Print Services

Welcome to Print Services located at the
Integrated Service Center (ISC) • N86 W12999 Nightingale Way, Menomonee Falls, WI 53051
Phone: 262-532-5151• E-mail: printservices@froedtert.com

Hours of Operation

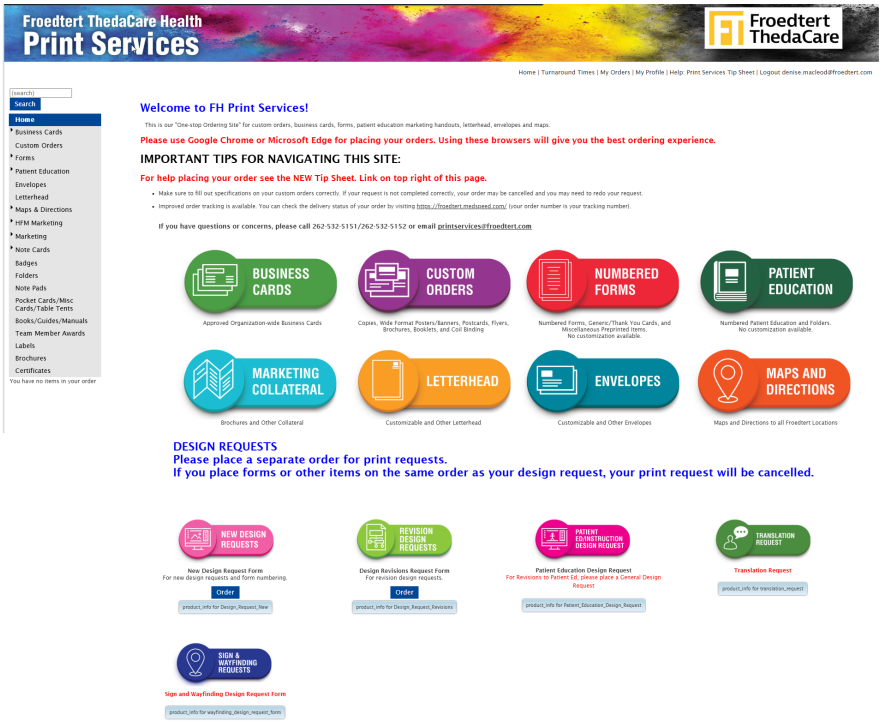
7 a.m. to 5:00 p.m., Monday through Friday; closed on the six FMCW holidays.

Print Services Team

Print Tech Senior: Patrick Crowley
Graphic Print Tech: Dawn Schweitzer
Print Tech: Michelle Janich
Print Tech: Deb Keaton
Supervisor/Graphic Designer: Denise MacLeod • Direct: 262-532-5152
Print Tech: Tracy Grutza
Print Tech: Jeff Vander Molen
Print Tech: Vicki Lubbert

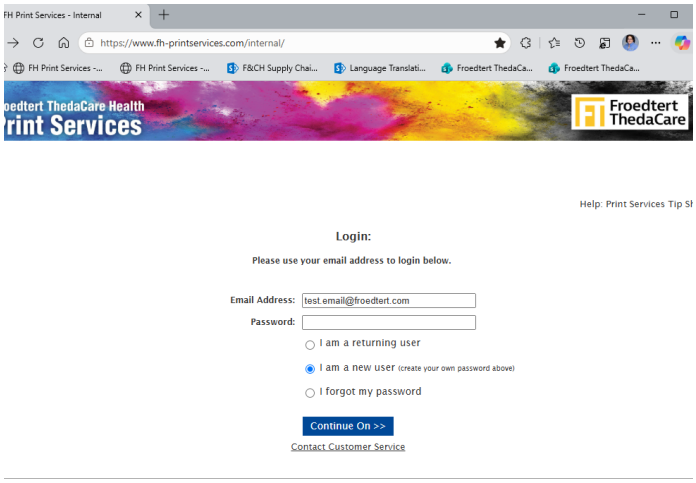
Ordering Site: www.fh-printservices.com/internal

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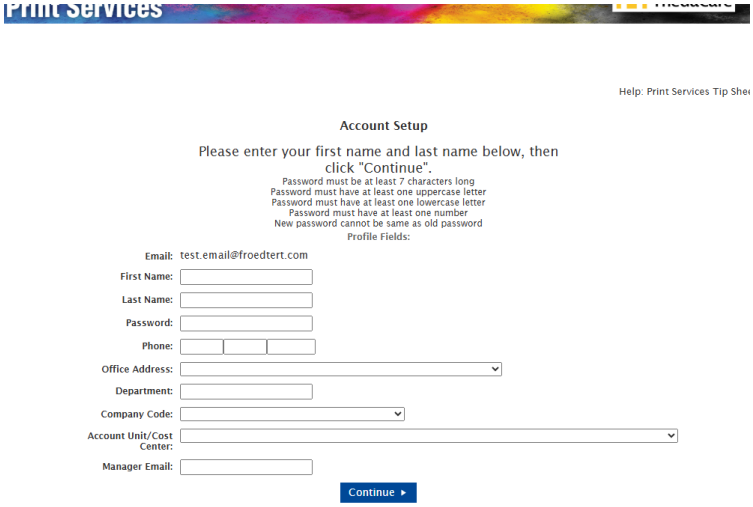


Request Access

1. Go to ordering site: www.fh-printservices.com/internal OR you can access it on the Print Services Scout Page.
2. Enter e-mail address, new password and click "I am a new user." Make sure to write down the password you used, this will be your password for signing in.



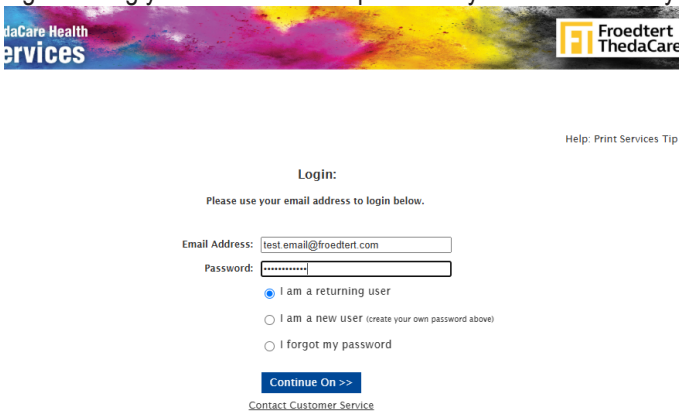
3. Click "Continue On."
4. Enter all required information.



