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**Special Insert**  
**Twenty-one employees take early retirement; read all about them!**

## Green business cards debut in July



Printing Services will begin using 100 percent post-consumer recycled card stock for business cards on July 1. The change came about after Liz Christiansen, UI director of sustainability, requested it when she ordered her cards.

“Chris [Kula] and his colleagues considered my request and then agreed to investigate it,” she says. “It’s a little more complicated that just changing the paper in the printer!”

It was necessary to be sure that the paper would not damage the press and bindery equipment, and, because Christiansen had also asked that the recycle logo and statement be included, a change in design needed to be considered, reviewed and approved.

Christiansen; Kula, assistant director of Business Services; Gary Anderson, associate director of Business Services; Mary Jane Beach, director of Business Services; Printing

(continued on next page)

## Regents policy requires departments to use UI Printing Services—increased enforcement coming

The Iowa Board of Regents requires that all University of Iowa printing and copying go through UI Printing Services. This allows the University to obtain reasonable and cost-effective printing and copying by having knowledgeable individuals involved in the procurement process, and supports strong, viable internal services for the institution.

Printing staff guide customers through the process from start to finish, saving them time and money. Added value includes easy ordering, high-quality product, timely delivery, and attention to detail. Staff also help customers comply with rules and regulations concerning the use of recycled paper, copyrights, University of Iowa identity, U.S. Postal Service mailing requirements, and equal opportunity statements.

Beginning July 1, any printing or copying charges on procurement cards will result in an “Unallowable Expense” error letter being sent to the cardholder. A justification for not utilizing UI Printing must be provided and the purchase will be tracked by

the Purchasing Department. Subsequent failure to contact UI Printing Services for printing or copying jobs may result in revocation of the procurement card. For more information contact Director of Purchasing Debby Zumbach, 335-3815, [deborah-zumbach@uiowa.edu](mailto:deborah-zumbach@uiowa.edu).

### UI Operations Manual

The Printing Department insures that the University conforms with the policy of the Board of Regents, State of Iowa, 7.10, which, among other things, requires that printing done outside the University be subcontracted on the basis of competitive bids. Thus, all printing and printing-related work, including photocopying, is done on order from the Printing Department. [www.uiowa.edu/~our/opmanual/vi/21.htm](http://www.uiowa.edu/~our/opmanual/vi/21.htm)

### Board of Regents Policy Manual

Procurement of all printing services and related printing equipment must first be routed through the central institutional printing operation for evaluation and approval. [www.regents.iowa.gov/Policies/Chapter%207/chapter7.10.htm](http://www.regents.iowa.gov/Policies/Chapter%207/chapter7.10.htm)



## Zumbach, Kula expand leadership roles

Director of Purchasing Debby Zumbach will take on leadership of General Stores, Laundry, Printing and Mailing, and Surplus, in addition to her existing responsibilities, effective July 1. She brings to this new role many assets, including strategic planning, organizational development, project management, and systems design.

Chris Kula, associate director of Business Services, will be responsible for Printing and Mailing, Central Receiving, Gas Cylinder, and Surplus operations.

The reorganization came about as a result of the early retirements of Gary Anderson, associate director of Business Services, and Dave Gray, manager of Laundry Services.

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## Envoy users: notify Mailing Services when sending address files

Customers who use File Envoy to send address lists need to notify Mailing Services when the files are sent. It's easy enough—in the box labeled “Send to (email address)”, type in “central-mail@uiowa.edu”. If you don't, the file sits in cyberspace and no one knows it is out there to retrieve. You may add your own email address if you wish to receive a copy of the form.

This notice is for the short term, however. Envoy and the other file submission pages for Printing and Mailing Services will soon be replaced by a new, improved website.

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## Green business cards debut in July

*(continued from previous page)*

staff; and University and UIHC external relations staff worked on the project.

“We're helping to bolster the market for recycled-content paper, completing the recycling loop,” says Christiansen.

“True recycling doesn't take place unless we close the loop by purchasing recycled-content materials. The recycling business is also an important component of Iowa's economy, providing green jobs.”

“Recycling saves natural resources, saves energy, and reduces the need for new landfill space. By using a higher recycled-content material, we're improving our environmental efficiency.”

The statement and logo on the cards show the University is committed to being more sustainable, she says. “Hopefully, that encourages others to take up the challenge and make changes where they work, live and learn.”

“I am so appreciative of the work everyone did to make this happen and pleased that we were able to make the change,” says Christiansen.

