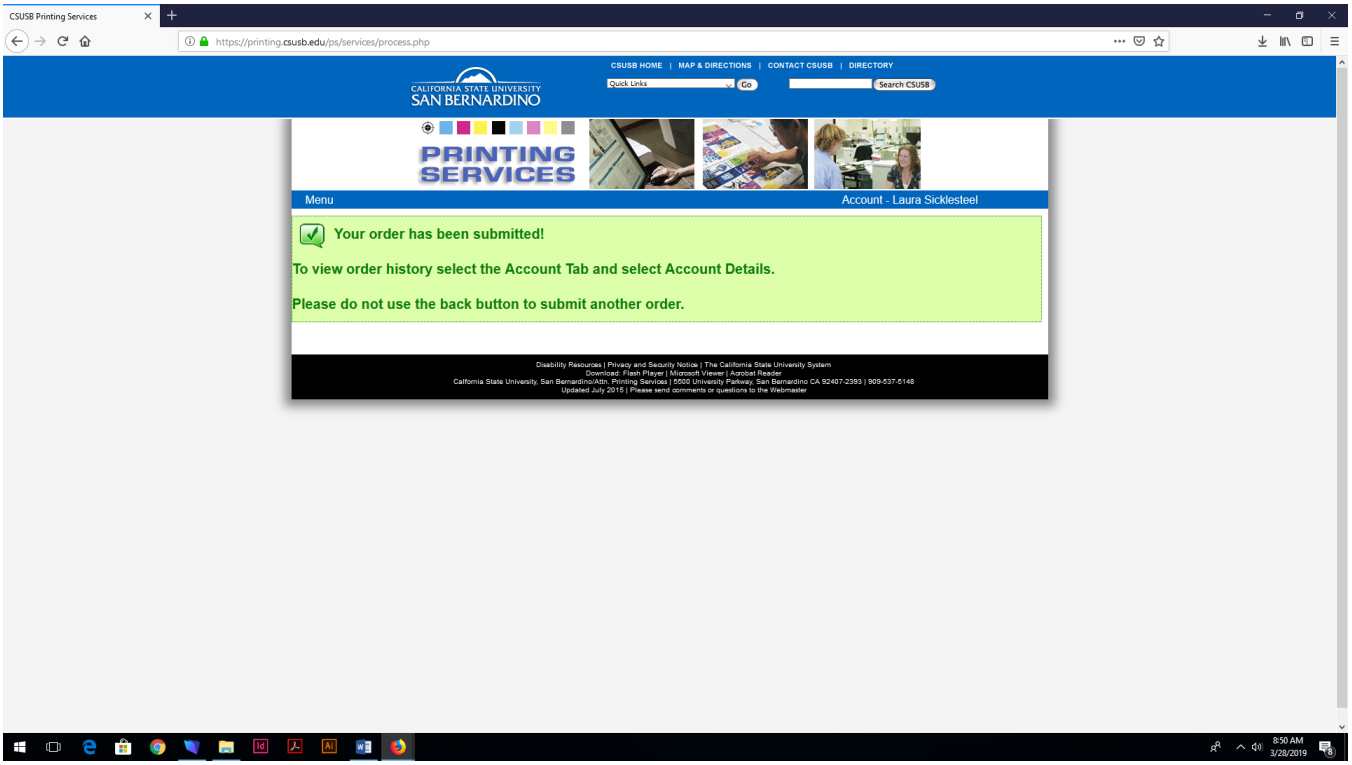


Submit your order: When your form is completed – select the Submit button

Please do not double click – this will submit multiple orders

Please do not use your browsers back button – use the back button on this page if needed.

9.1 Confirmation Screen



Confirmation screen – you should always see this screen if your form is complete and you have selected the Submit button. Please scroll up to see if anything is missing on the form if you select submit and do not get this green confirmation screen

Verify and track your order: You can verify your order under the Account tab on the left side of the blue bar under Account Details

10.0 CSUSB Printing Services Multifunctional Print/Copy/Scan/Fax Support Program

Inquiry stage

- Determine device needs and features and make recommendations
- We will provide quotes

Purchasing stage

- Requesting Department needs to obtain approvals from necessary Deans or Vice Presidents
- Requesting Departments will complete Requisition for Purchase Order using individual departmental or grant funding

- Purchasing Office will conduct a bid if necessary

Delivery / Installation

- Printing Services will coordinate with selected vendor and requesting departments with delivery, installation and training.
- For secure removal/trade in of existing equipment - Hard drives will be destroyed and certified by vendor
- Initial training will be provided through the vendor, follow up training provided through Printing Services
- For networked Multifunction Devices, coordination with campus IT staff will be necessary during installation (send request to ITS via e-mail: support@csusb.edu)

Maintenance CONTRACT and Consumable Supplies (Toner, staples, maintenance parts)

- Paper is NOT included
- Your equipment will be placed on a campus-wide pooled service agreement managed through Printing Services at the lowest rate possible with a minimal service fee added to cover any auxiliary costs incurred for shipping etc.(you will no longer need to process and track annual maintenance & supply requisitions)

- Billing is processed on a quarterly chargeback basis that will appear against your designated chartfield string in **PeopleSoft Account 660844 for "General Repairs Office Equipment & Maintenance"**

