

# Frequently Asked Questions: Creative Services Online

**Q: Is there a web browser that works best with Creative Services Online?**

**A:** Yes. The site works best in the Google Chrome browser.

**Q: How do I log in?**

**A:** In the upper right corner of the site, click on “Login.” Click the “AEA Login” button. Your username and password is the same one you use for AEA Learning Online for Bloodborne Pathogens training.

**Q: How do I order custom graphic design?**

**A:** On the Creative Services Online homepage, click on the category titled “Order Custom Graphic Design.” On the custom graphic design product, click the “Continue” button. Use the menu on the left to enter your project information.

- **Add File:** Attach any files you’d like our designers to use or reference including text, logos or images.
- **Color or Black & White:** Select your preference.
- **Lamination:** Select your preference (laminated items are uncut).
- **Special Instructions:** Describe your project in detail. Include the following information:
  - Date Needed
  - Type of project (banner, poster, etc.)
  - Size
  - Quantity (specify if digital only)
  - Audience (grade level, use, etc.)

Add the form to your cart and complete the checkout process. You will receive a PDF proof for approval via email.

**Q: How do I order lamination only?**

**A:** On the homepage, click on the category titled “Order Lamination Only.” On the lamination product, click the “Continue” button. Enter a job name on the left hand side and add a description of the items to be laminated in the “Special Instructions” area.

Once you have added the form to your cart and completed the checkout process, print the “Order Confirmation” page and attach it to the items to be laminated. You may send the items to Heartland AEA via van delivery or bring them to the Johnston Regional Education Center.

If you don’t have access to a printer, include your order number, name, school district and building with the items to be laminated. Your order number ensures accurate delivery.

**Q: How do I order bindery only?**

**A:** On the homepage, click on the category titled “Order Bindery Only.” On the bindery product, click the “Continue” button. Use the menu on the left hand side to enter your project information.

- **Quantity:** Enter the number of items to be bound (1 book equals 1 item).
- **Orientation:** Select if your items are portrait or landscape.
- **Cutting:** Select if you have a spine to cut off your item(s).
- **Binding:** Select your preference of coil binding or comb binding (if desired).
- **Binding Edge:** Select your preference.



- **Staple:** Select your preference (Stapling is not available with coil or comb binding).
- **Drill:** Select your preference.
- **Lamination:** Select your preference. Laminated items will be given to you uncut. After cutting, return the items to Creative Services to complete the binding.
- **Special Instructions:** Enter any additional information that will help complete your order.

After adding the form to your cart and completing the checkout process, print the “Order Confirmation” page and attach it to the items to be bound. You may send the items to Heartland AEA via van delivery or bring them to the Johnston Regional Education Center.

If you don’t have access to a printer, include your order number, name, school district and building with the items to be bound. Your order number ensures accurate delivery.

**Q: Can I do a keyword search?**

**A:** Yes. Use the search bar at the top of the site to search by keyword or item number.

**Q: How do I preview a catalog item?**

**A:** If you are looking at a catalog item, make selections from the dropdown list(s). Once all dropdowns have a selection, a preview link will be at the top of the item screen. Click on “Preview.” This will open a PDF in a new tab, which you can zoom in/out. The document preview will contain a watermark.

**Q: The file I’m uploading has multiple items per sheet. How many do I order?**

**A:** As an example, if you need 40 bookmarks and your file has 4 bookmarks on a page, your quantity needs to be 10 (4 bookmarks x 10 sheets = 40 bookmarks).

**Q: How do I know my images will print clearly?**

**A:** If a file you upload contains images, we recommend the images have a resolution of 300 DPI or a size of 1 MB or higher. Screenshots will be low-quality if printed.

**Q: I’m uploading a file to print and I have questions about which settings to use. What should I do?**

**A:** For best results, contact Heartland AEA Creative Services and we will walk you through the settings that are best for your order.

**Q: Can I save something in my cart for later?**

**A:** Yes. If you are in your cart, you can save individual items for later by clicking the “Save for Later” link below the item quantity. This will remove the item from your active cart and save it in your cart in an area titled “Saved for Later Items.” When you are ready to purchase the item, go back to your cart, and you will find the item in the area titled “Saved for Later Items.” Click the “Move to Cart” link below the item quantity to add it back to your active cart.

