

## Getting started

1. Open your University Services web browser page at: <http://www.northwestern.edu/userservices/printingtrademark/index.html>  
Follow the prompts to link to the FedEx Kinko's DocStore for your campus location.
2. On the DocStore login screen, enter the DocStore **User ID** and **Password** you have been provided.

**TIP:** If you have forgotten your username or password, click the **Forgot your password** or the **Forgot your username** link as necessary and answer the onscreen hint question. You will receive your login information in an e-mail message. Note: If you have not set up your Hint question the system will not send you the reminder. You will need to contact Tom Luczkowiak in University Services, [tluczkowiak@northwestern.edu](mailto:tluczkowiak@northwestern.edu) phone 847-491-8411.

## Navigating your FedEx Kinko's DocStore Send & Print order

**TIP:** An order navigation toolbar will build at the top of the screen as you move through the order process. Use the icons to review or edit parts of your order as you fill in your order information:



## Adding files and choosing printing options

1. Click **Browse** to locate the first file you want added to this document in your order.

**TIP:** Upload files in the order you want them in the final output. DocStore organizes files in the order you add them.

**TIP:** Individual files can be a maximum of 100 MB, although breaking large files into smaller pieces for uploading is recommended.

2. Select printing options for your first file.

<b>Printing Options:</b>	
Select color options:	black and white
Select paper type:	white (20 bond)
Select a Paper Size:	8.5 x 11 (letter)
Select folding options:	none
Select number of sides:	single-sided
Select cutting options:	none

**TIP:** Help is available by clicking on the purple underlined text.

3. Click Add File.
4. Continue adding files to your document, if needed.
5. Click Continue when you are done.

**TIP:** If you submit a document with requirements that are not available on the Printing Options Menus, select **Other** on the menu, then describe your requirements in the Special

Instructions field when setting document finishing options see the following section for details.

## Selecting document finishing options

1. Type a descriptive name for your document in the **Document Name** box.
2. Select **Finishing Options** for your document.

<b>Finishing Options:</b>	
Document Organization:	colleted (sets)
Stapling Options:	none
Collina Options:	none
Binding Options:	coil binding
Front Cover Options:	clear cover
Back Cover Options:	black vinyl

**TIP:** Help is available by clicking on the purple underlined text.

3. If you selected **Other** as a printing or finishing option, click the link under Special Instructions and describe your requirements.
4. Click **Continue**. Organizing files in your document

## Organizing files in the document

If your document contains more than one file, and you want to reposition the files follow the instructions below.

1. Click a number from the list next to the file you want to reposition, to specify the position of the file in the document.
2. Click **Update Positions**.

**TIP:** If your document has tabs or inserts, use the link under Special Instructions to enter additional information about how you want your document organized.

## Previewing your document

Note: If you selected **Other** for any print or finishing options and entered Special Instructions DocStore may not be able to preview your document exactly as specified or at all. You may still request a hardcopy proof prior to production. See the **Shipping and Production** section later in this document.

Use the <<< < > >>> options in the Preview Document page to preview the remainder of your document or do one of the actions in the following table.

To do this...	Click this option...
Edit print and finishing settings selected for your document	Edit
Add another document to your order	Create Another Document
View the contents of your shopping cart	Continue to Cart

## Editing your document

Clicking **Edit** displays the print and finishing settings selected for your document. Change these settings as necessary and click **Update** to save the changes.

## Adding another Send & Print document to your order

Clicking **Create Another Document** returns you to the **File Selection and Printing Options** windows. Repeat the above steps to add other documents to your order. Each document will have its own print and finishing settings.

## Complete your shopping cart options

### Shopping Cart

Quantity	Documents in Your Order	Files in the Document	
12	My Document	Multi-page color brochure.pdf	<a href="#">Edit</a> <a href="#">Delete</a>
<a href="#">Empty Shopping Cart</a> <a href="#">Create Another Document</a>			

#### Contact

Indicate who to contact regarding this order.

\*First Name:

\*Last Name:

\*Address 1:

Address 2:

\*City:

\*State/Province/Other:

Zip/Postal Code:

\*Country:

\*Phone:  ext.

