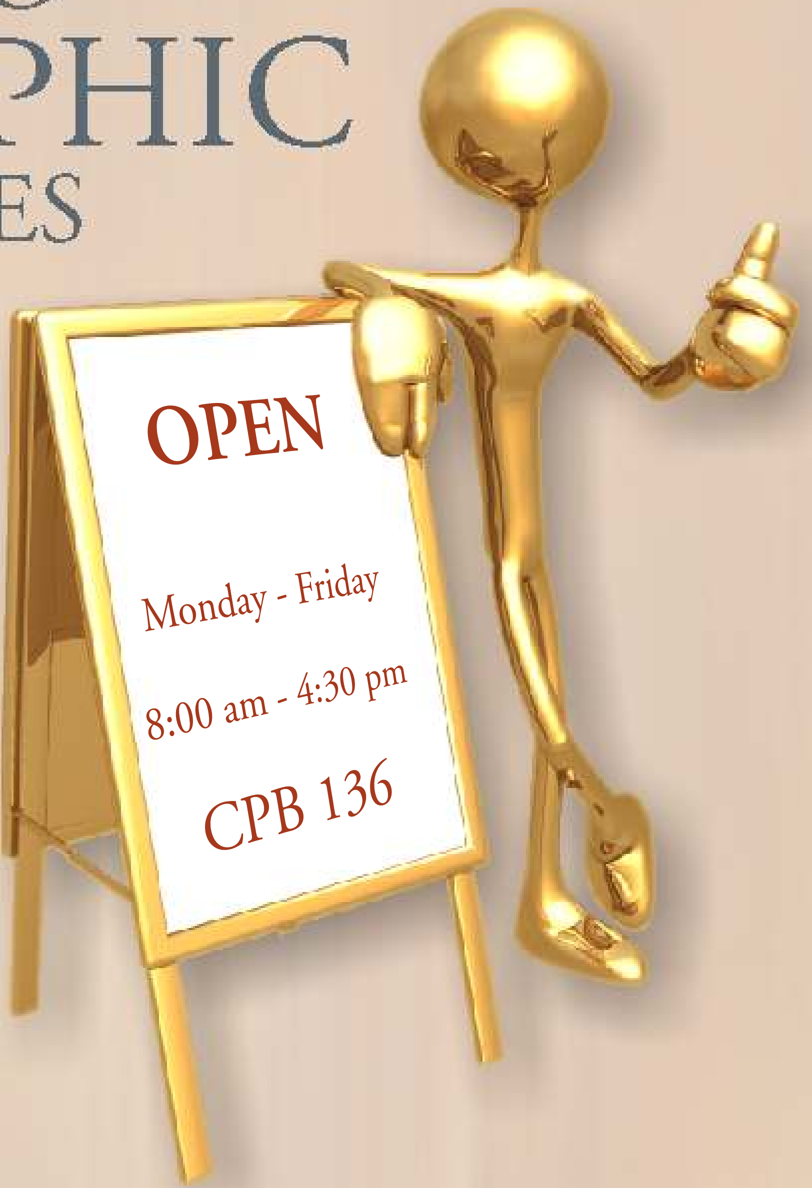
REPRO
GRAPHIC
SERVICES


OPEN
Monday - Friday
8:00 am - 4:30 pm
CPB 136

What Repro Can Do For You!

Quick Reference

Copy Requisition
Production Requisition
Business Card Requisition
Paper Supplies Requisition

Use **Copying Requisition** for:

- Copying
- Collating (by copier)
- Stapling
- 3-hole punched
- *See Section C2, Submission of Copying Projects*

Use **Paper Supplies Requisition** for:

Supply orders of: copy paper, envelopes, letterhead

See Section A5, Paper Supplies

Use **Production Requisition** for:

Any service needed for copying, collating, stapling, 3-hole punched

PLUS *one or more* of the following:

- Artwork (photos, graphics, etc.)
- Binding (coil, comb, perfect bound, saddle stitch)
- CD/DVD duplication
- Desktop Publishing
- File conversion/manipulation
- File transmission
- Folding
- Graphic design
- Inserting/folding/sealing
- Laminating
- Mail Merge
- Mailing Services (bar coding)
- Mounting on foam board
- NCR (carbonless) paper
- Padding
- Posters
- Printing
- Scanning
- Shrink Wrapping
- Tabbing
- Trimming, cutting
- Typesetting
- Vinyl Signage
- *See Section D1, Submission of Production Projects*

Use **Business Card Requisition** for:

Business Card orders

See Section A5, Overview; Business Cards

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SECTION A
Overview

Reprographic Services (here after may be referred to as “Repro”) is committed to contributing its expertise to promote and meet the marketing and communication needs of the College by providing value-added services in a cost effective manner. Repro provides consultations, graphic design and desktop publishing services, CD/DVD duplication, file conversion/manipulation, in-house printing, diversified finishing processes, bulk mail bar coding, copier reproduction, and layout and design of high-level and/or high volume projects designated to be outsourced for enhanced reproduction.

All materials to be printed or duplicated for promotional purposes and/or distribution outside the College are to be designed within the guidelines set forth by the College Administration in order to maintain a consistent graphic identity (see *Graphic Identity Design and Copy Requirements*).

To prevent lost time and effort, complex projects should be discussed with the Manager of Reprographic Services prior to submission and approval before the project is structured. Please call extension 275 to set up an appointment. Reprographic Services is located in the lower level of the Career Programs Building, CPB-136. Repro’s hours of operation are Monday through Friday, 8:00 a.m. to 4:30 p.m.

Projects submitted for printing/copying will be reviewed by the Director of Public Information and Government Relations when deemed necessary by the Manager of Reprographic Services. This is done to ensure that a consistent graphic identity is maintained for the institution. This applies to both, printed or copied materials, including those printed by external vendors.

Services Available

Editing, file manipulation, desktop publishing, graphic design, web-based submission of projects, copying, CD/DVD duplication, wide format printing, one, two, and 4-color process printing, a variety of finishing services (coil, comb, perfect binding), banners, vinyl signs, and bulk mail bar coding are available through Repro. Production and color copiers are also available for large copying projects that exceed the guideline limitations for walk-up copiers set by the Administration and the Office of Academic Affairs.

Copying Services

Copying requiring multiple copies per project(s) should be reproduced on our high speed production copiers. Our production copiers are capable of collating, stapling, folding, three-hole punching, inserting covers, section separators or different colored paper for page(s) or section(s) as desired.