5. Click "Continue"
6. Your request will be sent to the administrator. You will receive an e-mail granting you access within 1-3 business days.

Signing In

7. Go to ordering site: www.fh-printservices.com/internal OR you can access it on the Print Services Scout Page.
8. Sign in using your e-mail and the password you created when you requested access.



9. Click "Continue On."

Turnaround Time

PLEASE NOTE

- **Color print jobs can add time to the below turn-around times. Please allow enough time for your requested job to be completed.**
- **Color prints cost 3x as much as black and white prints. Please help us to keep costs to a minimum by choosing black/white printing for your request.**

The times below are estimated times. ***Please allow enough time for your requested job to be completed and delivered.***

Size of Copy Job (total number of copies)		Finishing work required	Anticipated Turnaround Time	Courier Delivery
Black/White and Color Copies	**Up to 2,000 copies**	None	4 business days	1-2 business days
	Up to 5,000 copies	None	4-6 business days	1-2 business days
	Up to 10,000 copies	None	5-7 business days	1-2 business days
	Up to 20,000 copies	None	6-8 business days	1-2 business days
	Up to 5,000 copies	Job involves any finishing: cutting, folding, padding, hand collating, laminating, etc.	Add an additional 1-2 days to the above time.	1-2 business days
	Up to 20,000 copies	Job involves any finishing: cutting, folding, padding, hand collating, laminating, etc.	Add an additional 3-5 days to the above time.	1-2 business days
COIL BINDING		Punching and coiling	Add an addition of 4-7 days to the above time.	1-2 business days
Large Format Printing		Laminating and/or foam core mounting	7-14 business days	1-2 business days
Design		None	14+ business days	None
Envelopes (outside vendor)		None	7-14 business days	1-2 business days

Copyrighted Material

- We are unable to reproduce copyrighted material without written consent of the organization/person holding the copyright. A written consent needs to be obtained by the requesting department.

Rush Jobs

Print Services will be instituting a rush fee for any jobs under 72 hours (3 business days) turn-around time.

- **Rush fees: $50.00 - Fees will be charged to the account entered on the order.**
- **Rushes will be pick-up only. If shipping is requested, then we will schedule a courier pick-up and the cost will be charged to the account number on the order.**

Thank you for your cooperation and understanding!

- If you have a job that needs to be printed ASAP select the rush option on your check-out screen.
  - If you place a rush order and forgot to select the rush option, please e-mail printservices@froedtert.com.
- Please e-mail printservices@froedtert.com and include the following information in the e-mail:
  - When and what ordered
  - Your location
  - Order number
  - Contact information

Proofing Your Files

- **Any reprints due to customer error will be charged a reprint fee based on our cost. Please make sure your file has been proofed for spelling, is error free and is print ready before sending in your print request. Fees will be charged to the account entered on the order.**

Order Inquiries

Inquiry	What to do
Tracking your order by order number *(example: MV2RW3)*	• https://froedtert.medspeed.com/
Order status/When will I receive my job?	• E-mail: printservices@froedtert.com
Order is missing/not delivered	• Check your mail room or receiving department • If not there send an e-mail to printservices@froedtert.com
Order incorrect/done wrong/mistakes on finished piece	• Send an e-mail to printservices@froedtert.com

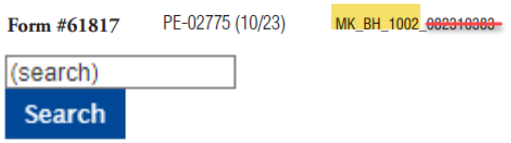
NOTE: Please make sure to include the following information on all e-mails:

- ***When and what ordered***
- ***Order number***
- ***Your location***
- ***Contact information***

Placing an Order

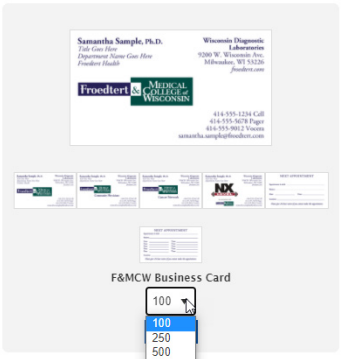
Searching for Numbered Forms

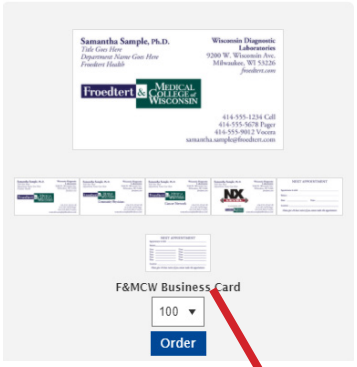
1. Locate form number at the bottom of the document.
2. Enter form number OR a key word in the search field. Then click search.
   Using minimal keywords will give you better results.



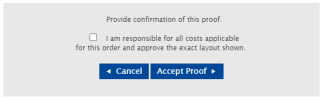
Business Cards - Custom

1. Click the "Business Cards" icon on the home page.
2. Click "Custom Business Cards."
3. Select the quantity of business cards needed from the drop down menu. Then click "Order."

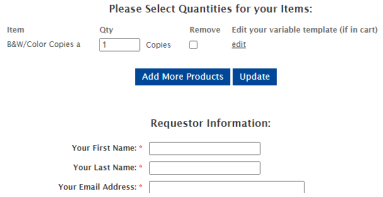


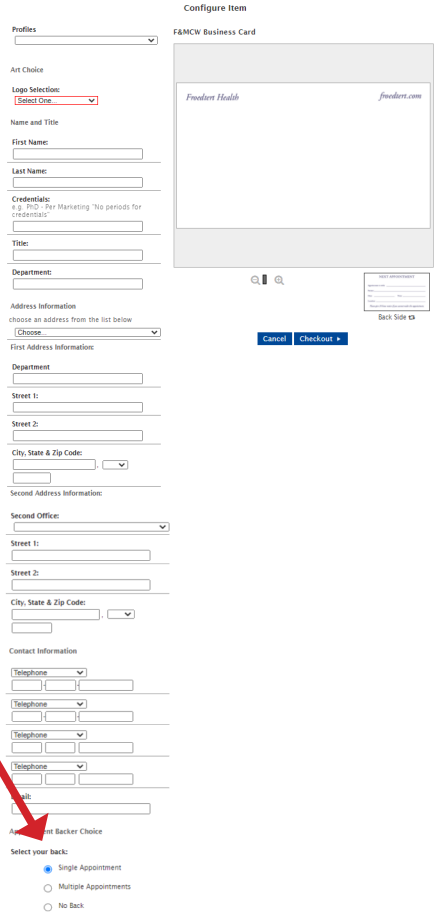


4. Enter all information that you want on the card.
   Pick a back for the card *(if available for the card option)*.
5. Click "Check-out."
6. Review proof. If approved, check the box and click "Accept Proof."



