

The University of Macau

Rules for the Printing and Copying Service

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Keywords: copying, ICTO Help Desk, learning commons, printing, printing quota

Remarks: 1. In accordance with FMC decision no. 046/2018, revise the related changes on the printing and copying charges; 2. Revise the electronic payment methods (MACAU Pass and QuickPass) for purchasing printing quota, MACAU Pass Enabled Printing and Copying Service; 3. Include the online application form for transferring printing quota; 4. Chinese version is available as enclosed. 5. In accordance with FMC decision no. FMC/003/0014/2022, remove UM E-purse as it is terminated.

Introduction

For better control of printing and copying service, Information and Communication Technology Office (ICTO) has implemented a fee-based quota control system for Printing and Copying Service and MACAU Pass enabled printing and copying service on campus. Students need to pay in order to use the service.

1. Tariff

Table 1 - Tariff for the Printing and Copying Service

Function	Color Mode	Paper Size			
		A4		A3	
		Single Side	Double Side	Single Side	Double Side
Printing or Copying	B/W	MOP 0.20	MOP 0.30	MOP 0.40	MOP 0.60
	Color	MOP 2.50	MOP 5.00	MOP 5.00	MOP 10.00

The fees are subject to change

*** Remark:**

- For double side printing (also called “duplex printing”), if one sheet of A4 size paper is printed or copied in b/w on both sides, one’s printing quota is debited for the cost of **MOP0.3 per sheet**.
- The printers are set by default to print on one side. If so desired, a user can choose the printing option “Print on both sides” for double side (duplex) printing.
 - After choosing the double side option, if one sheet of paper is printed on only one side, it may or may not cost only one page depending on the application used (i.e. some

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applications may add a blank page at the end of the print job if the total number of pages is an odd number; therefore the last sheet of paper, though with only 1 side printed, will be charged as 1 sheet).

- *For example, if a document of 11 pages is printed in b/w using A4 size paper, the cost of single-side and double-side printing will be:*

Single side printing: MOP2.2 ($MOP0.2 \times 11$)

*Double side printing: MOP1.7 ($MOP0.3 \times 5 + MOP0.2 \times 1$) or
MOP1.8 ($MOP0.3 \times 6$) depend on the application*

2. Checking quota

Users can access [Query Printing Quota](#) for checking their current printing quota in fee-based quota control system. When you check the quota using a web browser, you will be prompted to enter a user ID and password. Please enter your user ID and password (the password is case sensitive) of your UMPASS account. For example:

User ID : ba41234

Password : *****

3. Rules for the Printing and Copying Service for Staff

The printing quota for academic staff allows the tutor to print documents during tutorial classes near the ICTO computer rooms for the purpose of demonstration. Therefore,

- ICTO will give out free quota to academic staff for using the printing and copying service in the ICTO computer rooms. However, he/she should not allow others to use his/her quota.
- The quota should be used during the tutorials only.

For more information above the printing and copying service in the computer rooms, please contact the ICTO Help Desk.

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4. Rules for the Printing and Copying Service for Students

4.1 Trial quota

A trial quota will be given to the new students automatically with the account creation.

- The trial quota is MOP30 for all new students.
- The trial quota is subject to change by ICTO from time to time.

4.2 Purchase of Additional Printing Quota or Use MACAU Pass Enabled Printing and Copying Service

If students have used up their trial quota and want to print or copy more pages, they need to pay for the extra printing and copying.

Students can buy additional printing quota by using their MACAU Pass or Quickpass through our Kiosks. The new purchased quota will take effect immediately right after the purchase. There is no limitation on the amount of quota purchasing. Alternatively, student can choose to use MACAU Pass enabled photocopier for printing and copying.

Note:

The purchased quota is non-refundable but can be transferred in whole total to classmate or friend who are still studying in UM.

4.3 Transfer quota

Students can only transfer their "additional purchased quota" to others when

- The students are graduating or have withdrawn,
- The student can online submit a "[Printing Quota Transfer Application Form](#)". ICTO will process the quota transfer request, and the applicant's printing privilege will be removed from the printing control system once the quota has been transferred.

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4.4 Credit Limit

Students may submit a print job or copy a document and afterwards find that their quota is not enough. As a result, the system may not truncate the job and let it be printed completely. However, when the balance becomes negative, students cannot print and copy anymore unless their balance is first restored to positive status. To do this, they can purchase the additional printing quota as mentioned in 4.2. After "purchased quota" is added to the system, it will first be used to settle the negative balance. That is, students need to “settle” the outstanding balance of the last printing task first.

4.5. Reactivate the Printing Privilege

- If a student has graduated or withdrawn or suspended from study, his/her printing privilege will be terminated.
- If the registration status of a student is not active due to special circumstances, written support from his/her Dean or Associate/Assistant Dean is required in order to reactivate his/her printing privileges.
- At the end of each semester, all quota information (including the balance of "purchased quota") of the non-active account will be removed. We suggest students to transfer their "purchase quota" before leaving.

5. Exceptional Cases Handling

For uncompleted printing job, due to paper jam or printer out of paper or toner low, students can online submit “[Printing Quota Adjustment Application Form](#)”. After verified, ICTO will refund the printing quota to the student.

To claim the refund for MACAU Pass printing and copying service, user can call or email to the service provider. Contact information is labeled on the printer.

Note: Users should check the paper level of the subject printer before submitting a print job or copying. And users should split a large printer job into several

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smaller print jobs to minimize the possibility of inconvenience from a paper jam/outage.

