

Delivery, Pickup, and Mail Questions

1. How long does it take to complete my order?

It all depends on when you order was placed and which Delivery time was chosen. We do our best to print the orders as they come in, but unforeseen issues like machines breaking down, orders not placed correctly, and ordering for large amounts of time can drastically slow production time.

2. If I choose “Hold for Pickup”, will I get my order faster?

Possibly. In most cases, Interoffice delivery will be received the following school day once you receive confirmation and “Hold for Pickup” can be picked up the same day you receive confirmation if it is during our business hours: Monday-Friday, 8am-4:30pm.

“Hold for Pickup” does NOT mean you can pick it up right away and is still subject to the scheduled due date/place in queue.

3. I have not received my order that was scheduled for delivery today, where is it?

Did you receive confirmation that it was completed? If not, then we may not have processed the order to due high volume or machinery issues. If so, the confirmation email will tell you that it will be delivered the following school day and if it will be in a numbered blue bin, green bag, or paper box(es).

You can also check the tracking from the link on the “Recent Orders” page. The spreadsheet shows the current days deliveries and is updated every school day around 8 A.M. This can also be used to verify that someone else might have grabbed your order by mistake. If you still can’t find you order please contact us and we will assist you with tracking it down or finding out why it hasn’t been completed.

4. Other staff members in my distribution list received their orders but mine was missing, where is it?

It is possible someone picked your order up by mistake. Please refer to the current tracking list to see who else might have had an order in the same delivery as you. You can see the current list by clicking the “Order Tracking” link on the “Recent Orders” page.

5. What time will my Mail Courier deliver to my campus?

The Mail Couriers do their best to consistently deliver at the same time every school day. You can view these estimated delivery times by clicking the link found on the cart page or from the order you are referencing on the “Recent Orders” page.

6. Where will the Mail Courier place my order?

The Mail Couriers place orders in the designated place at your campus. This is usually the campus mailroom.

7. Can I send Non-School related mail with my Mail Courier?

The Mail Couriers do NOT work for USPS, FedEx or UPS and will not take packages for those groups or other Non-School related reasons.

8. I received orders for another campus, what do I do?

Contact us or your Mail Courier, if still at your campus. We may be able to reroute the order to the correct campus or at least be able to communicate this to the Order Placer.

9. If I chose Hold for Pick Up, where do I go?

You would come see us at 9889 Wade Blvd. We are on the west side of the CTE Center. Orders for pickup are usually placed on a table in the front of the Print Center.

10. What do I do if my order is delivered and is incorrect?

First, check the selections you made and see if they are consistent with your physical order. If **NOT**, contact us and we will make it right. If they do match, but was ordered incorrectly, reorder them with the correct settings. We print the orders exactly the way they come in. Things like Notes on the cart page aren't seen until the job has been printed and are for Print Center Staff Use Only