Business Card Ordering for Madison College
Approver Guide

Econoprint’s Orders system requires that all orders be approved for production. As an approver within the system, you can do everything that an ordinary user can do, as well as review orders placed by other users and give Econoprint the approval to produce products.

What is Approval?
To ensure quality and consistency in the production and fulfillment process, Econoprint requires all orders to be approved by its customers. When you approve an order, you are telling Econoprint:

- You have reviewed the artwork content and quantities, and all are correct.
- You have confirmed the shipping information and are willing to accept the charges for the options selected.
- Econoprint may bill your business unit for the work requested, including any applicable taxes and freight charges that may not be displayed by the system.

Please use the Comments section in an order’s Special Instructions if you want Econoprint to confirm shipping costs or taxes with you. In general, cards that are delivered via Econoprint courier to the Truax campus will not be assessed taxes or shipping charges, and the price displayed by the system will be the final project price.

Changing Departments
Some approvers and administrators in the system have access to multiple departments. These users have a Switch Company link in the “Your Account” menu, and can use this link to place orders for various departments within their scope.

The top-level department groups (such as “Madison College Administrative Services Offices”) do not have access to order business cards. Cards may only be ordered from within specific departments. This means that multi-department approvers and administrators should either Switch Company before placing orders, or set their Default Company Context in the Edit Profile section of the system so that they log in to their home department consistently.

Checking Out
When you are placing your own orders, you will see two buttons at the bottom of the final confirmation page: Submit and Submit and Approve.

Submit: If you use this button, the order will be visible to Econoprint, but Econoprint will not act on the order. An e-mail will be sent to your business unit’s approvers (including you) and administrators, asking them to review and approve the order.

Submit and Approve: This button submits and then immediately approves the order. Your Econoprint representatives will receive a notice that you have an order waiting. Note that you will not be able to use this button until a chartfield code is entered in the Purchasing Reference field. The Special Instructions page will appear to remind you of this requirement.

With the exception of the Submit and Approve button, the order process is identical to what is described in the Getting Started Guide.

Approving Orders
When non-approvers place orders, you will receive an e-mail from the Econoprint Orders system stating that an order needs approval to proceed. The e-mail will contain a link that will allow you to view the order. You may also view the order from your welcome page, or by using the Pending Approval link under Order Submission.

As an approver, you have significant discretion over the order. You may:

- Edit or delete individual items on the order
- Change the shipping address or shipping method (for example, choosing Truax instead of a user-entered address)
- Add or change special instructions, including comments and adding the chartfield code to the Purchasing Reference field
- Completely delete the order

The Purchasing Reference field is required on all orders, and must be the appropriate chartfield code for your business unit.

If you make changes to an order, the system will not notify the person who placed the order of your changes. You must handle that notification yourself.

When you click the Approve button at the bottom of the order review screen, a notification e-mail will be sent to Econoprint. Once Econoprint accepts the order, you may no longer make changes. Contact your Econoprint representative directly if changes must be made at that stage.

Unapprove Functionality
From time to time, you may approve an order but realize that something was incorrect. If the order has not yet been accepted by Econoprint, you may use the Unapprove button when viewing the order, make changes, and then use the Approve button. An e-mail will be sent to your Econoprint representatives when you unapprove the order, and another e-mail will be sent when you approve it again.