MUC Work Order Policies

In order to provide quality service to each and every one of our customers, MUC Marketing has developed the following policies with respect to work orders.

1. All work orders must be filled out completely and returned on our work order form. This is the red form.
2. The work order form can be found
   a. MUC Marketing website siue.edu/muc/directory/muc-marketing.shtml
   b. MUC Marketing office room 2027 Morris University Center
3. Completely filled out means
   a. Contact person’s name
   b. Contact person’s email
   c. Department
   d. Date turned in
   e. Date needed by
   f. Account Name
   g. Account Number
   h. Fiscal Officer Name
   i. Fiscal Officer Signature
   j. Project Description
   k. Design Description
   l. Paper Type
   m. Quantity
4. MUC Marketing will NOT accept any work orders that do not have an account number
5. MUC Marketing will NOT accept any work orders that do not have a fiscal officer signature
6. MUC Marketing will NOT accept a copy of the work order form
7. MUC Marketing will only accept our forms which have a front and a back
8. MUC Marketing will NOT begin any projects/work orders until the work order is turned in to us and filled out completely
9. MUC Marketing does not have access to account numbers and do not know who organizations fiscal officers are. We cannot fill these in for you.
10. MUC Marketing will help you with paper types, design and project descriptions, as well as adding costs after final approvals when project is completed.
11. Organizations need to sign the back of the work orders upon completion of the project. Organizations/Departments can make a copy at the time they receive the project, or MUC Marketing can make a copy for you.
12. MUC Marketing must retain all original copies
13. MUC Marketing will not be ‘batching’ work orders when it comes to projects. I.e. If multiple projects are originating from the same department, we will need to have work orders for each.
   a. That way if a department or organization wants to use the same theme for the next year, that work order can be more easily found.
   b. If there are multiple pieces for the same event (ie brochure, flyer, poster etc.) they can still go under the same work order
14. It is recommended that you cc your direct supervisor and MUC Marketing Director Karen Swanner @ kswanne@siue.edu your correspondence with respect to the project as MUC Marketing works primarily with student workers whose schedules are subject to change. We want to make sure everyone is aware of where projects stand in case someone is unexpectedly out of the office.

15. When sending proofs back to our customers, MUC Marketing will send non-editable files. Once final approvals are reached, if we are not printing, we will send you a digital file that can be used with social media, flyers, etc.

16. Should an organization manipulate our artwork without approval, we will immediately stop the project, charge you for what we have already done and no longer be involved with that project.

17. We understand that there is often confusion with which work order an organization should fill out. The following is an abridged version that should help.

   a. Red Work Orders
      i. Organizations who are using an SIUE account to pay

   b. Blue Work Orders
      i. Groups or Individuals without an SIUE account that will be paying by cash or Credit Card

   c. Digital Only - MUC Group
      i. MUC Admin
      ii. The Cougar Store
      iii. Textbook Service
      iv. Cougar Lanes
      v. Dining Services

18. Anyone is welcome to fill out a digital work order on our website at siue.edu/muc/directory/muc-marketing.shtml. However, if you are using an SIUE account number to pay for this service, we MUST have the physical work order with the account number and fiscal officer signature before we can start your project.

19. You can also upload any artwork or concepts for your order on our website as well.

20. Other services
   a. A-Frames
      i. If you are reserving an A-frame with MUC Marketing and have your own print, you only need to fill out the A-frame form on line
      ii. If you want MUC Marketing to print an A-frame for you, you will also have to submit the appropriate work order form

   b. Text Club
      i. Beginning on Feb 1, 2022, text club requests will be on their own work order form.
      ii. You will have to fill out the ‘New’ text club form completely. If you are paying with an account number, cash or credit card, we need a hard copy. If you are one of the 5 organizations in the MUC Group, an on-line form will suffice.