## UI WorkLife recognizes Battin, Anderson



Kathy Battin, along with the other members of the UI Libraries' Access Services Delivery Advisory Panel, received an IOWA award this spring. The panel developed an online request and Campus Mail office delivery service to give faculty, students, and staff easier access to items in the Libraries' collections. More than 1,000 items per month are being delivered and usage is growing.

Gary Anderson, associate director of Business Services, was honored for his participation in nominating several Improving Our Workplace Award (IOWA) teams over the past years. He was recognized at a May 11 reception along with Lee Carmen, Joan Dolezal, Cindy Geyer, Nancy Fick, Joelle Jensen, Lou Ann Montgomery, Cathy Solow, Terri Stoner, and Sue Zaleski.

The IOWA program recognizes individuals and teams whose efforts demonstrate initiative, innovation, measurable results, or sustaining impact.

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## Fiscal-year-end deadlines approaching

It is time to plan and place orders to be billed to 2010 budgets. Please be aware of the following fiscal-year-end deadlines:

**Copy Centers:** Work performed as of 11:59 p.m. on Wednesday, June 30, will be billed in fiscal year 2010. Work performed after that will be billed in fiscal year 2011.

**General Stores:** Special-order requests must be received by June 15 to be included in the current fiscal year. All other non-gas orders will be processed in accordance with Purchasing cutoffs for Preq catalog orders and Ebuy orders ([www.uiowa.edu/~purchase/purchase/news/purch\\_news.htm](http://www.uiowa.edu/~purchase/purchase/news/purch_news.htm)).

**Parking & Transportation:** Parking Services' Departmental Business, Service Vehicle Zone, and Pentacrest placard renewal forms have been sent to all departments that currently have them. Faculty and staff permits will need to be renewed next year.

**Printing Services:** Printing work performed by 4 p.m. June 30 will be charged in fiscal year '10. The balance of charges for jobs in progress will be made when they are completed and closed. Place FY '10 orders soon to be sure they will meet the deadline. Special Printing Orders (SPOs) issued by 4 p.m. June 30 will be encumbered in FY '10. The charges will be based on the estimated invoice from the vendor.

**Mailing Services:** Mail processed by 3:30 p.m. Wednesday, June 30, will be charged in fiscal year '10. Please send your mailings to us as early in the day as possible.



## Online Printing ordering system nearly ready for campus-wide access



StoreFront, Printing Services' new online ordering system, will soon be ready for campus-wide use. A payment gateway system, designed by the Business Services IT group to accommodate the peculiarities of the University's accounting system, is in the final stages of development.

"It's a stand-alone application we created that other departments will be welcome to use," says applications developer Valerij Petrulovich. The payment options with the system are Master File Key (MFK) or Preqs. Those who use the MFK option may split charges proportionally between multiple MFK numbers, but must send the request through the University's workflow approval process. Preqs are accepted if they are preapproved. The user uploads the Preq through the payment gateway, re-enters the information, and submits the order.

There are two stages for access to the system. The first is determining eligibility. Most UI faculty and staff could be considered eligible. At this stage the user sees the default catalog, which currently contains only business cards. The second stage is to customize a catalog for a particular department. For example, if your department prints items regularly—brochures or patient letters, for example—templates for those items will be developed and placed in your catalog.

"We are pushing this live step by step, making sure things work," says systems administrator Terrell Hunter. "We are on the cusp of opening this up to the entire University—including faculty, staff, and students."

Contact Kathy Battin for on-site demonstrations of the system and for information about gaining access to it.

## New business reply mail barcode in use



Mailing Services has received many questions from people asking why their mailpiece has a different barcode. Here's the answer.

The U.S. Postal Service is phasing in a change in the barcode for business reply mail. Termed intelligent mail barcode, it holds more information, occupies less space, and provides improved speed and accuracy of delivery than older barcodes. It will be required for all business reply mail beginning May 2011. After that, any mail with an old bar code may not be delivered.

Mailing Services is replacing old bar codes with the new one on reorders and is using it on all new orders. Departments should use mailpieces that have the old barcode well before May 2011.

Smart bar code:



Old bar code:



## Improve your bottom line: keep staff current on print, postal updates

Looking for a way to improve your budget figures? Keep current with the rapidly shifting printing and mailing industry. Contact

Kathy Battin to give a presentation on new trends and regulations at your next staff or departmental meeting. She will tailor it to your particular printing and mailing needs and will fit it into your meeting's time frame—she can make it as short as ten minutes, as long as an hour (more, if you wish!). With extensive experience in both printing and mailing, she offers expertise to help you make your communication pieces the best they can be.

