



PRINT SHOP PRO

Questions & Answers

Commonly asked questions and answers about
Etown Print Services online ordering website.



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HOW TO CREATE AN ACCOUNT & SITE DESCRIPTIONS

- 1) Click on “Log In” located in the upper right hand of the window.
- 2) Click on “Public Access Login”.
- 3) Click on the red “Create Account” button to create a new personal, off campus, or local business account.
- 4) Select the Site / Department that best suits your account type.
 - **Elizabethtown College Departments, Offices, Schools or Clubs**
 - A) Each department and club has their own site name that has pre-approved account numbers. Simply select the site name for your office or department. If you do not see your department, or club email copy@etown.edu and a member of our staff will review your account.
 - b) If you have a several account numbers you use for campus printing email a list to copy@etown.edu. Our staff will review your request.
 - c) If you do not see an appropriate site your office or department, select a site that is the closest match, and email copy@etown.edu the office or department name. A member of Print Services staff will review your request and add the site if needed.
 - **** Personal Account Staff ****
 - a) Site used for personal orders printed by Elizabethtown College employees. This will adjust the pricing structure and apply tax to the order.
 - **** Personal Account Student ****
 - a) Site used for personal orders printed by Elizabethtown College students. This will adjust the pricing structure and apply tax to the order.
 - **** Etown Personal Account (retirees, alumni) ****
 - a) Elizabethtown College employees, students, alumni, and retirees.
 - **** Personal Account Off Campus ****
 - a) Account type for local community members.
 - **** Business Account ****
 - a) Account type for local businesses.
 - b) Email your business name and address to copy@etown.edu
 - c) If your business has an account number registered with Elizabethtown College please email that number to copy@etown.edu.

- **** Tax Exempt Account ****
 - a) We will need verification of the company's tax-exempt status before the account can be approved.
 - b) Email the tax-exempt organization name along with their EIN number or tax exemption form for account approval.
- 5) Fill out your information accordingly, every field with a red * is a required field.
- 6) Click on Register once you have filled out all the necessary information.
 - Close the web browser and wait for a member of Print Services to review and approve your account request.
 - You will receive an automated email once your account as been approved.
- 7) Orders can only be placed once a member of Print Services has approved your account request.
 - Standard Hours: Mon. - Friday 8am - 4:30pm
 - Summer Hours: Mon. - Thur. 8am - 4:30pm / Friday: 8am - 12pm

I JUST CREATED AN ACCOUNT SO WHY CAN'T I PLACE AN ORDER

- A member of Print Services staff needs to approve your account request and assign a "site" to your profile before you can access our site and place an order.
- You will receive two email notifications about your new account
 - A) The first email will be confirmation that you have just created an account.
 - b) The second email will be the approval notification letting you know that you can now access all our ordering forms.

I'M GETTING AN ERROR MESSAGE ON YOUR SITE

Follow these steps to get around any site that gives you a strange error messages.

- Open a new Google Chrome browser window.
- Click on the 3 stacked dots located in the upper right corner of the browser window.
- Select New Incognito window.
- Launch our ordering site in the new incognito window.
 - a) Our home page web address: <https://etown.webdeskprint.com/PSP/app/>

HOW TO SUBMIT A PRINT ORDER

Below is a screenshot of an order that is ready to be placed. Included are explanations on how each field is used to finalize your order and submit for print.

Step 6: Billing and Delivery

Job Name Sample Order
Type Flyers - 8-1/2 x 11
of Sets / Copies 100 [Back to Edit Quantity](#)
Total \$39.02
(Approximately \$0.39 Each)
This is your initial **ESTIMATE**. Price may vary based on the availability of your selections. Please contact **Print Services** with any questions.

ORDER TOTAL

The order total may change when you adjust the site type.

CREDIT

Print Services will review and approve the order before charging.

Site

Billing [Select Account Number or Charge Type Below](#)
You are viewing account numbers for site **PRINTING SERVICES...**

DEPARTMENT OR CHARGE TYPE

ACCOUNT NUMBER

Click this button to get a drop down menu of your available account numbers and charge types.

