

# PMC Solutions-Copy Job Processing

## Internal- Purchase Orders

1. Fill out copy request with instructions and purchase order number.
2. Submit job via e-mail, storage device, or hard copy. PDF is the preferred method of electronic file submission.
3. Take your job to either: Copy Central or the Union Copy center or have your job picked up by calling 5-6832.
4. View proof, if required and authorize to produce.
5. Upon completion of job, it is available for pick up or delivery.
6. The job will be invoiced through the university internal billing system.

## Internal-Cash Job

1. Fill out copy request with instructions, if required
2. Submit job via e-mail, storage device, or hard copy. PDF is the preferred method of electronic file submission.
3. Take your job to either: Copy Central or the Union Copy center or have your job picked up by calling 5-6832.
4. View proof, if required and authorize to produce.
5. Upon completion of job, it is available for pick up.
6. Cash, check, or Razorbucks accepted for payment before job is released.

## External

1. Provide instructions for job. When PO is the method of payment, we require a copy of the PO prior to production of job.
2. Submit job via e-mail, storage device, or hard copy. PDF is the preferred method of electronic file submission.
3. View proof if required and authorize to produce.
4. Upon completion of job, it is available for customer pick up or shipping is available for a fee.

## PMC Solutions-Copy Satellite Departmental Copier Placement.

1. Department Request/contacted about copier options. Copier configuration determined and appropriate pricing agreed upon.
2. PMC Solutions-Copy puts in requisition.
3. Requisition is processed by Business Affairs/Purchasing unit.
4. Copier is delivered, set-up, and training provided.
5. Copier is invoiced monthly through the University internal billing system.
6. Any access paper delivered but not used in departmental copier is invoiced to the department in November and May through the university internal billing system.

## Fayetteville Policies and Procedures

Copying policy for staff and students-309.0-  
<http://www.uark.edu/admin/vcfainfo/policyprocedures/3090.pdf>

Patent and Copyright Policy-210.1-(do not find a URL. This is a board policy.)

Copiers and multifunction Equipment-

<http://www.uark.edu/admin/busaffrs/policy/purchpolicy.html#Copiers>

# **PMC Solutions-Mailing Job Processing**

## Internal- Post Office Cash Customer

1. Determine type of mail and cost.
2. Collect appropriate cash or check, with I.D., for amount of postage.
3. Mail is put into appropriate USPS mail stream.

## Mailing Services Internal Collection of Mail-

1. Mail is sorted, delivered, and picked up on-campus.
2. Departments separate their mail by on-campus, and off-campus.
3. The off-campus mail has the departments assigned mail code bar code that is attached to the mail for proper processing.
4. The mail is processed and sorted in PMC Solutions-Mail as required.
5. All off-campus mail is charged by the mail code.
6. Departments are invoiced through the university internal billing system.

## Internal Mail Invoicing-

1. PMC Solutions-Mail processes mailing request and processes for departments daily. These can include but are not limited to: business reply mail, postage due, bulk mailing, UPS shipping, and departmental postage request.
2. Departments are invoiced for the services used, 2 times a month through the universities internal billing system.

## Internal UPS Package Service-

1. Department calls PMC Solutions-Mail, for package pick up.
2. Department fills out UPS shipping slip with Sender address and departmental PO and this is attached to the package.
3. The package is processed through the UPS shipping system at PMC Solutions - Mail.
4. The department is invoiced through the University internal billing system.

## Fayetteville Policies and Procedures

### Metered mail policies and US Postal Regulations-318.0-

<http://www.uark.edu/admin/vcfainfo/policyprocedures/3180.pdf>

### Campus Mail Information-318.1-

<http://www.uark.edu/admin/vcfainfo/policyprocedures/3181.pdf>

## **PMC Solutions – Print Job Processing**

### **External Customers**

1. Job specifications are received from customer.
2. Written estimate is provided to customer.
3. Customer accepts quote – job ticket is created
4. Customer may request modification of quote and accept – job ticket is created.
5. Job given to PrePress department.
6. Customer proofing process results in approved proof authorizing job production.
7. Job is produced.
8. Job delivered.
9. Invoice sent to customer.
10. Payment submitted by customer in accordance with UA payment policies.

### **Internal Customers**

1. Specifications are received from customer.
2. Written estimate is provided to customer.
3. Customer accepts quote – job ticket is created
4. Customer may request modification of quote and accept – job ticket is created.
5. Customer must provide a valid University of Arkansas internal purchase order.
6. Customer proofing process results in approved proof authorizing job production.
7. Job is produced.

8. Job delivered.
9. Invoice sent to customer.
10. Customer billed thru UA BASIS system.

### Cash Walk-In Customers

1. Job specifications are received from customer.
2. Written or phone estimate is provided to customer.
3. Customer accepts quote – job ticket is created.
4. Customer may request modification of quote and accept – job ticket is created.
5. Job given to prePress department.
6. Customer proofing process results in approved proof authorizing job production.
7. Job is produced and customer is notified that they may pick up job.
8. Customer arrives at 1580 W. Mitchell, Fayetteville, Arkansas, inspects items and verifies that order is correct, and receives items after payment is made.
9. When cash or checks are used as payment, a numbered 2 part cash ticket is filled out by PMC Solutions staff member.
10. Photo identification will be required for payments by check.
11. Customer will receive copy of the cash ticket for their records.