



## **Frequently Asked Questions (FAQ) About Printing Services**

- **What is the difference between *printing* and *copying* when I order?**

Print jobs are printed on various printing presses for higher-volume orders and for orders that require color printing. Our QuickCopy service is for rapid turn-around copying of black only forms, books, brochures, etc. in smaller volume.

- **How long will it take to print my project?**

Our standard turnaround for print projects is 15 days from when we receive a proof approval from you. Even if you send us digital files for your project, we still have to enter it into our computer servers *and* we may have to manipulate certain settings for our equipment. Customers receive a digital PDF proof via e-mail on every job and we **WILL NOT** print anything until approval is given by customer.

QuickCopy jobs generally take 2-3 days to ship from your proof approval.

- **Are there any special forms or instructions I should use when ordering?**

Yes. We have one order form strictly for business cards and another for all other orders. Each form contains your basic demographic information, (office name, address, contact person info, *Purchase Order Number*, etc.) These forms are available on our website @ [wvcorrectionalindustries.com](http://wvcorrectionalindustries.com).

On the business card form you need to select whether you want *raised print* or *regular/flat print*. (Raised printing is only available on 1 or 2 color cards, not on CMYK or scenic business cards) You need to select how many cards you want and the paper stock you want used from the checkboxes on the form. Fill out the information for the card on the bottom right. (Don't worry about the line numbers matching with the sample on the form, we will adjust it to make it aesthetically pleasing).

On the regular order form, select whether it is a Print Shop or QuickCopy job. As you hover your mouse over any field, a pop-up will appear to tell you what is needed in that field. Enter your demographic info. On the line titled *Job Title/Description* we want to know what you call your *print project*, (i.e. Driver Licensing Brochure, General Water Analysis Form, Return Address Envelope, etc.). Choose quantity, paper type/color, Ink color(s), print size & finished size, and bindery instructions. If you need assistance feel free to call customer service any time.

- **How do I choose what paper stock to use?**

The stock used depends on the purpose. Brochures and flyers are most often printed on 80# White Gloss Text stock. This is a nice-looking, substantial paper with a shiny appearance. Standard business forms are usually printed on 20# White Bond (standard copier paper) or multi-part NCR paper (2-Part White/Canary, 3-Part White/Canary/Pink, 4-Part White/Canary/Pink/Goldenrod, etc.)

There are varying degrees of paper thicknesses & textures, you can check with our customer service for assistance in choosing the best stock for your project.

- **Is there a minimum quantity for my order?**

No. We can accommodate you no matter how many copies you need. Note, however, that on business cards 250 is the minimum order. Due to set-up costs, orders of less than 250 are still billed for the full 250 cards.

- **What project sizes can you print?**

We can print anything from as small as 1" square to as large as 20" X 27" and everything in between. There may be some limitations on the upper end on 4-color printing, contact customer service for assistance in this area.

- **I want to have a book/booklet printed. What is the best way to bind it?**

It all depends on the number of pages in your book and it's intended purpose. For books less than 100 pages, we often bind them by saddle-stitching (stapling) across the book spine. For larger books, 300-400 pages, plastic spiral binding is most often used, however, spiral binding is available for *any* size book.

We also offer tape binding which is where a special cloth tape is heated and pressed to seal the edges, *and*, we offer perfect binding which is a glued binding of a wrap-around cover (think paperback novel).

- **What does *padding* mean?**

Padding means gluing like that used in a tablet. For single-copy forms regular padding is used. For NCR forms we use strip-padding which is where the padding glue is only applied in a strip in the center of the pad. This does not affect the NCR padding where the individual sheets are glued into a set (2-part, 3-Part, etc.).

- **Do I need a Purchase Order Number when placing an order?**

Yes, if your agency requires/uses purchase orders, we ask that you provide that number when you place the order. Failure to submit the PO# with the order creates extra work for our OrdersDesk because all of our paperwork has to be re-printed if the PO# comes after the order was placed.

If no PO# is required, we assign the last name of the person placing the order along with the date we receive the order in the PO# box (i.e. Jones091515) just as a means to differentiate orders.

- **What is the best way to re-order a previously printed job?**

When you receive your order, you will receive a pink “Shipping Order” with the shipment. On that form beneath the title of your project, paper, ink colors, etc. you will see NCF# XXXXX for regular print jobs or QC# XXXX for QuickCopy jobs. That number is how your print project was saved on our server.

When you place your order, you can simply say you want 500 of NCF# XXXXX. If there are changes, the old file will be overwritten and a new proof will be sent using that same NCF#/QC# to you for your approval.

- **Can you typeset envelopes with U.S. Postal Barcodes on them?**

No. You must go to the post office, give them your desired set-up and they will create a digital file at the proper envelope size with the barcode on it in PDF format. E-mail that PDF along with your order form and we can then print your project.

- **Can I get a printed, hard-copy proof mailed to me instead of a digital file?**

Yes, however, a hard-copy proof will be printed on a color laser printer. It will be on the appropriate paper stock, folded and bound to your specifications but there may be slight color differences between a printer version and what is produced from a printing press. It is very cost-prohibitive so we *cannot* provide a press-printed proof. UPS shipping charges will apply for a hard-copy proof.

- **Is there a discount for high-volume orders?**

Yes. You can obtain a written quote for any print project, no matter what size order. The easiest way to obtain a quote is to submit your RFQ (if you use that form) along with a completed copy of our order form to customer service via e-mail or fax.

- **Am I required to get competitive bids before using your services?**

No. Under the *Correctional Industries Act of 2009*, all State agencies are *required* to use our shop unless we cannot accommodate your print project needs. You may of course seek competitive bids, and we will do our best to meet or beat any competitive bids but, you *must* receive a no-bid/waiver from us before using a commercial print shop or copy center.

- **What if I need a project printed by a certain date?**

We will do our best to accommodate any reasonable due dates. We ask that you give us 15 business days from your proof approval to ship your order. You should keep in mind that we print for EVERY State agency and printing of your project depends on many factors, such as but not limited to, availability of a printing press, availability of paper stock in our warehouse, and other factors affected by the operations of our correctional facility.

- **What is the best way to ship my project?**

That is completely dependent on the size of your order and how quickly you need it delivered. We offer three shipment methods: *Correctional Industries Truck*, UPS and local pick-up.

The fee for shipping by *Industries Truck* is \$15.00, regardless of whether your project is 1 pound or 10,000 pounds. Our truck picks up orders once per week and they are delivered to customers within the week following pick-up *except*, we only deliver to the Eastern Panhandle once per month.

We offer UPS shipping, usually used for smaller orders due to weight/cost or orders that are needed in a hurry. *Please remember to provide a physical street address for UPS shipping. UPS cannot deliver to a post office box.*

Local orders may be picked up at our facility in Moundsville Monday-Friday 8 a.m. to 3 p.m. You may also make arrangements to pick up your order at our Charleston headquarters located at 617 Leon Sullivan Way if you need it sooner than our truck can deliver.

## **WVCI Print Shop & QuickCopy Center**

**112 Northern Regional Correctional Drive**

**Moundsville, West Virginia 26041**

**(P) 304-843-4079 (F) 304-843-4081**

**Robert Whitehead, Superintendent [Robert.A.Whitehead@wv.gov](mailto:Robert.A.Whitehead@wv.gov)**

**Greg Gilli, Supervisor [Greg.A.Gilli@wv.gov](mailto:Greg.A.Gilli@wv.gov) - Shirley Burge, Supervisor [Shirley.A.Burge@wv.gov](mailto:Shirley.A.Burge@wv.gov)**