\*E-Mail Address:

\*Required

#### Payment

\*Method:

This order will be billed to a FedEx Kinko's Commercial Account set by the site administrator.

\* Enter CUFS number:

[Continue](#)

### Pricing and Payment Exceptions

*NOTE: Whenever possible, DocStore will provide an online proof and display your discounted pricing as your online quote.*

DocStore is unable to provide online previewing if:

- DocStore cannot recognize one of your file formats or has a conflict with a file, such as a conflict with page sizes
- Some Printing and/or Finishing Options were set to **Other** and Special Instructions were used

Your order will not be tallied online if you:

- Request a proof, special instructions, or cutting and folding
- The recipient or billing address is an international address

*You may still submit the order. Your discount will be applied to the final order by the producing center. For orders where an online order tally was not available the production center will contact you with the cost and any questions they may have.*

**TIP:** You can change the quantity of each document you have added to your order if necessary and click **Update Subtotals** to save your changes. You can also click **Delete** to remove a document from your order or click **Empty Shopping Cart** to remove all items from your cart.

**TIP:** The order contact will receive an e-mail confirmation and will serve as the point of contact for the FedEx Kinko's location producing the order.

3. Use the options under **Payment** to specify how you want to pay for the order and to specify any billing and tracking information where applicable. For University business the preferred method is defaulted to payment by FedEx Kinko's Commercial Account and your CUFS number.

**TIP:** If you select Pay at Store, you must pick up your order at the store and any online pricing shown will be estimates.

4. Click **Continue**.

## Enter shipping and production details

#### Order Completion

Indicate when the FedEx Kinko's Office and Print Center should complete the production of your order. Additional time required for shipping or local delivery.

#### Recipient

Add this recipient to my order.

I am the recipient

First Name: John  
Last Name: Smith  
Organization: Northwestern University  
Address 1: 333 E. Superior  
Address 2:  
City: Chicago  
State/Province/Other: IL  
Zip/Postal Code: 50611  
Country: US  
Email: john.smith@northwestern.edu  
Phone: 3125555555  
Example: (555) 555-5555

This is a business address

\*Required

[Select from Address Book](#)

#### Proof

Do you want to receive a hard copy proof?

Choose No Proof if you accept the online Preview as the Proof

Please Note:

- No charge for first hard copy proof copy
- Charge for additional proof copies

#### Production Location

\*FedEx Kinko's Office and Print Center for Production:

Chicago IL River North  
Address: 444 N Wells St  
Chicago, IL 606104501  
Phone: 3126704460  
Fax: 3126700812  
Email: usa3610@fedexkinkos.com

#### Delivery

\* Delivery Method:

\*Required

[Continue](#)

1. Your information as the recipient is already set up for you in the **Recipient** fields. If ordering for someone else, remove the check mark from **I am the recipient** check box to open the Recipient fields for editing.

OR

Click **Select from Address Book**, to select recipient information from a global or personal address book. For more information on adding an address to an order using the **Address Book** refer to the **Accessing your personal account options** section of this document.

2. **Chicago Campus Orders:** Your orders are received 24x7 by a production manager (PM) in the FedEx Kinko's River North center. The PM will direct production as required to meet your delivery requirements and turn-around time. You may have your order delivered to your Chicago campus address or pick up at the Searle Building Copy Center or at FedEx Kinko's River North location. Set delivery options as follows:

Select these options...	To do this...
Delivery: FedEx Kinko's Local Delivery	To have your order delivered to your Chicago campus address. Note: this may add ½ to 1 full day to the specified Order Completions Date/Time.
Delivery : Pick Up at FedEx Kinko's	To pick up your order at the River North FedEx Kinko's location.
Delivery: Pick up at On-site Copy Center	To Pick up your order at the Searle Building Copy Center.

Evanston Campus Orders: Depending on the time of day / day of the week, you may direct your order to the FedEx Kinko's Evanston Green Bay Rd or Skokie locations by selecting the location from the **Production Location** list.

Either way, your orders are received by a production manager (PM) who will direct production as required to meet your delivery requirements and turn-around time. You may have your order delivered to your Evanston campus address or pick up at the Norris Center Copy Center, or the FedEx Kinko's location you selected above. Set Delivery options as follows:

Select these options...	To do this...
Delivery: FedEx Kinko's Local Delivery	To have your order delivered to your Evanston campus address. Note: this may add ½ to 1 full day to the specified Order Completion Date/Time.
Delivery : Pick Up at FedEx Kinko's	To pick up your order at the FedEx Kinko's Production Location selected.
Delivery: Pick up at On-site Copy Center	To Pick up your order at the Norris Center Copy Center.

**TIP:** If you have chosen to pay for your order at a FedEx Kinko's location, you must pick up your order.

- You will have the option of receiving a hard copy proof of your document. Note that requesting a proof will require extra time. If you specify a proof, your proof will be available at the same location you specified for your full order.
- Click an option in the **Order Completion** list to specify when you want your order completed.

**IMPORTANT:** If you have requested a hardcopy proof, order completion time on Send & Print orders only starts after the proof approval is received.

**IMPORTANT:** The Order Completion time does not include local delivery time. Local delivery may take ½ to one full day after order completion.

- Click **Continue** to access options for confirming your order.

## Confirm and place your order

The **Confirm Your Order** page lists details about your order.

- Review the information in the Confirm Your Order page carefully to verify it's correct.

**IMPORTANT:** The order process is not complete until you click the **Place Order** button at the bottom of the window.

## Confirm Your Order

Quantity	Documents in Your Order	Price
12	My Document	\$4.32 <a href="#">Edit</a>
Subtotal:		<b>\$4.32</b>
Shipping & Handling:		<b>\$0.00</b>
Tax (exempt):		<b>\$0.00</b>
<b>Total Price:</b>		<b>\$4.32</b>

**Contact**

John Smith  
(312) 555-5555  
john.smith@northwestern.edu

333 E. Superior  
Chicago, IL 50611  
United States

[Edit](#)

**Payment**

**FedEx Kinko's Commercial Account:**  
This order will be billed to a FedEx Kinko's Commercial Account set by the site administrator.

Enter CUFS number: \*\*\*\*\*

A FedEx Kinko's Team Member will contact you prior to production if there are any questions regarding your order.

[Edit](#)

**Order Completion**  
In 24 hours

[Edit](#)

**Proof**

Do you want to receive a hard copy proof?  
No, I do not want a proof

[Edit](#)

**FedEx Kinko's Store for Production**

Chicago IL River North  
444 N Wells St  
Chicago, IL 606104501  
Phone: (312) 670-4460  
Fax: (312) 670-0812  
Email: usa3610@fedexkinkos.com

[Edit](#)

**Delivery Instructions to Center**

[Edit](#)

**Recipient**

John Smith

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**Shipping Address**  
Northwestern University  
333 E. Superior  
Chicago, IL 50611  
United States

[Edit](#)

**Delivery**

**Delivery Method:** FedEx Kinko's Local Delivery

[Edit](#)

**Next Steps**

A FedEx Kinko's Team Member will contact you prior to production if there are any questions regarding your order.

[Back to Shopping Cart](#) [Place Order](#)

- Click one of the following options:

Click this option...	To do this...
Edit	Change the information corresponding to the selected Edit button.
Back to Shopping Cart	Edit documents and quantities ordered or change contact and payment information.
Place Order	Complete your order and go to a Thank You page.

**TIP:** Click **Print This Page** in the **Thank You** page if you want a printed record of your order details. The order contact will also receive a confirmation via e-mail.

[Print This Page](#)

Thank you for your order. Your order number is **1012220136364364**

This is your receipt. Please print this as your receipt.

You will receive an e-mail confirming your order.

If you have questions about this order or need to cancel this order, you must immediately call FedEx Kinko's customer relations at 1-800-GO-FEDEX and reference the order number above. Most jobs go into production within 15 minutes of receipt. Orders cancelled after going into production may be subject to a charge.

