

# PRINTING FAQs

[www.companywebstore.com/chartwells](http://www.companywebstore.com/chartwells)



## How do I access the webstore to make purchases?

Please fill out the [Login Request Form](#) to gain access to the webstore. You will then select your account under the "Ship To" dropdown menu. If your location is not listed, please select [New Location](#).

## If I don't see what I am looking for on the site, can I still place an order for a custom item?

Yes. You will need to fill out the [Special Item/Art Request Form](#). Here you will be able to upload your custom print-ready art files such as brochures, posters, and banner files.

When creating your own artwork, don't forget to add the bleed and printer's marks to your files. To learn how to do so, please review the [Adobe instructions here](#) and [Canva instructions here](#).

If you need help with design or creating custom artwork, assistance is available through ODP at a cost of \$160 an hour.

## Are their templates that we can download when setting up artwork for the custom order brochures?

Templates for brochures can be found on MyCompass under [Marketing Tools/Development](#).

## Will my orders save in my Shopping Cart if I don't checkout immediately?

Due to the variability of the items, resuming a shopping cart once logged out is not an option. The shopping cart will timeout after 90 minutes.

When entering a cost center, shipping address or any other changes during the checkout process, you must click the "Update" icon on the screen before proceeding.

## After placing an order, will I receive tracking information?

Yes. Following your order, you will receive an automated email with tracking information for your reference.

## Is there a way to save my orders that I am still editing if I am not ready to checkout?

When creating a variable/custom item, the system will save a version for that item for all versions created. No other user has access to your saved files. You can easily click into the version needed for convenient reordering.

## Can I ship to more than one location on a single order?

Orders placed online can only have one shipping address assigned to each order. To have an order shipped to multiple locations, please contact Josh Jahn at [Joshua.Jahn@odpbusiness.com](mailto:Joshua.Jahn@odpbusiness.com).

## If I need to adjust an order, can I do that after the order is processed?

Once orders have been placed and put into production, no changes will be able to be made.

## Production Timelines

### Print Items

Standard turn time is 8-10 business days. Please allow 1-4 days for shipping.

### Promotional Items

Determined by product as well as time of year, but general production timeline is 7 – 10 business days. Please note that during the Holiday season, extended production times may arise. Please allow 1-4 days for shipping.

## Need Help?

Please review the [How-To Video](#) for help on utilizing the company webstore. To submit a ticket, visit the [Support Center](#).

For login assistance, please reach out to your internal IT support team to ensure you are set up with a Compass Email.