



Chartwells Ordering and Product Management

Chartwells Print (ODP360) is Chartwells first choice approved for printing and swag. To place your order, visit the [website portal](https://www.companywebstore.com/chartwells). First time user? You can request a login right on the homepage.

When placing orders through Chartwells Portal, use the chart below to determine estimated production times for any custom upload or items available on the site.



www.companywebstore.com/chartwells

Project Type	Production Timeline	Shipping Timeline <i>* Shipping subject to change with vendors</i>
Posters	2-3 Business Days	1-5 Days – Shipping from CA
X-Banners	1-2 Business Days	1-5 Days – Shipping from CA
Retractable Banners	2-3 Business Days	1-5 Days – Shipping from CA
Brochures	3-4 Business Days	1-5 Days – Shipping from KY
Guide/Booklet	8-10 Business Days	1-3 Days – Shipping from Closest Internal Print Shop
Stickers	4-5 Business Days	1-5 Days – Shipping from NC
Custom Order	3-5 Business Days	1-5 Days – Shipping from KY or CA <i>*Once approved by Chartwells team</i>
Business Cards	2-3 Business Days	1-5 Days – Shipping from KY
Pens – Branded	3-5 Business Days	1-5 Days – Shipping from MA <i>*All promo items will differ, but the standard is 5-7 days</i>
Apparel	10-12 Business Days	1-5 Days – Shipping from MN

If a shorter time is needed, please reach out to [Cassie Edwards](#) from ODP360.
Please note, anything under a 72-hour turnaround time will not be able to be completed.

Ordering and Delivery Details

Cutoff Time: Orders placed **before 3:00 PM CST** enter production queues the same day; those after will be processed the next business day morning. All work goes through internal approvals that is completed within 24-48 hours of your submission.

After placing your Order: All artwork is reviewed upon receiving the order. Any custom upload is also reviewed by members of the Chartwells team. If an order is held due to bad artwork (e.g., low resolution, incorrect crop marks), it is put on HOLD and the sales team contacts the requester for corrected files. Once updated art is received, production resumes but no new order is needed unless directed.

Shipping & Delivery: Products may ship separately due to multiple vendors. Standard delivery days will apply, if express shipping is needed, please reach out to Cassie Edwards upon placing your order.

Ordering Swag and Special Item Requests If you need to request an option that is not available on the website, please fill out the [Special Project/Order Requests Form](#), and someone from the ODP sales team will reach out within 24 hours. The following timeline will apply in addition to the estimated production times provided:

Custom Art Upload	Item Not on Site
Quote via ODP360: 1-3 business days	Quote via ODP360: 1-3 business days <i>Credit card required for purchase</i>
Proof Approval: 1-3 business days post-order	Proof Approval: 1-3 business days post-order

We recommend an estimated 2 weeks for special item requests.

Order Notifications

We will keep you up to date with your orders. You should receive these notification as it related to your order:

- ☐ Confirmation email after order is placed
- ☐ Out-of-stock alerts (item removed from order and invoice)
- ☐ Shipping and tracking info once dispatched
- ☐ Final invoice with vendor ID and payment details

