



## FREQUENTLY ASKED QUESTIONS

# **CONTENTS**

**1 GLOSSARY OF TERMS**

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**2 PRINTCLOUD WEB TO PRINT SYSTEM**

---

**3 PRINTING OPTIONS**

---

**4 MANDATORY HARD BINDING FORM**

---

**5 THESIS/DISSERTATION UPLOAD**

---

**6 TRACKING ORDERS**

---

**7 COLLECTION**

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These Frequently Asked Questions (FAQs) explain the terminology and process for uploading your web to print documents and will hopefully answer any questions you may have. However, if there's anything you are unsure of after reading through the information please email [pcb@leeds.ac.uk](mailto:pcb@leeds.ac.uk) with your question.

## SECTION 1: GLOSSARY OF TERMS

|                                |   |
|--------------------------------|---|
| <b>PCB Team</b>                | Stands for the Print & Copy Bureau Team. Meet the Team on the website at <a href="http://www.leeds.ac.uk/pcb">www.leeds.ac.uk/pcb</a> |
| <b>Lamination</b>              | This is a protective plastic coating we use mainly over posters. It is waterproof and tear-proof so gives added longevity.            |
| <b>PDF Preflight</b>           | This function allows you to see if your document contains any pictures, symbols or fonts which could be a problem at the print stage. |
| <b>Trim &amp; Bleed Editor</b> | Allows you to trim and expand your document.  |
| <b>Hard Bind</b>               | Is a hard cover used to bind documents into a book format.  |
| <b>Soft Bind</b>               | Is a card cover with a glued spine used to bind pages together.   |

## SECTION 2: PRINTCLOUD (WEB TO PRINT SYSTEM) GENERAL

### **Q. How do I know what the icons in the top banner mean?**

If you hover over an icon it will explain what it does if selected.

### **Q. What happens if I upload the wrong document?**

If you are still on the Upload File page simply browse again and your document will be over-ridden by your new file. If you have uploaded a file and moved onto the Preview page the back button will move you back to the Upload File page and you can browse again, or the cancel button will cancel the job, in which case you can start from the beginning.

### **Q. What happens if I order the wrong quantity?**

Any item in the Shopping Cart can be altered for quantity but if you complete your order and then realise you have made an error you will either have to re-order from your Track Job Search option using your job number or call our main telephone number 0113 343 2668. Please ensure you have your job number to hand so we can assist you more effectively.

### **Q. On the File Report page, it says the Print Provider will solve the problems - what does this mean?**

The File Report will indicate if there is an issue with the file you have uploaded, for example, if you upload a colour document but have selected black & white printing. Ticking the box allows the Print Provider (PCB Team) to provide a solution to the problem(s). The PCB Team will assess any issues at the printing stage and either resolve the issue or call you to discuss the matter before proceeding to print your document.

### **Q. On the Shopping Cart page, it says 'The displayed price does not include taxes and shipping' - what does this mean?**

This text is standard within the software; the price of your order shown on this page (by selecting the 'Get Quote' button) is the total cost; there will not be any additional charges.

### **Q. What is a Custom size poster?**

Posters for conferences and sometimes course work have to be prepared and printed to a specific size to fit the poster boards they are being displayed on. When designing in PowerPoint you set the document to the actual size that you need. Custom size poster allows you choose the size to exactly match your file thus eliminating any editing during upload and before print stages.

# SECTION 3: PRINTING OPTIONS

## **Q I can't see/scroll down on the text in the embed fonts window?**

Go to the edge of the box and resize/drag the box until you can see all the text.

## **Q. If I select black and white printing for a colour document will this work?**

Yes, your colour document will be printed in black & white. This may be brought to your attention at the report stage of the process, but you can tick the statement that allows the Print Provider (PCB Team) to resolve the issues and for you to proceed.

## **Q. What do I do if the document I have is a different size to that I want printed?**

If the uploaded document is larger than the print size requested, this will be dealt with at the print stage and the system will process everything in the normal way, but will display a caution message if any downloaded images used in the document are not printable. If the document is smaller than the size requested the system will flag this as an error and PDF pre-flight will ask you to re-size using the trim and bleed editor. If you are comfortable to do so then use this function, otherwise upload onto the system as normal and the PCB Team will assess the request when the final file is received, and will call you to discuss any issues.

## **Q. What size documents can I upload? E.g. what happens if I upload an A5 poster?**

Posters are not normally printed A5. Anything less than A4 is classed as a flyer. If you upload an A5 poster you will not be given a price. Upload using the flyer module and you will be given a price and no error messages will display.

## **Q. Do I need to check the size in mm that is displayed?**

No the system is programmed with the correct industry standard page sizes so if you upload an A4 document the system knows it is 210x297 mm and automatically display this size.

