

# Printing & Photocopying Frequently Asked Questions

**Q: Why are you changing public printing on campus? What was wrong with the old way?**

**A:** Computing Services examined public printing and conducted surveys about printing on campus over the past several years. There was much duplication and waste. Card-swipe print-release stations introduced in August 2005 give users more printing options, reduce waste, and also increase security of individuals' printing at public printers.

**Q: OK, so I've queued printing to a public printer. Now what?**

**A:** You can release and pick up your B&W print job at any print release station in the queue you selected. Print jobs will remain in the queue, available for you to release and pick up (i.e., print), for four hours. After four hours, jobs remaining in queue are automatically purged.

**Q: Why can't I get a refund if my printout is messed up?**

**A:** The "no refunds for printing" policy was negotiated between Computing Services and student government. Computing Services agreed to keep printing costs low, and Student Advisory Council agreed that not giving refunds for possible printing problems was reasonable.

**Q: What is CampusXpress?**

**A:** CampusXpress is a debit account that you access with your Carnegie Mellon ID. Use it to photocopy or print on campus, or make purchases in campus stores and dining venues, or in nearby eateries and stores.

**Q: How and where do I get a CampusXpress account?**

**A:** To establish your account, apply at the HUB and make a minimum account deposit of \$50. There is no fee to open an account. Add money to your account any time at PlaidCa\$h vending & recharge machines, or by depositing cash or check at the HUB. Online deposits by credit card will be available soon.

**Q: What is PlaidCa\$h and where can I get it?**

**A:** PlaidCa\$h is a debit card that you purchase from vending machines at Hunt Library or the University Center, or from circulation desk staff at E&S and Mellon Institute Libraries. When the initial value is depleted, you can 'recharge' the card and reuse it indefinitely. Use PlaidCa\$h to photocopy or print on campus, or make purchases in campus stores and dining venues, or in nearby eateries and stores.

**Q: Can university departments or grant centers buy PlaidCa\$h cards for library printing and photocopying?**

**A:** Yes. PlaidCa\$h cards can also be purchased from ACIS with Oracle account strings. Departments and cost centers can restrict how a PlaidCa\$h card may be used. For example, the debit account could be assigned exclusively for printing and photocopying in the library.

**Q: Wait! I still have a Copicard™ with a ton of copies. Are you saying I'll lose those copies?**

**A:** No. We realized that changing the library photocopy system over the summer would affect many users like you. Until December 18, **one copier in each library will operate with Copicards**. At Mellon Institute Library, this is their one and only public copier, so Copicards will continue to be sold at MI Library until December 18. Plan to use up your old Copicard before December 18. After December 18, there will be no Copicard machines on campus.

# Public Printing

**Who:** Carnegie Mellon students, faculty & staff

where	how	what
Libraries and Clusters	Carnegie Mellon ID	800 one- or two-sided B&W pages. A color printer is available in Hunt Library 4 <sup>th</sup> floor. <b>Color uses quota 14x faster than B&amp;W.</b>

*If your semester's quota is used up:*

where	how	what
Libraries and Clusters	CampusXpress PlaidCa\$h	\$.05 per page B&W \$.70 per page color

**Who:** Non-Affiliated (Guest) users

where	how	what
Libraries	PlaidCa\$h	\$.05 per page B&W \$.70 per page color

**NOTE: Printing citations from the Libraries' CAMEO-ONLY (library catalog) workstations is FREE.**

# Photocopying & Microform Printing

**Who:** Carnegie Mellon students, faculty & staff

where	when	how	what
Hunt Library E&S Library	Fall 2005	CampusXpress PlaidCa\$h cash/coins* Copicard**	\$.10 per page B&W \$2.00 per page color (Hunt Library 4 <sup>th</sup> floor) \$0.20 per page microform print
Mellon Inst. Library	Fall 2005	cash/coins* Copicard**	\$0.10 per page 8.5x11" B&W

**Who:** Non-Affiliated (Guest) users

where	when	how	what
Hunt Library E&S Library	Fall 2005	PlaidCa\$h cash/coins* Copicard**	\$.10 per page B&W \$2.00 per page color (Hunt Library 4 <sup>th</sup> floor) \$0.20 per page microform print
Mellon Inst. Library	Fall 2005	cash/coins* Copicard**	\$0.10 per page B&W

\* Some copiers in each library accept cash/coins.

\*\* One copier in each library will operate with Copicards until December 18, 2005.