All copying requests may be initiated:

> **Electronically** - by completing the *Copying Requisition*. This form is available in electronic format on the College Intranet under the *Forms* section or on the Reprographic Services site at: *www.hagerstowncc.edu/intranet/reprographics* and clicking *“Place an Order.”* Please review the *“Place an Order for Copying”* section for detailed instructions on submitting projects electronically
>
> **Campus Mail or In Person** - The *Copying Requisition* is also available in pre-printed pads which are accessible in most offices or may be obtained in Reprographic Services

These forms are to be completed with all the requested services clearly marked. *Do not assume that the Repro staff will know what you want!* Projects submitted without the proper account number to be charged may cause a delay in the completion of the project.

Color copying requests require the signature and account number of the Cost Center Manager. Requests for color copies will not be processed until authorization has been provided by the Cost Center Manager.

Copying requests may be submitted electronically to the CopyCenter (no space between words) via GroupWise, through Campus Mail, or dropped off in the Repro office.

Design and Printing Services

Graphic design services are offered for booklets, brochures, newsletters, posters, note cards, reports and many other types of printed materials.

Repro can produce large format color or black and white prints. Foam mounted projects are limited to 32" x 40". Easels are available for posters in sizes ranging from 7" to 18". Printouts from our plotter can produce posters and banners up to 3' x 10'.

We provide a wide range of composition services from traditional manual input of hard copy, pagination and layout of word processing files, to high resolution output of electronic files.

Printing is where ink meets the paper! Repro offers single and multi-colored offset printing services for print projects such as business cards, envelopes, letterhead, notepads, carbonless forms, note cards, invitations, labels, booklets, brochures, newsletters, and much more.

For most departments there is no charge for editing, typesetting, or design services performed in-house. In the production of print materials, charges for computer-to-plate material, paper, and any materials used for finishing services, will be incurred. Groups designated as an Extension Group by the Administration will also be charged for labor. These costs are paid through the Cost Center Managers budget, therefore the appropriate account number must be provided at the time the project is submitted.

All design/printing requests may be initiated:

Electronically - complete the *Production Requisition* and email to ProductionCenter (no space between words). This form is available in electronic format on the College Intranet under the *Forms* section or on the Reprographic Services site at: *www.hagerstowncc.edu/intranet/reprographics* and clicking "*Place an Order.*" Please review the *"Place an Order for Production Services"* section for detailed instructions for submitting projects electronically

Campus Mail or In Person - You must complete the electronic *Production Requisition,* print it out and include it with your project, when sending your project through campus mail or dropping it off in person

The form must include the following information:

1. **Contact Name, Department, Telephone Extension, Project Name, Date Submitted, Date Wanted, Number of Originals, and Number of Copies**.
2. **Signature or authorization from the Cost Center Manager** and the appropriate account number to be charged.
3. **Production Information - Check ALL boxes necessary for completing your project.** In the *Special Instructions* section provide any additional information relevant to completing the overall project(s) and any special instructions regarding photos, copy/text, letters, signatures, or quotes, pertaining to the overall design of the publication.
4. **Copy/Text.** If this is a new publication, you **MUST** submit the text for the project electronically in Word 2003 or 2007 along with the electronic *Production Requisition* to the ProductionCenter via GroupWise. In person or through campus mail, you may provide the project on a CD/DVD or disk, along with a completed *Production Requisition* form.

If this project is a reprint, provide a sample of the earlier printing with changes clearly marked in RED, and any new copy in an electronic file, CD/DVD, or disk along with the completed *Production Requisition.*

All copy submitted for publication that requires typesetting, whether a new publication or a reprint project with revisions, must be submitted electronically, on CD/DVD, or on disk and is to be keyed in without formatting, following these specifications:

Typed flush left

No bold, italic, underlining, centering, justification, etc.

You may provide a sample/printout of the layout/design you are requesting for clarification (with your copy formatted) to facilitate the satisfactory completion of your project

Any photos submitted for project(s) must be 150 dpi for copying and 300 dpi for printing at 100% of size requested

The department or person submitting the project is solely responsible for accurate content and spelling. *Repro does not proofread content submitted electronically, on CD/DVD or disk.* ***All copy is subject to editing for conformance with the Graphic Identity Design and Copy Requirements***

The use of Microsoft graphics is strongly discouraged and ***Microsoft Publisher files are not accepted for projects requiring redesign or printing*** *(unless provided as a sample only)* due to the significant limitations of the software

Repro subscribes to several Web sites that supply quality photos, graphics, and artwork and will provide appropriate graphics, photos, or artwork that meet with your approval and the needs of your publication

Requests should be initiated as early as possible. The amount of time required to complete a design/printing request varies depending on the complexity of the project, if special paper or materials need to be ordered, and the workload in Repro at the time a request is received. Simple jobs that are printed in-house can often be turned around within one or two weeks. Projects requiring extensive typesetting, formatting, design, or those to be printed by external vendors, normally require more time.

Copyright Restrictions

Reprographic Services provides copying/printing services to all faculty/staff members without regard to content of the material. However, Reprographic Services cannot verify that any material is free of copyright restrictions (see U.S. Code, Title 17). Compliance with copyright laws and regulations is the responsibility of the person requesting service. Reprographic Services will not be held liable and reserves the right to refuse any requests we deem to be in contravention of copyright laws.

College Outsourcing Guidelines

All projects requiring printing or copying services MUST be submitted to Repro -- *Reprographic Services has the right of first refusal.* Any project(s) produced off campus must be approved by the offices of Reprographic Services and Public Information in order to maintain the visual identity and/or consistent image of the College. If it is determined that a project should be outsourced, the Manager of Reprographic Services will prepare an *Outsourcing Approval Slip*. The *Outsourcing Approval Slip* must be signed by the Manager of Reprographic Services, the Cost Center Manager, and the Director of Public Information and Government Relations. This form is to be attached to the internal Purchase Requisition, Request for Check, or vendor invoice when sent to the Finance Office for payment.

Responsibility for Copy Preparation

The Director of Public Information and Government Relations is responsible for the copy included in the college catalog, schedule of classes, Viewbook, President's Report to the Community, academic program brochures, and other College-wide informational and promotional publications.