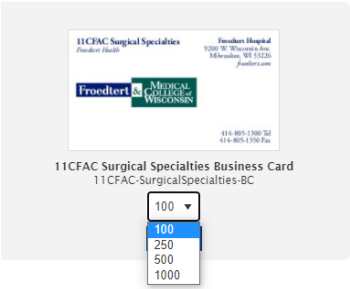
7. If you have multiple business cards or other items to orderr, click the "Add More Products" button. Otherwise, proceed with checking out.
   See Checking Out Section if you need help.

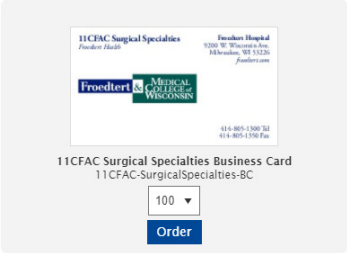




Business Cards - Print-ready

1. Click the "Business Cards" icon on the home page.
2. Select the quantity of business cards needed from the drop down menu. Then click "Order."





3. The item is now in your cart. You can either choose to add more items to your order OR check-out.

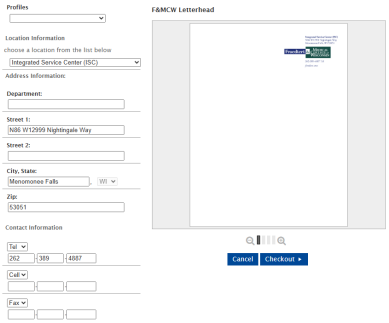
Letterhead - Custom

1. Click the “Letterhead” icon on the home page.
2. Select the quantity of the letterhead option you need to order, then click “Order.”

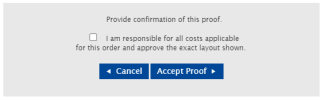




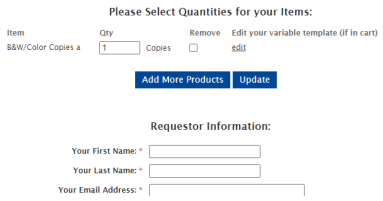
3. Enter all information that you want on the letterhead.



4. Click “Check-out.”
5. Review proof. If approved, check the box and click “Accept Proof.”

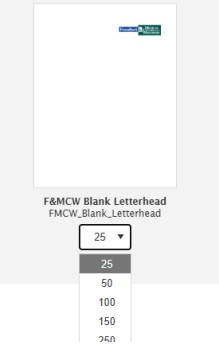


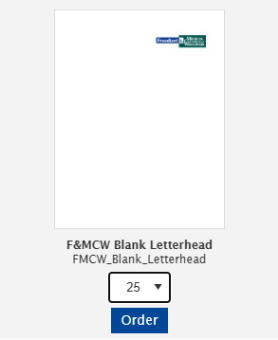
6. If you have more to order, click the “Add More Products” button. Otherwise, proceed in checking out. *See Checking Out Section if you need help.*



Letterhead - Print-ready

1. Click the “Letterhead” icon on the home page.
2. Select the quantity of letterhead needed from the drop down menu. Then click “Order.”

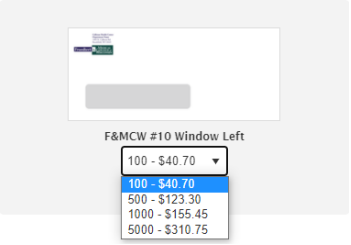


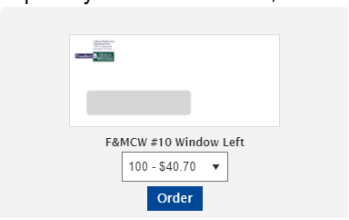


3. The item is now in your cart. You can either choose to add more items to your order OR check-out.

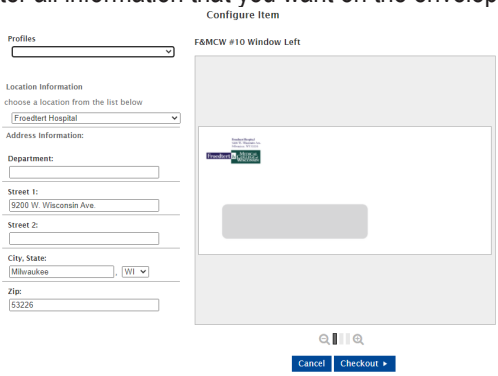
Envelopes - Custom

1. Click the “Envelopes” icon on the home page.
2. Select the quantity of the envelope option you need to order, then click “Order.”

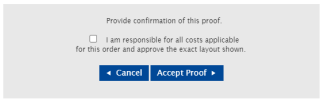




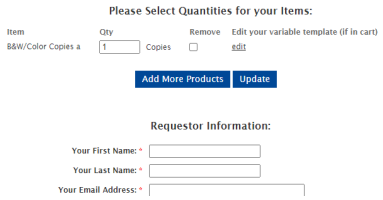
3. Enter all information that you want on the envelope.



4. Click “Check-out.”
5. Review proof. If approved, check the box and click “Accept Proof.”

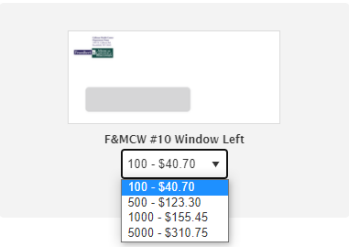


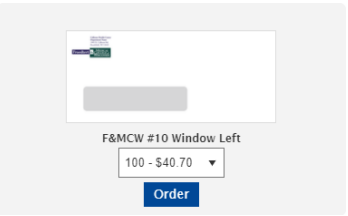
6. If you have more to order, click the “Add More Products” button. Otherwise, proceed in checking out. *See Checking Out Section if you need help.*



Envelopes - Print-ready

1. Click the “Envelopes” icon on the home page.
2. Select the quantity of envelopes needed from the drop down menu. Then click “Order.”





