

UPMC STATIONERY SITE USER GUIDE

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STEP-BY-STEP INSTRUCTIONS

Follow the steps below to create your stationery and business cards. If you need further assistance, please contact WorkFlow One Customer Service at 1-866-270-4209 or e-mail UPMCASC@workflowone.com.

1. Log onto My HUB and select the Supply Chain tab.
2. Select eProcurement to open the ePro application.
3. Select Requisition.
4. Select eMarketplace.
5. Go to the Stationery and Business Card section.
6. Select WorkFlow One.
7. Choose the Stationery and Business Card catalog.
8. Choose the item and quantity you would like to order from the catalog.
9. Choose a Type of Template (letterhead section only) and Main Division from the drop-down boxes.
10. Enter all necessary information and select View Proof.
11. Use the + (Zoom In) or - (Zoom Out) controls in the Adobe window to resize your proof for optimal viewing.
12. Select a button to Submit, Save, or Modify your configuration.
13. Select the Continue button located above the proof.
14. Add to Cart and Checkout
15. Complete the Requisition. Your order will be sent to your manager for approval.

All orders will be delivered seven to 10 business days from date of manager approval.


TEMPLATE DESCRIPTIONS

Business Cards

Business Card Option 1: One address

Name (First M. Last), Credentials
Primary Division
Primary Title
Title, Department/Division
Title, Department/Division
Title, Department/Division


Address line 1
Address line 2
Address line 3
City, State Zip
T 000-000-0000
F 000-000-0000
e-mail



- hospital example
- one address

Name (First M. Last), Credentials
Title, Department/Division
Title, Department/Division
Title, Department/Division

Address line 1
Address line 2
Address line 3
City, State Zip
T 000-000-0000
F 000-000-0000
email




- enterprise or multiple division example
- one address

Business Card Option 2: Two addresses

Name (First M. Last), Credentials
Primary Division
Primary Title
Title, Department/Division
Title, Department/Division

Address line 1
Address line 2 • City, State Zip
T 000-000-0000 F 000-000-0000

Address line 1
Address line 2 • City, State Zip
T 000-000-0000 F 000-000-0000
e-mail




- hospital example
- two addresses

Name (First M. Last), Credentials
Title, Department/Division
Title, Department/Division
Title, Department/Division

Address line 1
Address line 2 • City, State Zip
T 000-000-0000 F 000-000-0000

Address line 1
Address line 2 • City, State Zip
T 000-000-0000 F 000-000-0000
e-mail



- enterprise or multiple division example
- two addresses

TEMPLATE DESCRIPTIONS

Letterhead



Primary Division

Department/Division

Name + Credentials

Primary Title

Title

Department/Division

Title

Department/Division

Address line one

Address line two

Address line three

City, State Zip

T 000-000-0000

000-000-0000

F 000-000-0000

e-mail

Single-name, Single, or Multi-address

This template is to be used for a single individual who has one or more addresses.

A maximum of six addresses can be listed. The number of addresses that can be listed depends on the amount of information in each address.

TEMPLATE DESCRIPTIONS

Letterhead



Primary Division
Department/Division

Name 1 + Credentials
Primary Title
Title
Department/Division
Title
Department/Division
e-mail

Name 2 + Credentials
Primary Title
Title
Department/Division
Title
Department/Division
e-mail

Address line one
Address line two
Address line three
City, State Zip
T 000-000-0000
000-000-0000
F 000-000-0000

Address line one
Address line two
Address line three
City, State Zip
T 000-000-0000
000-000-0000
F 000-000-0000

Multi-name, Single, or Multi-address

This template is to be used when up to three names with titles and department/division personalization are needed with multiple addresses.

A maximum of five addresses can be listed. The number of addresses that can be listed depends on the amount of information in each address.

TEMPLATE DESCRIPTIONS

Letterhead



Primary Division
Department/Division

Address line one
Address line two
Address line three
City, State Zip
T 000-000-0000
000-000-0000
F 000-000-0000

Department/Division Only

This template is to be used when no personalization is needed and reflects one primary brand, one department or division name, and multiple addresses.

