

- **Why is this restriction being implemented?**

The University of Alaska Anchorage operates a full-service Copy & Print Center on campus. In recent years, procurement card usage for printing services provided by outside vendors has increased while the quality and consistency of materials received has decreased. Greater utilization of the University's in-plant will allow departments to benefit from lower annual printing costs and will ensure proper oversight of the University's brand image and standards.
- **How do I initiate a new project?**

Currently, orders may be started by completing a form in the Copy & Print section of the General Support Services [website](#). Within the next few months, a Digital Storefront will be implemented which will allow for online ordering.
- **What services does the UAA Copy & Print Center provide?**

The UAA Copy & Print Center is a full-service shop providing everything from graphic design services to finishing and binding. A full list of services as well as general pricing information is available on the [website](#).
- **How long will my project take to complete?**

The standard turnaround time on simple projects is 2 business days. Additional lead time may be required for complex jobs. Completion estimates can be provided when a new project is originated and a cost estimate is provided.
- **How will I receive the completed materials?**

The client will be notified once a job is completed. The finished materials can be delivered via intercampus mail or may be picked up in person at the Copy & Print Center located in the basement of the Bookstore building at 2901 Spirit Way.
- **How will increased usage of the UAA Copy & Print Center impact the service I receive?**

The UAA Copy & Print Center has participated in capacity planning and building processes for some time. Infrastructure is in place to ensure customers continue to receive the best service and highest quality print jobs possible. An online storefront will be operational shortly which will allow for even greater efficiency. The increased work volume will have no bearing on turnaround times or the level of service we provide our customers.
- **What if I have an order in process or a standing contract?**

Questions regarding specific planned purchases should be directed to Theresa Traw, Procurement Card Program Administrator at ttraw@uaa.alaska.edu.
- **What purchases does this restriction apply to?**

This policy change only impacts Copy & Print services being completed by outside vendors through use of the University procurement card. Promotional item printing such as mugs and pens is excluded, as are copy/print requirements for community campuses.

- **What if the UAA Copy & Print Center can't help with my project?**

The UAA Copy & Print Center will outsource projects that for various reasons cannot be completed in-house. This will still ensure the best quality and pricing and will allow for continued oversight of the University's brand standards.

- **What if I have an urgent need or a weekend request?**

Rush service is offered by the UAA Copy & Print Center during normal business hours. Exception requests must be provided in writing and must clearly present 1) project urgency, 2) business need, and 3) why the UAA Copy & Print Center cannot do the work.

- **What if a need for printing services arises while traveling?**

Individuals on university approved travel who experience a need for printing or copy services will be allowed to use the University procurement card.

Additional questions specific to the procurement card policy may be directed to Theresa Traw, Procurement Card Program Administrator (ttraw@uaa.alaska.edu)

For questions or feedback related to Copy & Print Center services, please contact Kim Stanford, Director of General Support Services (kjstanford@uaa.alaska.edu)