3. The item is now in your cart. You can either choose to add more items to your order OR check-out.

Custom Orders

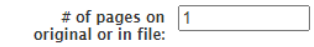
1. Click the “Custom Orders” icon on the home page.
2. Select the option you want to place an order for. **The following steps work for all custom options:**



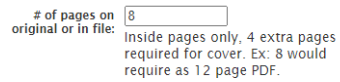
3. Fill-in/select all the specifications that you are requiring for your print request. Then click “Continue.”



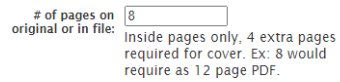
- Fill in the exact amount of pages in your document in the “# of pages in the original file.” This will populate the “Ink” field with the one- or two-sided options.



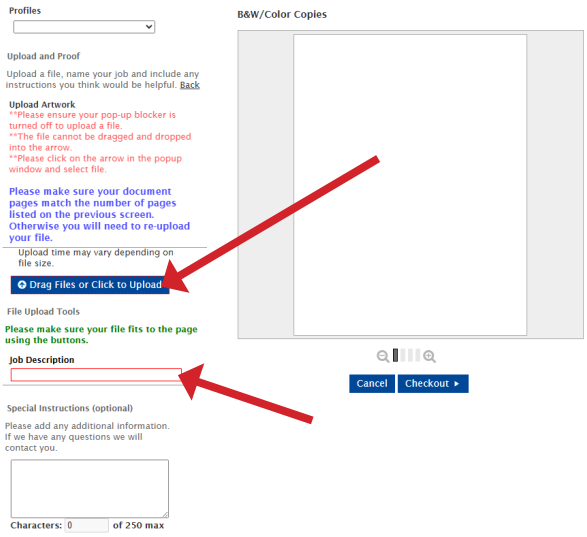
- Booklet Requests - Pages in the file need to be in multiples of 4. When entering the “# of pages in the original file” make sure to subtract 4 pages to account for the covers.



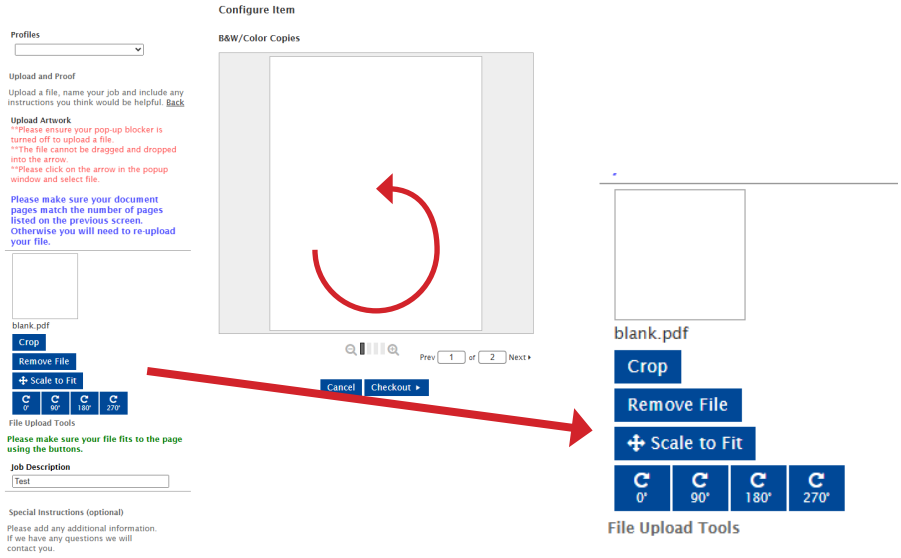
- Binding Requests - When entering the “# of pages in the original file” make sure to subtract 4 pages to account for the covers.



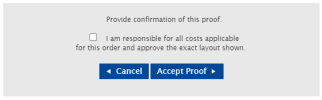
4. Upload your file by clicking the red square with the arrow in it. Name your order in the “Job Description” field.
5. Make sure your uploaded file is situated on the page by using the tools provided.



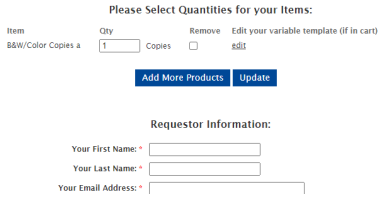
- Make sure your file/document is saved to your computer before trying to upload.
- If you are having trouble uploading a Word or other file, convert it to a PDF and upload that file.
- Add any notes to the “Special Instructions” field.



6. Click “Check-out.”
7. Review proof. If approved, check the box and click “Accept Proof.”



8. If you have more to order, click the “Add More Products” button. Otherwise, proceed with checking out. *See Checking Out Section if you need help.*



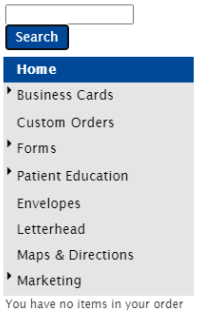
“Static” Item Orders

Static items are print-ready forms, maps, marketing, patient ed or other files. They are in the system so all you need to do is select the quantity that you want and click order. The items will then be in your cart.

1. You can manually search for items by clicking one of the below items.



2. You can also find items by using the left hand menu or search field.



Design Requests



New Design Request Form
For new design requests and form numbering.

Order



Revision Design Request Form
For revisions to existing designs.

Order



Patient Education Design Request
For Revisions to Patient Ed, please place a General Design Request



