



September 4, 2015

TO: UAA Community

FROM: Kim Stanford, Director, UAA General Support Services

In light of the recent UAA Procurement Card policy revision related to copy/print services, I would like to reach out to our UAA community to provide additional information regarding UAA Copy & Print Center services and upcoming plans.

Attached you will find Frequently Asked Questions (FAQs) based on anticipated questions and inquiries already received to date. We will also have this information posted on the General Support Services Copy & Print Center website. We will continue to update this information as additional questions are received. Base pricing, turnaround time and file submission information, and a list of services will also be posted to our website this week.

The UAA Copy & Print Center has spent the last several years strategically adding and upgrading equipment, including an emphasis on large format printing services. In addition to our 60" large format printer and laminator, we recently acquired a 60" latex printer. This allows us to print on a variety of vinyl materials (banners, stencils, window clings, door wraps, floor clings, perforated window film, auto decals and much more). Marketing samples are being produced and we expect to have packets of samples and pricing out to university departments in the next few weeks. Your feedback on the products and pricing is welcome – we based pricing on cost recovery as well as market research and are confident we have some of the best prices in town for these professional quality products.

We have recently upgraded our production management software and within the next 60 days, you will see the implementation of our Digital Storefront which will allow our customers to order the vast majority of projects online. You will be able to set up an account and view your job history and access your stored files. The program will provide you with a job cost as you build it for most basic projects and you will be able to see a visual representation on the screen. The Digital Storefront will streamline the ordering process for our customers and create internal efficiencies for us as well. Customers who wish to order through an email or in person submission will still be able to do so.

We have been reviewing our processes and services, enhancing our measurements and standards, and implementing best practices to ensure the best experience for each of our customers. We are keenly aware of the budget challenges UAA departments are facing. Our goal is to provide consistent high-quality services at the lowest cost possible. I welcome your feedback and a detailed description of your experiences good and otherwise so that we can use that information to further improve. Many customer experiences are specific to the details of a particular job and knowing the context is vital, so having these discussions with our customers is highly valuable.

Please feel free to contact me directly at kjstanford@uaa.alaska.edu or 786-4668. I look forward to hearing from you!