## Buses to install real-time locator system in area-wide collaboration



*Hey, where's my bus?*

All three local transit systems—Cambus, Coralville, and Iowa City Transit—are collaborating on a project that will soon provide this information on a moment's notice. A real-time passenger information system should be in place by this fall.

The AVL/GPS/CAD\* internet-accessed system, purchased from NextBus, will allow riders to use their computer, iPhone, or cell phone to see the location of buses and predictions of when the next bus(es) will arrive at their bus stop. Once on the bus, they can continue to use their devices as the buses will be Wi-Fi equipped. This type of information system has been implemented by transit systems around the country, but this will be the first such system employed in the state of Iowa. Not only will it provide very helpful, convenient, and safety-related information for transit users, it will also improve the ability of the transit systems to manage, evaluate, and improve their services.

Installation of the equipment should start in July, with about 80 buses to equip and a few hundred bus-stop signs to modify. It is anticipated that the bugs will be worked out and the system in full operation by the start of the fall semester.

The project has been spearheaded by a UI Information Technology Services unit which has contributed valuable expertise as well as to very favorable pricing from the vendor. University of Iowa students have been very anxious for this type of automation, and, with more than 6.5 million annual local transit rides, it is exciting that the University of Iowa, City of Coralville, and the City of Iowa City are able to collaborate and launch this mutual project.

*Hey! There's my bus.*

—Brian McClatchey

\*AVL/automated vehicle location; GPS/global positioning system; CAD/computer aided dispatching.

## Printing now uses UV coating for all digital-print postcards



Printing Services has begun to

routinely apply UV coating to postcards printed on the digital press. The coating protects them from damage by mail-processing equipment and in handling (fingerprints and scuffing can be especially visible in areas of heavy ink coverage). The coating will also be used for sporting event tickets for the University and the University of Northern Iowa.

UV coating, available in a gloss or dull finish, is a clear liquid spread over a printed sheet of paper and then dried by exposure to ultraviolet light. It is often used for aesthetic purposes, to add depth and interest to a printed piece. Ask your customer service representative for more information if you're interested in using it for a special project.



## Questions? Answers.

**Q:** What is the best way to send a digital file to Printing Services?

**A:** Send it via the web, not e-mail.

Use our website to send files that are to be used for printing orders.

Sending them to an individual's email address allows only that person access to it. If he or she is busy or out of the office, your order could be delayed.

Also, remember to select the name of your customer service representative when you send files—and always follow up with a requisition and mock-up in Campus Mail. Go to [www.uiowa.edu/printmail](http://www.uiowa.edu/printmail). In the Print section, follow the Send files/Printing Services link.

## Please note!

If your department moves, contact Mail Services supervisor Joel Yedlik. If your building's security locks are changed, contact Mike Ealy in Campus Mail. This will help us give you the best possible service!

## Tab positioning for mailpieces illustrated

The U.S. Postal Service requires booklets and self mailers to be sealed with three, 1½-inch, non-perforated tabs, as illustrated below. Non-compliant mailpieces will be charged higher postage rates. For more information see the Fall 2009 issue of *Into Print*.

location of spine or final fold	length of mail piece	stock weight	number and position of tabs
	5" to 9"	50-lb cover	Leading edge: 2 Trailing edge: 1 Place lower leading tab ½" from bottom edge, upper tabs 1" from top edge.
	>9" up to 10½"	60-lb cover	
	5" to 10½"	40-lb cover	Top edge: 2 Trailing edge: 1 Place top tabs 1" from left and right edges, trailing tab in middle
	5" to 9"	60-lb cover	
	>9" up to 10½"	70-lb cover	

## Legend

- central mail
- equipment rental
- general stores
- laundry
- parking & transportation
- printing
- surplus
- sustainability

## Parking and Transportation launches new, automated management system



This spring, the Parking and Transportation Department (P&T) replaced its over 30-year-old mainframe-based parking management information system and retired several other related databases.

The new system, Automated Issuance Management System (AIMS), combines the management of accounts, tickets, permits, payments, and reports into one management tool. Having all parking-related components in one system provides additional auditing control and helps increase the level of customer service. Because everything is contained in one system, the customer service representatives should be able to navigate through it to answer questions and handle transactions more efficiently.

AIMS also provides P&T the opportunity to increase the number of services it provides on line. Currently, students may purchase parking permits, bus passes, and bicycle registrations on line. Now, with AIMS on board, faculty, staff, departments, and the general public will gradually be able to do more business on line as more phases of the system are implemented. P&T also purchased computerized cash registers that print receipts for customers. Using printed receipts instead of a receipt book should increase accuracy as well as speed in handling transactions.