Translation Request

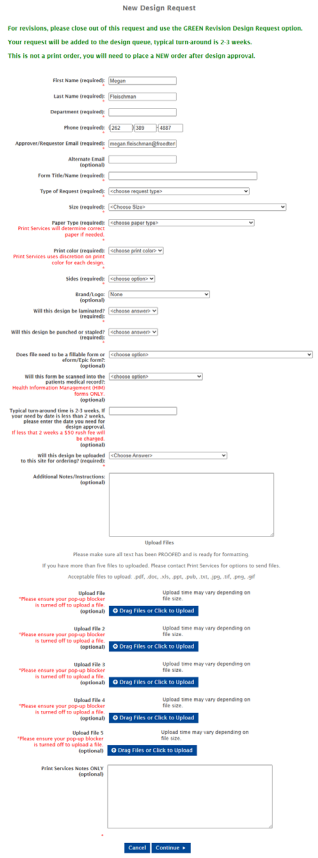


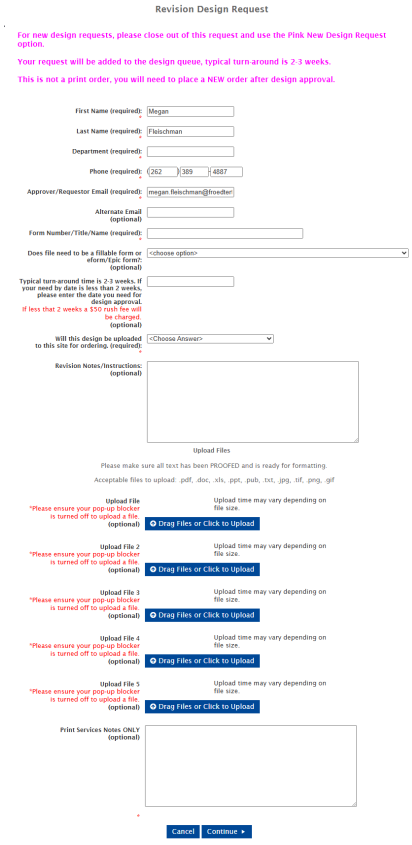
Sign and Wayfinding Design Request Form

1. **There are 5 options for design requests. Please see below make sure to choose the correct type of design request.**
   - **New Design Request:** New design is needed for forms, flyers, badge cards, binders, pocket cards, labels, etc.
   - **Design Revision Request:** Revisions are needed for existing designs.
   - **New Patient Education Requests:** New patient education designs.
   - **Translation Requests**
   - **Sign and Wayfinding Requests:** Posted signage, directional signage and maps.
2. ***If you have a marketing item that needs updating, please fill out the Marketing Request Intake Form.***
3. ***If you have a patient communication item that needs updating, please email fhpatientcommunications@froedtert.com.***

Submitting New Design or Design Revision Requests

1. Click the "Order" button to start your request.
2. Fill out all required information.
   NOTE: *If you don't know the answer to a question just pick the option you think is the best and make a note in the "Notes" field.*
3. Upload files to the form.
   NOTE: *If you have more than five files, you can create a folder and save your files here: I:\FMLH\Copy Center Jobs\000-Transfers-Other. Include the folder name and location in the "Additional Notes/Instructions" field.*
4. Click "Continue" and proceed to check-out.





Binder Design Request - Combine Files into One Document

The three-step process to have multiple page binders combined into a print ready file through Print Services:

STEP ONE: Saving Files

1. Create a folder here: I:\FMLH\Copy Center Jobs\000-Transfers-Other\Binders - Training and give it the name of the binder you are printing.
2. Save all your documents to this folder.
   a. Make sure to number the files in the order you want them combined, ie: 00_cover, 01_table of contents, 02_name of first section, 03_name of second section.
   b. If you need tabs, type up the list in an MS Word document and save in this folder also. Total tabs need to be divisible by 5.
   c. All documents should have .5" margin to allow for punching. If margins are too close, your text/images may be punched through.

STEP TWO: Place a new design request

1. Click Here to access the ordering site - see Page 9 for the step by step guide.
2. Under "Additional Notes/Information," include your folder name and the location of the files to be combined. Example: I:\FMLH\Copy Center Jobs\000-Transfers-Other\Binders - Training>Name of Binder file
3. Your design request will be added to our queue - typically a one week turnaround.
4. When your pages are combined, blank pages may be added so the binder will print correctly when double-sided.
5. If the total number of double-sided pages in the document is more than 200, your options are:
   - the document will be divided into two sections in order to be coil-bound; or
   - it can be printed and three-hole punched
6. If the total number of double-sided pages is 20 or less, your options are:
   - the document will be three hole punched or stapled
7. An email proof will be sent to you to review to ensure everything is correct.
8. If you have updated files or changes, please replace the file in the folder. Email us that there is a change and we will replace the file in the combined binder.

STEP THREE: Place your print order after approval

1. Once we receive your approval, you must place a new print order.

Sign and Wayfinding Requests

1. Click the button to start your request.

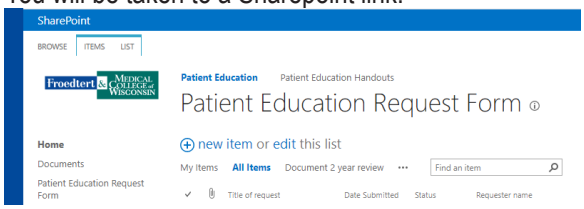


Sign and Wayfinding Design Request Form

2. You will be taken to the Service Now site.
3. Fill out a facility work order.

New Patient Education Request

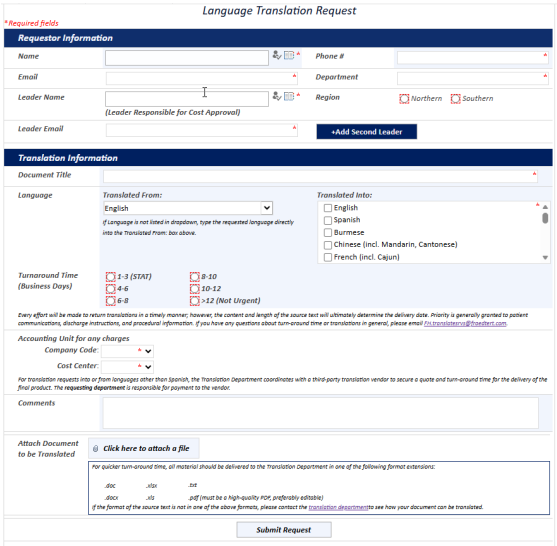
1. Click the "Order" button to start your request.
2. You will be taken to a Sharepoint link.



3. Click "new item."
4. Fill out the form, then submit your request.
5. Your request will be submitted to the Patient Education team for processing.

Translation Requests

1. Click the "Order" button to start your request.
2. You will be taken to a Sharepoint link.



3. Fill out the form, then submit your request.
4. Your request will be submitted to the Language Services team for processing.

