



The Print Shop Website

FREQUENTLY ASKED QUESTIONS



Q How do I choose only certain pages from a document to print?

A Open the PDF. Choose to print to Lawrence SurePDF. In the print dialog box, in the Pages to Print section, choose pages and put in the pages that you want to print, i.e. 3, 12, 15-22, etc.

Q How do I order labels?

A Order as normal. Make all of the selections except for paper. In the instructions box, put "Labels." Labels are \$.10 per 8.5x11 sheet.

Q How do I order magnets?

A Order as normal. Make all of the selections except for paper. In the instructions box, put "Magnets." Magnets are \$3.00 per sheet. Magnet sheets are 12x18.

Q Why do some of my pages show up as different sizes?

A Some pages will be slightly larger than 8.5x11 and will automatically be changed to then 8.5x14 or 11x17. To keep this from happening, select Scale to fit in the scaling section of Preview/Change Options.

Q How can I make sure I get the right quantity of pads?

A When you choose the Padded option in Preview/Change Options, it will have a box that says, "In Units of." This is how many sheets of paper you want in each pad. The quantity of the order is how many actual pads you want. To be absolutely sure, in the instructions put, "(quantity) individual pads."

Q Why will it not let me choose the type of binding that I want?

A The number of sheets of paper (not pages) determines the type of binding that you may choose. Anything may be stapled up to 90 sheets. Documents that are at least 4 sheets of paper up to 28 sheets of paper may be saddle stitched (each sheet of paper is 4 pages in the document). Comb binding is available for documents that 20-200 sheets of paper. Coil binding is available for documents that are 30-160 sheets of paper.

Q Why was my re-order different from when I initially ordered it?

A When re-ordering from your files, make sure to choose all of your selections in Preview/Change Options. Remove any old instructions.

Q Can I make different orders from one document?

A If you have different finishing options, for instance some of the document is stapled and some is not, or if you would like different quantities of some of the pages, then you must place a separate order for each one. Choices such as different colored pages or single or double sided options can be within one order. For questions regarding what is allowed within a single order, please refer to the Exceptions Guide.

Q Why was my order not cut?

A We can only make straight cuts that are no smaller than 2 inches. If your cuts are overly complicated, they will not be cut.

Q What if I don't know how to place my order?

A Give us a call! We will walk you through the process.



printshop.usd497.org
785-330-2486 785-330-1789