

Notes and FAQs on VUMC Switch to Robert J Young for Printing 01/28/2021

By VUMC Fleet Management

1) Why did VUMC make this change?

The [June 2, 2020 edition of MyVUMC](#) included an announcement regarding VU Printing Services closure. VUMC and VU designees have been working the print service transition together over the past several months. The new process was announced in the [January 1, 2021 edition of MyVUMC](#).

2) When did this service change take effect?

January 1, 2021

3) Why are we using Robert J Young Co. (RJY)?

Several factors entered into this decision. Although we have known them mostly as an equipment vendor, RJY also maintains a fully-equipped print shop. Besides this, they were able to offer us a version of the same ordering software that the University used--a great advantage which allowed us to move our files and data to the new system fairly easily. The company is also well known to many of our staff from the old SmartPrinting program, in which they were consistently the highest-rated vendor for customer service in our customer surveys.

4) Is everything we got from Printing Services available from RJY?

This is definitely planned to be the case—they have committed to supplying all goods that University Printing was handling besides printing, such as Zebra labels. On opening day, though, there will still be some non-critical categories still under development. We have focused first on critical clinical items, and expect to bring the others online soon.

5) Why do I not see my usual stationery items available for order?

Our own Digital Design Group has decided to take this opportunity to review and update all VUMC stationery and business card designs. RJY will post these items for ordering as they are approved and released by them.

6) What about nonstandard items such as rubber stamps, etc.?

For the present Robert J Young has requested that we e-mail requests for these to their customer mailbox—see in the last item below. Those that seem to be generating sufficient volume will be placed on the website as catalog items.

7) Where is the new ordering page, and how will I log in?

The web link is: <https://printshop.app.vumc.org> and will automatically redirect to RJ Young's website. (A link will also always be maintained at the Fleet Mgmt. site here: <https://copypost.app.vumc.org>.) The RJY page has been integrated into our VUMC Single Sign On system, so you will use your regular username and password to access it.

8) How will billing and payment work?

This will mimic the previous Printing Services process as far as possible. You will need to enter your 10-digit center number when you check out, along with your delivery address. You will be able to save your address for use on future orders. Charges coming back to your center will look a little different now, however. Printing Service charges flowed through the SLA system which regulates charges between the University and the Medical Center, using account code 63099. RJY charges will look more like the ordinary vendor type you are used to seeing for copiers in the Managed Print system and will be in account 60020. (When you do your budget for next year, you may wish to transfer funds accordingly.) The cutoff date for charges every month will be the 25th, or the closest working day. Anything entered after that will appear as a charge on the following month. In the future, we have plans to make documentation for these printing charges available online.

9) What if I am already using RJ Young and paying them from my own department's PO?

The intent of the new process is not to disrupt any existing arrangements. If you have a procedure that's working, you may continue to use it. However, you may wish to consider using the web page order facility for convenience, and to allow your invoices to pay with the rest of the Medical Center's on our central purchase order. This would mean you wouldn't need to maintain your own.

10) What about deliveries?

RJY staff will deliver completed work to the VUMC Post Office every workday morning, just as VU Printing Services did, and from there packages will flow as normal, to the core buildings via VUMC Post Office delivery staff and to most of the exterior buildings via VUMC courier service. As currently, areas that do not have regular courier service will receive deliveries by common carrier.

11) Who do I work with regarding marketing materials or design services?

That process has not changed. Please continue to work with VUMC design services. You may reach them at design@vumc.org.

12) What is the contact information for RJ Young?

Phone and e-mail information for customer contact:

Local Phone: (615) 255-8551
Outside 615: (800) 347-1955
E-mail: vumcprint@rjyoung.com

Fortunately, RJ Young has been able to hire Tim Jones, who has been looking after our printing orders for many years—first at our old Copy Center, then at University Printing, and now at RJY. He can be reached at (615) 515-7370 and tim.jones@rjyoung.com.

In addition, VUMC Fleet Management will be coordinating the billing and overall relationship for this service as we do with Vereco for Managed Print. We will always be glad to assist when needed.