## **Q. What paper quality will my order be processed on? Can I change this if I like?**

Standard 80 gsm for black and white and colour printing is used. Posters are printed on 160gsm along with flyers. Should you want a different option for your printing please email [pcb@leeds.ac.uk](mailto:pcb@leeds.ac.uk) and ask for details.

## **Q. What should I put in the notes to print provider?**

This is an area for you to enter any queries/messages you may have for the PCB Team. The message will appear on your order.

## **Q. Can I get anything I want laminated?**

Yes. Please detail in the notes for print provider when you get to this stage alternatively please email [pcb@leeds.ac.uk](mailto:pcb@leeds.ac.uk) and attach your document. We will respond to your order via email.

## **Q What size documents can I upload? EG what happens if I upload an A5 poster?**

Posters are not normally printed A5. Anything less than A4 is classed as a flyer. If you upload an A5 poster you will not be given a price. Upload using the flyer module and you will be given a price and no error messages will display. If you upload a document which does not match the specification given then it may not give a price on the quote page. If you wish to continue you will need to contact PCB on [pcb@leeds.ac.uk](mailto:pcb@leeds.ac.uk)

## **Q What does RGB mean?**

The system is indicating you have uploaded an image containing only 3 colours red, green and blue. PCB will be aware and check your file before printing and contact you should the image be too poor to use.

## **Q What does tentative price mean?**

If this error message shows in your shopping cart you have uploaded a document which does not match your order selection and in order to print your document PCB may have to change your original specification but will only do so after consulting with you.

## **Q Will the watermark shown on my proof be on my final print**

No this is purely to differentiate between proofs and final copy.

## SECTION 4: MANDATORY HARD BINDING FORM

### Q. Why do I need to complete a mandatory form for hard binding?

Hard binding has to conform to University regulations and is not carried out within the Print & Copy Bureau. The mandatory form contains all the information the book binders require to ensure your final document is correct and conforms to the regulations laid down.

### Q. Why do I need to give my phone number on the hard binding form?

So you can be contacted if your form does not conform to University regulations.

### Q. Will I be charged for the mandatory hard binding form?

No, there is no charge for the hard binding form. Simply add the completed online form to your shopping cart and this will be processed free of charge.

## SECTION 5: THESIS/DISSERTATION UPLOAD

### Q. How do I upload and order my thesis/dissertation

#### Uploading your files

1. Select 'upload' on the 'Printing' button
2. Select 'upload' on the 'Thesis/Dissertation' button
3. Upload your files
  - 3.1. For the most cost effective option you can upload your thesis/dissertation in sections as follows:
    - 3.1.1. Split your document into sections based on whether the pages require colour or black and white printing and are single or double sided (You will be able to add blank pages later between each section if required – see section 12.4).
    - 3.1.2. Upload each section at a time, repeating steps 1 and 2 on this page as you go until all sections have been uploaded and are visible in the list on the right hand side.
    - 3.1.3. You can remove files by clicking on the remove button next to the file name on the right hand side of the screen.
  - 3.2. Alternatively you can upload it as a single document and select colour or black and white printing for the whole document. Please be aware that you will need to have manually inserted any blank pages before upload.
4. Once you have uploaded all your files, click 'Continue'

#### Defining the binding style

5. Choose your binding style
  - 5.1. Hard binding is your final submission and the copy which resides in the University Library. Soft binding is for your first submission.
6. Choose A4 for your thesis/dissertation size
7. Click 'Continue'

## Upload with errors?

8. It may display that the upload has been done with errors which could mean one of a few things. You can click on PDF Preflight to see the errors and then rectify them yourself or you can tick 'I understand the print-related problems and want to continue anyway' - The Print & Copy Bureau will contact you if we feel the document is not printable. Some of the errors that may be displayed are as follows:
  - 8.1. Low resolution images - the file you have uploaded may contain very low resolution images which have possibly been downloaded from the internet and may not print very well.
  - 8.2. Fonts not embedded - you have used fonts/symbols which are not recognised and may not print properly however if you check the box which says print provider to resolve we will assess your file before printing and contact you should there be any concerns. If you want to resolve the issue yourself you will need to ensure any fonts are embedded into your document before you upload to the system. Check the software help facility within the programme you are using before uploading your file for assistance. For MicroSoft Word documents this facility is located within the save function or alternatively you can check at the University IT help desk for more assistance.
9. Page size – the page size has been programmed into the system as standard A5, A4 and A3 for black/white and colour copying. If you uploaded a file which is not any of these sizes you will get a message within the file report detailing the mismatch. You have the choice of using the trim and bleed editor to trim or expand your file to make it fit the page size you have ordered or you can leave the problem to the Print and Copy Bureau who will endeavour to resolve or contact you should then need to do so.
10. Click 'Continue'. You can edit and change a number of things with your document on this page.

