

FREQUENTLY ASKED QUESTIONS



How soon will I get my copy job?



If you put your graphics order in the red bucket at your school before 7:00 a.m., it will be taken to graphics, completed, and returned in the following day's delivery. (24 hours) The only exceptions to this are the first few weeks of school and the last few weeks of school. Don't forget important information like quantity, pin #, etc.

If you put your order in after 7:00 a.m. it will take 2 days. (48 hours) If you drop-off your order before noon, we will treat the job as if it came in the 7:00 a.m. delivery and it will be returned in the following day's delivery. If you drop-off your order at graphics after noon, it will be 24 hours from the time of the drop-off which may mean you will need to pick it up the following day. Graphics is closed on the weekends.



I turned in my graphics order and it took longer. I was told it was because it was a "press job." Could you explain what this is?



A press job is any job with a quantity of 1,700 or more per original. It must be duplicated on the offset press and requires more time to run. Printing time needed varies with quantity, drying time for back-to-back, colored inks, etc. We ask for ten working days even though you may get your job much sooner than that, so please plan ahead.



Can I send my job from my computer directly to the copier?



Yes. You need to do a few things first. Contact the Technology Department at 426-4430 or the technology person at your site to have the correct drivers loaded and to make sure your computer has the correct hardware and software to send directly to our Docutech copiers. Once you do that, you need to test the process, so allow extra time for this. After you submit a net job electronically, call us at 426-4270 and make sure it arrived and is in an error-free format that we can print. Once you're up and running, the turn-around time is 24 hours from the time we receive it in the queue.



Do you use recycled paper?



Yes, as much as possible and still be cost-effective. Many of our papers are 20-30% post-consumer waste. We are always able to special order other recycled paper for you. We also recycle copy errors into free scratch pads and supply scratch paper for testing. All other scrap paper and cardboard are recycled each week.

