

Rules for the Printing and Copying Service

Summary of Changes

(Last updated on 30/08/2019)

ICTO-ACTS.04/201209/002.r00	ICTO-ACTS.04/201209/002.r01	Justification
<p>簡介</p> <p>為了更有效地管理打印和影印服務，資訊及通訊科技部為電腦室附近及一些共用空間內的打印和影印服務設立了收費控制系統。若用戶用完打印限額，就不能使用打印服務。學生用戶必須購買限額後才可繼續使用。</p> <p>Introduction</p> <p>... for Printing and Copying Service near computer rooms and in the printing room of Learning Commons. Once a user uses up his/her quota, the user cannot use the printing and copying service. Students need to pay for extra increments of quota.</p>	<p>簡介</p> <p>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。</p> <p>Introduction</p> <p>... for Printing and Copying Service and MACAU Pass enabled printing and copying service on campus. Students need to pay in order to use the services.</p>	<ul style="list-style-type: none"> • 打印和影印服務及澳門通收費打印和影印服務已分佈學院等地點。簡介文本中的“電腦室附近及一些共享空間”修改為“大學校園”。 In the Introduction section, replaced "near computer rooms and in Learning Commons" with "on campus", as now the Printing and Copying Services and MACAU Pass enabled printing and copying service are located at other locations such as faculties. • 刪除“若用戶用完打印限額，就不能使用打印和影印服務”。 Removed Once a user uses up his/her quota, the user cannot use the printing and copying service. • “學生用戶必須購買限額後才可繼續使用”更改為“學生需要付費去使用這項服務”。 Replaced "for extra increment of quota" with "to use the services".

1. 收費

表一：打印和影印服務的收費

紙張尺寸	單面收費	雙面收費
A4 黑白打印/影印	澳門幣 0.2	澳門幣 0.15
A4 彩色打印/影印	澳門幣 2.5	
A3 彩色/黑白 打印/影印	澳門幣 5.0	

所有收費以資訊及通訊科技部的公佈為準

1. Tariff

Table 1 - Tariff for the Printing and Copying Service

Paper Size	Cost per Page for Simplex	Cost per Page for Duplex
A4 B&W Printing/Copying	MOP 0.2	MOP 0.15
A4 Color Printing/Copying	MOP 2.5	
A3 Color/B&W Printing/Copying	MOP 5.0	

The fees are subject to change by ICTO.

備註

- 若打印或影印在同一張紙的兩面(亦稱為雙面打印)，打印收費是以每張計算為澳門幣0.3。
- 例如：打印一份合共十一版的文件，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 (11 x 澳門幣0.2)

雙面打印：

澳門幣1.7 (5 x 澳門幣0.3 + 1 x 澳門幣0.2) 或

澳門幣1.8 (6 x 澳門幣0.3) 視乎所使用的應用程式而定

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

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

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。
- 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

- 根據財務委員會已批准的收費調整，修改有關收費表。 Updated the tariff table according to the changes on charges approved by FMC.

- 修改收費表備註中的說明，將“所有收費以資訊及通訊科技部的公佈為準”改為“以上收費或會有變動”明確說明相關收費的變動並非由資訊及通訊科技部決定。 Change the wording of the remark from "The fees are subject to change by ICTO" to "The fees are subject to change" clearly stated that the change of charging tariff is not determined by ICTO.

- 修改備註中的一些文字，使能清晰解說採用A4紙張以黑白打印雙面的收費計算方式。 Revise the wording in the **remark** to better describe the calculation method of the fee for A4 size paper printed in double sides.

<p>Remark</p> <ul style="list-style-type: none"> For double side printing (also called “duplex printing”), if one sheet of A4 paper is printed or copied on both sides, one’s printing quota is debited for the cost at MOP0.3 per sheet. The printers are set by default to print one side For example, if a document with total 11 pages is printed, the cost of single-side and double-side printing will be: <p>Single side printing: MOP2.2 (11 x MOP0.2)</p> <p>Double side printing: MOP1.7 (5 x MOP0.3 + 1 x MOP0.2) or MOP1.8 (6 x MOP0.3) depend on the application</p>	<p>Remark</p> <ul style="list-style-type: none"> 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 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: <p>Single side printing: MOP2.2 (MOP0.2 x 11)</p> <p>Double side printing: MOP1.7 (MOP0.3 x 5 + MOP0.2 x 1) or MOP1.8 (MOP0.3 x 6) depend on the application</p>	
<p>2. 檢查限額</p> <p>用戶可透過網址 http://icto.umac.mo/printing/check-printing-quota/?lang=zh-hant 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PC LAN的用戶名稱及密碼（密碼大小楷是有分別的）。</p> <p>2. Checking quota</p> <p>Users can access http://icto.umac.mo/printing/check-printing-quota/ for checking their current printing quota. 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 PC LAN account. For example:</p>	<p>2. 檢查限額</p> <p>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）。</p> <p>2. Checking quota</p> <p>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:</p>	<ul style="list-style-type: none"> 以超連結方式顯示檢查限額的網頁連結及將帳戶從 PC LAN 改為 UMPASS。 Embed the web page link for printing quota query as hyperlink, and update PCLAN with UMPASS.

