

# **Pandemic Job Pick-Up Procedures**

In an effort to promote safety and limit exposure, Terrapin Works has set new guidelines for customers to pick-up their parts from our lab spaces.

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# MARYLAND

Click on an open appointment slot to sign up. If no slots are available, please try a different time range. To cancel an appointment slot you've already booked, leave this sign-up page and delete the event from your own calendar.

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## Step 1 — Scheduling a Pick-Up Time

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<u>Reserve</u> a time on the appointment page at: <u>ter.ps/afljobpickup</u>

▲ If you are picking up parts from the IFL (waterjet, CNC, manual machining parts) you do not need to reserve using this appointment page. Your order is anytime pickup from the pickup box in front of the IFL. You still must confirm that your account has enough funds and your part has been charged.

 <u>Add</u> Papercut job number followed by your name in parentheses (eg. "PC0000 (Johnny Smith)") to the "Title" of the appointment

A Failing to include the Papercut job number can delay your pickup request

- <u>Click</u> "save" and you should receive a confirmation email
- (i) If you need to change your appointment, please contact us through Papercut
- Any communication with the event confirmation or changes to the appointment time will not be responded to or delivered to staff

/ Please do not schedule same-day pickup as this does not allow enough lead-time for staff

### Step 2 — Before You Arrive

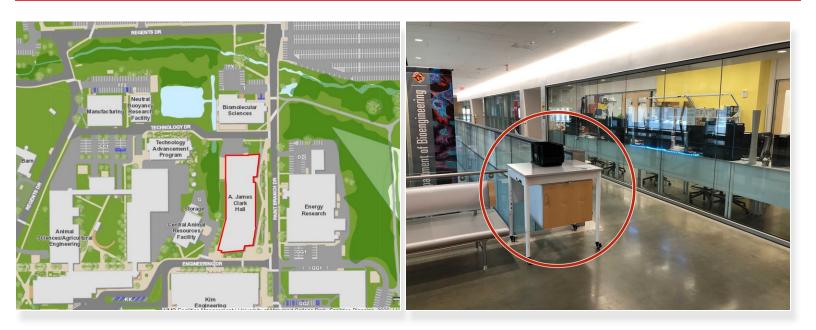
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Cutomer Rept Internal Note credit and a cred			Customer Reply Internal Note	remove the print from the printer and cut the support material off of it.
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- <u>Verify</u> that there are sufficient funds in your Papercut account to cover the cost of the job (the cost of the job will be listed in your order history)
  - You can add funds with a debit/credit card at: ter.ps/addfunds
  - If you are using KFS make sure you have an account and the name of the requestor is an approved user for that account: <u>ter.ps/PcutKFS</u>
- <u>Comment</u> in your Papercut order stating that you have verified the funds in your account will cover the cost of the job

Mithout confirming payment, your order pickup may be delayed or cancelled

(i) After this is done and verified, you will be approved for pick-up and receive another confirmation email within 1-2 business days, updating the status of your job in PaperCut

#### Step 3 — When you Arrive



- <u>Call</u> (301) 405-0519 to let the staff know you have arrived and let you in if you are unable to get into Clark Hall
- *Find* the pickup and dropoff table near the couch on the upper concourse
- Confirm the correct Papercut job number on the sealed plastic bag

Remember to wear your mask in all public spaces!

(i) If there are any issues with your job request, then please contact us through your Papercut order comments or by email at *terrapinworks@umd.edu*