- Meter reads will be taken remotely by Printing Services staff on networked devices
- All service/supply requests will be coordinated through Printing Services website
- On-Site Toner replenishment inventories are warehoused in Printing Services for prompt delivery
- Front line support for minor repairs and concerns are provided through Printing Services
- More involved Parts and Services request will be processed through Printing Services on your behalf

Maintenance Rates for Multifunctional machines

ALL color clicks are $.084 = 1,000 copies/prints = $ 84.00

ALL black clicks are $ .012 = 1,000 copies/prints = $ 12.00

11.0 On-Campus Secure Shredding Service Program highlights

On-Campus Secure Shredding Service

Program highlights

SERVICE: arrange service times that meet your departmental needs with our convenient on-line service
https://csusb.edu/printing click on the Services Tab

BILLING: Simple chargeback on your Supplies and Services account

CERTIFICATION: You will receive certification upon destruction of your documents.

All documents are processed through our particle cut Destroyit shredding equipment to meet HIPPA/FACTA Compliance.
All shredding is completed by CSUSB personnel to insure confidentiality and to meet required SAM 1693.
Documents never leave campus before secure destruction. Containers are locked when picked up, verified by confidential staff.

Shredding is processed ONLY by Confidential employees

* All debris is recycled along with our other print related paper waste.

Secure Collection Bins provided by Printing Services

64 gallon wheeled bins are 43" H x 23" W x 30" D

Consoles are 36" H x 21.5" W x 15.5" D

CHARGE BACK PRICING – effective 7-1-2012 (charged only upon requested servicing of full bin or console)

- Wheeled Bins $ 25 per service
- Consoles $ 15 per service
- Boxes $ 10 each Bankers/Paper storage boxes

NOTE: Non state funded accounts will include cost recovery for labor effective June 1, 2019
All pricing includes campus wide pick-up service. Call us for special high volume pricing ext. 75148

12.0 Glossary of Terms used in Printing Services

Approver – Staff of Faculty member with budget authority over specific chartfield string or someone who has been designated access to account information. This assignment is granted through the DACS system

Collate – put pages in binding order (example: exam has 6 pages we collate 1,2,3,4,5,6)

DACS – Decentralized Access Control System for questions contact the campus Controllers Office ext. 75153 or visit https://www.csusb.edu/accounting/resources/delegation-authority

Delivery Location – Please use campus standard Building – Room Number format (AS-109)

Master/Originals – Total number of images in your file (example 48 page catalog file = 48 Masters/Originals)

Mounting – adhering your print to a rigid substrate

Paper Size – listed in sizes we inventory – This is where your color options will populate - if it's not available, you won't have the option. You can select other sizes to populate options if not seen under the options you are in.

Paper Type – select from categories listed that match our sample book

Perfect Binding – Wrap around cover with glue in the spine (example paperback book binding)

Saddlestitch – collate, fold and center staple – (think of a saddle on horseback)

Shredding Bin - 64 Gallon wheeled Bin

Shredding Console – Cabinet type container with an enclosed collection container

Three-digit Account Code– translated Peoplesoft chartfield string for use in Print, Mail and Campus Stores

User - person granted access by Approver to conduct university business

13.0 Speech and Advocacy Policy excerpt related to H-Frame Sign Stakes

CSUSB Printing Services can no longer provide lawn signs, nor can they be printed with off campus vendors or made on office printers. The posting is now prohibited per the Speech and Advocacy Policy. See the link and excerpt below.

https://www.csusb.edu/policies/policy-speech-and-advocacy

5.3.2. Time, Place, and Manner Restrictions

Time. For special-dated events, an expiration date of 48 hours following the event will be noted on the posted material. For general information (club meetings, department announcements, etc.), an expiration date of two weeks from the time of stamping will be noted on the posted material.[3]

Place

a. *General-Use Bulletin Boards:* Posting is permitted on any "General-Use Bulletin Board," which may be cleared off once a quarter by the responsible office. Posters must not exceed 11" x 17" in size. Only one poster is allowed for an individual or group. The poster may not overlap other posters and must be fastened with tacks or staples – NOT tape.
b. *Grounds:* No staked signs may be used. Signs and banners may not be placed in flowerbeds, in the center of lawn areas, or in areas blocking sprinklers, walkways, driveways or streets. Marketing material may not be wrapped around trees or on any campus structures without prior approval by the CSUSB Facilities Department. Violations will result in the removal and disposal of the signs and banners without notification.
c. No posting on buildings, steps, windows, posts, lawn areas, railings, trees, traffic control signs, utility poles, construction fences, vehicles, campus directories, trash or recycle bins; in garden areas, flower beds, or newspaper racks; or within ponds or fountains. Personal vehicles are excluded from this section.

Manner. For CSUSB-affiliated individuals or groups, a Coyote ID card, along with the telephone and/or email of the contact person responsible for the posted material, must be presented to the Office of Student Engagement prior to posting. Non CSUSB-affiliated and unrecognized CSUSB posted materials must include a statement of non-affiliation.

All printed advertisements, announcements, and signs must be identified with the following for the material to be stamped by the Office of Student Engagement: