

## Placing a Print Order

### 1. Can I access the Print Center site from outside of school?

Yes. The Print Center site is available 24/7 365 days a year from either your campus or a computer off- campus.

### 2. Can I place an order at any time of day and still have it in 5 days?

You are able to place an order any time of the day and any day of the week, but the delivery is subject to days that are “blacked out” in our system. These “black out” days would include weekends, holidays, bad weather days, etc. The cart will give you the earliest available delivery time based on when you are placing the order.

### 3. Should I place my order today or wait until 5 days before I need it?

Right now. We ask that you don’t wait until the last minute and we offer 3 options for delivery: 5, 7 and 10 day turnaround times.

### 4. What type of files can I submit online through the Print Shop?

Only PDFs are accepted through our system and the PDF needs to be flattened and not contain form spaces.

### 5. What is Sure PDF?

SurePDF is a print driver available on all campus computers and can be downloaded to your home computer. It allows for you to take any file and print directly to the Print Center by selecting it as your printer from the “print options” dialogue box. Sure PDF flattens and formats your file to be “print ready” and free from things that might delay your print job.

### 6. My PDF image is showing wrong on the “Preview”. How do I change the size of my file for my order?

The reason your “Preview” looks wrong is usually because the file dimensions don’t match the paper stock that has been chosen on the cart. The fix for this is to either select the correct stock size, if that is the issue, or modify the file dimensions by making use of our “Hot Folders” on the W Drive. Instructions for the “Hot Folders” can be found on the Ordering homepage or by clicking [here](#).

**7. Are the paper colors listed on the online submission form the only colors we can select from?**

Yes and no. We do allow for you to send or drop off paper that is NOT among those listed, but we cannot guarantee that our machine will be able to effectively print on them. We will not accept paper, provided by you, that is listed on our cart page and will return it to you if received.

**8. Can I bring envelopes to be printed on? Or do you even print on envelopes?**

Yes, we now offer envelopes to be printed on. We supply #10 and 9x12 catalog envelopes. You only need to supply the envelopes if it is not one of these options.

**9. Can I change the quantity for an order once I have submitted the order?**

Yes, but the only way you can do it is to contact your Approver, if still pending, or contacting us before it reaches the "Printing" status. You can see what status your order is in by clicking "Recent Orders" on the Ordering homepage. Please keep in mind, we cannot touch you order before it is approved and the approver can't touch it after it has been approved.

**10. My Budget Code is invalid, what do I do?**

You can change your profile from the Ordering homepage by clicking "My Profile" in the top right corner. This can also be done on the cart page for that order.

**11. I switched campuses and my previous campus is still noted in my shipping information, how do I change it?**

You can adjust this by changing your profile as stated above. Keep in mind. This information is now controlled by the District-wide Active Directory and will revert back once you logout until they have updated your information. It may just be easier to update this information on the cart page until Technology has made the changes.

**12. Can I verify the cost without placing an order?**

Yes. You can always see the pricing before placing your order. If you need a detailed list of all of the charges, click the total order price to view those details.

### **13. What is the difference between collated and uncollated?**

**Collated** refers to pages in order (1, 2, 3, 4) and is usually stapled or bound.

**Uncollated** refers to a separated quantity of each individual page (11111, 22222, 33333).

The system default is collated and if you are having a job stapled, collated does NOT need to be selected. Doing so will override your staple and you will receive a stack of collated paper. If you select Uncollated, selecting a slipsheet might help you separate the sets.

### **14. How do I know that my order has been placed?**

There are two ways to know your order has been placed: The first is the confirmation page after you submit the order and the second is the email you receive once your order has been submitted. If you don't receive both of these, your order was **NOT** placed and you need to check "Recent Orders" on the Ordering homepage to go back into the order and submit it again. It will usually be in a status of "Saved". If the submit button doesn't seem to be working, you are probably using Microsoft Internet Explorer and would need to login using Mozilla Firefox or Google Chrome.

### **15. What is an impression?**

an impression is defined as a side of a sheet of paper that contains toner.