



Questions and Answers (Q & A)

(1) What are the Printing Services hours of operation?

Printing Services hours of operations are Monday through Friday from 8am to 5pm.

(2) When is Printing Services busiest months of the school year?

During the time of April to May and July through September.

(3) What is a Printing Requisition?

A printing requisition is a form that lets Printing Services know exactly what is needed and how to reproduce your order.

(4) What is the turn-around time for a job?

It all depends on the complexity and what is entailed for the project (folding, stapling, perfect binding, tabs, scoring...), and our workload. During our slower times of the year some jobs can be completed within days and during our busiest months, it could take a couple of weeks. Special jobs that require more time often happen at our peak times of the year. So please plan ahead with your printing requests.

(5) What is considered a small job?

1 to 10,000, 1 to 2 pages

Examples: Brochure, Business Cards



(6) What is considered a large job?

10,000+ copies, with multiple pages.

Examples: Handbooks, Bus Rules Brochures, Student Planners, Graduation Programs, Bulk Mailing of letters or Postcards

(7) When or would Printing Services request 1 to 2 weeks to complete a job order?

One to two weeks allows us time to print all existing orders, time if the machine is broken, time to receive paper and supplies needed for the order. However generally on a small job, the turn-around time is usually 2 to 3 business days.

(8) Is it possible to have a print job rushed?

Yes, if your project is time-sensitive, please contact us directly to discuss at (770) 473-2850. However, there is a \$20 per order rush fee for same day, next day or orders within the next 48 hours.

(9) What is considered a specialty paper?

Specialty Paper would be an item that we do not keep in stock. It's usually ordered on an as needed basis. Sometimes these types of materials are only used by one particular department or school.



(10) What is considered a specialty order?

Specialty orders consist of order requests that are not available through our in-house department at this time. We are looking to purchase the equipment needed in the future to avoid outside orders.

Example: Die cutting, Foil stamp, pocket folders

(11) What is the turn-around time for specialty orders?

Specialty orders cannot be given a turn-around time until all details have been received. A time frame will be given once the order is received.

(12) What is considered a large order for posters such as wide format printing jobs?

Orders consisting of over 50 copies would be considered a larger order. Some posters, yard signs and/or banners require extra finishing products that take extra time.

(13) What is the turn-around time for posters such as wide format printing jobs?

A time cannot be given to how long the job will take until after all information has been provided for the order. Once all of the information has been received, then a better estimate can be given to an approximate completion date.

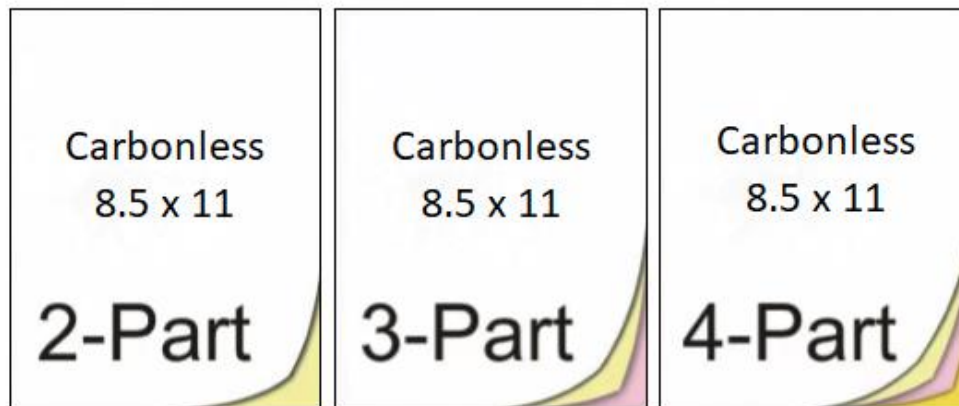


(14) What do the words finishing or bindery mean?

Binding the paper together, either by folding, stapling, scoring, perfect binding, spiral bind, laminating, etc.

(15) What are carbonless copies?

NCR (2-part, 3-part, 4-part, 5-part) Allows you to write on the first sheet and the information is transferred to the other pages behind the first page.



(16) Does Printing Services offer Graphic Design work?

Yes, graphic design is offered at our facility for a fee of \$25 per hour, with a limit of 3 revisions per order. We can create a design for you or use your ideas to obtain the vision you have for your product requested.



(17) Why would Printing Services request an email copy of an archive/repeated file(s) each time I submit an order when it's already on file?

Forms change over the course of the school year or fiscal year. We produce many files from many locations and we want to make sure we pull and produce the correct file. Having a copy submitted with your order helps us to expedite your request and prevent any errors from happening.

(18) Why are you required to sign and approve all printing and graphic design requisitions before printing our orders?

We want to ensure you have reviewed and proof any jobs that were typeset or designed by Printing Services. This eliminates any printing errors on our end and helps to make sure you are happy with your request(s).

(19) Why do you have to submit a printing requisition for each order?

Printing Services has to account for each job that is submitted and each job needs to have a different job number.

Examples: Yard signs, forms, posters, etc. would all need a separate printing requisition.

Please be sure to include a detailed title/name for each job request.

Example: Parent Satisfaction Survey, Graduation 2021 Program, Behavior Matrix poster, etc.



(20) Why do you have to provide the method of payment for each order? What are the acceptable methods of payment?

Printing Services has to invoice you for every job according to the services rendered.

Acceptable forms of payment: Cash, checks, or money orders. For internal customers, you may request a transfer of funds to Printing Services.

(21) Why would my printing order be placed on hold and/or canceled?

Your order could have been put on hold for many reasons:

- (1) We received your Printing Requisition, but no files were attached.
- (2) We haven't received the approved proof sheet to proceed with printing.
- (3) The item is on backorder and we do not have what you are requesting in stock.
- (4) We are experiencing technical issues with our equipment.

Your order will be cancelled after 30 days for any of reasons listed above and a new order must be submitted.

(See Printing Services Policy for additional information.)

(22) What types of print jobs or services are offered?

Printing Services provides black/white and full-color printing, brochures, business cards, letterhead, envelopes, postcards, invitations, programs, carbonless forms, posters, booklets, newsletters, vinyl banners, signs, retractable banners, direct and bulk mailing, graphics designing and much more.



(23) What is bulk mailing?

Bulk mail is a discounted mailing service offered by the USPS for people who prepare and ship large quantities of mail at a time.

(24) What is considered as bulk mail?

- Standard Mail
 - 200 pieces (envelopes)
 - All pieces must be identical in size, weight, content, and color. **Example:** Same letter for each student.
 - No international letters can be part of this bulk mailing.
- First Class Mail
 - 500+ pieces (envelopes)
 - All pieces can be different or personalized (size, weight, content, and color). **Example:** Different letters per student.
 - Does not receive discounted postage until it's 500+ pieces or More.

(25) Is bulk mail provided for all customers?

No, bulk/standard mail services are *only* provided for CCPS schools and departments.