<p>3. 職員打印服務的規條</p> <p>… 資訊及通訊科技部的電腦室使用收費打印服務。 有關使用 電腦室的 打印服務詳情，…</p> <p>3. Rules for the Printing Service for Staff</p> <p>… to print documents during tutorial classes in the ICTO computer rooms ...</p> <p>… using the fee-based printing services ...</p>	<p>3. 教職員打印和影印服務的規條</p> <p>… 資訊及通訊科技部的電腦室 附近 使用 收費 打印和影印服務。 有關使用 打印和影印 服務詳情，…</p> <p>3. Rules for the Printing and Copying Service for Staff</p> <p>… to print documents during tutorial classes near the ICTO computer rooms ...</p> <p>… using the fee-based printing and copying service ...</p>	<ul style="list-style-type: none"> • 修改標題及條文中的一些文字以說明服務範圍。 Modify the wording to specify clearly the service scope.
<p>4. 學生打印服務的規條與政策</p> <p>4. Rules and Policy for the Printing Service for Students</p>	<p>4. 學生打印和影印服務的規條</p> <p>4. Rules for the Printing and Copying Service for Students</p>	<ul style="list-style-type: none"> • 修改標題以說明服務範圍。 Modify the wording to specify clearly the service scope.
<p>4.2 購買限額</p> <p>學生可利用電子錢包，透過資訊服務站自助購買打印限額。用電子錢包購買限額是沒有銀碼限制，而且限額可即時生效。</p> <p>4.2 Purchase of Additional Printing Quota</p> <p>Student can buy their printing quota by using their E-purse 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.</p>	<p>4.2 購買限額或使用澳門通付費打印及影印服務</p> <p>學生可利用 澳大電子錢包、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。</p> <p>4.2 Purchase of Additional Printing Quota or Use MACAU Pass Enabled Printing and Copying Service</p> <p>Students can buy their printing quota by using their UM E-purse, 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.</p>	<ul style="list-style-type: none"> • 系統經更新後學生可用所述三種電子付款(澳大電子錢包、澳門通或銀聯閃付)購買打印限額。 After system upgrade of the UM Kiosk, students can now purchase the printing quota with UM E-purse, MACAU Pass and QuickPass • 修改規條4.2的標題。在購買限額加入“或使用澳門通付費打印及影印服務”。 Modified the heading of rule 4.2. Inserted "or Use MACAU

	<p>Alternatively, student can choose to use MACAU Pass enabled photocopier for printing and copying.</p>	<p>Pass Enabled Printing and Copying Service".</p> <ul style="list-style-type: none"> 修改規條4.2文本內容。在原有的文章結尾，加入“學生亦可選用澳門通收費打印及影印服務”。 <p>Add alternative choice for student to use the printing and copying services.</p>
<p>4.3 轉帳限額</p> <ul style="list-style-type: none"> 該生將要畢業或已經退學，和 該生須親自到資訊及通訊科技部服務中心填寫一份“打印限額轉帳申請表格”，工作人員便會將該生餘額轉讓他人，然後刪除該生的帳戶。 <p>4.3 Transfer quota</p> <ul style="list-style-type: none"> The students are graduating or have withdrawn, and The students must personally go to the ICTO Help Desk and fill in a “<u>Printing Quota Transfer Application Form</u>”. ICTO colleagues will then process the quota transfer request, and the user’s accounts will be removed from the system. 	<p>4.3 轉帳限額</p> <ul style="list-style-type: none"> 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。 <p>4.3 Transfer quota</p> <ul style="list-style-type: none"> The students are graduating or have withdrawn, The students can online submit a “<u>Printing Quota Transfer Application Form</u>”. 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. 	<ul style="list-style-type: none"> 為配合網上申請表的使用，修改一些文字使能清晰講解轉帳限額的流程。 <p>With the use of on-line application form, modify the wording to mention clearly the process of transfer quota request.</p>

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。用戶可依照前述的程序購買限額。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工作付款。

當學生到資訊及通訊科技部辦理離校手續時，資訊及通訊科技部會檢查該生的餘額。若餘額為負數時，資訊及通訊科技部有權要求學生在辦理離校手續前，付清任何未繳付的打印費用。

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 **will** not truncate the job and **will** 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 **above**. After "purchased quota" is added to the system, it will first be used to settle **your** negative balance, **meaning** students need to "settle" **for** the last printing first.