Copy for other print materials may be generated by individuals and offices throughout the College, but is subject to the basic copy requirements set forth in the ***Graphic Identity Design and Copy Requirements*** section. The Director of Public Information and Government Relations and the Public Information Assistant are available to provide support in the preparation and editing of copy.

Responsibility for Art Preparation

Repro oversees the typesetting, design, and print production of all major College-wide publications, including the college catalog, class schedules, Viewbook, academic program brochures, forms, and other College-wide informational and promotional publications. Repro provides typesetting, design, and printing coordination services for other publications and print materials upon request.

In addition, Repro assists in the preparation of printing specifications along with Public Information and Business Services, to coordinate bids for typesetting, design, and/or printing provided by external vendors.

Responsibility for Printing Costs

Individual College Cost Centers are provided a printing budget for promotional materials each fiscal year and are responsible for providing the proper account number to be charged at the time the project is submitted.

Paper Supplies

Repro provides Xerox copy paper for faculty and staff use (not to include student labs). Copy paper is available in white and 11 other colors. We also provide imprinted HCC letterhead, #10 regular and #10 window envelopes.

These supplies are available by completing the *Paper Supplies Requisition* found on the Intranet in the *Forms* section. This form is to be emailed to the *PaperSuppliesCenter (no spaces in address).*

HCC Letterhead and Envelopes

Standard Design

College letterhead and envelopes have a standard design used throughout the College. Letterhead is printed on white paper stock with the College logo printed in Pantone 342 (green) and black. The address, phone number, and web address are also printed in black. Two types of white envelopes are available: #10 regular and #10 window, both printed with the HCC logo in green and black and the text in black. #9 Business Reply envelopes are available when requested and are printed in a single color, either Pantone 342 or black.

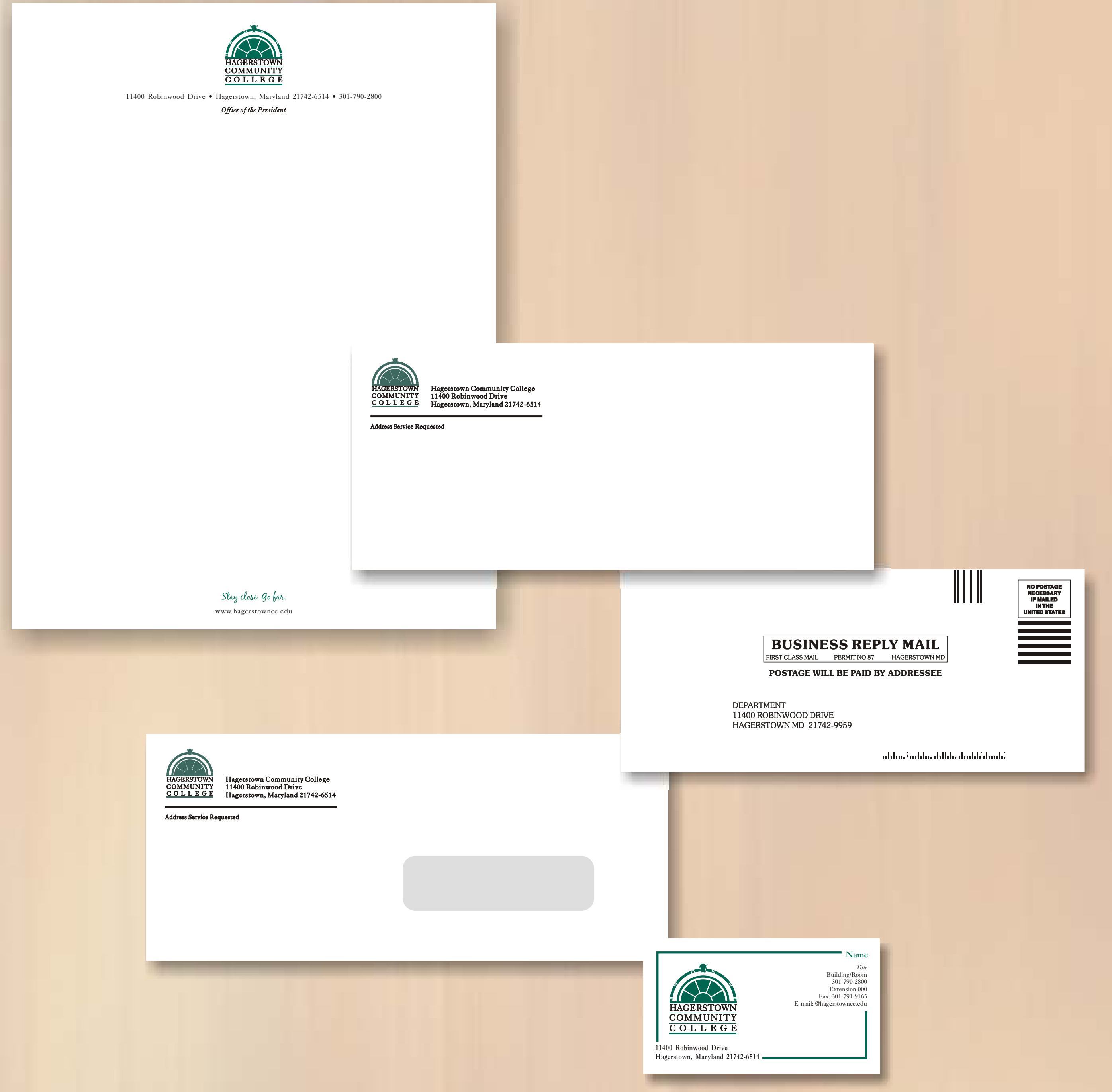
Business Reply (BRM) envelopes must be submitted to the U.S. Postal Service for certification after they have been printed to ensure that they meet USPS specifications. This process takes approximately 7-10 business days. Please allow sufficient time for this process when requesting BRM envelopes.

Procedure for Yearly Letterhead and Envelope Orders

Repro attempts to print a sufficient supply of letterhead and envelopes to accommodate the needs of the College divisions and/or departments for one full year, in one printing. Divisions, departments, and Central Stores are requested to order a sufficient supply of letterhead, #10 regular envelopes, and/or #10 window envelopes, based on their previous years usage and any anticipated special mailings, when the request for orders is initiated by Repro.