A maximum of nine addresses can be listed. The number of addresses that can be listed depends on the amount of information in each address.

TEMPLATE DESCRIPTIONS

Letterhead



Primary Division

Department/Division

Name 1 + Credentials

Primary Title

Name 2 + Credentials

Name 3 + Credentials

Name 4 + Credentials

Name 5 + Credentials

Names additional as required

Address line one

Address line two

Address line three

City, State Zip

T 000-000-0000

000-000-0000

F 000-000-0000

Address line one

Address line two

Address line three

City, State Zip

T 000-000-0000

000-000-0000

F 000-000-0000

Multi-name listing

This template is to be used when multiple names and addresses need to be listed. The amount of information that can be entered varies.

If you have:

- One to 30 names, you can list up to three addresses
- 31 to 40 names, you can list up to two addresses
- 41 or more names, you can list one address

TEMPLATE DESCRIPTIONS

Letterhead



Name + Credentials

Title

Department/Division

Title

Department/Division

Address line one

Address line two

Address line three

City, State Zip

T 000-000-0000

000-000-0000

F 000-000-0000

e-mail

Executive

This template is to be used by senior executive leadership, hospital presidents, and senior vice presidents who need individual and personalized stationery.

A maximum of three addresses can be listed.

TEMPLATE DESCRIPTIONS

Envelopes

To respect the confidentiality and privacy of our patients, envelopes sent from UPMC facilities to patients will not list department and division information. For routing purposes a UPMC mail code may be included in the return address.

UPMC LIFE CHANGING MEDICINE **2 color #10 business envelope**

Primary Division

UPMC Mail Code
Address line one
Address line two
Address line three
City, State Zip

UPMC LIFE CHANGING MEDICINE **1 color white #10 business envelope**

Primary Division

UPMC Mail Code
Address line one
Address line two
Address line three
City, State Zip

UPMC LIFE CHANGING MEDICINE **1 color white #10 business envelope with left- or right-window option**

Primary Division

UPMC Mail Code
Address line one
Address line two
Address line three
City, State Zip



The envelope options are as follows:

2 color - matches corporate stationery

1 color - white #10 business envelope

1 color window - white #10 business envelope with a left window or right window option

WHAT IS MY DIVISION?

Division Descriptions

Hospital and Community Services Division:

The Hospital and Community Services Division includes hospitals, institutes, centers, senior services, and specialty services that provide domestic care.

Physician Services Division:

The Physician Services Division (PSD) includes PSD and University of Pittsburgh Physicians.

International and Commercial Services Division:

The International and Commercial Services Division (ICSD) includes the Center for Biosecurity of UPMC as well as UPMC's international facilities.

Enterprise Services:

Formerly Corporate Services, Enterprise Services includes all departments and divisions that provide systemwide business service.

Insurance Services Division:

The Insurance Services Division (ISD) includes ISD and the UPMC Health Plan.

Executive:

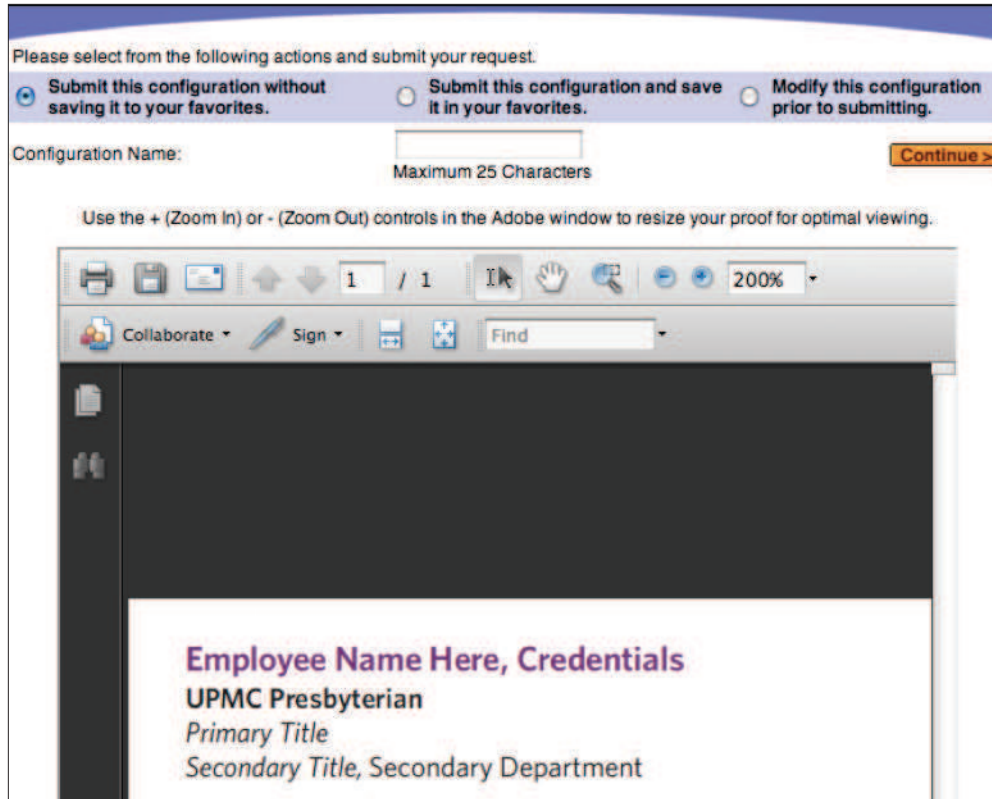
Executive includes hospital presidents, vice presidents, and executive senior leadership.

Multiple Division:

Select Multiple Division if you are employed by more than one of the division selections.

REVIEW OF PROOF

Please review your proof carefully for accuracy, spelling, and grammar. Once an order is approved and processed, changes cannot be made. You would need to cancel your order and resubmit.



The preview window functions similarly to Adobe Acrobat Reader. You can zoom in and out utilizing the + and - buttons. Also, you can share the proof with others before submitting your order, either by printing or saving the file (located in the top bar).

There are three options that you can choose before submitting your request:

1. Submit this configuration without saving it to your favorites:
This is a one-time print and cannot be reused. This is the system default.
2. Submit this configuration and save it in your favorites:
This allows the template to be reused. This option also allows you additional time to share the proof with others.
3. Modify this configuration prior to submitting
Select if you need to make changes and view another proof.

Once you have saved a file in My Favorites, it can be accessed for future reorders and modifications.

HINTS AND TIPS

In order to make the most of the space you are allotted on all corporate stationery, please refer to the list below for the correct way to list your information.

Academic degrees

Do not use periods in abbreviations of academic degrees: RN, PhD, MD, MSW, DrPH. Do not cite bachelor's degrees and use judgment with multiple higher degrees — generally use only the highest degree earned. Please place your earned degrees in ascending order.

Addresses (according to UPMC Style Guide)

- Use abbreviations for Avenue, Boulevard, Street (Ave., Blvd., St.) when the street number is given. Do not abbreviate similar words, such as Drive or Lane.
- **Address order:** When an address is stacked, as in a return address, use the standard U.S. Postal Service (USPS) order. The USPS order proceeds from bottom to top, from the more general element (city and state) to the more specific element (street address). To save space, a smaller element (floor or suite number) may be moved to the line below and placed behind the element on that line. Spell out first through ninth floors (first letter capitalized when stacked; lower case in running text). Examples:

Medical Arts Building
Fifth floor
200 Lothrop St.
Pittsburgh, PA 15213

or

Medical Arts Building, Fifth floor
200 Lothrop St.
Pittsburgh, PA 15235

- **Floors:** Capitalize the first letter of the floor (Iroquois Building, Sixth floor); use numerals after ninth: 10th floor.
- Do not insert periods in PO, the abbreviation for Post Office Box numbers.

Building/Center names

If your building or center's name is not listed below, please refer to the UPMC Style Guide for a complete listing of proper names.

