

FAQs

How do I know when to expect my printing order?

The due date listed on our website is an automatic 2-day default date, which does not take into account requests on the order or the volume of work within the system. In general, simple black and white orders usually have a 2 working day or less turnaround. Color print, bindery, padding, or special requests (ex: page extractions, booklet impositions, etc.) generally have a 3-5 working day turnaround. During peak production months of April-May and August-September, you may experience longer than anticipated turnaround times.

How can I cancel or change my printing order once I have submitted the order?

After your order has been submitted you cannot make changes or cancel your order without contacting Printing Services. Please call 913-239-7962 immediately, DO NOT place a reorder until you have spoken to Printing Services personnel. Orders that have not auto flowed in the system can be changed and/or cancelled so we need to make the changes/cancellation quickly before the order is sent to our machines and billed to your school.

Where can I find information about placing my printing orders?

Detailed instructions on placing orders, ordering Blue Valley forms, curriculum items, or adding multiple recipients are located on the log in page to our website.

The preview of my document does not look exactly like my PDF file how can I be sure it will print correctly?

The preview is an example of how your printing should look after assembled. It can look somewhat different at times depending on the file and option selection. As long as the thumbnail image looks correct, you can rest assured that the file will print as it looks in the thumbnail image and not what is seen in the preview.

How do I combine multiple PDF files to create a single bound book?

Detailed instructions on using the "Book Builder" feature to combine multiple PDF files into one bound book is located on the log in page to the site.

I want to order large format items where can I find information and instructions?

Detailed instructions on placing orders for Banners, Oversized Posters, and other large format items are located on the log in page to our website.

Will my large format order be delivered to my school?

Due to the cost and size of large format items, they are "hold for pick up" only to avoid the possibility of damage/loss during the delivery process.

Where is Printing Services located and what are the hours of operation?

Printing Services is located on the District Office Campus at 151st & Metcalf. We are in the Service Center building in the "yellow" parking lot on the west side of the building. Our door is on the north side of the loading dock and labeled "Printing Services Shipping and Receiving" and we have a bell next to the door, ring it and we will open the door for you. Our hours are 7:30 – 4:30 Monday thru Friday.