Business Cards

Business cards are available for all faculty and staff with one standard design for all employees. Requests are initiated by forwarding the *Business Card Requisition* which can be found on the Intranet in the *Forms* section or by visiting the Reprographic Services site on the Intranet at: *www.hagerstowncc.edu/intranet/reprographics* and clicking *"Place an Order"* at the top of the screen. Please review the *"Place an Order for Business Cards"* section for detailed instructions on submitting your request electronically.



HAGERSTOWN
COMMUNITY
COLLEGE

11400 Robinwood Drive • Hagerstown, Maryland 21742-6514 • 301-790-2800

Office of the President

Stay close. Go far.

www.hagerstowncc.edu

HAGERSTOWN
COMMUNITY
COLLEGE

Hagerstown Community College
11400 Robinwood Drive
Hagerstown, Maryland 21742-6514

Address Service Requested

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 87 HAGERSTOWN MD

POSTAGE WILL BE PAID BY ADDRESSEE

DEPARTMENT
11400 ROBINWOOD DRIVE
HAGERSTOWN MD 21742-9959

HAGERSTOWN
COMMUNITY
COLLEGE

Hagerstown Community College
11400 Robinwood Drive
Hagerstown, Maryland 21742-6514

Address Service Requested

Name
Title
Building/Room
301-790-2800
Extension 000
Fax: 301-791-9165
E-mail: @hagerstowncc.edu

HAGERSTOWN
COMMUNITY
COLLEGE

11400 Robinwood Drive
Hagerstown, Maryland 21742-6514

SECTION B

Graphic Identity Design and Copy Requirements

Adherence to all of the following guidelines is required for approval:

1. The College's full name ("Hagerstown Community College") is to appear at least once, usually on the front cover. "HCC" may be used for subsequent references.

2. The official college color is Pantone 342 and the college logo is Pantone 342 and black.

3. The HCC logo is to appear, preferably on the front and/or back covers. The HCC logo must not be altered or combined with other elements so as to change its graphic appearance. (See Exhibit A below).

4. The College Web site address is to appear on all printed projects. If specific directions are required to locate information on the Web site, the complete location should also be included in the web address.

5. Print materials promoting a program, service, activity, or event that is specific to one area or building usually appears on the front cover or must be clearly stated within the publication.

6. The full College address should be included and the zip code is to include the full nine-digits 21742-6514 (see example):

   Hagerstown Community College
   (Department)
   11400 Robinwood Drive
   Hagerstown, MD 21742-6514

7. Where campus telephone number(s) are included, the proper name(s) and contact extension(s) should also be listed. No ( ) around area codes for campus phone numbers.

8. Writing is to be clear, accurate, and appropriate for the intended audience, free from errors in grammar, spelling, or punctuation.

9. Design and graphic presentation are to be tasteful and of appropriately high quality.

10. To prevent lost time and effort, the project should be discussed and approved before it is submitted with the Director of Public Information and Government Relations or the Manager of Reprographic Services.

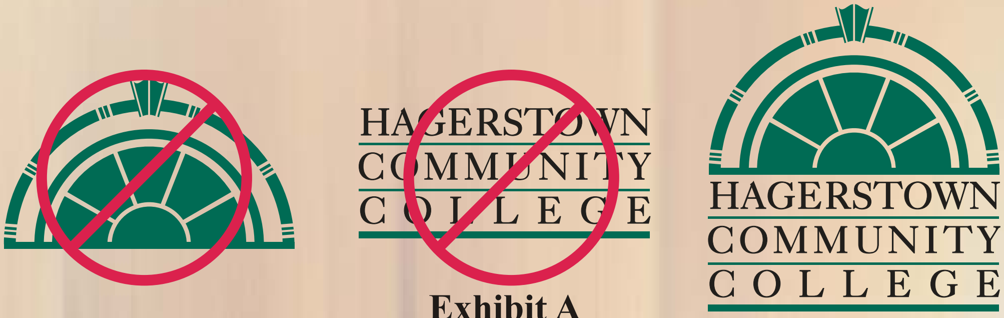


Exhibit A

SECTION C

Copying Procedures

Walk-up Copiers

Xerox copiers are located in each building for use by college staff. Your employee ID number which can be found on your ID badge or your pay check, is your account number for making copies. You must enter at least 4 numbers to access the copier. For example, if your ID number is 001234, you would enter 1234 (do not include 00). If your number is 012345 (do not include 0), you would enter 12345. However, if your account number is 112345, you would enter the entire number 112345 to access the copier.

Simply touch the numbers on the keypad and then touch "Enter" on the screen. Your name will show up in the window as the "User." Be Sure to hit the "Clear All" button when you have completed copying and then touch the "Log Out" button to log out of your account.

If you receive an "Invalid number" message when entering your ID number, please contact Reprographic Services at extension 275.

If an individual copying project totals more than 100 sheets, it should be reproduced on a production copier in Repro per Administration Guidelines. See sections, ***Submission of Copying Projects and Submission of Production Projects*** for information on how to determine which type of project you are submitting and which form must be completed and submitted with your project(s).

Utilizing production copiers saves the College money. *Plain and simple*--cost for copies produced on the walk-up copiers cost more per page than copies produced on a high-volume production copier located in Repro.

Submission of Copying Projects

Your project is a ***Copying Project*** if it **only requires any** of the following:

Copying	Three-hole punching
Stapling	Collating

If your project is ready to be copied with no additional revisions and **only** requires the finishing services listed above, you can submit your project with either an electronic version of the *Copying Requisition* or a pre-printed green *Copying Requisition* form. The *Copying Requisition* electronic form is located on the college's Intranet site under *Forms* or on the ***Reprographic Services*** site at: *hagerstowncc.edu/intranet/reprographics*. Pre-printed pads of the green *Copying Requisitions* are available in most offices or in Reprographic Services.

Please note that color copies must have the approval and authorization of the Cost Center Manager. If the color copy project is e-mailed to the CopyCenter, it must come from the Cost Center Manager's e-mail address. If the color copy project is submitted through campus mail or dropped off in CPB-136, the Copying Requisition must include the Cost Center Manager's signature and the proper account number.

