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## **UCLA Policy 315: UCLA Document Services**

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Issuing Officer: Vice Chancellor & CFO  
Responsible Dept: Mail, Document & Distribution Services  
Effective Date: November 15, 2022  
Supersedes: UCLA Policy 315, dated 3/1/1999

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- I. PURPOSE & SCOPE**
- II. DOCUMENT SERVICES**
- III. REFERENCES**

### **I. PURPOSE & SCOPE**

UCLA Document Services is a department within Mail, Document & Distribution Services (MDDS) and operates in support of UCLA's research, teaching, and public service mission. UCLA Document Services is to be used for University business only and clients will be charged for services rendered.

The purpose of this Policy is to provide an overview of Document Services and outline the appropriate use of the services provided.

### **II. DOCUMENT SERVICES**

#### **A. Hours of Operation**

Document Services is open Monday through Friday, 8:00 a.m. to 5:00 p.m.

#### **B. Services**

Document Services provides the following services (not all-inclusive):

- Printing, copying, document imaging/digitizing, electronic document management, graphic design, document planning/consultation, binding, finishing, mail merge/variable data printing, data center/system report printing, transactional data processing/printing/digital output, and check printing;
- Providing document and mailing project planning;
- Providing professional assistance to University personnel with regard to the document, its design, production, distribution and use; and
- Advising on the [UCLA Brand Identity](#).

#### **C. Funding**

Students may pay for services with credit cards. For all other clients, University funds (or a pre-established sundry debtor account) must be used for the related services required for conducting official University business. Upon approval of the MDDS Director, externally funded projects that are directly University related may be accepted.

#### **D. Quality of Work**

Document Services assumes responsibility for the quality of completed jobs to the extent that they are in accordance with the instructions provided by the originator and that they meet normal professional standards and established trade customs.

#### **E. Purchasing Policies**

When a particular job request is beyond the capabilities of in-house facilities, Document Services will contract with commercial vendors to complete the work in accordance with the regulations and practices of the Purchasing Department. This may also occur when it is necessary to meet client deadlines or when it is more cost-effective.

#### **F. Prohibition on Contracting Out for Services Provided by University Staff**

In support of [UC Regents Policy 5402](#) (the general prohibition on contracting out for services that can be performed by University staff), it is highly recommended that University departments, units or organizations using University funding consult with Document Services before contracting out for services that may be available in-house including but not limited to digital printing, large format printing, and graphics fulfillment services.

#### **G. Recharges**

Document Services is a self-supporting service department and therefore charges for its services at rates approved by Business & Finance Solutions in accordance with [UCLA Policy 340: Sales and Service Activities](#). Costs for services to all campus requesters are recovered through FAUs/recharges.

#### **H. Authorized/Unauthorized Material**

##### 1. Official Business

Only material directly related to official University business may be produced, reproduced or subjected to any reprographic process provided by Document Services. While Document Services will monitor this process, prime responsibility rests with the person(s) signing authorizations for department jobs.

##### 2. Use of the University's Names Seals and UCLA Trademarks

Mail Services Clients are responsible for ensuring the use of the University's Names, Seals and UCLA Trademarks are in accordance with [UCLA Policy 110: Use of the University's Names, Seals, and UCLA Trademarks](#).

##### 3. Copyrights

Prior to printing any material that has been published or copyrighted, permission to reproduce is required from the holder of the copyright and/or publisher. The letter of permission must be submitted with the copy to be reproduced. (See [UC Policy on Copyright Ownership](#)).

##### 4. Publications

Publications intended for on-campus and off-campus distribution should be produced in consultation with Mail, Document & Distribution Services in order to ensure address standard compliance. In this context, a publication is defined as printed or duplicated matter paid for with University controlled funds or issued under University auspices.

**III. REFERENCES**

1. Regents Policy 5402, Policy Generally Prohibiting Contracting for Services;
2. UCLA Policy 340, Sales and Services;
3. UCLA Policy 310, UCLA Mail and Bulk Services;
4. UCLA Policy 110, Use of University's Names, Seals and UCLA Trademarks.

**Issuing Officer**

**/s/ Allison Baird-James**

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**Interim Vice Chancellor & Chief Financial Officer**

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**Questions concerning this policy or procedure should be referred to  
the Responsible Department listed at the top of this document.**

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