What Happens After You Place a Design Request

REV 09/26

After you have placed a general design request:

1. You will receive an email confirmation that we have received your request.
2. Your request is added to our design queue.
3. Our Design Team will review your request and reach out with any questions.
4. An email will be generated with a proof link for your review within **approximately 2-3 weeks.**

Reviewing the proof link

When the proof is ready for you to review:

- You will receive an email with a proof link.
- Scroll to the bottom of the email and click on the **Proof link**:

Upload File	61766-Proof R030724.pdf
Upload File 2	
Upload File 3	
Additional Notes/Instructions	s/s color 24#
Will this design be uploaded to this site for ordering	Yes, please upload my design/form
approver	printservices@froedtert.com

- It will open in your web browser.
- You can save it to your computer to review and mark up with comments (HOW TO MARK UP A PDF: *https://helpx.adobe.com/acrobat/using/mark-text-edits.html*) if needed.
- **Please review carefully and also ask someone from your team to review to ensure accuracy.**
- Once the file is ready, go back to the top of the **email** and **"click this link"**

You have a design awaiting approval.

TO VIEW PROOF: Scroll to the bottom of this email and click the linked file.

Please click this link to either approve, revise or deny this order. Do not reply to this email.

PLEASE NOTE: IF THE DESIGN IN THIS ORDER IS NOT GOOD, PLEASE ENTER YOUR REVISION OR DENY THE ORDER HERE click this link. THIS WILL GO TO PRINTSERVICES@FROEDTERT.COM.

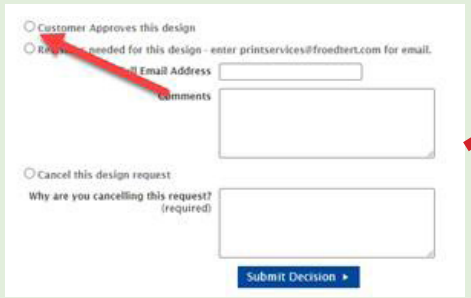
Once the design is approved:
-NUMBERED DESIGN: We will upload and let you know when it is ready to order.
-CUSTOM DESIGN: Please place a new custom order on the FH Print Service ordering site.

If Proof is Approved

If Revisions are Needed

If the design is approved

- On the Design Request Details page click the **"Customer Approves"** option.
- Then click **"Submit Decision"**.
- **As with any request we ask that you proof your design and make sure ALL is correct before you approve a design.**

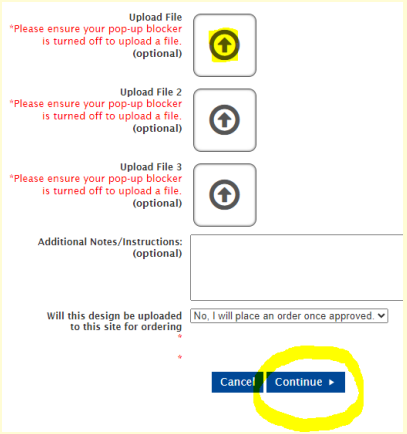


If there are revisions needed

Click **"Edit"** at the top of the Design Request Details page to attach your marked up pdf (HOW TO MARK UP A PDF: *https://helpx.adobe.com/acrobat/using/mark-text-edits.html*):



- On the next page, click the upload file to add your marked up pdf:
- Then click the "Continue" button.
- It will take you back to the Design Request Details page.





- Click the **"Need Revisions"** option,
- Enter **printservices@froedtert.com** email and any comments.
- Click **"Submit Decision" button**.

If these steps are missed, your request will be in limbo - Print Services will not receive any notifications.

An email will be generated to Print Services notifying us you have revisions. The changes will be made and a new proof sent.

When proof is complete and ready to approve, go to **Proof Approved** step.

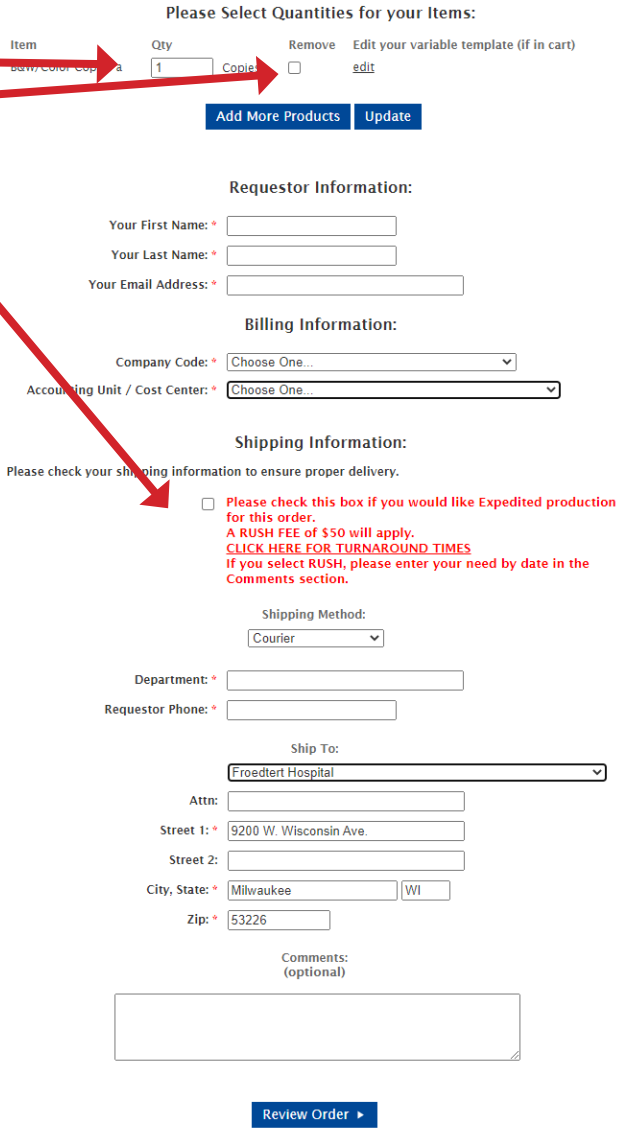
Once you have approved the proof:

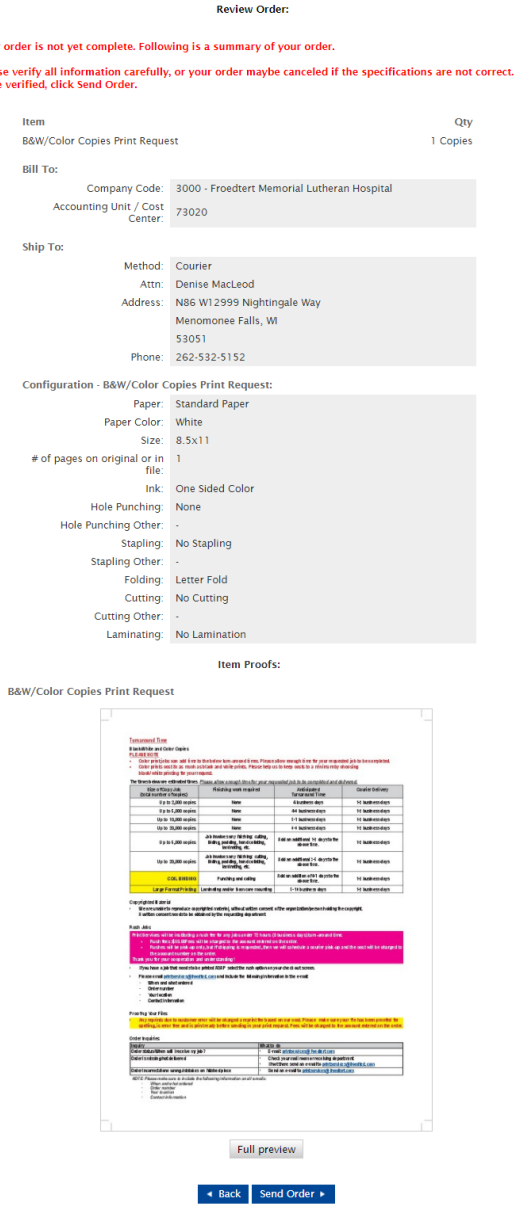
- If your design has a form number, it will uploaded to the Print Services site for easy ordering and you will be notified when it's ready.
- If there is no form number and you need prints made, you will need to place a separate custom print order. Print requests and design requests are separate functions on the site.

If you have any questions throughout this process, please call 262-532-5151.

Checking out

1. You can change the quantities of your items if needed.
2. You can remove items from your order as well as edit the specs on the items.
3. Complete/update all required requester and billing information (noted with a red asterisk).
4. If your request is needed before the recommended turnaround times (see page 3), check this box to expedite your order. A RUSH fee will be applied.
5. Select "Shipping Method."
6. Complete/update all required shipping information (noted with a red asterisk).
7. Add any comments.
8. Click "Review Order."
9. Review your order:
   Confirm all information and specs are correct.
   You can also review your upload/items ordered.



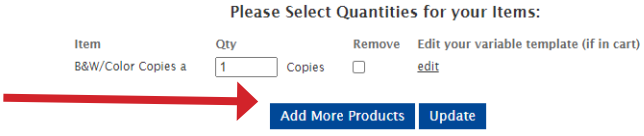


10. If all is correct, click "Send Order" to complete your request.
11. You will receive a confirmation e-mail for your order.

Adding More Items to an Order

Save time by adding multiple items to a single order. This can be done by clicking on the "Add More Products" button on the checkout page.

1. Click the Add More Products button.



2. You will be taken back to the home page where you can add your next item.
3. Repeat until all items you want to order are added.
4. Then check out.

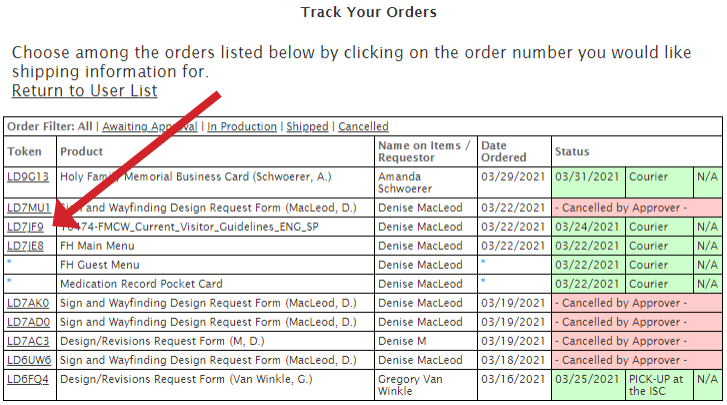
******Please note: All Design Requests MUST BE ORDERED SEPARATELY! If a design request is combined with a print order, the design request will be canceled and you will have to resubmit it correctly.***

Placing a Re-order OR Finding Past Orders

1. Click the “My Order” option on the top right of the home page. *Note: You can only place a reorder on your orders.*



2. Select the job you want to reorder and click the “Token” number.



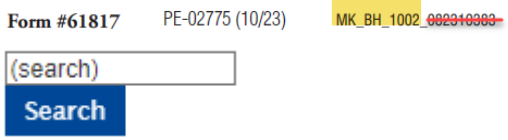
3. Scroll to the bottom of the page and click “Re-Order.”
4. You can add, remove or edit items/quantities.



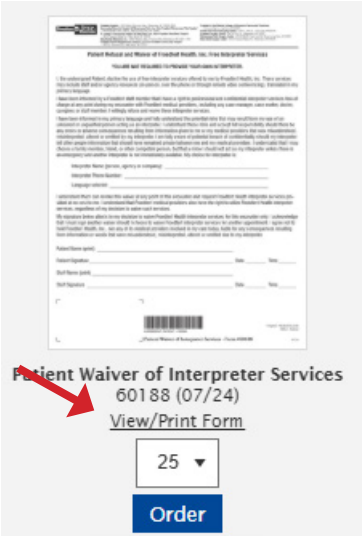
5. Click “Continue” and check out.