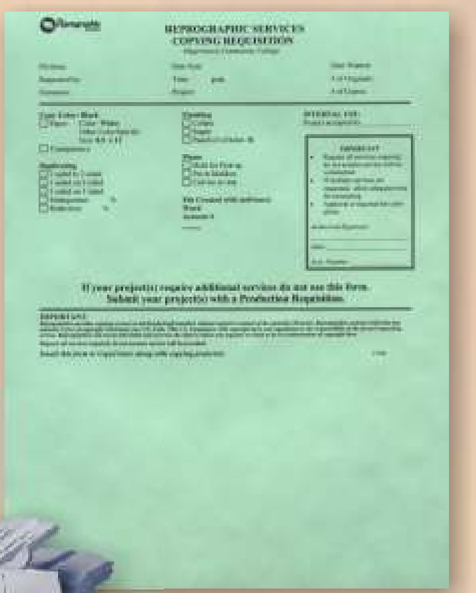
Copying projects may be submitted by choosing one of three methods:

1. Step-by-step instructions for submitting projects electronically are available on the Reprographic Services Intranet site under ***Place an Order/*****Place an Order for Copying.**

Copying projects submitted electronically are to be emailed to:
CopyCenter (no spaces in address).

2. Projects may be submitted through campus mail by providing hard copy, CD/DVD, or disk along with a completed requisition.

3. Drop off your projects in the Repro office, Career Programs Building, Room CPB-136, along with a completed requisition.



REPROGRAPHIC SERVICES
COPYING REQUISITION

If your project(s) require additional services do not use this form.
Submit your project(s) with a Production Requisition.

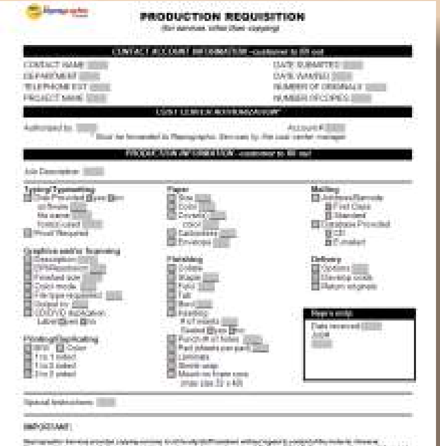
SECTION D

Production Projects

Submission of Production Projects

Your project is a ***Production Project*** if it **requires any** the following:

- Artwork (photos, graphics, etc.)
- Binding (coil, comb, perfect bound, saddle stitching)
- CD/DVD duplication
- Collating (booklets)
- Desktop Publishing
- File conversion/manipulation
- File transmission
- Folding
- Graphic Design
- Inserting/folding/sealing
- Laminating
- Larger than 11" x 17"
- Mail Merge
- Mailing Services (bar coding)
- Mounting on foam board
- NCR (carbonless) paper
- Padding
- Printing
- Posters/Signs
- Scanning
- Shrink Wrap
- Tabbing
- Trimming, cutting
- Typesetting
- Vinyl Signage



PRODUCTION REQUISITION

CONTACT NAME
DEPARTMENT
TELEPHONE EXT
PROJECT NAME

DATE SUBMITTED
DATE WANTED
NUMBER OF ORIGINALS
NUMBER OF COPIES

If any of the above services are required to finalize your project, you **MUST** submit your project with an electronic version of the *Production Requisition* or a completed and printed *Production Requisition* form. The *Production Requisition* electronic form is located on the college's Intranet site under *Forms* or the Reprographic Services site at: hagerstowncc.edu/intranet/reprographics.

Production projects may be submitted by one of three methods:

1. Step-by-step instructions for submitting projects electronically are available on the Reprographic Services Intranet site under ***Place an Order/*****Place an Order for Production Services.**

   Production projects submitted electronically are to be emailed to: *ProductionCenter (no spaces in address)* from the Cost Center Manager's email address and include the proper account number.

2. Projects may be submitted through campus mail by providing hard copy, CD/DVD, or disk along with the completed *Production Requisition* which includes the Cost Center Manager's signature and the proper account number.

3. Drop off your projects in the Reprographic Services office, Career Programs Building, Room CPB-136, along with the completed *Production Requisition* which must include the Cost Center Manager's signature and the proper account number.

Additional Tips for Submitting Your Project

Please fill out the requisition form completely, including:

> **Date Wanted** - *ASAP* is not a date! Fill in the date you need the project, if we can't complete the project by the date specified we will contact you
>
> **Project** - When submitting your project electronically through the CopyCenter or ProductionCenter, through campus mail or in person, please identify your project by name. *Copies, Course Numbers, or Production Project* are often confusing when we receive multiple projects at the same time. Including the name of your project helps us locate your project should you call us with questions
>
> **Check All Services Required** - Do not assume that we know how you want your project finished or that we can remember what we did the last time the project was in the office
>
> **Special Instructions** Add any additional information that you feel will help us complete your project correctly
>
> **Authorized Signature** - Please have a Cost Center Manager sign and/or submit the requisition for color copying and production projects. Projects submitted for copying only, do not require a signature
>
> **Account Numbers** - Cost Center Managers must include the proper account number that copies or project are to be charged

Projects will not be started until we have a completed requisition. Copying projects are usually ready for pick up the next day. We stock a variety of papers in different colors and weights and can special order paper when necessary for projects.

We are committed to the enhancement and promotion of the College by producing high quality printed materials and are available to assist you in attaining the completion of your project in the most proficient manner in order to meet your expectations and goals.

Consultations regarding your project at the planning phase enable us to provide you with the maximum quality, the fastest turnaround time, and the lowest cost.

More information about placing an order with Repro can be found on the Web site at *www.hagerstowncc.edu/intranet/reprographics*. In order to avoid delay in the completion of your project, please call Reprographic Services at extension 275 when you have questions or to set up an appointment to discuss available services and the necessary steps to meet your goals.

Please be aware that Word or Publisher files will no longer be revised in any way and will be copied/printed as submitted only if they meet the graphic identity design requirements of the College, the Print and Copy Guidelines as defined by the College Administration, and U.S. Postal regulations, where deemed necessary.

Word and Publisher files allow limited manipulation and are not suitable for enlarging or reducing in order to obtain a specific size other than as originally created. Publisher files are NOT ACCEPTABLE for any project that has to be run on a press.

SECTION E

Desktop Publishing and Graphic Design

Reprographic Services offers desktop publishing and graphic design services for projects ranging from booklets, invitations, posters, brochures, newsletters, flyers, catalogs, handbooks, postcards, print ads, to direct mail items, and more.

Consultation for your project in the planning phase enables us to provide you with maximum quality, the fastest turnaround time, and lowest cost.

Our designers can create entire layouts for you, from provided text, photos, graphics, and specific instructions regarding the layout and design.

