**Print Policy – Frequently Asked Questions**

**April 2016**

We hope that the below answers any questions you may have. If there are any questions which you don’t feel have been covered, please email [printsmart@aberdeenshire.gov.uk](mailto:printsmart@aberdeenshire.gov.uk)

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**What is a print policy and why do we have one?**

Our print policy provides you with clear parameters concerning the use of printers, photocopiers, fax machines etc. at Aberdeenshire Council. Abiding by this policy will allow us, as a council, to realise ambitious carbon targets, reduce the costs associated with printing and reduce the amount of consumables we go through. This all ensures that we have the highest standards of printing embedded within the organisation.

**Who needs to follow this policy?**

This policy applies to everyone. It will apply in all locations and offices around Aberdeenshire and at every level within the organisation. It applies similarly to officers and elected members.

**How will this affect my day to day printing?**

The overlying principle is not to print, but to develop “on screen” solutions so there is no need to print. If printing is required, this should always be in black and white as colour is approximately ten times more expensive. Any colour printing should be an exceptional case. All developments that require printing should support black and white printing wherever possible.

**Are there alternatives to abiding by this policy?**

No. We will ensure that this policy is adhered to at every level.

There will be no acquisition of print/scan/fax devices outside of the print contract with Xerox. Purchase and installation of such devices and/or the associated software drivers will be in breach of policy and managed as such. Charitable (or similar) funds should not be used to purchase printer devices and / or associated consumables for use within a council office or establishment.

Please refer to this policy for anything relating to print and contact [printsmart@aberdeenshire.gov.uk](mailto:printsmart@aberdeenshire.gov.uk) if you are in any way unsure about how to proceed.

**Why is this being changed?**

Aberdeenshire Council entered into a contract with Xerox (UK) Ltd. in March to provide our Managed Print Service and Bulk Mail and Print Service. The new service will be known as PrintSmart.

​This means that the Xerox team will manage all our printing and provide the equipment needed in service locations, as well as taking on the bulk print and mailing team currently located in WoodhIll House and in Alford. The policy has been updated to support this new contract and to allow us to meet the targets within it.

**And what exactly will change?**

Xerox have already begun to audit our entire estate. Whilst this sounds scary, they are simply spending time getting to know how we all print right now and to see where all of our printers are currently located. They will then design a “future states” proposal for each building and location, which will mean you will get new machines in your locations that have more flexibility and reliability than what we currently have.

**When will my location be audited?**

The audits of all of our academies has already taken place, as well as Woodhill House. From 2nd May the audit of the rest of our corporate buildings will begin and the primary schools will begin the audits later in May. It is expected that all audits will be complete by the middle of June.

**When will I get my new printer?**

The process of designing your future needs starts as the audits are taking place, so some locations may see their new equipment delivered sooner than others. The entire refresh is due to be complete before the end of the year (2016).

**Will my printer simply be taken away?**

Some old printers will be removed, but the future state design means that Xerox will work *with you* to make sure you have access to the most efficient and effective printers available.

**How do I contact print?**

It remains **business as usual** both in how you print and how you request work from the Design and Print Team. Please continue to request work using either the [self-service E4Print online tool](https://aberdeenshire.e4print.com/printanddesign/login.aspx), or by completing a [Design and Print Request Form](http://arcadia3.aberdeenshire.gov.uk/wp-content/uploads/2014/09/02/d&p_request_form_-_july_2014.pdf) and sending it to [designandprint@aberdeenshire.gov.uk](mailto:designandprint@aberdeenshire.gov.uk).

**Will I still be able to print like I normally do?**

We expect that this new policy will mean each one of us will re-double our efforts to only print in black-and-white, to print double sided and to concentrate on A4 printing only. We also encourage you to move to on-screen options where possible.

**What does this mean for my franking machine?**

One of the aims of the new contract is to put in place the latest mailing options, as well as new printers and bulk print services. This element of the contract may take some time to deliver, however services are reminded that it is within the project scope. In the meantime, procurement advise not to enter into low level agreements for franking equipment or consumables and to contact them if there any questions or approaches on this matter.

**What about my fax machine?**

Aberdeenshire Council has a policy of replacing routine use of fax with email communications for security and efficiency reasons, wherever possible. All services should use the Aberdeenshire Council email to securely exchange service user information with other services, both inside and outside the organisation, to avoid printing, faxing and mailing. There may be special cases for specific areas that need to be treated as exceptions. Approval for these would need to be sought from the relevant management team.

**Can I print in colour?**

Some of the new machines installed will be capable of colour printing, although this is only to be used in exceptions.

**Can I buy a cartridge or consumables for my current printer or do I have to wait for a new machine to be installed?**

Yes, you can continue to order consumables needed for your current printer, but we ask you to be sensible.

**What happens if my new printer jams or doesn’t work?**

Each new printer will be installed with an asset number and contact details printed on it, so you always know who to speak to about an issue. This contact will be within Xerox.

**How will this reduce our carbon footprint?**

New printers use less energy to run and have functions which include automatic sleep modes so they don’t burn energy overnight (This means no one will have to switch printers off overnight). Meanwhile a reduction in consumables means less paper used and that has clear benefits.

**Have there been any changes in the charging structure that might impact upon my budgets?**

A new charging structure came into effect from 1st April. This means there are no quarterly charges or print quotas, so the Council will only be charged for what you actually print. Please contact your finance reps if you have any questions about what this means for your service.

**What are the most important points for me to remember?**

* It is the responsibility of every Council employee to manage print in a responsible manner.
* It is the responsibility of every Council employee to secure their print jobs.
* It is the responsibility of every Council employee to inform the local key contact of any noticed concerns/faults with a print device.
* The preferred communication and storage methods are electronic. Print only when absolutely necessary and in line with local operating procedures.
* When printing, please use black and white, double sided and A4 as default.
* Delete your print jobs from the print device if no longer required.
* Email [printsmart@aberdeenshire.gov.uk](mailto:printsmart@aberdeenshire.gov.uk) if you have any question at all.