

Print Shop

Version 15

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Placing an order through the Print Shop

1. Sign in to your **Print Shop** account.
2. Ensure you use the correct PO number, which is provided to faculty at the beginning of the fiscal year and the start of each semester.
3. Allow 4-5 business days for your order to be delivered.
4. For additional instructions on the printing process, please refer to the detailed guidelines on the attached documents.

Wait for the email to collect your order

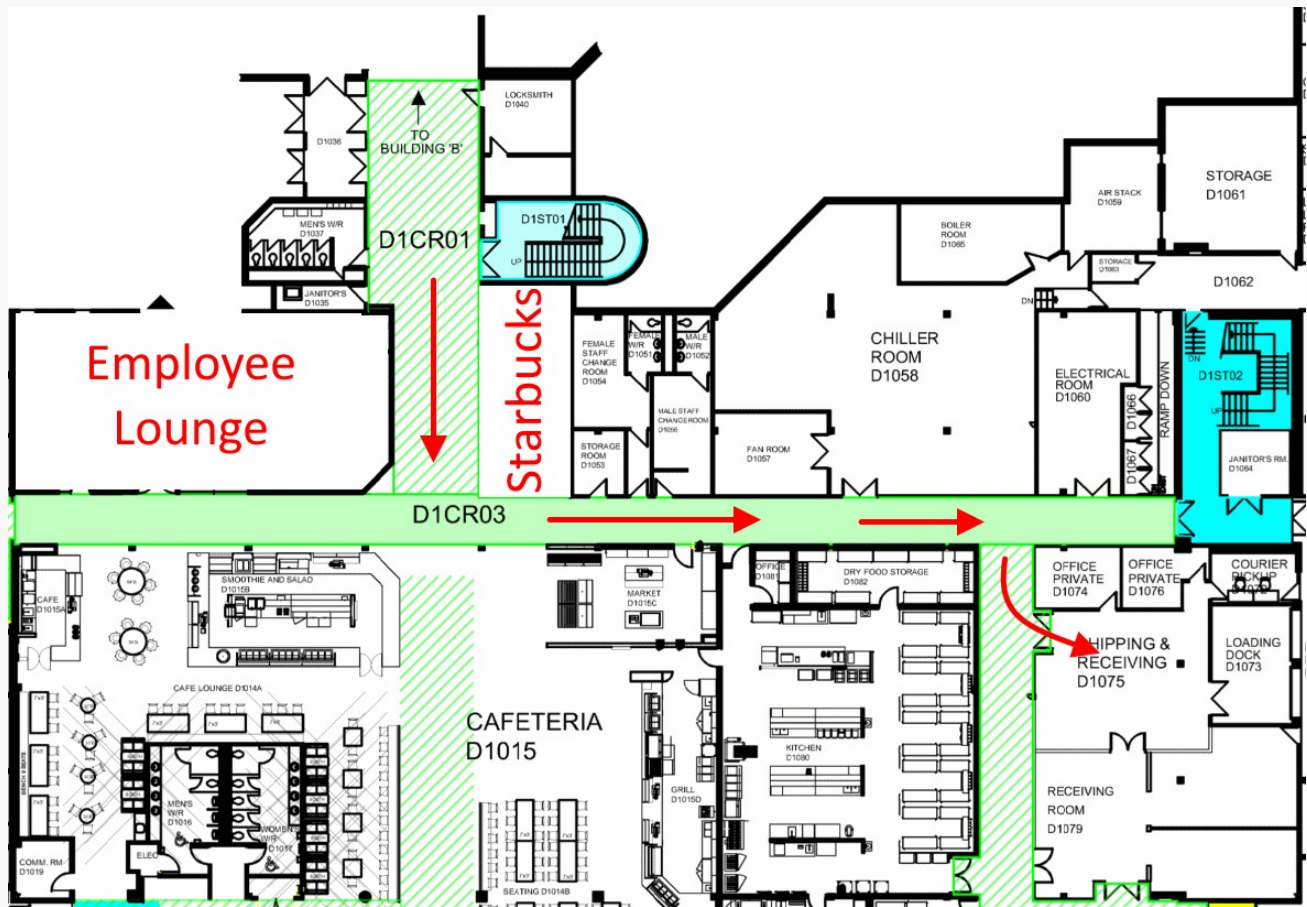
1. You will receive an email from the **Shipping and Receiving (S&R)** team once your order is ready for collection.
2. This email will specify the location and time for collecting your print orders.

The Print Shop will only notify you when your order has been completed. This does not indicate it is ready for collection. **Please wait for the email from S&R.**

Collect your order from S&R from D1075

1. Collect your order from S&R located in Building D, Level 1, behind the Market/Cafeteria. Please refer to the map below for directions.
2. Collection hours are strictly from **Monday to Friday, 8 AM to 3:30 PM**. The area will be locked outside of these hours. Faculty must present their OneCard when picking up their orders and may only collect items assigned to them, not on behalf of others. Please ask for Jacky Cao, Christopher Num or Omar Razzaq to retrieve your order.
3. Please note that the S&R staff will not assist with moving your orders. If you are placing a large order, plan accordingly and bring a cart or other means to transport your materials.

Be aware that there is a secondary S&R in the K Building, which **is not** the correct location for collection.



Who to contact if you have any questions or concerns?

1. If you have any concerns regarding your Print Order, please contact the **Print Shop** directly.
2. If you have any questions regarding the collection of your order, please contact **S&R**.

Support Staff will no longer be responsible for assisting faculty with Print Orders. Any concerns or questions you have, you will need to contact these services directly.

Contacts

Christopher Num (christopher.num@senecapolytechnic.ca)

Jacky Cao (jacky.cao@senecapolytechnic.ca)

Omar Razzaq (omar.razzaq@senecapolytechnic.ca)

Anthony D'Cruze (anthony.d-cruze@senecapolytechnic.ca)

Print Shop(print.shop@senecapolytechnic.ca)

Frequently Asked Questions (FAQs)

How do I know when my order is ready to collect?

Shipping and Receiving will send you an email once your order has been delivered.

The Print Shop emailed me that my order was completed, but S&R say that it's not ready to be picked up?

The Print Shop have let you know that your order has been printed and shipped. Please wait for S&R to email you to collect.

My print order is wrong, what do I do?

Please contact the Print Shop immediately regarding the error and ask them to reissue your order. Include your deadline so they understand the priority.

My order won't be here in time for my exam, what do I do?

You must allow the Print Shop at least 4-5 business days to complete your order. If you have left it too late, you may need to print your exams yourself. Please see the Printer Locations for Employees for more information.

Can I ask the Support Staff to collect my exams for me?

The School Support Staff will help you transition to this new process but they will not collect your exams.

Can another faculty collect my exams on my behalf?

You must show your Seneca ID to collect your exams. You are unable to collect on behalf of someone else.

We ask that you use the Print Shop for all your printing needs.

For emergency or small print jobs, please find a printer closest to you: [Printer Locations | IT Services | Seneca Polytechnic](#). You will need your OneCard and a passcode to access the printer. IT Service Desk (servicedesk@senecapolytechnic.ca) can provide you with your unique passcode.

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