All copy submitted for publication that requires typesetting, whether a new publication or a reprint project with revisions, must be submitted electronically, on CD/DVD, or on disk and is to be keyed in without formatting, preferably in a Word document, following these specifications:

Typed flush left

No bold, italic, underlining, centering, justification, etc.

You may provide a sample printout of the layout/design you are requesting for clarification (with your copy formatted) to facilitate the satisfactory completion of your project

Report to the Community
Hagerstown
COMMUNITY COLLEGE

Campus takes on new look as construction moves ahead

Struggling economy

College Guide

A Handbook Planner for Students

The 2008-2009 Catalog

Stay close. Go far.

Any photos submitted for project(s) must be 150 dpi for copying and 300 dpi for printing at 100% of size requested

The department or person submitting the project is solely responsible for accurate content and spelling. Repro does not proofread content submitted electronically, on CD/DVD or disk. We do proof for formatting and consistency of content

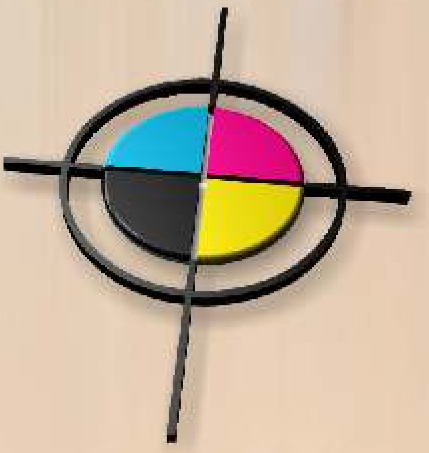
All copy is subject to editing for conformance with College guidelines and graphic identity.

The use of Microsoft graphics is strongly discouraged and Microsoft Publisher files are not accepted for projects requiring redesign or printing (unless provided as a sample only) due to the significant limitations of the software

Repro subscribes to several Web sites that supply quality photos, graphics, and illustrations and will provide appropriate artwork that meet with your approval and the needs of your publication

SECTION F

Printing



We produce high-quality, offset custom print jobs utilizing a full range of ink color choices on a variety of bond, text, and cover papers up to 11" x 17".

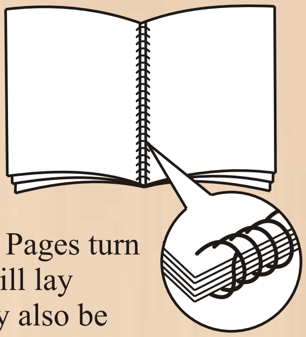
We utilize offset printing for our finer quality, high volume projects. Samples of what can be printed on a press include, but are not limited to:

brochures
business cards
carbonless forms
envelopes
fliers
invitations
letterhead
memo pads
newsletters
programs

SECTION G
Binding and Finishing

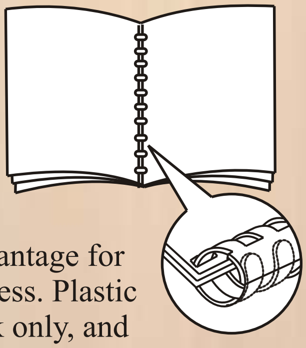
Coil Binding

Coil binding is one of the newer forms of binding, in which coils, comprised of a single coil of plastic, are wound in a continuous spiral and feed through holes in the binding edge of the sheets. Pages turn very easily and the book will lay completely flat. Pages may also be opened back to back, while remaining flat. This type of binding is very durable and crush-resistant. Spiral coils are stocked in black, but are available in 12 additional colors by special order.



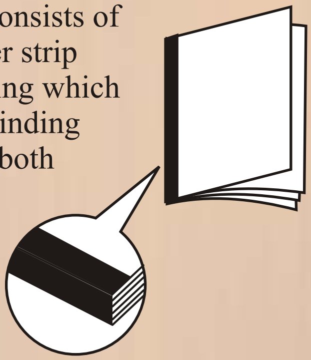
Plastic Comb Binding

Plastic comb binding (also referred to as GBC binding) does not allow pages to be rotated in a full circle, but they do align. Pages can be inserted and removed if necessary, which is an advantage for reports and works in progress. Plastic combs are stocked in black only, and will accommodate a quantity of pages up to two inches in thickness. For those who need their books to lay flat, this type of binding is ideal. Ten additional colors are available by special order.



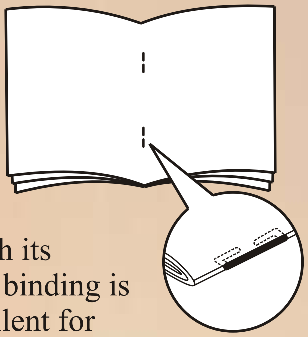
Perfect Bound Binding

Perfect bound binding consists of a thermal cloth or leather strip with a heated glue backing which is wrapped around the binding edge, and partway onto both covers, holding each page in place. An attractive and modern alternative to comb and coil binding, thermal tape or leather binding offers a high quality professional appearance. Cloth strips are stocked in black. Fifteen additional colors are available in cloth and seven colors are available in leather by special order only.

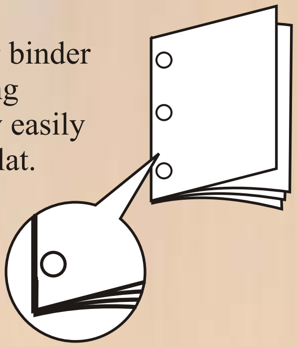


Saddle Stitching

Saddle stitching is a form of binding in which a document of two or more pages is folded in half, and two staples are forced through its backbone or spine. This binding is very durable and is excellent for newsletters, catalogs, programs, and pamphlets.

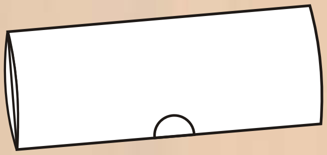


Paper Drill/3-Hole Punch



Three-hole punching in conjunction with a 3-ring binder provides a durable binding solution. Pages turn very easily and will lay completely flat. Pages can be inserted and/or removed at will, which is an advantage for reports or handbooks that will need to be updated periodically.

Tabbing



Tabbing offers fast efficient sealing of self- mailers. White tabs or clear wafer seals are applied to newsletters, double postcards, small catalogs, tri-fold brochures, and other open-ended mail as required by the U.S. Postal Service in order to qualify for postal discounts.