## Define Components

11. Firstly, ensure all the sections of your document are in the correct order.
  - 11.1. Move up – to move a section of your document up, click on it on the left hand side and then click 'move up', it will then move it up in the order of the document.
  - 11.2. Move down – to move a section of your document down, click on it on the left hand side and then click 'move down', it will then move it down in the order of the document.
  - 11.3. Move to – to move a section of your document to another place in your document, click on it on the left hand side and then choose where you want it to move to using the drop down in the top bar, then click 'move to', it will then move it to this section in the document.
  - 11.4. Add blanks – to add a blank page into your document, click 'add blanks', choose which page you wish the blank page to appear after. And the number of blank pages. They will then be inserted and appear on the left with the other documents.
  - 11.5. Duplicate – Select a section of your document that you wish to duplicate, click the duplicate icon . The duplicate section will then be inserted and appear on the left with the other documents.
  - 11.6. Delete – Select a section of your document that you wish to delete, click the delete icon
  - 11.7. Select pages – For a document with many sections you can use this field to jump straight to a page within your document.
  - 11.8. Upload Files – You can upload additional files by clicking the 'upload files' button
12. Decide on the printing options for each section
  - 12.1. Click on a section of the document, on the right hand side of the screen you can now choose whether you would like colour or black and white printing and if you would like it single or double sided.
  - 12.2. Click 'Apply'
  - 12.3. Repeat with all sections of the document.
13. You can Enter a note for the PCB staff if you require.
14. Binding Style - The type of binding is displayed but we also have a comprehensive style gallery on our home page at [www.leeds.ac.uk/pcb](http://www.leeds.ac.uk/pcb) which shows examples and has a very detailed description. You can always email for further information to [pcb@leeds.ac.uk](mailto:pcb@leeds.ac.uk)
15. Size mismatch - The system will flag this at the upload stage making you aware the size you want does not match the document you have uploaded.

If the uploaded document is larger than the print size requested, this will be dealt with at the print stage and

the system will process everything in the normal way, but will display a caution message which you can leave to the PCB staff to deal with. If the document is smaller than the size requested the system will flag this as an error and PDF pre-flight will ask you to re-size using the trim and bleed editor. If you are comfortable to do so then use this function, otherwise upload onto the system as normal and the PCB Team will assess the request when the final file is received, and will call you to discuss any problems.

16. PDF Preview - if you select this you will be able to see a preview of how your final document will look.
17. Preflight – is part of the document checking processes and will enable the Print & Copy Bureau to identify any issues before printing.
18. Once you are satisfied with the layout and printing options select 'Add to Cart' (if you wish to add more printing jobs to your cart before completing your order) or 'Add to Cart and Checkout' to proceed.

## SECTION 6: TRACKING ORDERS

### **Q. What does the status 'ready for shipping' mean? What should I do?**

Under the Track Jobs area, this shows your order has been processed, has been printed and is ready for collection from the Print & Copy Bureau reception on Level 6, Roger Stevens Building.

## SECTION 7: COLLECTION

### **Q. How long does it take to produce my printing?**

The amount of time it takes to produce your printing depends on the type of product you have selected. General production timescales are as follows. Please check our website [www.leeds.ac.uk/pcb](http://www.leeds.ac.uk/pcb) for opening collection times during closure periods.

Black & White and Colour Printing will need to be uploaded by 12 noon and it will be available to collect after 4.00 pm on the same day (Monday to Friday) except University closed days. Files uploaded after 12 noon will be available from 8.30 am the following day.

Thesis/Dissertations will need to be uploaded before 12 noon and will take 3 days to complete for hard binding and 4 hours for soft binding all excluding weekends and University closure periods.

Posters will be available from collection 24 hours after upload (Monday to Friday) except University closed days.

Flyers will be available from collection 48 hours after upload (Monday to Friday) except University closed days.

### **Q. Where can I collect my printing from?**

You can collect your printing from the Print & Copy Bureau Reception on Level 6, Roger Stevens Building. We are open from 8.30 to 5.00 pm Monday to Friday (closed Saturday and Sunday and all public holidays). Please refer to our website which is updated regularly before any public holiday periods or email [pcb@leeds.ac.uk](mailto:pcb@leeds.ac.uk) for assistance.



**UNIVERSITY OF LEEDS**

University of Leeds  
Leeds, United Kingdom  
LS2 9JT  
Tel: +44 (0)113 2431751  
[www.leeds.ac.uk](http://www.leeds.ac.uk)