## Accessing your personal account options

1. Click **My Account** on the right side of the navigation bar of any DocStore page.



DocStore gives you several personal account options to help you manage your account and orders. You have an account profile that controls your login, contact, and billing information as well as an address book(s) from which you can add contacts and recipients to your orders. Your DocStore order site also includes a history of your orders; you can use this to view and track your orders.

**TIP:** If you have not already set up a password hint, DocStore displays options for setting up a reminder question and answer that when entered will allow you to retrieve a forgotten password.

**TIP:** If you have forgotten your username or password, click the *Forgot your password* or the *Forgot your username* link as necessary and answer the onscreen Hint question. You will receive your login information via e-mail.

When you have completed the steps for setting up your hint reminder, click the Start button in the DocStore navigation bar to return to the Login page. Do not click OK again. DocStore sends you a new e-mail message each time you click OK.

## Editing your Profile information

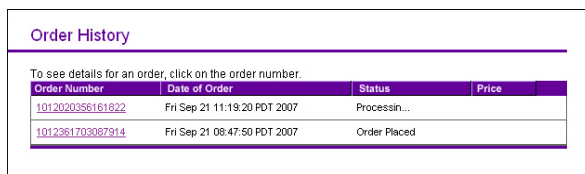
1. Click **My Account** and then **Edit Profile** in the DocStore navigation bar.
2. Update your e-mail, phone, and address information as needed. You cannot edit your username, first or last name.
3. Click **Update**.
4. Click **Edit Password**. Change your password as necessary when the edit options appear. Click **Update**.

**TIP:** Passwords must contain 8-32 characters, have at least a letter or a number, and a special character [! \$ ; ^ ~ ? & \* \_ % # @ ( ) - . and space]. Passwords are case sensitive.

**TIP:** If you need to change your password reminder, use the options under **Password Reminder** to choose the Hint question and answer you will have to provide to have your password sent to you.

## Viewing your order history

To view your order history, click **My Account** then **Order History** from the DocStore navigation bar:



Order Number	Date of Order	Status	Price
1012020356161822	Fri Sep 21 11:19:20 PDT 2007	Processin...	
1012361703087914	Fri Sep 21 08:47:50 PDT 2007	Order Placed	

Your order history lists the order number, date ordered, order status, and total price for each order in your history.

**TIP:** Click a column heading to sort the order history by the selected column. You can sort columns in ascending and descending order.

## Adding entries to your personal address book

You can create, edit, delete, and search the contacts in your personal address book. Your site may also have a global address book. You can add contacts and recipients to your order from the global address book (if available), but you cannot edit it.

1. Click **My Account** and then **Address Book** in the DocStore navigation bar.
2. Click the **Personal Address Book** option.
3. Click **Create New Recipient**.
4. Enter the contact's first name, last name, and e-mail address.
5. Select a delivery method, if applicable.
6. Enter the contact's primary address (required) and secondary address (optional) and make one the active address.
7. If the option is available to your site, click a location in the **FedEx Kinko's Store for Production** list to specify the FedEx Kinko's store you prefer for the contact's primary address (required) and secondary address (if specified).
8. Click **Update**.

## Editing or deleting recipients in the address book

1. Select **My Account** and then **Address Book**, in the DocStore navigation bar.
2. Select your **Personal Address Book**.
3. Use the scrollbars to scroll the list or click **Find Recipient** to locate the recipient you want to edit or delete.
4. Click first or last name of recipient you want to edit or delete.
5. Edit the recipient's contact information and click **Update** to save the changes or click **Delete this Entry** to remove the recipient from the address book.

## Adding recipients to an order from an address book

1. Click **My Account** and then **Address Book** in the DocStore navigation bar or click **Select from Address Book** to access your address book from FedEx Kinko's DocStore order pages.
2. Select the personal or global address book from which you want to add recipients.
3. Browse entries  
OR  
Click **Find Recipient**. Enter the first name, last name, or e-mail address of the recipient you want to find. Click **Find Now**.
4. Select the check box to the right of recipient's name and click **Add to Order** to add the selected recipient to the current order.