Center for Connected Medicine
Center for Inclusion at UPMC
Center for Integrative Medicine
Centers for Rehab Services
Children's Hospital of Pittsburgh of UPMC

Falk Medical Building
Hillman Cancer Center
Kaufmann Medical Building
Magee-Womens Hospital of UPMC
Peter M. Winter Institute for Simulation, Education and Research (WISER)
Starzl Biomedical Science Tower
Thomas E. Starzl Transplantation Institute
University of Pittsburgh Physicians
UPMC Beacon Hospital
UPMC Bedford Memorial
UPMC Cancer Centers
UPMC Center for Quality Improvement and Innovation
UPMC Center for Sports Medicine
UPMC Eye Center
UPMC Hamot
UPMC Horizon
UPMC McKeesport
UPMC Mercy
UPMC Montefiore
UPMC Northwest
UPMC Passavant
UPMC Presbyterian
UPMC Rehabilitation Institute
UPMC St. Margaret
UPMC Senior Communities
UPMC Shadyside
U.S. Steel Tower
Western Psychiatric Institute and Clinic of UPMC

Children's Hospital Drive

Honorary street address of the new Lawrenceville campus of Children's Hospital of Pittsburgh of UPMC. Must be followed by 4401 Penn Ave. (on the next line, if stacked as in a return address):

Children's Hospital of Pittsburgh of UPMC
One Children's Hospital Drive
4401 Penn Ave.
Pittsburgh, PA 15224

En dash (according to UPMC Style Guide)

UPMC style calls for an en dash in practice names that end with UPMC. Example: Suburban East Medical Center-UPMC. The en dash is also used for hospital names that reflect one of multiple campuses, such as UPMC Passavant-McCandless and UPMC Passavant-Cranberry.

FREQUENTLY ASKED QUESTIONS

These FAQs have been developed to help guide you through our new stationery ordering system. If your question is not answered here, or if you need more information, contact WorkFlow One Customer Service at 1-866-270-4209 or e-mail UPMCASC@workflowone.com.

Site Access

How do I get access to ePro?

Click [here](#) and follow the steps on the ePro Access document or call Supply Chain Management Customer Service at 412-647-8070.

Can ePro be viewed using any Internet browser?

The new site is best viewed with Internet Explorer 7.0. If you need to install this version on your computer, call the ISD Help Desk at 412-647-HELP (4357).

Logo

Will I be able to include my facility-specific logo?

All corporate business stationery is featuring the UPMC logo only. This is a universal change. No hospital logos or service-line brands will be featured on corporate stationery.

Writing Style

Are there recommended writing styles for addresses, abbreviations, and punctuations?

Yes. Please refer to the UPMC Style Guide Tip Sheet for accepted address style and recommended use of abbreviations.

Names, Departments, and Titles

How many titles can I put on a business card?

Up to three

How many departments can I put on a business card?

Up to three

How do I know which division I belong to?

Check the new dropdown menu on the order form. If you still have questions, consult the quick link for division descriptions. (See page 3.1)

My practice name is not in the dropdown menu.

Can it be added?

Yes. The Physician Services Division automatically notifies WorkFlow One with new practice names once they are approved. Contact WorkFlow One Customer Service at 1-866-270-4209 or e-mail UPMCASC@workflowone.com.

My location is listed incorrectly, how can it be adjusted?

Contact WorkFlow One Customer Service at 1-866-270-4209 or e-mail UPMCASC@workflowone.com.

I have multiple names and multiple locations to include that do not fit within the new business card template.

What should I do?

This would no longer be considered corporate stationery. The appointment card is better suited for that purpose, as it is able to accommodate multiple names and locations. To place an order for appointment cards, please visit MyPrintRequest. Log in using your My HUB User ID and password, and select "Appointment Cards."

I have multiple physicians to include that do not fit within the new business card template. What should I do?

This would no longer be considered corporate stationery. The appointment card is better suited for that purpose, as it is able to accommodate multiple physicians. To place an order for appointment cards, please visit MyPrintRequest. Log in using your My HUB User ID and password, and select "Appointment Cards."

Envelopes

Can I insert my department and division in the return address?