Print on Demand

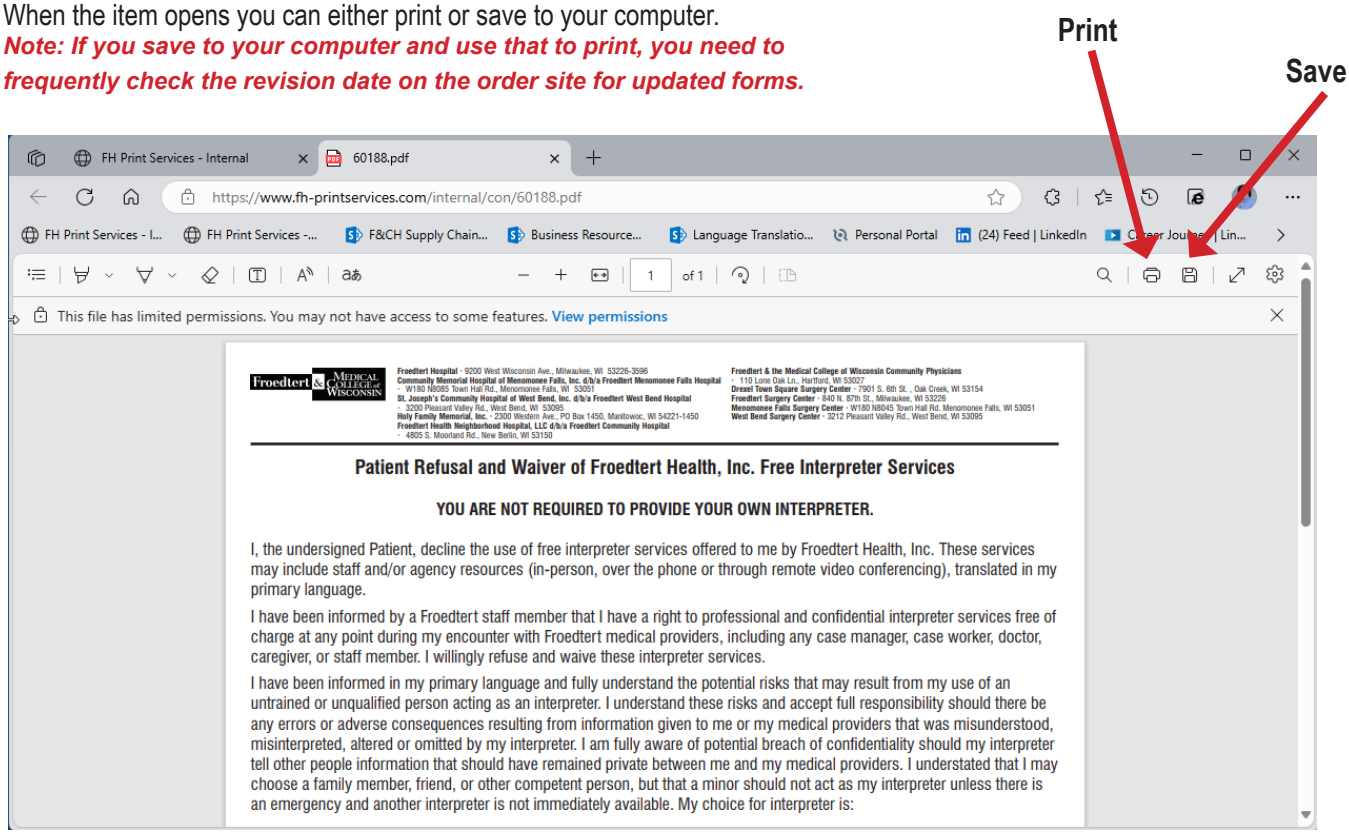
1. Search for or locate the item you need. *Not all items are Print on Demand.*



2. Click the Print/View link under the item number.



3. When the item opens you can either print or save to your computer.
Note: If you save to your computer and use that to print, you need to frequently check the revision date on the order site for updated forms.

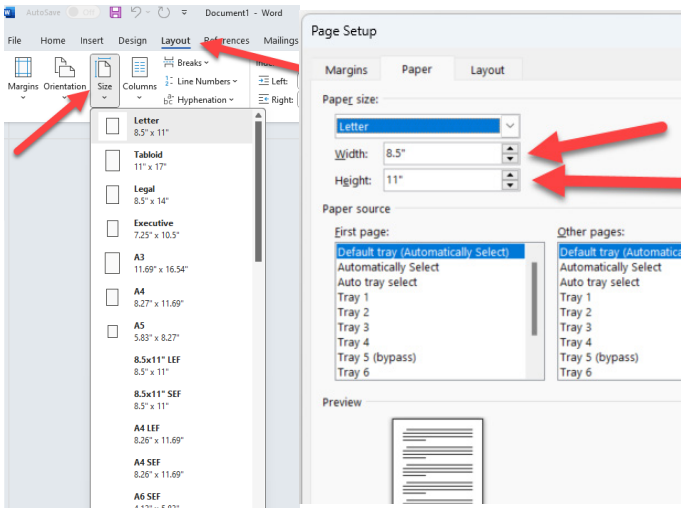


Frequently Asked Questions (FAQ's)

Q. How do I do a search for an item?
A. See Searching for Numbered Forms.

Q. What are print ready files?
A. Print-ready files are files that have been set-up exactly how they will be printed and finished.

Example 1: Page is 4.25x5.5, the page size needs to be exact by setting the page to that size.

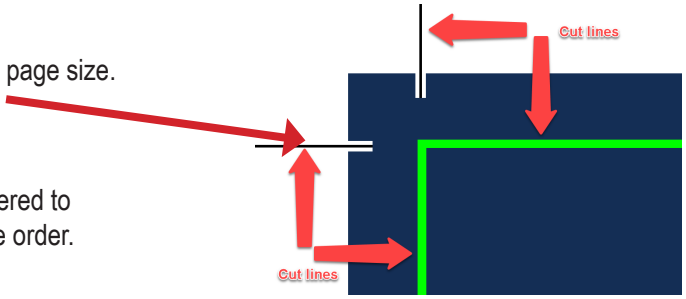


**These steps are similar across the Microsoft Office programs.

Example 2: Logos need to follow marketing guidelines.
If you need logos, please click here for options available. Use the Brand Identity Guidelines for help on logo usage.

*****Print Services has created several templates in common sizes for your use.**
Please go to *I:\FMLH\Copy Center Jobs\000-Transfers-Other\Print Templates* to view the templates.

Q. What are bleeds?
A. Bleeds are color that extends past the edge of the final page size.
When trimmed, no paper white will show on the edges.



Q. When can I expect my Order?
A. See the Turn-around Time page. Most orders are delivered to your location within 1-3 business days after we ship the order.

Q. Where is my order delivered?
A. Most orders are delivered to your locations mail room or receiving dock.

Q. How do I track my order?
A. If your order hasn't arrived, please check the Turn-around Time page for expected delivery time. You may need to wait a few more days. Then check your normal delivery area (see question above) and that your department staff have not picked it up or put it away. Before calling Print Services, track your order using the steps on the Turn-around Time page.

Q. How do I place a re-order?
A. Follow the directions on the Placing a Re-order page. *Note: You can only place a reorder on your orders.*

Q. How do I get a copy of a form?
A. Follow the directions on the Print on Demand page. If a form is not available to Print on Demand, please email printservices@froedtert.com to request a form.

Q. I need a form in Spanish or another language. How do I acquire this?
A. Please use the Translation link - see page 10