INSTRUCTIONS

If your account number isn't listed above please select the closest available match and manually enter your requested account number here.

You can also fill in Cash or Check in this line if you'll be paying when you pick-up.

BUILDING DEPARTMENT ROOM

Only needed for campus deliveries.

NOT NEEDED FOR CAMPUS DELIVERIES, CAN LEAVE BLANK

Shipping Information

DUE DATE

Click on the icon to change your orders due date.

Suggested Due Date

Delivery ☐ Hold For Pick Up ☒ Ship To Address

Attn

Mail Stop or Area

Shipping Address

Address2

City

State (Abbreviation)

Postal Code

Country

DELIVERY TYPE

Hold for pick up orders will be held at our office in Myer hall.

Use ship to Address for campus delivery, be sure to include your building name and room number.

FINISH

Complete your order and submit it for print.

SAVE AS QUOTE

Quotes are for personal use, Print Services staff do not review them unless requested.

FOR AN ADDITIONAL FEE YOUR ORDER CAN BE SHIPPED VIA UPS OR USPS WITH CAMPUS MAIL SERVICES

If you need your order shipped please disregard the notes above and fill out the shipping information accurately. Note in the special instructions that you would like your order delivered. A member of Print Services will email to confirm the delivery request and to provide a shipping quote, if needed.

HOW TO SUBMIT A STORE ORDER

Below is a screenshot of an order that is ready to be placed. Included are explanations on how each field is used to finalize your order and submit for print.

The screenshot shows the E-Town Print Services order form. The form is divided into several sections: Contact Information, Billing Information, Shipping Information, and Special Instructions. Red boxes and lines highlight specific fields and buttons, with corresponding text explanations on the right and bottom.

ORDER TOTAL
The total for your store order is displayed in the previous screen.
The order total may change when you adjust the site type.

DEPARTMENT OR CHARGE TYPE
CREDIT
Print Services will review the and approve the order before charging.

INSTRUCTIONS
If your account number isn't listed above please select the closest available match and manually enter your requested account number here.
You can also fill in Cash or Check in this line if you'll be paying when you pick-up.

DUE DATE
Click on this icon to change your orders due date, you can also manually fill in the requested date.

DELIVERY TYPE
Hold for pick up orders will be held at our office in Myer hall.
Use ship to Address for campus delivery, be sure to include your building name and room number.

ACCOUNT NUMBER
Click this button to get a drop down menu of your available account numbers and charge types.

SUBMIT ORDER
Complete your order and submit it for print.

SAVE ESTIMATE
Quotes are for personal use, Print Services staff do not review them unless requested.

BILLING INSTRUCTIONS: If the account # you wish to charge is not included available, please select the closest available match, and fill in your desired account # or campus ID# here.

Special Instructions
Notes

Select An Action
Cancel Order Save Estimate Submit Order

FOR AN ADDITIONAL FEE YOUR ORDER CAN BE SHIPPED VIA UPS OR USPS WITH CAMPUS MAIL SERVICES.

If you need your order shipped please disregard the notes above and fill out the shipping information accurately. Note in the special instructions that you would like your order delivered. A member of Print Services will email to confirm the delivery request and to provide a shipping quote, if needed.

CAN I PLACE A PERSONAL ORDER IF I HAVE A COLLEGE ACCOUNT

All Elizabethtown College employees will be given access to their department or office site, but you will also be given a ** Etown Personal Account Staff ** that will adjust the pricing for personal print orders.

You can adjust your site or department at the end of your ordering process.

- Adjusting your site will change the pricing structure of your order and adjust the order total.

CHANGE THE PAPER USED IN MY PRINT ORDER

For Printing orders the Stock Style and Stock Weights both have drop down menus that will give you a list of options to choose from.

Click on the downward facing arrow in the text block with the name or weight of the paper to view alternate options.

Your stock options may vary depending on the printing order category you selected.

- **Text (or Cover) - Smooth**
 - a) White, assorted pastels or brightly colored uncoated paper.
 - b) Available in text weight or cardstock.
- **Text (or Cover) - Gloss**
 - a) White paper that is glossy on both sides.
 - b) Available in text weight or cardstock.
- **Text (or Cover) - Silk**
 - a) White paper that is silk, or satin coated on both sides.
 - b) Available in text weight or cardstock.
- **Text (or Cover) - Textured**
 - a) Textured paper that is either white or natural.
 - b) Available in text weight or cardstock.
- **Cover - Coated 1 Sided**
 - a) All white paper, gloss on one side, and matte on the other.
 - b) Only available in cardstock.
- **Customer Provided**
 - a) We accept customer supplied paper if it's certified for Laser (toner) printing, not ink jet. If you are unsure about the paper, you can email a photo of the stock to copy@etown.edu.

WHAT IS FULL BLEED

Full bleed in printing refers to the printing technique where the color ink extends beyond the trim edge of a printed page, eliminating any white borders or margins after the printing process. This ensures that the printed content extends all the way to the edges of the paper, providing a seamless and professional appearance.

Typically full bleed printing will cost more than a standard print order since additional finishing services are needed to finalize the order after printing.



- Follow these steps to indicate that your print order needs to be printed with a “Full Bleed” background instead.
 - a) In Print Shop Pro click on “New Order” in the top blue menu bar and select “Printing Order”.
 - b) Choose your desired printing order category & then the finished size.
 - c) Under “Main Paper” check the “Full Bleed” box if you have a full color background.
 - d) Submit the remainder of you order accordingly and submit.

HOW TO SAVE ADOBE & CANVA FILES FOR PRINT

Providing a clean print ready PDF with your print order will assure that there are no delays in the pre-approval and printing stages of your order.

- **Adobe InDesign**

- a) File > Export (Ctrl + E)
- b) Name file & choose save location
- c) Click “Save”
- d) On the left-hand side select “Marks and Bleeds”
- e) Below “Marks” select “Crop Marks”
- f) Below “Bleed and Slug” either select “Use Document Bleed Settings” if you have created a document with a bleed border or unchecked “Use Document Bleed Settings” so you can indicate how much bleed area you’d like beyond your page border.
- g) Open your PDF after saving to assure that your color extends beyond your page border and that crop marks are included.

- **Adobe Illustrator**

- a) File > Save As...
- b) Name file & choose save location
- c) Click “Save”
- d) On the left-hand side select “Marks and Bleeds”
- e) Below “Marks” select “Crop Marks”
- f) Below “Bleed and Slug” either select “Use Document Bleed Settings” if you have created a document with a bleed border or unchecked “Use Document Bleed Settings” so you can indicate how much bleed area you’d like beyond your page border.
- g) Open your PDF after saving to assure that your color extends beyond your page border and that crop marks are included

- **Canva (free online design website)**

- a) Click on the “Share” icon located top right of the screen
- b) Click on “Download”
- c) For the File type select “PDF Print”
- d) Check “Crop marks and bleed”
- e) Check “Flatten PDF”
- f) If you have Canva pro select “CMYK” as the color profile
- g) We can print RGB files as well so don’t worry if you are working with free Canva.

COPY A PREVIOUS ORDER

- Open Print Shop Pro and log into your account.
 - a) Our home page web address: <https://etown.webdeskprint.com/PSP/app/>
- Click on “My Orders” in the top blue menu bar.
- Find the order you want to clone and click on “View” located on the far right of the order line.
- Click on “Copy Order” and click on OK in the alert box. The alert box confirms that you want to create a copy of the selected order.
- Change your quantity and select or type in the account number we should bill for the order.
 - a) This is where you will add the account number, payment information, and where you will add a new attachment.
- Click “Save” once the cloned order is ready to submit, Select OK to the notification saying your order saved.
- Click “Submit Order” and click on OK to the question of are you sure.
- Click OK again to confirm that the order has been submitted.

