
Frequently Asked Questions (FAQs)

How long will it take for you to complete my order?

Every job is different. Some jobs can be produced in minutes while some may take several days to complete. Let us know when you need your job completed and we'll let you know if it can be done. We go to great lengths to meet even your most demanding timelines.

How do I submit an order?

Students, faculty, and staff can submit an order via email, phone, or in person at our office. Departments on campus can use our eQuest system for submission, which allows for current up to date progress on the order.

Is white considered a printing color?

No. White is not generally considered a printing color as typically the paper itself will be white. If a colored paper (something other than white) is chosen, then white becomes a printing color if any text or graphics require it.

What is the difference between coated and uncoated paper stock?

Uncoated stock paper is comparatively porous and inexpensive, and is typically used for basic black-and-white copying. Coated stock, by contrast, is made of higher quality paper having a smooth glossy finish that works well for reproducing sharp text and vivid colors.

What is the best file format for submitting a document for printing?

The Portable Document Format (PDF) is generally the preferred file format for submitting a document for printing as it works with virtually all professional printing and digital output devices.

What are the standard sizes for postcards?

Postcards are found in three common sizes: 4" x 6", 5" x 7" and 5 1/2" x 8 1/2".

What is the Cougar Copy Center and Printing solutions? Are they two separate places?

The Cougar Copy Center and Printing solutions is one and the same. Our store front for students, faculty and staff services is the Cougar Copy Center. Printing Solutions is the internal service for Columbus State departments, when an order is funded by the department.