Campus Print Information Session

June 2015
Agenda

• Types of Print
• Campus Printing Guidelines
• Print Services Available
• Campus Print Document Delivery
• Helpful Hints and Information
• Communication With Xerox
• Campus Print Contacts/Escalation
• WebCRD
• Questions
Types of Campus Printing

- Fleet
  - Departmental
  - Mini Print Center (Law, HCB, Dental)
  - Student

- Print Center
  - Criss
  - Murphy

- Third Party/Off site
Campus Printing Guidelines

**Process:**

- Monthly department review of actual/budgeted print expense including Fleet overages - to be led by Finance representative
- Increased focus on sustainability

**Job Submission**
Submit print request into WebCRD system; if job cannot be performed in-house, will be outsourced

- **Tier 3**
  - Specialized Finishing High-volume Print
  - Outsource to preferred vendors; requires Purchasing engagement*

- **Tier 2**
  - 200+ impressions
  - Criss or Murphy Print Centers

- **Tier 1**
  - Less than 200 impressions
  - Non-custom Print
  - Fleet printers including mini print centers and student printers

*specialized needs that cannot be met on campus; more competitive pricing; short lead time
Print Center Services Available

- Full-color digital printing
- Brochures and flyers
- Proposals and sell sheets
- Presentations and reports
- Newsletters
- Direct mailers, postcards
- Course packets
- Training materials and manuals
- Business cards
- Large format posters and signs
- Books and programs
- 1:1 variable communications (customization by piece)
- Xerox devices can print envelopes and labels

Proofs of all documents are available and recommended for larger runs and color print. Check “Proof required” on WebCRD.

For assistance contact Stacey Holford at 402-280-2515.

Submit print orders online at printcenter.creighton.edu
Campus Print Document Delivery

Route Delivery Start Times
(7:30 pick-up) 8:00 a.m.
(12:30 pick-up) 1:00 p.m.
Rush (as specified)

Option: Call for pick-up
Pick-up area for project retrieval

Option: Delivery
Delivery to regular mail drop-off area
(unless other arrangements are made)

Enter print order

Notification of print completion (email)*

*Must have profile set up for notification when "job is completed"

Print Service Levels
- **Standard** – 2 business days from time of order submission for black/white and 3 business days for color (complex jobs require may require more time)
- **Rush** – within 8 business hours (this method should be limited); expedite charges will be applied

Delivery Service Levels
- **Standard** - delivered on next delivery run after print
- **Rush** – as requested; expedite charges will be applied

Exams
- Always shrink wrapped with cover page
- delivered only by staff during next daily delivery
Helpful Hints and Information

• Xerox Help Desk hours are Monday – Friday 7:00 a.m. – 7:00 p.m. CST.
• Most system issues can be resolve by rebooting the printer (turn off and on). If the message “Network controller is unavailable” is received, power down and unplug for 30 seconds, then power up again, but please contact Xerox if this happens frequently.

Xerox Help Desk: 402-280-1111, option 5
Helpful Hints and Information

• If the department **supply contact changes**, call Xerox Help Desk (402-280-1111, option 5) to notify them. Main contacts will be listed on each printer and will be notified via email automatically when **toner** is low and order placed.

• All **printer supplies** are included in the contract with Xerox except for paper and staples. Staples can be ordered by calling the Xerox Help Desk or Print Center.

• **Clean the narrow scanner glass** (with glass cleaner) when lines appear on copies will often eliminate the lines. If the lines don’t appear when printing but they do appear when copying, likely the glass needs to be cleaned.

• To ensure **correct formatting** when submitting jobs to the Print Center, use **SurePDF** which allows for an online preview and then order submission. (Call 402-280-1111, option 3, to load SurePDF.)

**Xerox Help Desk:** 402-280-1111, option 5
Supply Replenishment

• Xerox recommends that all Xerox machines have a toner in the machine and a toner on the shelf. Xerox monitors all networked devices to detect when supply levels in the machine are getting low and detects when devices run completely out of toner. Please do not replace toner if message “toner low” as this will impact the supply replenishment cycle. Only replace if “toner out”.

• Xerox help desk will look at past shipping history and send out replacement supplies to the key contacts listed in Xerox database. There should be a current contact person (validate this periodically).

• All department contacts in charge of supplies for printers are asked to:
  1. Verify that they have at least one extra supply item in their area at all times. If not, please contact the Xerox Help Desk to request a replacement supply item.
  2. Confirm that the shipping label on the received item reflects the current device location and contact name. If the address or location is wrong, please contact the Xerox Help Desk with a request to update the shipping or contact information.
  3. If supplies are not received, contact the Xerox help desk or the Creighton Print Center to help determine why the supplies were not delivered.

