



GUIDEBOOK FOR UNF



INTRODUCTION

This guide has been prepared for you, the UNF customers to provide an overview of services available. OfficeMax ImPress appreciates the opportunity to work with you. Our goal is to provide you with quality products and services at a competitive cost.

OfficeMax ImPress

- High Speed Printing and Copying of Black & White and Full Color Documents
- Full Finishing Services: Folding, Booklet Making, Mounting and Laminating
- Full Binding Services: Coil, Comb, Tape
- Tabs: Mylar and Card Stock
- Drilling and Punching: 3-Hole, 2-Hole, Custom
- Large Format Printing: Banners, Posters, Signs
- Graphic Design
- Web-Based Electronic Job Submission
- Pick Up Services and Walk-In Service at Production Center
- Next Business Day Turnaround and Delivery
(In most applications)
- Document Consultant Support for Complex Jobs

OfficeMax ImPress Production Center

9756 Atlantic Blvd.
Jacksonville, FL 32225

Hours of Operations:

Monday – Friday	Saturday	Sunday
8:00am – 9:00pm	9:00am – 8:00pm	10:00am – 6:00pm

Delivery and Pick Up Available Monday - Friday 8:00am - 5:00pm

UNF Dedicated Production Customer Service Rep: Brian Bell

Hours Monday - Friday 8:00am - 5:00pm

Phone: 904-721-9308 or 904-721-9350

Email: CSR0813@officemax.com

UNF Strategic Account Manager – Print Consultant: Kim Smith

Phone: 904-233-5324

Email: kimsmith@officemax.com

Job Submission Processes/Options

UNF's Controller's office has directed this program to be set to use your Procurement Cards as the method of payment. If you need your Procurement Card limit adjusted for the dollar amount of your job request, please contact Tim Watterson, your P-Card Coordinator at 904-620-1738 or watt0009@unf.edu before placing your order. Your credit card will be charged upon completion and delivery of the printing of your document and not before.

The following options are available for submitting your document requests:

ELECTRONIC:

Jobs submitted via an electronic method are of higher quality because they are sent directly to the machines as opposed to copying from a hard copy original.

Option 1: IMPRESS CONNECT Document Processing (preferred method)

This Option is the preferred method and provides full document processing options at your fingertips and will conveniently bill to your credit card referencing your Department and allow you to select your pre-loaded building address.

- Go to www.officemaxsolutions.com and sign in with your user name and password (case sensitive) and click on the “Create New Custom Print Order” link in the left hand column under the header Print and Document Services to submit your request.
 - **If you need a user name and password please email UNFPRINT@officemax.com and provide the following information in your email:**
 - **First and Last Name**
 - **Email address and complete phone number**
 - **Department**
 - **Building and Room number**
 - **Your user name and password should be emailed to you within 3-4 business days.**
 - **If you have an immediate print need, please use the EMAIL option below until your user name and password has been established.**
- Using the OfficeMax IMPRESS CONNECT platform, click on START ORDER under the section PRINT DOCUMENTS FROM YOUR COMPUTER, attach your electronic file and fill out your document processing requirements. This will submit your job electronically from anywhere at anytime.
- As you check out, the system will give you a price quote and show you a preview of your document. Then you will be requested to provide your:
 - Procurement Card and expiration date
 - Select your point of delivery building information. Buildings have been pre-loaded for your convenience under the link SHOW ADDRESS BOOK.
 - Select your Cost Center – “Department” which you are associated with from a drop down selection. (This is for reporting purposes only as your credit card will specify your actual budget coding.)
 - In the box next to Cost Center titled REF CODE please enter the actual ROOM NUMBER the documents are to be delivered to within the building you previously selected.

Option 2: Email Document to Production Center

This Option best suited for Job Requests if you do not yet have a user name and password for OfficeMax IMPRESS CONNECT platform.

- Email your document as an attached file to CSR0813@officemax.com along with the completed OfficeMax ImPress Print Custom Order Form with instructions as to how you want your document processed and the necessary shipping and Procurement Card billing information.

(The OfficeMax ImPress Print Custom Order Form can be downloaded and found under Auxiliary Services Department – Duplicating Services on your UNF internal website)

- An ImPress Customer Service Rep will contact you to confirm your request.
- Your completed job will be charged to your Procurement Card.

HARD COPY:

Option 1: Drop off at UNF Central Drop Site or Request a Pick-Up

- Complete a hardcopy OfficeMax ImPress Print Custom Order Form, attach it to the originals or media and call OfficeMax ImPress at 904-721-9308 or 904-721-9350 for a pick-up. (Pick up service available Monday - Friday 8:00am – 5:00pm)
- Complete a hardcopy OfficeMax ImPress Print Custom Order Form, attach it to the originals and take it to the UNF designated central drop site located at UNF Auxiliary Services, Building 1 Room 1600.

(The OfficeMax ImPress Print Custom Order Form can be downloaded and printed as it is located under Auxiliary Services Department – Duplicating Services on your UNF internal website)

Option 2: Take your Documents Directly to the OfficeMax ImPress Production Center

- Complete an OfficeMax ImPress Print Custom Order Form and bring it along with your documents or media to the OfficeMax ImPress Production Center. (Address and phone above)

(The OfficeMax ImPress Print Custom Order Form can be downloaded and printed as it is located under Auxiliary Services Department – Duplicating Services on your UNF internal website)

Job Pick-Up or Delivery

Your job can be picked up at the OfficeMax ImPress Production Center during the hours of operation listed above or you can schedule a delivery to your location on campus. (Deliveries are available Monday - Friday 8:00am - 5:00pm)

Additional Scheduling Information

The standard turnaround time for most jobs is 24 hours. Turnaround time for most rush jobs can be completed same day if the job is submitted before 11:00am. Some jobs will take longer than 24 hours depending on the size and complexity. You will be given an estimated time of completion for these types of jobs when they are submitted.

Typical Document Production Requests

Here are some examples of the types of jobs routinely handled by OfficeMax ImPress. Send these jobs to us and we will take care of them for you.

Workbooks	Lamination
Manuals	Banners
Bound Reports	Posters
PowerPoint Presentations	Signs
Training Materials	Binding – Comb, Coil, Tape
Tabs- Mylar and Card Stock	Note Pads
Newsletters	Flyers
Calendars	Memos
Graphics	Stapled Booklets
Marketing Materials	Invitations / Cards
Pamphlets	Business Cards
Brochures	Color Photos
Post Cards	Transparencies
Graduation/Event Programs	Punching and Drilling
Course Packets	