CAN STUDENTS BE ADDED TO A DEPARTMENT OR CLUB SITE

Students can be added to an Elizabethtown College departmental or office sites (with approval from a member of that departments staff), for campus clubs or departments to place orders with an Etown campus account. To add account numbers to a student’s Print Shop Pro account email the following information to copy@etown.edu.

- Students name.
- Name of the club or department they will need access too.
- Etown Account number that should be added to their account for campus orders.

A member of Print Services staff will review your request and email you when the request has been fulfilled.

HOW TO SEE ALL OF THE AVAILABLE PRINT CATEGORIES

There are 3 ways to navigate our site, it doesn’t matter what method you use (unless you are trying to submit campus branded business cards, letterhead, or envelopes. See “How to order Etown Business Cards, Letterhead, & Envelopes”). You can use any of these listed methods you prefer.

Log into Print Shop Pro and open our home page.

- **Option 1: Navigate using the blue menu bar**
 - a) In the top blue menu bar, click on “New Order”. Select either “Printing Order” to view all our available printing categories or “Store Products” for office supplies and promotional products.
- **Option 2: Navigate using the 2 red buttons**
 - a) Click on the red “Print Forms” button to view all our available printing categories or click on the red “Store Products” button for office supplies and promotional products.
- **Option 3: Navigate using the product icons**
 - a) Click on the icon that best describes what you are looking for. This will open a new window that will list all the available options for that order type. Select your desired order type to go directly to the order form.

HOW TO ORDER ETOWN BUSINESS CARDS, LETTERHEAD, & ENVELOPES (CAMPUS ONLY)

- Campus related business cards, letterhead, and envelopes are available for all college departments and offices.
- To place an order log into Print Shop Pro and click on “Orders” located in the top blue menu bar then click on Business Cards or Stationery (stationery contains envelopes and letterhead)
- If you want to place a personal order for stationery, please use the proper order category in our printing orders.

ORDER STATUSES DESCRIPTIONS

You can check on the status of your order at any time by logging into Print Shop Pro and click on “My Orders” located in the top blue menu bar. The order status is located on the right side of the order information under “Status”. Print Services staff will update your order as it moves through production.

You can only make changes to orders that have not been approved so if you need any changes made to the order please email copy@etown.edu at your earliest convenience.

PUBLIC STATUS NAME	DESCRIPTION
Submitted	Order has been placed and is waiting for approval.
Approved	Order has been approved by an Admin for Production.
Approved Needs Proof	Order has been approved and you will be notified when the proof is ready.

Design Approved	Design has been approved for Printing.
Denied or Canceled	Order has been denied by Print Services staff or a customer has requested we cancel the order.
Quote Only	Quote Only.
Production: Printing	Order is being printed or is in the production que for printing withing the next 12-24 hours.
Production: Bindery	Order has been printed and has been moved to bindery. This means that it is being bound, cut, folded, laminated etc.
Hold: Order Review	Admin has flagged your order for additional review, and has emailed you questions to clarify before approval.
Hold: Pending Materials	Supplies had to be ordered to complete your order.
Digital Proof Emailed	A digital proof has been emailed for review. This order will remain in held until you email or call to approve.
Proof Sent by Campus Mail	A printed proof of your order is ready and will be delivered by Etown Mail Services.
Proof Ready for Pick Up	A printed proof of your order is ready for pick up at Print Services in Myer Hall next to the Susquehanna Room.
Pick Up at Mail Services	Order has been completed and is read for pick up at Mail Services located in Brossman Commons.
Pick up at Print Services	Order has been completed and is ready for pick up at Print Services located in Myer Hall, next to the Susquehanna Room.
Payment Received	Your order has been picked up and a member of Print Services staff has received payment for the order.
Complete: Scan Sent	Your hard copies have been scanned and you have been emailed digital copies. You will be notified if the hard copies will need to be picked up.
Complete: Fixed Form	Admin has updated the billing information in your order ticket after the order was marked as complete.
Delivery: Campus Mail	Campus Mail Services will pick up and deliver your order on their next scheduled delivery day.
Delivery: UPS or USPS	Your order has been shipped, a member of Print Services staff will email a tracking number.
Delivery: Vendor	Your supply order has been placed and will be delivered by a vendor once it is picked.
RE-PRINT: In Process - or - RE-PRINT: Complete	A printing error has been identified and the order is being re-printed at no extra charge. An email will be sent once the order is ready for pick up or delivery.

