



@One Poster Printing Policy

The primary clientele of the @One poster printing service is University of Nevada Reno students, faculty, and staff printing one-off posters for scholarly activities such as homework assignments, professional conference poster sessions, and college or department show-and-tell presentations. An important but secondary clientele is departments, colleges, and university organizations requesting batch promotional print jobs (a batch job is defined as any request for more than 5 copies of a single print).

To assure that we meet the needs of our primary clientele in a timely manner the following guidelines are established:

- 1) Poster requests from primary clientele have top priority. Unless there is an unusual demand, these requests will be filled by noon of the business day following receipt of the poster print file, although they usually will be filled within a few hours;
- 2) @One staff does not create posters – that is the responsibility of the customer. However, @One staff will assist customers in some aspects of poster creation, such as sizing the poster, advising regarding which software to use, and some basic tips on using the software;
- 3) Requests including additional service such as laminating or poster board mounting are often an overnight process - customers requesting these services should not expect their poster to be available until noon of the day following submission of the print file. Requests submitted within one-half hour of closing will not be processed until the following day;
- 4) Customers requesting that a poster be reprinted owing to errors that are a consequence of their work - such as typos, pixilation, etc. - will need to pay for both the original and the reprint;
- 5) Posters will be reprinted at no charge if errors occur owing to @One staff or equipment error;
- 6) While batch jobs will be completed as expediently as feasible, entities are strongly encouraged to submit print files for batch jobs well in advance of the date they are needed. We are limited to producing 10 posters per customer per day;
- 7) @One printing services are restricted to customers having a University NetID.