# Print Guidance

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1. **Introduction**

   1.1. As part of consideration of a University-wide print strategy, a project was jointly undertaken by the Procurement Office and IT Services to evaluate the arrangements for printing and photocopying. A campus-wide audit was carried out by an external supplier of all printers, photocopiers, scanners and fax machines and a detailed report was submitted.

   1.2. The University had in excess of 2000 devices, resulting in a high cost of ownership and significant impact upon the environment. The report provided evidence that these could be reduced significantly by replacing the inefficient and unsustainable devices with a managed print solution, consisting of shared multifunctional devices and networked printers.

   1.3. The report was presented to the University’s Procurement Review Group in 2009. Following a successful trial in three departments, it was agreed that the solution should be implemented campus-wide. This is now underway and the service is known as York Print Plus (YPP).

   1.4. The University is committed to reducing its environmental impact and this policy aims to ensure that printing and copying is carried out in the most sustainable way possible by all users. The policy is intended to complement wider University strategies, such as the Sustainability Strategy and Waste Strategy and also the IT Services Acceptable Use Policy.

2. **Effective Date**

   2.1. This guidance document is effective from 01 June 2014

3. **Approval Status**

   3.1. Approved

4. **Aims & Objectives**

   4.1. The aim of this document is to set out guidance on the use of printing, copying and scanning for users of the “York Print Plus” managed print service at the University Of York.

5. **Definitions**

   5.1. “Pay” users must have credit on their print account, this primarily includes all undergraduate students but also visitors.

   5.2. A “Tracking” user is not required to credit their print account, charges are taken in arrears from a department cost code. This will typically include all UoY Staff, but also postgraduate students or associate staff, at the discretion of the department.

   5.3. “Public” YPP devices are designated for student usage and are located in student work areas, open access rooms / corridors and the Library.
6. Guidance Statement

6.1. General Usage

6.1.1. In order to print to a YPP device, users must first install the YPP Print Cloud on their PC and select this as the printer option. Device access is currently via swipe card (University staff or student card) or touchscreen keypad entry.

6.1.2. All YPP devices (including those that are colour capable) will default to the following settings: duplex, black and white, pull-print. Where colour output is required, this must be selected when sending the job to print or by selecting the colour setting on the device itself for a copy job.

6.1.3. Users are responsible for ensuring that they use a device that has suitable capability to produce the job, e.g. a colour job requires a colour device. YPP is not liable for documents either sent to the device incorrectly or where a device is used that does not have the capability needed. YPP will provide clear signage above each device to indicate colour, A3 etc.

6.1.4. Reporting of faults, issues, comments and complaints are to be made via the IT Services Support Office.

6.1.5. All users must comply with appropriate copyright law when using the YPP service.

6.1.6. Scanning is allowed to the device user’s email account only.

6.1.7. Print jobs are held within the system for 72 hours before being deleted.

6.2. Tracking User Service Specifics

6.2.1. Tracking users can use any YPP devices.

6.2.2. Tracking charges for YPP use are detailed on the IT Services printing webpages.

6.2.3. The device will show the approximate cost of the job before commencing to print or copy. Once the job has been completed successfully, the actual cost of the job will be recharged directly to the user’s default departmental workorder. In the event that the device malfunctions during the job, the device will not charge the user’s workorder.

6.2.4. Staff members wishing to use a YPP device to print or copy any material for personal use must first check with their Departmental Administrator. It is intended that ‘reasonable personal use’ will be permitted. For larger jobs the preferred method is to use Campus Copy and Print to avoid cash-handling in departments, although some departments may accept cash.

6.3. Pay User Service Specifics

6.3.1. Pay users may use any YPP device designated for pay user use, but will not usually have access to YPP devices in staff areas.

6.3.2. All Pay users will have a printing account which they must keep in credit in order to use the YPP devices. The device will check that a user has sufficient credit before commencing with the job and the account will be debited after successful completion.

6.3.3. Credit may either be purchased online via the IT Services printing webpages or by using the YPP self-service kiosks.

6.3.4. The charges for Pay users using the devices are detailed on the IT Services printing webpages and appropriate signage.
6.3.5. In the event of any disputes contact the YPP team via the IT Support Office.

6.4. Public Device Specifics

6.4.1. YPP team will load all paper and consumables in these devices, please notify the IT Support Office if the device is empty noting the asset ID on the front of the device.

6.4.2. Devices are proactively monitored for faults.

6.5. Staff Device Specifics

6.5.1. It is the responsibility of the staff in the local area to a device to load paper and consumables, and also report any faults to the local superuser.

6.5.2. Local superusers will be available for assistance in loading consumables and paper if needed and to act as a point of contact in logging fault calls, they also receive additional training on advanced device functionality and clearing of jams.

6.5.3. YPP are able to lend printing / copying hardware for busy periods if required, on a first come, first served basis.

6.6. Requests For Additional Devices / Changes in Dept Location / Staffing Levels

6.6.1. Requests for additional device should be made to the YPP Team, who will review the request.

6.6.2. If a department changes staffing levels or moves buildings, the YPP team will review and survey the change in needs, and suggest additional / different hardware as required.