HOW TO ORDER OFFICE SUPPLIES & PAPER (CAMPUS ONLY)

Office supplies like copy paper, blank envelopes, Etown branded greeting cards, and more are available for all Elizabethtown College departments, offices, and schools. If you're site is not an Etown department or club, you will not be able to see some of the categories listed.

All office supplies are available in the Store Front, you can locate that by clicking on New Order in the blue menu bar and selecting Store Products.

Store items are split into subcategories, when you are in the store front you can see the subcategories listed on the left-hand side.

Promotional Items

- Canvas Pillows
 - a) Etown branded and fully customizable canvas pillows, that are sold with the pillow insert.
 - b) 16" x 16" pillows are made with a canvas-like material.
- Stickers
 - a) Etown branded weatherproof and fade resistant stickers.
 - b) These stickers are safe to put on a car or tumbler (hand wash only).
 - c) Custom stickers are available in "Print Orders".
- Postcards & Note Cards
 - a) Etown branded cards. The greeting cards are customizable.
 - b) Custom postcards & notecard orders are available in "Print Orders".
- Mouse Pads
 - a) Etown branded and fully customizable mouse pads.
 - b) Mouse pads are 9.25" x 7.75"
- Ceramic Mugs
 - a) Etown branded and fully customizable ceramic mugs.
 - b) 11oz Mug imprint size is 8.25" x 3.75"
- Magnetic Name Badges
 - a) Etown branded and fully customizable magnetic name badges.
 - b) Etown branded name badges can be found in "Office Supplies"
- White T-Shirts
 - a) Etown branded and fully customizable white t-shirts.
 - b) T-Shirt max imprint size is 8" x 13"
 - c) Email copy@etown.edu for alternate color options, our permanent shirt transfers only work with 60%-100% polyester. Alternate less permanent transfer options are available at a higher cost for dark or cotton fabric.

Office Supplies for Elizabethtown College ONLY

- Business
 - a) Etown branded bluebook's and Door hangers.
- Envelopes
 - a) Blank mailing envelopes and Interdepartmental Envelopes.
 - b) See "How to order Etown Business Cards, Letterhead, & Envelopes" if you work for Elizabethtown College and you want to order printed envelopes.
 - c) Custom printed envelopes are available in "Print Orders".
- Forms
 - a) Etown purchase requisition and transfer request forms.
- Labels
 - a) Blockout shipping labels
 - b) Custom paper labels are available in "Print Orders".
- Office Signage & ID Badges
 - a) Etown branded wall name sliders for the campus and athletics locker rooms, along with fiberglass reinforced Etown name badges.
 - b) Etown branded desktop name plaques and silver satin holder.
 - b) Custom name badges are available in "Store Orders > Promotional Items".
- Pads
 - a) Customizable Etown branded note pads.
 - b) Custom note pads are available in "Print Orders".
- Paper
 - a) White copy paper sold by the case or ream, and white cardstock sold by the ream.
 - b) Due to a paper shortage we are unable to sell colored paper. Once our supply is more reliable we will add them to our store for campus orders.

Green Notebooks / Pads

- Notebooks and tear away note pads created with recycled paper.
 - a) You can choose from recycled notepads made with Print Services paper or for a very low cost you can send in your own recycled paper.

Stickers for Etown College Store ONLY

- Items created at Print Services to be sold at the College Store. Only College Store employees can access this section.

Etown Commencement

- Customizable promotional items created for Elizabethtown College graduates and Alumni.
 - a) These items can be shipped for an additional fee.