No. To respect the confidentiality and privacy of our patients, envelopes sent from UPMC facilities to patients will not include department and division information in the return address. For routing purposes a UPMC mail code may be included in the return address. If you have questions about the elimination of the department/division from the return address please contact the Ethics and Compliance Office at 412-647-5774 or complianceaskus@upmc.edu.

Where can I find my mail code?

A [mail code search](#) feature is available. You also can contact the mailroom for assistance at mailroom@upmc.edu.

URLs

What happened to the URL option?

We are no longer featuring URLs on corporate stationery.

Can I include a personalized URL on my stationery?

Personal URLs for departments are not permitted on corporate stationery.

Order status

Can I cancel my order?

It will depend on when it was ordered. For assistance, contact WorkFlow One Customer Service at 1-866-270-4209 or e-mail UPMASC@workflowone.com.

When will my order be delivered?

The standard delivery time for all stationery orders is 10 business days from the close of business on the day your manager approved the order in ePro.

It has been more than 10 days since I placed my order.

When will I receive my order?

First, make sure your manager approved the order. ePro will send you a notification once your order is manager-approved. For further assistance, contact WorkFlow One Customer Service at 1-866-270-4209 or e-mail UPMASC@workflowone.com.

I created an order but need to show it to my manager before submitting. How much time does my manager have to approve my order?

Once your order is submitted to your manager for approval, there is no time limit for your manager to approve it. ePro allows you to save your files in My Favorites. It is recommended that you save often.

Can I make a rush order?

Yes. To request a rush order, contact WorkFlow One Customer Service at 1-866-270-4209 or e-mail UPMASC@workflowone.com.

What is the cost for a rush order?

Additional shipping fees will be incurred and are dependent on your location. For further details, contact WorkFlow One Customer Service at 1-866-270-4209 or e-mail UPMASC@workflowone.com.

I ordered 500 copies of letterhead but need 2,000.

Can I adjust my quantity?

Yes. Contact WorkFlow One Customer Service at 1-866-270-4209 or e-mail UPMASC@workflowone.com for assistance.

Can I order an exact reprint of my order?

Yes. You must have previously saved your order in My Favorites. Locate your order in My Favorites and place a reprint order.

Can I save a file I created for future orders?

Yes. Save all files to My Favorites for easy and quick ordering.

My order was delivered and it is different than what I ordered. Can it be fixed?

WorkFlow One cannot change what was printed. Contact WorkFlow One Customer Service at 1-866-270-4209 or e-mail UPMASC@workflowone.com to discuss your order.

Costs

How much does a box of business cards cost?

\$13.04 per 500 cards

How much does letterhead cost?

\$42.52 per 500 sheets

How much does second-sheet letterhead cost?

\$14.89 per 500 sheets

Where can I order second-sheet letterhead?

Second-sheet letterhead is listed on ePro as item number UPMC-2093.

How much do envelopes cost?

- \$53.74 per 500 two color, #10 envelopes
- \$53.10 per 500 one color, #10 envelopes
- \$58.00 per 500 one color, #10 window envelopes

Appointment Cards

Where do I order appointment cards?

Appointment cards can be ordered through the UPMC Print Shop. To place an order for appointment cards, please visit MyPrintRequest. Log in using your My HUB User ID and password, and select "Appointment Cards."

General Questions

Can I keep the old format of my card?

Cards can no longer be printed in the old format.

Can I fax my order?

All orders must be submitted through ePro.

Can I order personalized electronic letterhead?

Personalized electronic letterhead is not available.

Can I still place orders through Infonet?

All orders must be submitted through ePro.

Translation Services Needed

Can I get my business card translated into a foreign language?

Yes. Contact WorkFlow One Customer Service at 1-866-270-4209 or e-mail UPMASC@workflowone.com for assistance.

Special Requests

Can the type be larger on my business card for clarity?

To maintain a consistent look throughout all of UPMC, the point size must stay the same on all business cards.

Can I order envelopes that are not standard size?

Yes. Contact WorkFlow One Customer Service at 1-866-270-4209 or e-mail UPMASC@workflowone.com if you need an envelope size that is not available in the ePro item catalog.