The AIMS implementation is going well, but we have found one drawback: it's tough on Hawkeye fans to say AIMS and not think of Cyclones!

—Michelle Ribble

## Gas Cylinder operation implements automated inventory tracking, billing



Wondering why your gas cylinder bill looks different? It's because the Gas Cylinder operation has implemented a new, automated, inventory tracking and billing system, which went live May 1. The first end-of-month charges were recently posted.

The system keeps track of the gas cylinders in circulation: whether they are on hand, have been sold, have been returned to vendors, or have been delivered to customers. Eventually it will include online ordering. Gas cylinder customers include a variety of research and chemistry labs, VA and University hospitals, the College of Dentistry, and Facilities Management.

In doing away with hard-copy billing, changes between the old and new systems have occurred. For example, there is less detail posted to the general ledger. That data is available on the Gas Cylinders web portal.

The developers are seeking customer feedback: how much data is needed on the general ledger and how much can be put on the portal. Contact Valerij Petrulovich or Dagong Wang if you have suggestions.

## On return-address format, mailing lists, and mailpiece design

It may seem the Postal Service is becoming ever more particular about allowing postage discounts. The fact is, it began educating customers about automation changes, and gradually implementing them, more than fifteen years ago. The following are easy ways to make sure your mailing receives the maximum discount:

Name  
Title  
Department or College  
The University of Iowa  
Room# BLDG  
Iowa City IA 52242-\_\_\_\_\_

### Use correct return address format on business cards, envelopes, mailers

The return address in the upper left corner of business cards and envelopes should use the format illustrated at left. An improperly formatted address may not be read by automated equipment, delaying your mail or causing it to be returned to the sender. Moreover, the Postal Service will not accept bulk and discounted first-class mailings that display incomplete return addresses.

Remember that, at the University of Iowa, there are three addresses for each campus location: one for U.S. Postal Service mail, one for Campus Mail, and one for deliveries. Use the USPS address as your return address.

Remember that, at the University of Iowa, there are three addresses for each campus location: one for U.S. Postal Service mail, one for Campus Mail, and one for deliveries. Use the USPS address as your return address.

### Address cleansing required for postal discounts

The Postal Service requires all presorted or automated mailings to use address lists that are updated through an approved address cleansing method. It also requires mailers to show proof that their lists have been updated within ninety-five days before mailing.

If you prepare and submit a bulk mailing without first processing the list through an approved software, you will not be eligible for a presort or automated discount. The mailing charge will be the single-piece, first-class rate—44 cents or more, depending on the weight of the piece. To avoid this, you must have your address list cleansed by a USPS-approved process.

UI Mailing Services uses such a process. Address files are run through a program that cross references the addresses with a U.S. Postal Service database and updates them. Contact Kathy Battin for more information.

### Leave space for USPS information on postcards

Leave a clear space in the address area for all the necessary postal information when you design postcards. The automated equipment must be able to read the recipient address from the bottom up: barcode; city, state, zip; institution or business; and so on. Mailings that are not machine readable are charged \$20 per 1,000 mailpieces more than those that are readable.

The best way to know if you've allowed enough clear space on the mailpiece is to send a pdf of your layout to Kathy Battin. She will review it and let you know before you design and print it whether it will be eligible for a discount.

## Character Counts



## Meet Michael Mortland

Michael Mortland, known as ‘Mort’ here at Laundry Service, is well qualified for his position as supervisor, with a degree from Iowa State University in Industrial Administration and more than twenty-five years’ management experience in the laundry industry. He uses this industrial expertise daily as he supervises the massive flow of healthcare linens, uniforms, and dust-control items into and out of the washroom.

Mort says what he likes best about his job is the problem solving particular to the laundry industry. Many aspects influence his workday, and no two days are the same, he says. Customer service is his main focus, and he plans the work flow to provide the best service for all customers. When asked what is the worst part of his job, he smiles and says, “There is no worst part. Life is an attitude. Your attitude sets the tone for every day.”

Married for thirty-three years to his high-school sweetheart, Kristie, Mort, the proud father of twin girls, has one granddaughter and a grandson on the way. Music is one of his hobbies and it has captivated the entire family. Every summer you can find them at Jimmy Buffet’s annual concert in Alpine Valley, Wisconsin. Mort says just he and his wife used to go, and his girls would ask what was so special about this singer. One trip to Alpine Valley and they were hooked, too.

A track athlete at ISU, Mort is quiet about sports at his alma mater. But the blinding glare of red and gold as one enters his office is a big tipoff to his team loyalty. Every Friday during football season, his red-and-gold shirts are the source of much good-natured teasing.