Holiday Items

- Greeting Cards
 - a) Etown branded greeting cards with a customizable message inside.
 - b) Order plane envelopes with your order in the store or submit a custom envelope order in “Print Orders”
- Ornaments
 - a) Etown branded along with standard and fully customizable options.
 - b) All ornaments are printed double sided on a glossy white aluminum and they come with a red ribbon.
 - c) Two ornament shapes available.

WHAT ARE CONFIDENTIAL ORDERS

Marking a job as confidential will let Print Services staff know that you want this order packaged so no part of the print is visible. This is primarily used for exams.

- When you start a printing order you have the option to check Confidential under the # of copies needed section.

SAME DAY OR NEXT DAY PRINT REQUESTS

Print Services can accommodate most rush orders, please note that we can not guarantee same-day or next-day printing, as it largely depends on the specific job requirements and the machine the order needs to be printed on.

- When you start a printing order you have the option to check Rush under the # of copies needed section.
- Selecting Rush when you start the ordering process will give you the ability to pick any date on the calendar instead of the assigned turnaround time programed for that print category.
- There’s an additional fee for all rush orders. The rush fee is 20% of your order total.
- The rush fee will appear on your invoice as a “Special Handling” fee.
- All same day rush orders need to be placed before 2:00pm that day, all orders placed after that time will need to be picked up the following day.

LEAD TIME FOR PRINT ORDER CATEGORIES

When referring to the chart below, note that any order with 1 day “Min Lead Time” can be printed as a same day order ONLY if it has been submitted before 12:00pm that day.

All other orders will need to be submitted with “Rush” checked to expedite printing. With equipment limitations, not all rush orders can be completed same day. A member of Print Services will contact you if your desired deadline can not be met.

MIN LEAD TIME / PREFERRED LEAD TIME

Simple Document Copies:	1 / 3
Flyers:	1 / 3
Academic Sheets:	1 / 3
Brochures:	3 / 5 (custom: 6 / 12)
Note Pads:	3 / 5
Cards or Invitations Flat:	3 / 5
Notecards or Invitations Folded:	3 / 5
Postcards:	3 / 5
Letterhead:	1 / 3
Business Cards:	1 / 3
Resume or Thesis:	1 / 3
Booklets or Programs	3 / 5 (custom: 6 / 12)
Bound Books	3 / 5 (custom: 6 / 12)
Course Packs	3 / 5
NCR Carbonless Forms	3 / 5
Transparency	1 / 3
Tickets, Coupons etc.	3 / 5
Bookmarks	3 / 5
Campus Mail Stuffers	1 / 3
Rack Cards	3 / 5
Envelopes	3 / 5
Calendar	6 / 12
Adhesive Labels	3 / 5
Scanning	3 / 5
Finishing Only.	3 / 3 (die-cutting, scoring & perf.: 6 / 12)
Design Services	6 / 12 (basic revisions: 3 / 3)
Photos	1 / 3
Small Signs & Posters	1 / 3
Large Signs & Posters	3 / 5
Indoor Banners.	3 / 5
Outdoor Banners	6 / 12
Magnets	3 / 5
Kiss-Cut Stickers	6 / 12
Die-Cut Sticker Sheets	6 / 12
Vinyl Lettering	6 / 12
Pocket Folders	6 / 12
A Frame Board Signs	3 / 5
Yard Signs	6 / 12

LEAD TIME FOR STORE ORDER CATEGORIES

When referring to the chart below note that any order with 1 as the “Min Lead Time” can be printed as a same day order as long as we receive the print order before 2:00pm that day.

MIN LEAD TIME / PREFERRED LEAD TIME

Custom Promotional Items: 5 / 20

Etown Branded & Pre-Made Items: . . . 1 / 3

Print Shop Pro doesn't give us the ability to modify lead times per item, we can only modify the general lead time for all store products. To change this time follow these steps.

With equipment limitations, not all rushed orders can be completed same day or within the desired turn around time. A member of Print Services will contact you if your deadline can not be met.

Please feel free to call us at 717-361-1122 or email copy@etown.edu if your question was now listed in this document. A member of Print Services staff will be happy to assist you.