

NEW PROCESS: What to do to create, order and print materials

Here are answers to 12 common questions from team members.

1. What is Consolidated Printing?

The Upstate and Midlands have combined our printing capabilities into one in-house shop, Consolidated Printing. It is located at the Midlands affiliate. It now is responsible for printing almost everything we produce. In rare cases, Consolidated Printing or Marketing may decide an outside printer must be used.

2. Why have just one print source?

Combining resources into a central source offers major savings. Plus, having one vendor makes it easy to know who printed the job if questions, issues or reprints arise.

3. What are the timelines for creating jobs and printing them?

In total, allow at least **25 business days to complete items such as invitations and postcards – especially any event-driven item.** That gives our designers and editors about two weeks to work on the job and two weeks for Consolidated Printing to print it.

More work-intensive pieces, such as booklets and brochures, may need more than 25 business days to complete.

For printing only, turnaround time for most jobs is 10 business days. This time frame does not include vendor approval steps (2-5 days), mail prep (3-5 days) or postal delivery after printing. In rare cases, Consolidated Printing may make a timeline exception.

4. What is DigiPath?

DigiPath is an online tool used to order commonly printed items or reprints of items ordered in the past. This includes items created and designed by Marketing as well as items your department paid for that were created and printed by Visual Graphics or TruColor.

Common reprints include business cards, envelopes, appointment cards, booklets, forms and brochures. DigiPath is part of Consolidated Printing.

Typical turnaround time for jobs already in DigiPath is 5 days.

5. How do I access DigiPath?

Click [here](#). You can also find it on Plexus under “Apps and References.”

Once you sign up for access, it takes 24-48 hours to activate your account. Look for an email to notify you that your account is live. If you do not get an email, contact Consolidated Printing at ConsolidatedPrinting@PrismaHealth.org or 803-296-3349.

[Here](#) is a helpful guide on using DigiPath.

6. How do I know if a file is in DigiPath?

If you need reprints of a file already printed by Consolidated Printing but do not see that file listed, contact Consolidated Printing at ConsolidatedPrinting@PrismaHealth.org or 803-296-3349.

For a job created by Marketing, please have the six-digit job number handy. This number (18-0299 is an example) appears on most pieces; if you cannot find it, give the title of the piece or describe its format (tri-fold brochure is an example). Contact your department’s Marketing rep [here](#) if the file still cannot be found.

7. What if I want to add an existing item to DigiPath?

If your department pays:

Items include business cards, envelopes, appointment cards, letterhead and forms. To add a new item, contact Consolidated Printing at ConsolidatedPrinting@PrismaHealth.org or 803-296-3349.

If Marketing pays:

Items include promotional booklets and brochures. To create a new item, contact your Marketing rep [here](#).

8. What if I need to change a previously printed item?

For business communications:

Contact Consolidated Printing at ConsolidatedPrinting@PrismaHealth.org or 803-296-3349. Items include business cards, envelopes, appointment cards, letterhead, pocket folders and mailing labels. Notepads, prescription pads, and sign-in, excuse and instruction slips also are included.

Even if TruColor or Visual Graphics had created and printed a piece paid for by your department, you still contact Consolidated Printing to make changes.

For brochures and booklets:

Contact your Marketing rep [here](#).

9. What if I want to open a new marketing print job?

In all cases, contact your Marketing rep.

10. How long can I use GHS-branded items?

You can use these items through January 2020. To make sure your job gets rebranded in a timely manner, contact your Marketing rep.

11. Has Marketing's role changed now that it no longer oversees printing?

Besides printing, Marketing's role remains the same. Submit marketing print jobs just like before to your Marketing rep.

For promotional items such as apparel, pens and tote bags, go directly [here](#) to place your order.

FOR DELIVERY DATES: Please do not contact TruColor or Visual Graphics. If Marketing is creating and ordering something for you, contact your Marketing rep. If you ordered directly from Consolidated Printing, contact that shop.

Rest assured that Marketing and Consolidated Printing are working closely together to meet your needs in a timely, cost-effective manner.

12. Where else can I find this Q&A or updates to it?

Our [Marketing website](#) houses the most current information.