Padding

Padding compound glue is used to make notepads and scratch pads. A special adhesive is utilized to make NCR carbonless sets. The glue or adhesive is brushed on and allowed to dry to hold sheets together.

Booklet Maker

Our Horizon SPF-9 Booklet Maker has the capability of collating, stapling, folding, and trimming up to 10 sheets in one operation to automatically create booklets. Booklets can be created in finished sizes from 5 ½" x 8 ½" up to 8 ½" x 11".

SECTION H

Additional Services

CD/DVD Services

Duplication

The CD/DVD duplication process “burns” your content directly onto pre-existing CDR/DVD-R disk. We duplicate only, we do not author, modify, or remaster CD/DVDs.

Disc Printing

We offer full color inkjet printing directly on to the disk. If you supply artwork it should be in vector format or if you submit a bitmap, it must be 300 dpi or higher.

Jewel Cases

Standard clear plastic cases are available to store the CD/DVDs and an insert with a graphic design identifying the contents can be provided.

Laminating

Laminating is used to preserve and protect cards, certificates, color printer/copier output, photos, newspaper articles, and documents. In-house laminating is available in sizes up to 11" x 17". Lamination of larger sized projects is available from outside sources.

Folder/Inserter/Sealer

Our Secap SI3400 Inserting System is capable of inserting and folding up to 5 sheets, in addition to inserting a #9 envelope or return postcard into a #10 envelope and sealing the envelope. For specific details on additional folding and inserting capabilities of this equipment, please contact Reprographic Services at ext. 275.

Vinyl Signage

Custom vinyl decals are shapes, such as letter forms or logos cut out of adhesive backed vinyl by a computer guided laser based on vector art. Vinyl lettering is suitable for either indoor or outdoor use.

Vinyl letters can be applied to many sign background materials including plywood, aluminum, plastics, corrugated plastic, foam display board, glass, and almost any other smooth surface.

Standard available colors:

- Green
- Black
- Red
- Blue
- Gold
- Yellow
- White

Repro stocks white sign blanks in sizes up to 36" x 24" and metal stakes to support the signs when placed in the ground. We also stock heavy white vinyl banner material in 200' rolls which is molecularly fused into solid lengths with grommets on the top and bottom edges. This material is 24" high and can be cut to any desired length. Both of these products are very durable and hold up well when exposed to inclement weather, thus making them reusable for multiple events.

SECTION I
Bulk Mailing

This information provides an overview of the requirements for bulk mailings and suggestions to help you get the best service at the lowest cost.

Repro processes automation rate, Non-Profit Standard Presort and First Class Presort mailings as a service for Hagerstown Community College offices, departments and college affiliated organizations.

Presorted Mail is a form of mail preparation, required to bypass certain postal operations, in which the mailer groups pieces in a mailing by ZIP Code or by carrier route or carrier walk sequence (or other USPS recommended separations).

There are two ways to mail utilizing the bulk mail system:

> *Non-Profit Standard Presort: the most cost effective way to send mail.* Standard presort can reduce the cost of mailing brochures, postcards, and letters to as low as 13¢ per piece, as opposed to 42¢ for First Class regular mail. This type of mailing takes anywhere from two to ten days for delivery. With advance planning and depending on your delivery needs, it is recommended that you schedule your mailings to make use of Standard Presort. A minimum of 200 addressed mail pieces is required to utilize this method of mailing
>
> *First Class Presort*: Takes two to five business days for delivery. The price break for presorted first class mailing is approximately 10¢ per piece. Only use First Class Presort when high priority delivery service is necessary. A minimum of 500 addressed mail pieces is required to utilize First Class Presort

These discount mailings can reduce postage costs and generate considerable savings for the College and, in many situations, give you faster, more accurate delivery. Repro provides hardware, software, trained staff, and support enabling you to take full advantage of automated discounts.

Non-Profit Bulk Mail

Non-Profit Standard bulk mail generates the best discount!

USPS requirements for a Presort Bulk mailing include:

1. Minimum piece count for Standard Presort Bulk mailing is 200. First Class Presort has a minimum of 500.

2. All mail pieces must be identical (same size, weight, content, and texture).

3. May not have personal notes.

4. Only *domestic* mail may be sent at Non-Profit/Bulk rate.

5. Hagerstown Community College involvement must be stated in the piece.

6. Because the mailing permit is under Hagerstown Community College's name, the USPS requires that the first line of the sender's address on each piece of mail to read "Hagerstown Community College."

   HAGERSTOWN COMMUNITY
   COLLEGE
   (Your Department's name here)
   11400 ROBINWOOD DR
   HAGERSTOWN MD 21742-6514

7. HCC's indicia (permit imprint) is required in the upper right corner on the envelope or mail piece. The imprint will be facing the same direction as the return address and recipient's address.

8. Only college material is to be mailed using the permit. The permit is not to be shared, rented, delegated or lent to any other organization. Joint ventures or advertising for "For-profit" entities (e.g., travel agents, hotels, etc.) is strictly prohibited.

   If you request left over pieces from a bulk mail project be returned to you and later decide to mail one or more of the mail pieces and the mail piece is imprinted with the mailing permit, it must be mailed regular First Class and the postage stamp must cover the pre-printed indicia on the mail piece

9. If your mailing includes the insertion of a Business Reply Mail (BRM) postcard or envelope please take note of the following information:

Due to strict regulations from the USPS, Repro must design, print, and submit samples of the printed BRM postcard or return envelope for approval. Until approval is received from the USPS Design Analyst we can not release the printed piece for distribution

If your mailing includes a BRM envelope or card, it must be automatable. If you plan to send your mailing at the automation rate, contact Repro. The college maintains a First Class Business Permit to provide a cost-effective means for departments to receive mail responses for surveys, information requests, etc.

A specially formatted pre-addressed card or envelope can be provided at no postage cost to the respondent so they can easily return the request

The College is charged for the number of pieces of returned mail at the applicable first class rate of postage plus a .03¢ USPS accounting fee. The mail is then routed to your department after it is received. BRM is very effective when a high number of responses are necessary

IF THE ADDRESS IS WRONG, NOTHING ELSE ABOUT THE MAIL PIECE MATTERS.