Mort’s passion for football and tailgating feed into another of his hobbies. This man loves to cook. “I like to cook more than I like to eat,” he says. He and Kristie have taken Bistro Cooking, French Cooking, Bread Baking, and Italian Pastas from noted gourmet chef Liz Clark of Keokuk. At one time they belonged to a gourmet dinner club for which they researched and prepared dishes from other cultures. These days he hones his skill by entertaining family and friends and catering small events.

“Growing up in Cedar Rapids I was a huge Hawkeye fan,” Mort says. “However, since Iowa State offered me the chance to continue my track career at their expense, my athletic loyalties have changed. But, it is still great to be back here working for The University of Iowa.”

—Jo Anne Worley

## Business Services welcomes new employees to Information Technology, Commuter Programs

**Jim Dasen**, the newest member of the Business Services information technology group, provides desktop support for the various departments. He keeps busy updating and installing software, removing malware, and verifying that network connections work, among many other tasks.

Jim comes to the University from ICE Technology in Pella. He has a degree in math from the University of Northern Iowa. His wife, Lisa, a respiratory therapist, works at UIHC; they live in Cedar Rapids with their two daughters.

**Tammy Womochil** joined the Parking and Transportation Department in April 2010 as the Commuter Programs coordinator. She is responsible for the daily operations of the Van Pool Program and is a liaison for the carpool program, bus passes, and bicycling on campus.

Prior to coming to the University, Tammy was the AmeriCorps program coordinator for Community Corrections Improvement Association in Cedar Rapids, where she lives. She has a bachelor’s degree in psychology from UNI.

—Michelle Ribble

## Congratulations, best wishes to our graduating student employees!

Students play an important role in the day-to-day operations of Business Services departments. They produce course packs, meter mail, deliver supplies, manage the Cambus system, drive and maintain buses, collect parking fees, and provide customer service to Parking Office customers. We wish the following graduating students all the best:

<b>Copy Centers:</b>	Phil Miles
<b>Parking Services:</b>	Ashley DeCarlo, Sara Hershner
<b>Fleet Services:</b>	Jasmin McNear
<b>Field Services:</b>	Joe Ferguson, Lisa Huff, Nick Warneke, Andrew Wilson
<b>Facilities Operations:</b>	Dan Munksgaard, Grant Kuhlmann, Whitney Carson, Jeff Shipley, Kaitlyn Dubishor, Andy Jorgensen, Bryan Murray, Tiffany Lustig, Lisa Truitt, Jessica Budzyn



## We are Business Services:

**Equipment Rental, General Stores, Laundry, Parking and Transportation, Printing and Mailing Services, and Surplus, serving The University of Iowa community.**

*Into Print* is distributed free and on request to UI staff, faculty, and students. It is on the Web at <http://www.uiowa.edu/printmail/intoprint/intoprint.shtml>.

### Contributors

Business Services, General Stores, Surplus: Gary Anderson

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Mailing Services: Kathy Battin

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## TypeStrikes

sprint semester

## News briefs

### Surplus closed until July 10

June 3 was the last sale day for Surplus at its Gilbert Street location. It is closed for the move to the Mossman Building and will reopen Saturday, July 10. After that, it will be open to the public on the second and fourth Saturday of each month except on home football game days.



### Get business cards in five days

Printing Services now offers a standard one-week turnaround time on business cards. The production process has changed in the last two years—orders are clustered in batches and printed weekly. So, depending on when you place your order, you will receive your business cards in

five working days or less. If you need them sooner, let us know. We will make every effort to accommodate you.

### OfficeMax continues as University's office product supplier

OfficeMax was awarded the new office supply contract for the University of Iowa. New prices took effect on April 1. Many of our most popular items have decreased in price.

If you have any questions about product availability, pricing, or anything else regarding office products, contact our new OfficeMax on-site representative Aaron Proctor ([aaronproctor@officemax.com](mailto:aaronproctor@officemax.com)) or 4-3908.



### Almost ready

*The former Mailing Services space in MBSB is a flurry of construction activity in preparation for the July 10 reopening of Surplus. The countdown begins....*

## Surplus sets sale dates for fiscal year 2011



UI Surplus public sales will be from 9 a.m. to 2 p.m. on

the second and fourth Saturday of each month, unless otherwise noted. There will be no sales on home football game days.

### 2010

July 10 & 24

August 14 & 28

September 18

October 9 & 16\*

November 6\* & 13

December 4\* & 18

### 2011

January 8 & 22

February 12 & 26

March 12 & 26

April 9 & 23

May 14 & 21

June 11 & 25

\*Regular date changed due to home football game.

# intoprint

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