**Q: How do I choose a due date for my items?**

**A:** When you have the items in your cart, click the “Checkout” button. Click on the calendar icon next to the words “Due Date” above the list of products in your cart. Select the date you would like your items and click the “Save” button. You will see the date you selected listed next to the calendar icon. If you need your item within 24 hours, contact the Heartland AEA Print Center at (800) 255-0405 ext. 14412 to see if this is possible.

**Q: Where do I choose if I would like my items delivered via van delivery or if I will pick them up at the Johnston REC?**

**A:** During the first part of the checkout process (Select a shipping address & shipping options), the first step is called “Preferred Delivery.” Select your delivery method from the dropdown list.

**Q: I don’t see my building in the address book. Is it there?**

**A:** All buildings should be in the address book. If you work in a large district, there may be multiple pages of buildings/addresses in the address book. You can move through the pages of addresses using the arrows in the upper right, or you can change your view to show more listings per page. You can also search for your building in the search bar at the top of the address book. Use proper capitalization when searching. If you still don’t see your building, contact Creative Services at (800) 255-0405 ext. 14368.

**Q: How do I save my information to the address book?**

**A:** During checkout, click the “Add from Address Book” button to select your building. Your building name and address will populate. Enter your first and last name and your phone number. Below delivery instructions, click the box next to

“Save to My Address Book” (you will only need to do this once). Click the “Save” button. Your name/building information will now be saved in your address book.

**Q: I saved my information to my address book, but the next time I ordered it wasn't filled out. Did I do something incorrectly?**

**A:** Your address will not auto-fill. After you save your information to the address book once, the next time you check out you will find it on the last page of the Address Book. Select your name/address and click “Ok.”

**Q: Can I check on the status of my order?**

**A:** Yes. When you are logged in, hover over your name in the upper right corner of the site. Select “Order History & Status.” You will be able to see all of the orders you have placed and their status, such as User Approved (simply meaning your order has been placed), In Production and Completed. If you've ordered Custom Graphic Design or Lamination Only, you will see a status of “Order requires approval from customer” when the cost has been entered for you to approve.

**Q: I received an email saying I need to approve and pay for my order. What does that mean?**

**A:** If you ordered custom graphic design or lamination only, you will need to approve and pay for the total cost of your order. Once your item has been designed or laminated, Creative Services will enter the total cost for your project, and you will receive an email prompting you to approve and pay the total. Follow the link in the email (when logged in to Creative Services Online) or click on your order in your “Order History & Status” on the site. Your items will not be delivered until you have approved and paid for them. If you have questions, contact Creative Services before approving.

**Q: I received an email saying I need to approve and pay for my order. Does this mean my order is ready for me to pick up or receive via Heartland AEA van delivery?**

**A:** No. If you ordered custom graphic design, you will be required to approve and pay for the total cost of your order before we will begin printing. If you ordered lamination only, you will be required to approve and pay for the total cost of your order before we will deliver or allow you to pick up your items.

**Q: How will I know when my order is ready?**

**A:** You will receive an email letting you know your order is complete.

**Q: Can I re-order something I ordered previously?**

**A:** Yes. When you are logged in, hover over your name in the upper right corner of the site. Select “Order History & Status.” You will be able to see all of the orders you have placed and will be able to click the “Re-Order” button on the right side of the order line. You can adjust the quantity you would like to order in the cart.

**Q: What is the difference between a “Saved File” and a “Saved Job”?**

**A:** A “Saved File” is an actual document. A “Saved Job” is a print job you started in Creative Services Online (e.g., if you uploaded a document to Basic Print and started selecting print settings then saved the job for later).

**Q: What methods of payment do you accept?**

**A:** We accept credit cards, PCards and district-issued purchase orders, and we are also able to bill districts if they don't require a purchase order. Check with your district to see if it requires a purchase order.

**Q: Can I change my payment method after I have submitted my order?**

**A:** No. We are unable to change a payment method after the order has been submitted. If your order has been submitted, but not yet completed, you may cancel your order and re-order it using a different payment method.

## Contact Us!

If you need further assistance using the Creative Services Online system, contact the Heartland AEA Creative Services Department at [creativeservices@heartlandaea.org](mailto:creativeservices@heartlandaea.org) or (800) 255-0405 ext. 14368.