

Using the Print Shop's Online Ordering / Tracking System

Print Shop Order Guidelines

- All orders must be submitted to us in a print-ready format. Orders are sent directly to our high-speed production copiers from the order form and we need files setup in the same way as you would need them if you were to send the job to a desktop copier or the convenience copier at your school. Please only send the sheets you need copied.
- All orders must be submitted with an online order form.
- Uploaded files must be in PDF or Microsoft Word (.doc only) format. PDF files are much preferred as they will almost always look the same when we print them as they do on your computer screen. If you need to send a Word document make sure to use standard fonts. Please be aware the Word documents can look different from version to version and platform to platform, and the printed version of the file you send may not look the same as the file viewed on your computer.
- Please do not send us stapled originals. We cannot run staples through the copiers.
- The minimum order size for black ink printing is 30 total impressions (30 copies of a one-sided page, 15 copies of a two-sided page, etc.). There is no impression minimum for color ink copies.
- We cannot collate or staple mixed sizes of paper.
- We cannot print on construction paper. We do carry 67# cardstock which is an excellent substitute.
- The selectable paper options on the order form are the only types of paper we keep stocked.
- Cloth binding can only be used for jobs with 30 or more sheets of paper. There is no size limit for coil binding.
- If possible, please provide an example for more complex jobs.
- Please do not try to run any copies we have printed for you (especially color copies) through the copiers at your school as this will generally cause the color to bleed on the page and onto your equipment.

Logging In

- Our web address is <http://printshop.bend.k12.or.us>
- You can also click the "Print Shop Orders" link on the District website under the "Staff" tab.
- Once you are on our website, click the link that says "Order On-Line".
- Log in with your user name and password. This is usually something your office manager will have setup for you, if not, please call the Print Shop and we can get you setup. You will need to know the default account code that your orders should be billed to in order for your account to be activated- this is something your office manager will be able to give you.

Submitting an Order

Click on the “**Submit an Order**” link and fill in the following information:

- **Job Name:** The title of your job, for example “Unit 3 Test”. This is arbitrary except in the case of District form orders and is not used by the Print Shop for anything so any designation you would like to use is completely up to you.
- **Center:** This field will default to your school or site.
- **Account Code:** By default, the account code you normally use will be at the top of the list. If you need to use a different account code you can select it from the dropdown box.
- **Date Order Should be Shipped:** Use the calendar icon to select the date you would like your order to be shipped to distribution. **You will usually not receive your order the same day it is shipped (generally your order would be delivered the following day, but it can take up to two business days). Selecting a ship date two days in advance of when you will need your order will yield the best results.**
- **Order Should be Shipped To:** Enter the name/location of the person who will be receiving the job.
- **How Many Copies of Each Original:** This is the total number of copies you would like to receive. Do not use commas when entering this number, as any numbers entered after the comma will be deleted when the order is submitted.
- **Number of Originals:** The number of originals from which we are making your copies. If you have one piece of paper with information on both sides, that counts as two originals. The number of originals is the number of sides that have information.
- **This is a District Form:** Check this box if this is a standard District form (this feature will generally be used by office managers and secretaries). Checking this box tells the system that we already have the original on file. When using this feature you also need to enter the form number in the “Job Name” field. Please be aware that due to the fact that there is no standard way to print district forms (some users like additional NCR copies, forms to be one-sided instead of two, etc.) you will still need to input the printing options you would like used for the job. You can view the forms we have on file here-
<http://www.printshop.bend.k12.or.us/forms.htm>
- **Paper Color:** Choose the paper color you would like. **The paper color, paper size, and paper options need to be filled out from the top to bottom as the dropdown boxes populate with options based on previous selections.**
- **Paper Size:** Choose the paper size you would like. If you would like your paper cut to a different size, please check the “Cut” checkbox and indicate the size information in the “Comments” section of the online order form.
- **Paper Options:** Choose the type of paper you would like to use. 20# Bond is the most commonly used paper.
- **Cover Options:** If you would like a cover for your job, this is where you select those options. The paper options for the cover work exactly like the paper options for a standard order.

