

PDS Print Order Desk – FAQ

1. What is the Printing & Duplicating Services Print Order Desk?

Print Order Desk is our new web-based ordering system that allows users to place print orders using a simple online form allowing a variety of options from papers to finishing options that can be customized to fit your printing needs. The Order Desk also includes a **Store** where users can purchase many ready-to-go items, including packs and cases of paper, envelopes, and a selection of forms and other items specific to your particular institution (UC, UC Health, [Cincinnati Children's Hospital](#) and [Cincinnati State](#)).

2. How does it work?

Users register an account by submitting their contact information, and choosing a “site” for their account. Your site is your department or division. All the account numbers we have on file for the units listed are linked to the appropriate sites. When your registration is submitted, you will receive an email confirmation. Once a member of our team has reviewed your application, your account will be activated, and all the appropriate account numbers will be made available to you to use for placing orders.

External clients (those who are members of the general community, and not employees of UC, UC Health, Cincinnati Children's Hospital, or Cincinnati State) should choose **Credit Card/ACH** as their site. When your orders are ready, you will receive an email containing a link to our online Store, where you can pay for your work by processing a credit card, or ACH transaction.

Account activation shouldn't take more than a day or so, and when it's complete you will receive another email notifying you that your account is ready for use. You can then log in and begin the process of placing orders. The order form for each category will enable you to provide the PDS team with all the information we need to process your orders, including paper selection, binding and finishing options, and payment method. You can also attach your print file to the order, along with any special instructions you find helpful for fully understanding your order submission.

3. What can I order from the PDS Print Order Desk?

There are several sections included in the Print Order Desk:

- **Business Cards**
 - This section includes templates that will enable you to order business cards for any employee at your site. Depending upon the site you chose during registration, you will be able to view and/or order all the business card options for your institution (UC or UC Health).
- **Letterhead & Envelopes**
 - This is where you will find all your stationery needs. Like the Business Card section, this selection will allow you to view and order letterhead and envelopes for your institution (UC or UC Health). If Printing Services already has your stationery on file, there is an option for just entering a reprint by simply submitting the quantity rather than filling out a new order form.

- **Mail Projects**
 - Here you will find a form that allows the description of your bulk, or first-class mail project. The form is then submitted to Printing Services for processing. There are also a few helpful links to the USPS website where you can get guidelines on how best to prepare your mailing.
- **Print Orders**
 - This section contains all print order categories offered by our 4 service locations, including digital printing, offset printing and wide format printing.
- **Store**
 - In the Store, you will find an assortment of ready-to-go items, including pre-printed forms, notepads and envelopes, all of which are once again grouped relative to your chosen site. The Store is also the place in which you can order reams or cases of paper for your departmental printer or copier.

4. How will I know my order has been submitted?

Once you complete the order form, a confirmation page will be displayed. You will also receive an email confirmation, which will contain your order confirmation number and the order summary.

5. Can I just request a quote for a print order?

Yes, after you have entered all the details of your order, you will arrive at a page that gives you an estimate of the cost, and you will have the option to either **Submit** the order, or **Save As Quote**. When your order has been saved as a quote, you can come back later, and find it in your **My Orders** to either **Cancel** or **Submit** the order. Please note that the estimate received at the end of the order/quote process is only an initial estimate. Some charges may need to be added by our staff, based upon your finishing and delivery choices. When this happens, notification will be sent within 24 hours by a member of our staff with a revised estimate.

6. How do I check an order status?

From the PDS Print Order Desk home page, you can select **My Orders** from the red menu bar at the top of the page. A list of all your orders will be displayed, with the current status on the far right of each line in the list. There is also a link labeled "View" which allows you to look at the order details. The order number from your confirmation email will help you locate the order you're looking for.

7. Can I change/edit an order after it has been submitted?

An existing order can only be edited if it was submitted as **Quote Only**. If your order was submitted as a standard order, only a member of the PDS staff can make edits.

8. Can I resubmit an order that has been completed?

Your complete order history will be saved with your profile. If you have a recurring order, or one that is very similar with minor changes, you can resubmit this order by selecting **My Orders** from the red menu bar on the [Print Order Desk home page](#). Find the order you want to resubmit from the list of jobs and click the View link on the far right of the row. On the Order Detail page, click the **Copy Order** button at the upper left. Your order will be copied, assigned a new order number, and you will be able to edit any details that are different from the original order. When all your edits have been completed, click the **Save** button.

9. Can I upload a file after an order has been submitted?

No, once an order has been submitted, it is no longer editable by the client. If you need to add a file, or make other changes to an existing submitted order, contact a member of the PDS staff, and they can help you.

10. Can I order prints of different documents on a single order?

Each order can contain as many files as needed for that particular job, assuming the quantity and finishing options indicated are the same for each file. Special instructions will be helpful for notifying whether the files can be collated together as a set, or if they should be sorted separately.

However, if you have multiple files that will need different quantities and/or different finishing options (e.g. one-sided/two-sided; stapled/not stapled; folded/not folded), but the jobs are all related, you can create a **Project**, which will allow you to group multiple orders together. When you have reached the end of your first order, on the **Order Process Complete** page you will see a **blue button** enabling you to **Add Another Print Order to this Project**. Clicking the button will begin a second order form which will be grouped with the original order in a Project. You can add as many orders as necessary to each Project.

If you have any other questions, please feel free to contact a member of our PDS staff.