

Pay for Print

Introduction

On April 29, 2009 ASCSU passed resolution #3827 endorsing a simple, affordable method of printing in Morgan Library. After exploring the matter further, the VP for IT requested that the colleges, through the College IT Administrators Council, find a solution for uniform and accessible printing across campus. This document sets forth the framework for implementation of such a printing service.

Pay-for-Print Policy

Participants encompassing students and library patrons wishing to use pay-for print:

- The Pay for Print program shall be implemented using the RamCash program
- Except as set forth herein, the terms and conditions of the RamCash program shall be used as the controlling policy for the Pay for Print program
- Participants shall purchase print quota under their RamCash account, by specifying Pay for Print as the target for specific Pay for Print deposits
- For community participants using Library print services, a RamCash account may be set up with the RamCard office and shall require an active CSU Library card
- The maximum value of print quota allowed to be purchased shall be limited to \$10.00 total
- Print quota is transferable from individual to individual using the eid of the recipient
- A community participant's Pay for Print and RamCash account shall expire when their Library card expires – after one year unless renewed by the community participant
- The Pay for Print quota may be used until a constituent's RamCash account is abandoned, in accordance with the policy for abandonment of RamCash accounts

Print Quota Refunds

If a print job does not print correctly, the participant may request a refund of print quota in the form of print quota (not cash) from the local lab manager or the local help desk. The PaperCut System will provide the participant with additional print quota and the RamCash account will not be affected. This request must be made at the time the printing error occurs.

- The participant is responsible for verifying their print jobs and the printer to which the job is being sent before they accept the job. Print quota refunds will only be provided for legitimate reasons, as described below.
- Print quota refunds must be requested either in person or via email at the time the print error occurs.
- Print quota refunds will be granted by the lab manager within two business days of the request.

Allowable Reasons for Print Quota Refunds:

- Toner smears or streaks.
- Low toner or too much toner (unacceptable print quality).
- Jammed paper.
- Other printer-or job-related malfunctions.

Non-Allowable Reasons for Print Quota Refunds:

- Printing the wrong materials (The participant must ensure that they are printing the correct materials).
- Printing extraneous copies of the materials (The participant should preview what they are printing before authorizing the job.)
- Printing to the wrong printer (The participant should carefully verify the printer they are authorizing.)

Pay-for-Print Operating Account and Account Sweep

A committee under the auspices of Academic Computing and Networking Services (ACNS) consisting of members of the University Charges for Technology is responsible for pay-for-print fiscal matters including establishing rates. Pay for printing rates shall be uniform across campus, be reviewed at the beginning of each fiscal year for potential increases/decreases, and be devised to recover costs for rental, maintenance, toner and paper, to balance anticipated revenue and expenses. However the rates for different printing formats (color versus black and white, simplex versus duplex, large size, etc.) may vary by format.

RamCash account funds received by the RamCard Office for print quota will be remitted to the main operating account for pay-for-print. The pay-for-print account will be maintained by ACNS. Monthly, funds will be disbursed via a DI document in KFS to the respective technology college accounts that have incurred print costs.

To minimize the amount of residual funds in the pay-for-print account, the ability to transfer funds to others shall be advertised widely by the University Charges for Technology Committee. Any residual funds remaining in the pay-for-print main operating account, upon abandonment of the RamCash account, shall be allocated to the pay-for-print service for the following fiscal year, and used as revenue in the establishment of the rate calculation, thereby reducing the cost for the next year's pay for print services commensurately.