

Approval and Printing of Orders

1. What is the status of my order?

You can always check the status of your order by viewing it on the “Recent Orders” link from the Ordering homepage.

2. How do I cancel my order?

You can cancel an order by clicking the cancel order button on the “Recent Orders” page.

<https://printshop.friscoisd.org/fulfillment/history>

3. Can I change my order to “Hold for Pickup” instead of “Interoffice Delivery” to my campus?

Yes. If your order is “Pending Approval”, contact your Approver. If it has already been approved and is not completed, please contact us to make the change for you.

4. My order is still waiting to be approved, why?

It could either be because your Approver hasn’t gotten to it yet or you may need to contact the Approver to inquire what might be holding up your order.

5. My order was rejected, who can I talk to about it?

Your order could be rejected by the Approver or by an authorized Print Center staff member. The rejection should contain a note or reason for the rejection and who rejected it. The Print Center will only reject an order if there is no other option.

6. Why am I charged for Delivery and Packing?

This fee is new for the 2014-2015 school year and has been instated to curtail the cost for fuel and packaging associated with the orders. It can be managed more easily and effectively by ensuring that you are following the guidelines and placing jobs of similar specifications together.