Database Preparation

When compiling an address database for a bulk mailing take into account the following to ensure quality data for delivery of your mailings:

The most important component of your database is data quality. Ensure each field of a database is accurate, up-to-date, and only one record within the database exists for an individual contact. Establish standards and maintain the quality and integrity of your mailing database

All entries in a column contain identical information, such as *first name, last name, organization, address 1, address 2, city, state, zip code*. When data types are mixed within a column, inaccuracies may result. Make data entry in your database consistent

Data quality means that the address actually exists, the person or business associated with the address in fact is located at the address. Software utilized for our bulk mailings can provide new addresses for someone that has moved if they have updated their information with the USPS

Avoid using punctuation because of its effect on the post office's OCR (optical character readers)

Do not substitute the letter "O" for the number zero

Do not exceed a 50 character line length (8 pt Arial) in any single address line

Duplicate detection software included in the bulk mailing system helps identify record redundancy. However, data entry is the point at which duplicates need to be prevented

Do not exceed five address lines. *For example:*

Name
Organization
Address 1
Address 2
City State Zip

Name	Include title, first name, middle initial, last name and possibly suffix. If desired, an ID number could appear on this line.
Organization	This includes a department, organization, or business' name.
Address 1	This is the address to which the post office will deliver the mail piece. All addresses must include an Address 1 address.
Address 2	This is the secondary delivery address (may include apartment number, suite number, etc.).*

City	Spell the names of the towns and cities out completely (no abbreviations).
State	Use the official two-letter state abbreviations.
Zip Code	Use the official 5-digit ZIP code. Repro mailings are processed through the Coding Accuracy Support System (CASS) certification software to insert the plus-4 ZIP code extensions.

* ***Address 2 is a very important part of maintaining data quality. If the person you are mailing the mail piece to, lives in an apartment building or works in an office building, the U.S. Postal Service will not deliver the mail if the apartment number, suite number, etc. is missing.***

Corrected Mailing Lists

Address data will be checked and standardized with the Postal Service's national address database. Names and addresses that are rejected by the software will be emailed to you electronically in Excel spreadsheets.

Addresses that do not match information in the U.S. Postal system's national address database cannot be mailed at discount rates. Repro will attempt to determine why addresses do not match and provide you with this information

Repro will delete these addresses from your mailing and provide you with the names and addresses that were deleted so you may remove them from your database or research an accurate address and correct your database for future mailings. Then if you choose, you can mail the piece First Class to the addressee

In addition to the deleted addresses, we will electronically send to you all addresses that have minor corrections and/or new addresses due to Move Update information as provided by the USPS

Helpful Hints

If you purchase a mailing list, be sure to request CASS certification and be provided with USPS Form 3553 (CASS Summary Report)

Effective November 23, 2008, all address lists are required to be processed every 95 days through USPS Move Update in order to qualify for the presort discount. Contact Reprographic Services at ext. 275 if you have any questions regarding proper database preparation

Do not include names containing the zip code 21746. This zip code applies to the Correctional Institutions on Roxbury Road, Hagerstown, MD. The Correctional System will not accept mail that does not contain an inmate's cell number

Mail Piece Preparation

The following information is provided to make you aware of the services Repro can and does provide in conjunction with bulk mailings.

Repro provides design and consulting services to help ensure that your mailing will get the fastest delivery at the lowest postage and production cost. We strongly recommend that you have us design and print your mail piece, as well as, all mailing components

Repro can do a mail merge with a letter addressed to each addressee, fold, insert into a window envelope, and seal the envelope

Repro can fold and tab booklets, double postcards, flyers and brochures, then inkjet the addresses, bar codes, and endorsements onto the mail piece or we can also print addresses with barcodes on labels

Repro can import your mailing list into our software that will CASS certify addresses, verify your mailing list for Delivery Point Validation (DPV), search for duplicates, update addresses with Move Update, sort mail for best price, and provide USPS documentation for the mailing

Repro can process multiple databases and merge them into one mailing list if all field names contain the same type data in the submitted databases. Our software will eliminate duplications in the merged mailing list thus, reducing postal costs

Repro will bundle, tray, bag, tie, sleeve, strap, and complete all necessary documentation according to USPS requirements. Your mailing will be delivered to the post office by Mailroom staff on your desired mailing date

IF THE ADDRESS IS WRONG, NOTHING ELSE ABOUT THE MAIL PIECE MATTERS.

SECTION J

Bookstore - Material for Student Purchase

Check with your Department Chair or Office Associate for class material guidelines if you are not purchasing a textbook from a publisher for sale to students in the Bookstore.

If you have Bookstore materials for duplication that will be sold to the students, when creating the front cover for your material, please include "Hagerstown Community College," an HCC logo, and the date your material was last revised.

ALL FACULTY must complete a *Production Requisition* with the following information:

1. **Contact Name, Department, Telephone Extension, Project Name, Date Submitted, Date Wanted** (actual date needed or semester to be used), **Number of Originals** (count number of pages, printing on front and back of a page counts as two originals), and **Number of Copies Requested** (*leave this area blank) the Bookstore manager will determine quantity.* The Bookstore manager's goal is to sell ALL materials placed in the Bookstore for a semester. Under ***Special Instructions*** please specify number of copies requested for Divisions (if needed).

2. **Production Information** - Check ALL boxes necessary for completing your project.

    Printing/Duplicating
    B/W OR Color
    1 to 1 sided -- Original has printing on 1 side only and final copy will be duplicated on 1 side only
    1 to 2 sided -- Original has printing on one side, but duplicated copy will be printed on both sides (front to back)
    2 to 2 sided -- Original has print on both sides and duplicated copy will be the same

    Paper
    Size - 8 ½" x 11", 8 ½" x 14", (choose a color from the drop down box)
    Color - White or Color (choose a color from the drop down box)
    Cover(s) - Select color (choose a color from the drop down box)

Finishing (choose any procedure[s] necessary to complete project)
Collate
Staple - 1 or 2 left side staples
Fold
Punch - 3-hole
Pad (sheets per pad) ____
Bind - Coil, Comb, Perfect Bound, or Saddle Stitch
Laminate
Shrink Wrap

Delivery
Develop costs
Return originals

Deliver your originals to Repro along with the completed *Production Requisition* form. Repro will contact the Bookstore manager to confirm the number of copies to be placed in the Bookstore.

Please note in the *Special Instruction* section if material has been updated since the last duplication so that any remaining Bookstore stock will NOT be sold to students, but removed from the shelf and replaced with the new, up-to-date material.