- **Special Options:** If you need business cards, letterhead, envelopes, or color copies, check the boxes accordingly. By default we print using black ink, even if your original is in color. **If you would like color copies please be sure to check the “Color Ink” box.**
- **Binding Options:** Click in the boxes to choose how you would like your job completed. Select as many options as you need. At minimum you will need to select either “One-Sided” or “Two- Sided”. Please note the following:
- **Drilled:** 3 hole punch.
- **Collate:** Packet is copied in the order in which you send it. If you do not select collate, you will receive each page of your packet in a separate stack.
- **Comments:** Include any comments or descriptions that will help us produce your job properly. For example, if you would like your job folded explain in the comments section if you would like it folded in half, tri-folded, print on inside or outside of fold, etc. Please be aware that while you can ask for anything in the comments the only services we officially offer are already listed on the order form. You are free to make requests for options you do not see listed but we will not be able to guarantee that these requests will be possible.
- **Pad:** For regular paper this means the printed copies will be bound together with glue that allows you to tear off single sheets one at a time. For NCR paper padding is what keeps the separate sheets/colors bound together into a single set.
- **Copyright:** If your document is copyrighted please send us the copyright release with the order. We will not be able to print your order if you don’t include a copyright release.

Click on the “Continue” box.

Confirming Your Order

- You now get a chance to review the order details. If your order is correct, click the “Confirm Order” button to send your order to us. If your order is incorrect, click on the “Change Order” button to make changes. Your order will not be sent to the Print Shop unless you click “Confirm Order”.

Uploading Files

- After you confirm your order you will see the “Upload Files” screen. If you have nothing to upload, your online order is finished! You will just need to print out a copy of your order form, attach it to your originals, and send everything to the Print Shop.
- If you are sending us an electronic file, please be sure that it is either a PDF or a Microsoft Word (.doc only) document.
- Choose the Order that the File is for: Here you will select the job to which you would like to attach the electronic file.

- File to Upload: Click the “Browse...” button and find the file you would like to attach on your computer. Click the “Upload” button once the file has been selected.
- **You may only upload one file per order. If you upload more than one file, the last file uploaded will overwrite any previous files. This allows you to replace an incorrectly uploaded file in the system.**
- Please be aware that since we need files to be print-ready you cannot upload multiple, separate files to an order to be printed as a single document. The reason the system works this way is that our copiers work just like the convenience copiers at school in that they have no way of printing multiple files as a single print job. You will need to either combine the files electronically into a single document for printing or you can always send us a hardcopy of the originals if you would prefer.
- You can upload a file to a job after it has been submitted or replace an incorrect upload (please be sure the job is not “In Progress” first) by clicking the “Upload Files” link at the top of the page and following the on-screen instructions. If your order was flagged with a problem and you upload a new document please notify the Print Shop once this is done as the system will not automatically notify us once an order is flagged.

Printing Your Order Form

- If you have uploaded an electronic file to your order you are done! You will not need to print out an order form and send it us. However, if you are sending in hard copy originals you will need to print out an order form to go with them.
- You can print a copy of your job ticket by clicking the button that says “Print a copy of the job ticket I just created” on the “Thank You For Your Order” screen.
- If you did not print a copy of your ticket at the time the job was created, click on the “Check Your Orders” link when you are logged in to the ordering system.
- In the “View Details” column, click the “View” link to see your job details.
- At the bottom of the details page click the “Print this Page” link.
- In your browser, choose “Print” from the file menu and print out one copy. Attach this page to the hard copy with a paperclip and send the order to the Print Shop. If you are sending us copyrighted materials please be sure to send in the copyright release as well.

Checking your Orders

- Click on the “Check Your Orders” link when you are logged in to the ordering system.
- This will give you a list of your orders, the total cost for each order, and a total of all of your expenditures. If your job has been shipped, the date will be shown in the “Date Shipped” field.
- Please note that the “Cost” column will only have information in it if your order has been shipped.

