

Print Shop Online Ordering System Frequently Asked Questions

1. Can other staff members log into the online ordering system?

Yes, with the principal's approval. If staff receives permission, a Budget Account Code (BAC) must be added to their profile. The staff member should notify the school/department secretary prior to adding themselves into the system.

2. Will the print shop receive my request without having the administrator approve it?

No. The job request stays in the approver's email until they approve it. If the administrator is unavailable, contact the print shop.

3. Can I add a BAC at any time?

No. A BAC is needed to start an order. If you submit a job with the wrong BAC, you must start your order over. If you need to change or add a new BAC, you can edit your profile at any time to add or change a BAC. Just click on **Edit Profile**.

4. How do I know what paper to choose?

If you are unsure of what paper to choose, please call the print shop. Paper sample books will be distributed to each worksite.

5. What if I need artwork done?

There are two options:

- 1) **Call for Artwork Pricing:** Call the print shop and we will let you know the art time to choose in the dropdown. This will automatically add art time to your quote; or
- 2) **Request Quote for Artwork:** If you choose this option, the request will come to the print shop to add pricing to your order. Once it's added, the request will come back to you to finish creating the order.

6. What if I forgot to add artwork time?

An online order will be completed by the print shop staff with the artwork time and it will be forwarded to your administrator for approval.

7. Can I reorder a job?

Yes. Under **Edit Profile**, click the green **Reorder** button. Click on the tracking number of your previous order. You can **drop** or **edit** from the orders list, if needed. Click continue and proceed.

8. How do I figure out the number to add under quantity when I order pads?

- Determine how many pads will fit on an 8.5 x 11 sheet of paper.
- The **quantity** is always the number of pads multiplied by the number of sheets per pad. Divide that number by how many pads on the page.

Example:

If you are ordering 10 pads of 50 sheets per pad, the quantity is 500. Then, divide 500 by the number of pads on the sheet. For instance, for a 4.25 x 5.5 pad (4-up on a sheet), 500 divided by four is 125. Add this number under quantity.

- Make sure you choose padding and cutting options.

9. What is the process for Associated Student Body (ASB) orders?

Since ASB orders require an ASB student officer and administrator signature, print your email confirmation and have it signed by the student and administrator. Send the signed copy to Financial Services.