If you have any queries about using the printing and copying service, please contact our nearby service desk or visit ICTO Help Desk at Room E5-2085 during office hours or via email to icto.helpdesk@um.edu.mo during non-office hours.

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打印和影印服務的規條

簡介

為了更有效地管理打印和影印服務，資訊及通訊科技部為大學校園內的打印和影印服務設立了收費控制系統，並新增了澳門通收費打印和影印服務。學生需要付費去使用這項服務。

1. 收費

表一：打印和影印服務的收費

功能	顏色模式	紙張大小			
		A4		A3	
		單面	雙面	單面	雙面
打印 或 影印	黑白	MOP 0.20	MOP 0.30	MOP 0.40	MOP 0.60
	彩色	MOP 2.50	MOP 5.00	MOP 5.00	MOP 10.00

以上收費或會有變動

*備註：

- 若打印或影印在同一張A4紙張的兩面(亦稱為雙面打印)，收費是以每張計算為澳門幣0.3。
- 打印機預設為單面打印。若用戶需要雙面打印，可以選擇打印功能設定為「雙面列印」。
 - 當選擇了「雙面列印」並只打印在紙張的一面，便要視乎所使用應用程式的做法去決定是否按打印一版還是一頁計算。即是說，若打印紙張的總數是奇數，有些應用程式可能會在打印工作結束前加印一版空白頁。所以最後一張紙，雖然只打印一面，仍會作打印一張雙面計算。
 - 例如：打印一份合共十一版的文件採用A4紙張以黑白打印，如分別使用單面及雙面打印，其所需服務收費如下：

單面打印：澳門幣2.2（澳門幣0.2 x 11）

雙面打印：澳門幣1.7（澳門幣0.3 x 5 + 澳門幣0.2 x 1）或

澳門幣1.8（澳門幣0.3 x 6）視乎所使用的應用程式而定

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2. 檢查限額

用戶可透過網上[查詢打印限額](#)於收費控制系統查詢現有的打印限額。當查詢限額時，系統會要求用戶輸入用戶名稱及密碼。請輸入 UMPASS 的用戶名稱及密碼（密碼大小楷是有分別的）。例如：

用戶名稱: ba41234

密碼: *****

3. 教職員打印和影印服務的規條

為教職員安排打印限額的目的，是讓教師能夠在通訊及通訊科技部的電腦室授課時在堂內作演示。所以，

- 資訊及通訊科技部會為每位教職員發給免費打印限額，使該教職員能夠在資訊及通訊科技部的電腦室附近使用打印和影印服務。但是，他/她不應讓別人使用他/她的限額。
- 免費限額只能授課時在堂內使用。

有關使用打印和影印服務詳情，請聯絡資訊及通訊科技部服務中心申請。

4. 學生打印和影印服務的規條

4.1 試用限額

在為新生開設帳戶時會自動儲入一定量試用限額。

- 所有新生的試用限額為澳門幣三十元。
- 資訊及通訊科技部會因應實際需要而修改試用限額的方案。

4.2 購買限額或使用澳門通收費打印及影印服務

若學生用完試用限額，且需使用大學的打印機作打印或影印，他們便要購買限額，方可繼續使用打印和影印服務。

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學生可利用澳門通或銀聯閃付，透過資訊服務站自助購買打印限額。購買限額是可即時生效及沒有銀碼限制。學生亦可選用澳門通收費打印及影印服務。

注意：

購買的打印限額是不作退還但可在畢業或退學時一次性轉讓給予還在澳門大學修讀的同學或朋友。

4.3 轉讓限額

根據以下情況，學生可以把剩餘的購買限額轉讓給他人

- 該生將要畢業或已經退學
- 該生可在網上填寫一份“[打印限額轉帳申請表](#)”，資訊及通訊科技部便會處理學生餘額轉讓的申請，轉帳一經完成後申請人的打印帳戶將被刪除。

4.4 超額打印

假若學生於發出打印或影印工作命令後才發現限額不足，系統並不會將該工作截停。但是，當餘額為負數時，用戶便不可再進行打印和影印，直至餘額變回正數為止。用戶可依照上述 4.2 的程序購買限額。系統在收到「購買限額」後，會首先清繳欠額，即是，學生要為之前的打印或影印工作的欠額付款。

4.5 恢復打印權限

- 若學生已經畢業、離校或停學，該生的打印限額以及學生的用戶帳戶廢止。
- 若學生的學籍因某情況而未能正式生效，該生必須獲得所屬學院的院長或副院長的書面同意書，方可恢復他/她的打印權限。
- 在每一學期尾，所有已停用帳戶的限額資料（包括「購買限額」的餘額）將會被刪除。我們建議學生在離校之前轉讓他們的「購買限額」。

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5. 特別情況的處理

如因打印機紙張堵塞或紙張不足或碳粉不足而導致打印工作未能完成，學生可在網上填寫“**打印限額退回申請表格**”。經核實後，資訊及通訊科技部會把用戶損失的限額退還。

使用澳門通打印及影印服務如申請金額退還，使用者可致電或電郵至服務供應商。有關聯絡資訊標貼在印表機上。

注意：用戶應在發出打印工作之前，檢查打印機是否有足夠的紙張。而且應該把大量的打印工作分成幾個小份的打印工作去完成，這樣可以減少紙張堵塞或紙張不足所引起之不便。

如有任何詢問有關打印和影印的服務，請在辦公時間內聯絡我們就近的服務櫃台或親臨位於 E5-2085 室的資訊及通訊科技部服務中心。在非辦公時間，可電郵至 icto.helpdesk@um.edu.mo。