WHAT IS MY USERNAME?
Usernames are set as your MSU NetID@msu.edu. Login requires your full email address.

HOW DO I CHANGE MY PASSWORD?
After logging in, click ADMIN in the upper left corner. Type your new password in the two required places. Click SAVE.

WHY IS THE LEDGER CHARGE DIFFERENT THAN THE EMAIL CONFIRMATION?
Stationery pricing is based on the supplier receiving a print-ready PDF. Alterations to the template—extra phone numbers, proofs, or title changes, for example, may incur typesetting fees.

HOW CAN I FIND ORDERS OLDER THAN 90 DAYS?
- Click REPORTS in the upper left corner of the home page
- Click ORDER REPORT
- Hold the CONTROL button and under Display Columns, click ORDER ID, NAME OF JOB (required field), and NAME OF JOB.
- Click PREVIEW

WHAT IF I WANT TO CHOOSE A SUPPLIER THAT'S NOT ON THE DROPDOWN?
To use a supplier not listed in the dropdown menu, you will need to use a Pcard or submit a requisition instead of using PrintOnline.

WHAT IF I REQUESTED A QUOTE AND AM READY TO START THE JOB?
Upload your files and complete the form. Make sure you choose the supplier you received the quote from and add the quote detail in the comments section.

WHERE DO MAIL ONLY JOBS ROUTE?
Mail jobs with no print component route automatically to Presort Services, with whom we have a strategic contract. When you submit your order, a copy is sent to Mail Services who will arrange pick up of your materials.

WHAT ARE FAVORITE ORDERS?
For your convenience, frequently ordered jobs can be saved from the home page by clicking FAVORITE ORDERS in the lower left, then REPEAT ORDERS. Proceed to check out. Note: Use this for jobs that don’t require changes.

HOW LONG DOES IT TAKE TO PRINT A PROJECT?
- Copies: 2-5 days
- Business cards, envelopes, letterhead: 4-6 days
- Offset jobs: 5-10 days
  *Estimated times are in business days and may vary by project. Rush delivery is available for most jobs. Additional charges may be incurred.

HOW MANY PIECES IS REQUIRED FOR DISCOUNTED MAIL RATES?
- 200 pieces - Standard/Non-profit
- 500 pieces - First Class Presorted

*Note: To qualify for Standard/Non-profit rates, the contents inside all envelopes must be of identical weight
**HOW DO I HANDLE INTERNATIONAL MAIL?**
International mail should be delivered to Mail Services via a Service Request.
Please provide the following
- Contact name and address
- Account number
- Mail piece count

*Note: Canada and Mexico need to be kept separate from other international mail.*

**CONTACTS**

Print Procurement
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Mail Services

**RESOURCES**

Locate a package once it's on campus: U-Track http://usd.msu.edu/common/tracking.html
Like to join our ListServ? sign up on our homepage--usd.msu.edu