Finally, when students graduate or withdraw and go to ICTO Help Desk to do check-out procedure, ICTO will check the balance. If the balance is negative, we retain our right to require payment of any outstanding printing charges before processing the student's check-out form.

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~~當學生到資訊及通訊科技部辦理離校手續時，資訊及通訊科技部會檢查該生的餘額。若餘額為負數時，資訊及通訊科技部有權要求學生在辦理離校手續前，付清任何未繳付的打印費用。~~

4.4 Credit Limit

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~~Finally, when students graduate or withdraw and go to ICTO Help Desk to do check-out procedure, ICTO will check the balance. If the balance is negative, we retain our right to require payment of any outstanding printing charges before processing the student's check-out form.~~

- 過去出現負數餘額不多，為減省行政費用，刪除文本內容的最後段條文。

Remove the last paragraph of the rule as there were only small number of occurrences in the past, and it can save the administrative cost.

<p>4.5 終止打印限額</p> <ul style="list-style-type: none"> • 若學生已經畢業、離校或停學，資訊及通訊科技部會將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/她的權利。 • 在每一學期尾，所有廢止帳戶的限額資料（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」。 <p>4.5 Disabling the printing quota</p> <ul style="list-style-type: none"> • If a student has graduated/withdrawn/or is suspended from study, ICTO will disable the printing quota as well as the user account of that student. • If the registration status of a student is not active due to special circumstances, written support from his/her <u>Dean or Associate/Assistant Dean</u> is required in order to restore his/her privileges. • At the end of each semester, all quota information (including the balance of "purchased quota") of the disabled account will be removed. We suggest that students transfer their "purchase quota" before they leave. 	<p>4.5 恢復打印權限</p> <ul style="list-style-type: none"> • 若學生已經畢業、離校或停學，該生的打印權限額將被終止。 • 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」。 <p>4.5. Reactivate the Printing Privilege</p> <ul style="list-style-type: none"> • 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 <u>Dean or Associate/Assistant Dean</u> 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. 	<ul style="list-style-type: none"> • 修改文中的一些文字使能清晰講解恢復打印權限申請的處理流程。 Modify the wording to clarify the handling process of reactivating printing privilege request.
<p>5. 特別情況的處理</p> <ol style="list-style-type: none"> 1) 紙張堵塞或紙張不足 2) 因碳粉不足而導致打印效果欠佳 3) 打印工作因某些原因而無法繼續 4) 取消打印工作 5) 提出打印限額退還要求 <p>5. Exceptional Cases Handling</p>	<p>5. 特別情況的處理</p> <p>如因打印機紙張堵塞或紙張不足或碳粉不足而導致打印文件未能完成，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。</p> <p>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。</p>	<ul style="list-style-type: none"> • 規條5原有5個條款，刪除並簡化成一個，並加上澳門通打印及影印服務退款方法。 Originally there were five sections for rule 5. Removed and simplified as one, and added the refund approach for MACAU Pass printing and copying service.

<p>1) Paper Jam or printer out of paper 2) Print out with unacceptable quality due to low toner 3) Printer blocked due to some reason 4) Cancellation of print job 5) Raise printing quota adjustment request</p>	<p>5. Exceptional Cases Handling</p> <p>For uncompleted printing job, due to paper jam or printer out of paper or toner low, students can online submit "<u>Printing Quota Adjustment Application Form</u>". After verified, ICTO will refund the printing quota to the student.</p> <p>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.</p>	
<p>如有任何有關打印和影印服務的疑問，請聯絡我們就近的服務櫃台或位於E5-2085室的資訊及通訊科技部服務中心。</p> <p>If you have any queries about using the printing and copying service, please contact our nearby service desk or ICTO Help Desk at Room E5-2085.</p>	<p>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</p> <p>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.</p>	<ul style="list-style-type: none"> • 修改並清楚顯示詢問和聯絡方式的文本內容。 <p>Revised the text for the inquiry and contact point clearly.</p>