

# Quick Start Guide Placing Orders

Ordering with OfficeMax ImPress is now simpler and better than ever. Through our new Document Manager Express tool you can submit orders quickly and easily to the ImPress Production Center & Customer Service Staff. Here is a simple step by step guide on how to order:

**1** Log in to our secure web site at [www.OfficeMaxSolutions.com](http://www.OfficeMaxSolutions.com) and click **Create New Custom Print Order**

**2** Click **Start Order** under **Express File Submission**.

**3** 1) Click **Browse & upload** 1 or multiple files.  
2) Complete **Special Instructions**, Include: (Due Date, Due Time, FOALPAL #, Quantity to Produce)  
3) Click **Continue**

**4** Check & Complete if necessary your **Contact Information & Click Continue**

**5** Review your Order & Click **Place Your Order**.

**6** You will receive an **Order Confirmation** in your e-mail with the assigned **Job#**

# Quick Start Guide Account Setup – Ordering Details

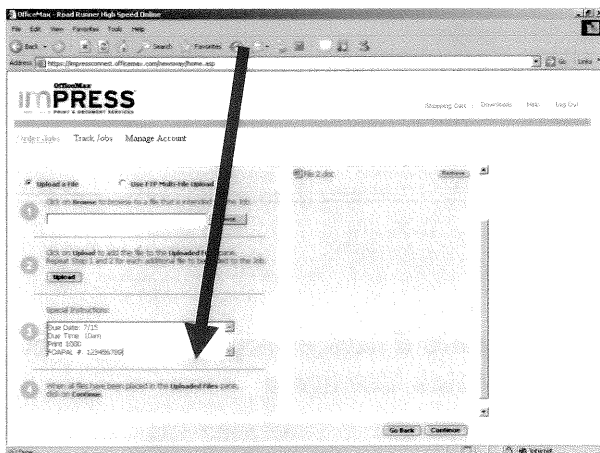
## Order Requirements:

For an order to be successfully accepted by ImPress there is some minimal information required when placing an order. This information includes:

- Due Date
- Due Time
- Proof Required? Printed or Digital?
- FOALPAL # - So order can be billed
- Quantity Requested or # of prints
- Print Instructions Including:
  - Color or B/W Print
  - Type of Paper
  - Binding

This information should be entered into the Special Instructions field on the order form.

## See Example Below



ImPress Customer Service will follow up by phone or e-mail to confirm your order and production specifications.

## Important Note on Proofs

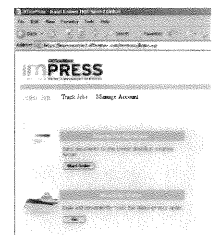
It is important that if you require a proof to include this in special instructions. Please make note if you need a "Hard Copy" or "Digital Proof".

Print & Production will not occur until after proof approval is obtained. Please factor this into your turnaround time.

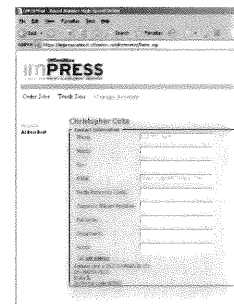
## Account Setup / First Time Login

When logging into the system for the first time and prior to placing your first order please follow these steps

Click "Manage Account"



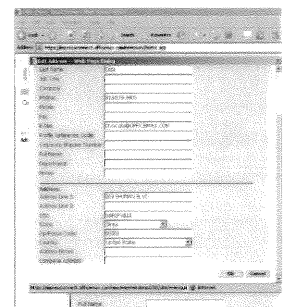
Scroll Down & Click "Edit Address"



Fill in the fields with the Information Requested. At Minimum: Address, Phone, e-mail.

This information will be Used to ensure proper Contact & Delivery. Click "OK"

Click "Order Jobs" to Return to the Main Menu.



## Customer Service

For questions on order status, order confirmation or general questions e-mail:

[DL-DrakePrintServices@officemax.com](mailto:DL-DrakePrintServices@officemax.com) or

Call 402-330-8225

## Drake University Account Manager

For any other questions, contact your Account Manager Julie Hoff at

[JulieHoff@officemax.com](mailto:JulieHoff@officemax.com) or 402-730-5779