- To check the status of an order that has not been shipped, in “View Details” column, click the “View” link.
- At the bottom of the page you will see your order status.
- If you submitted an electronic file, you will see the comment “In progress” once we have pulled your order and have it out on the floor for printing.
- If you submitted a hard copy, you will see the date the file was received once we have checked in your order. If you do not see that comment, it means we either have not received your hard copy or have not checked it in yet.
- If there is a problem with your order, the Order Status field will explain the issue. You will usually need to contact the Print Shop once the problem is resolved so we can proceed with getting your order printed.
- You can also check to make sure your file was uploaded correctly in the “Check Your Order” screen.
- Click “View” next to the order in question. At the bottom of the ticket click on the link next to “File Names” to view your uploaded file. If there is nothing to click on next to “File Names” it means a file has not been uploaded.
- Please note that the Print Shop is not responsible for producing orders that had the wrong file uploaded. We have no way of knowing what the original should look like.

Reordering Jobs

- You can reorder previous jobs placed under your account by clicking the “Check Your Order” link. Here you will see your job history and next to each job there is a “Reorder” button. Clicking this button and then clicking the “Reorder Job” button on the screen that comes up will bring up an editable version of your prior ticket with all the information filled out based on your last order.
- You will need to select a ship date for the reorder and if you need to make changes to the ticket they can be entered here. At this point the order form will work exactly the same as when you place a new order online.
- **Previously uploaded files will carry over to the new job ticket and you will not need to upload the file again.**
- **We do not keep hard copy originals on file. If you will be sending us in a hard copy, please print a copy of your new order ticket, attach it to your original(s), and send everything in to the Print Shop.**

Editing an Order

- You can edit orders that have not yet been pulled for production and have a file uploaded by clicking the “Check Your Order” link and clicking the “Edit” button. If this option is grayed out the system will explain why you cannot edit the order.
- When the “Edit” button is pressed it will pull up the job ticket in an editable format, here you can make changes and submit the job back to production by clicking the “Update Order” button.

- If the job is pulled by our productions staff while you are making the changes when you click the “Update Order” button a screen will come up saying that the order was updated and cannot be changed. If this happens please contact us and we should be able to change the ticket for you.
- If you are sending us a hardcopy and need to make changes to your ticket after it has been printed you can manually mark the changes on your order form before sending it in with your hardcopy originals. We will work off of the order form and not the ticket in the system in the case of hardcopy submissions so you will not need to contact us to verify the changes you made manually on the ticket.
- If you cannot edit your ticket online there is still a chance we can make changes if it is on the floor but not yet in production, if you want to contact us we’ll see what we can do.

Enabling Email Notifications for Job Status Updates

- Selecting this feature will enable the system to email you when your order status is updated with a problem. “In Progress”, “Received” and “Shipped” job status updates will not be emailed to you with this feature, only problems with your order. If you don’t want to check your order status online but do want to receive updates via email if there is a problem with your order you will want to enable this feature.
- Under the “User Menu” on the left side of the screen click “Receive Job Updates”.
- Click the “Receive Job Updates” box and enter the contact email address where you would like job updates sent.

Job Has Been Shipped But Has Not Yet Been Received

- Unfortunately we have no way of tracking orders once they leave the shop. We can only see the information you have access to online as far as when the order was shipped.
- Distribution is a separate department and we don’t know what their delivery schedule is for each of the schools. Generally there are several deliveries in a given day and it is likely your office manager will be able to tell you their approximate pick up / drop off schedule.
- If possible we will often ship multiple orders together to save on packaging materials and sorting time. If you are missing a job please check any orders you received that day to make sure that multiple orders were not packaged together.
- If you do not receive an order within two business days from the ship date by your last delivery of the second day please let us know and we can either remove the billing from your account or offer a free reprint.

Contact Information

Please email Brian at brian.mcmahan@bend.k12.or.us

Or

Call us at 355-1300

Please have your tracking number ready if you have a question on a specific job.