

Frequently Asked Questions

Q: What is SMARTworks?

A: SMARTworks is a web to print portal that will be used by AMITA to procure items such as clinical forms, marketing materials, letterhead, business cards, and envelopes. This system is managed by a company called Taylor Healthcare. Catalogs of static and customizable print materials needed for your location will be published for easy access and ordering.

Q: How do I get user access to the SMARTworks?

A: Click [here](#) to access the user profile request web form. If you have a user profile already, please login on here: <https://login6.smartworks.com/DotNet/Authentication/Login.aspx?>

Q: Are PeopleSoft purchase orders (POs) required to order items in the AMITA Print Center?

A: No. As of July 1st, 2020, you will not need a PO to place an order in SMARTworks. However, you will need a valid 10 digit cost center at checkout, which includes your 5 digit GLBU # and 5 digit Dept #. Your default cost center should be aligned to your profile.

Q: Where do I go to order print items?

A: You can place an order on SMARTworks. If you need a user profile, please submit your request [here](#). *If you do not see the item you need in the system, click [here](#) to submit a form to have your item loaded. If your request is a one-time need, please complete the [one-time order form](#). This request will route to our customer service team for review and order.*

Q: Will my order be shipped to me directly? Or will it be shipped to our receiving dock?

A: Your order will ship directly to the address that you provide on your order as long as the address is able to accept FedEx deliveries.

Q: Can I place a rush order?

A: Yes, please be sure to indicate you have a rush order by entering your "need-by date" in the special instructions at checkout.

Q: Will you send an order tracking update?

A: Yes, you will receive an email with tracking information when your order ships.

Q: Who can I contact about my order?

A: You can reach out to our customer service team via email at AMITA@taylorcommunications.com. Please be sure to include your order ID (MV#) number as shown on your order confirmation email.

Q: How do I add or make a change to an item in SMARTworks?

A: Click [here](#) to access the item set up/change request form and to submit that request to Taylor.

Q: Do you accept returns? What if my product is incorrect?

A: Many items ordered are custom and cannot be returned unless Taylor is maintaining inventory; however, if there are any quality, quantity or item delivery issues, we will work with you to resolve the issue. Issues should be reported within 30 days of receipt of the order. The customer service team will work with you to determine an appropriate return or resolution. You can reach the customer service team at AMITA@taylorcommunications.com.

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Q: Is there training or 'How To' documents for ordering on SMARTworks?

A: Yes. You may reference the [user guide](#) and other helpful information on the [Resource Center](#). For additional help, please reach out to customer service at AMITA@taylorcommunications.com

Q: Is there someone local I can speak to if I have questions?

A: Yes, please reach out to one of your two local Account Executives:

Tim Hedrich

Timothy.Hedrich@taylorcommunications.com
262-510-1262

Dan Roche

Daniel.Roche@taylorcommunications.com
708-752-2800

Q: How do I make a special print request outside of SMARTworks?

A: For one-time orders that will not be in SMARTworks, click [here](#) to submit your special print request. This request will be routed to our production team for review and order processing. Your project may require a quote prior to completion. A PO will need to be provided for the completion of the order.

Please note

When reporting issues, the original packing list and order information will be necessary for proper handling. If a return is part of the resolution, customer service will confirm the required process for return.