Xerox Help Desk: 402-280-1111, option 5
For emergencies only: 402-280-2515
Printer Paper Guidelines

Recommendation on Paper
Various factors influence paper performance in machines (i.e. humidity in office space, volume going through machine, type of device). For most uses the standard Payless stock LOP-20000 should suffice. For machines experiencing significant paper jams, try these papers:

- HAM 103267
- OPC-NMP1120
- XER-3R2047
- LOP-20005 (recycled White Copy Paper; the environmental choice for high-speed copiers, laser and inkjet printers)

Contact: Ed DuPree (CU paper specialist) at 402-280-2795

Loading Paper
• When loading paper look for the seam on the package – this is “up” side when placing paper in the paper tray.
• The front and back surfaces of the paper are determined during the paper making process by a natural curl to the product - place the curl side up in the paper tray and the curl side down when using the bypass tray.
• For paper used with digital printing - the ream wrapper will be marked with an arrow that points to the preferred printing side.
• Marking each paper tray with a label indicating the correct loading direction helps avoid operator error, machine jams and lost productivity.
• Fill the tray only to fill line on the inner side of the tray.
Communication With Xerox

• Quarterly **Campus Print Stakeholder** Meeting (being formed)
  o Attended by key campus print stakeholders
  o This group will meet regularly to discuss status of print on campus
    ▪ What is going well
    ▪ What needs improvement
    ▪ Updates to Helpful Hints/Reminders
    ▪ Identification of training needs

• Monthly **Client Communication** Meeting
  o Attended by DoIT, Campus Print Process Leader, Purchasing, Xerox
  o Review of performance reports

• Quarterly **Business Review** Meeting Attended by DoIT, Campus Print Process Owner, Campus Print Process Leader, Purchasing, Finance, Xerox
  o Review of performance and overall relationship

Please notify Nadia Shockley if you’d like to participate
Proactive Printer Checks

- High Load MFDs – weekly PM/visit (Heider COBA, Law, Dental)
- Low Load MFDs – bi-weekly PM/visit
- Problematic MDFs identified by incident reporting – weekly PM/visit until unit resumes normal operations

During these visits Xerox will validate printer contact information and begin posting/installing below reference documents.

Copy/Print/ScanTips

Visit the Managed Print Services Portal to view documentation, order supplies, or submit a service request on the Xerox Portal at [https://office.services.xerox.com/XSP/Creighton/](https://office.services.xerox.com/XSP/Creighton/)

Once inside the portal, go to the device information link for device specific information, on training, videos, and step by step instructions for clearing error codes and jams. Or scan here:

When printing, always select the correct Size, Type and Color that matches the size type and color of media loaded in the MFD. The MFD will find the match in the tray and print!


*See Machine Tag for More Information*
Campus Print Contacts

1. For any issue with Xerox devices, the end user should enter a ticket on the Xerox Web Portal (link below) or contact the Help Desk (402-280-1111, option 5):

   https://office.services.xerox.com/XSP/Creighton

2. The Xerox agent will walk through the problem to try to find a solution with the caller. If unsuccessful, a technician will be dispatched to check on the printer. If it is determined that the printer is working correctly, the Xerox technician will contact the DoIT Help Desk on behalf of the end user (402-280-1111, option 3). The DoIT Help Desk will then open a ticket on behalf of the end user.

3. If the ticket is not being serviced according to expectations, the end user may escalate to:
   - Nadia Shockley, Xerox Account Operations Manager (402-871-0570 Mobile)
   - Chris Vaverek, Creighton Print Process Leader (402-618-4552 Mobile; 402-280-5578 Office; ChrisVaverek@creighton.edu)

4. Any further escalation relative to printing performance should be directed to:
   - Tobias Wehrman, Xerox Client Operations Director (402-510-0400 Mobile; Tobias.Wehrman@xerox.com)
   - Tim Brooks, Creighton Print Process owner (timbrooks@creighton.edu).

Service Level Expectations

Break-fix response: 4 hours
Break-fix resolution: 18 business hours (not including weekends or holidays)
WebCRD Demo
Materials Related to Printing

www.creighton.edu/printcenter

• WebCRD training video*
  • This presentation

*Additional videos may be created based on user requests.
Request

- Please share this information with your teams as appropriate.

- If you’ve not submitted your printer contact information (form), please submit to: Nadia Shockley

THANK YOU!
Questions