Design Print Services

Printing Process
• Receive project from client via phone, e-mail, fax, in-person.
• Log in job number.
• Prepare project description.
• Send out quote request via secured internet access.
• Receive quotes within 48 hours.
• Identify low quote.
• Get client authorization and get PO information.
• Manage the project to the extent desired by the client.
• Printer delivers job per client direction.
• Printer delivers invoice and sample to Design Print Services.
• Design Print Services pays printer, bills client PO, and gets feedback.

Design Process
Two options:
• Client provides own digital design.
• Design Print Services works with client to obtain designer.

Design Print Services
(480) 965-3529
Fax (480) 965-1964

To: University Community
From: Purchasing and Business Services
Subject: Design Print Services

The ASU Creative Communications Group in Document Production Services is moving out of the print production business and instead will facilitate the process through relationships with several pre-qualified contract suppliers. This change is effective July 1, 2000.

This new, improved system for selecting printing vendors for your jobs will not only make the process quicker, but has customer satisfaction measurements built in and improves payment procedures.

The University has created Design Print Services as an independent entity from the on-site design/print activity. Bruce Whitehead has been named manager. Design Print Services will provide advice, issue and receive quotes, provide design assistance if needed, issue orders and pay invoices, obtain reimbursement, monitor performance and resolve any conflicts that may arise between you and the printer.

Design Print Services will retain full responsibility for ASU’s graphic standards. Our contract printers will be trained and educated on the proper use of the graphic standards and will partner with us and the University community in maintaining its integrity.

Subia Interactive Printing has signed a contract with ASU to produce and print the official business system (business cards, letterhead and envelopes) on site. Quality control will be assured and clients on campus will be able to order over the internet sometime in the fall.

Design Print Services has produced a brochure to answer any questions you may have regarding this new process. You can access this brochure on our website at www.asu.edu/purchasing/doc-prod/ or call 965-3529 to request copies for your college or department.

Thank you for your continued support as we strive to better serve the ASU community.
Frequently Asked Questions

Q. What is the role of Design Print Services?
A. Design Print Services is a design/print resource center that will make your printing life a whole lot easier. Our role is to offer you project advice, issue and receive quotes, provide design assistance if needed, issue orders and pay invoices, obtain reimbursement, monitor performance and resolve any conflicts that may arise between you and the printer. We are not a Publication Design Center, but we will help you produce the publications you need.

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Q. How will the print model add value to my department?
A. 1. We’ve got a commitment from 12 premier suppliers.
   2. The quality of printing jobs will be sustained by the incentive of future business.
   3. The ASU graphic standards will be managed by exception.
   4. The process will be faster.
   5. This is a self correcting system. Vendors must meet their commitments or they can be dropped from the system.
   Design Print Services can also act as a liaison between you and the printer to solve problems as they arise.

Q. What is the process? What exactly do I need to know or do to order a print job?
A. 1. Contact Design Print Services either by phone, fax, e-mail or in person.
   2. Submit a Design Print Services Request form with your project description.
   3. Design Print Services will send out the appropriate number of quotes to contracted printers via a secured internet access.
   4. Within 48 hours we will assign the project to the lowest bidder.
   5. We then get approval/authorization from you along with an agency org. or PO#.
   6. If needed, we will manage any or all aspects of your project with the printer. If not, you will communicate directly with the printer and proceed with the project.

   7. The printer will deliver your job directly to you on campus.
   8. The printer will then deliver a signed delivery slip (with a sample of your printed job) to Design Print Services for payment processing.
   9. Your job is closed out.

Q. Can I ask for a quote from a printer who is not on the contracted list?
A. Yes. Just let us know while we are discussing your project and we will add them to the bidder list. The award still goes to the lowest bidder.

Q. Can I exclude a printer I don’t like?
A. Yes, but let us know what the problem is while we are discussing your project and we will add them to the bidder list. The award still goes to the lowest bidder.

Q. Can I go to anyone I like if the job is under $1000?
A. Yes! Use your Purchasing Card!

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A. Yes! Use your Purchasing Card!

Q. Who will be in charge and responsible for the ASU Business System?
A. Subia Interactive Printing has signed a contract with ASU to produce and print the official business system (business cards, letterhead and envelopes) on site. Quality control will be assured and clients on campus will now be able to order over the internet!

Q. How quickly can I get a quote?
A. Within 48 hours.

Q. What if I need a quote sooner than 48 hours?
A. Just inform us and we’ll get it for you!

Q. Can I choose my own designers?
A. Yes. As long as it is under $5000 (per project) you can use a Departmental Professional Services Order (DPSO). The design company should be informed of the University’s graphic standards. If there are any questions on logo usage, call us!

Q. Will I need to get 3 quotes from the designers or will Design Print Services handle that for me?
A. If the project looks like it will be over $5000 it will go out for quotation. If the cost of the design work is under $5000 for the project, you do not need to get quotes unless you want to. You may contract for design work under $5000 by using a Departmental Professional Services Order (DPSO).

Q. Will there be new Design Print Request forms distributed to all departments on campus?
A. Yes.

Q. Do copy jobs over $1000 fall under this system?
A. Yes.

Q. How long are the chosen printers contracted for?
A. One year, with options to renew for up to 5 years.

Q. Can a printer be dropped off the list of contracted suppliers?
A. Yes. If the contract printer fails to meet his or her promises to serve the ASU community, they can be dropped.

Q. Do I still enter an RX for print work?
A. Not for FY01 work. Please contact Design Print Services instead.