UNITEC FREQUENTLY ASKED QUESTIONS

Deadlines / Turnaround Times

48 – 72 hours depending for standard print, trim, wiro and stapled jobs. Posters, corflutes etc 48hours.

Now that my order is submitted, what happens next?

You will receive an automated order notification email when your order is received and completed. Please refer to the Announcement Bar at the top of the home page for printing timeframes.

I need to make a change to my order, but it has already been submitted. How do I do this?

Email tpunitec@mediacentre.co.nz or phone 07 846 8652 to change your order and reference your WT / Item number.

Do I require a purchase order number?

If you want your printing charged to a purchase order, please enter a PO number on the final checkout page, if not please leave this area blank.

I would like to add a new user, delivery address or cost centre to the portal. How can I do this?

To add a new user email tpunitec@mediacentre.co.nz with the new username, phone number, delivery address and programme code access.  
To add or change a delivery address email tpunitec@mediacentre.co.nz with the new delivery details.  
To add a cost centre, email tpunitec@mediacentre.co.nz with the branch/cost centre name, code and delivery address.

I believe I have been charged the wrong amount for my order. How do I get this changed?

Please email tpunitec@mediacentre.co.nz or phone 07 846 8652 for any queries regarding product pricing, charging, or billing issues, reference your MC / Item number.

Can I re-order a previously completed order?

Yes, Click “[Orders](https://wintec.printengine.co.nz/Orders.asp)” from the top menu bar. Scroll down or use the order search functions to locate the past order that you would like to re-order, then click the “Re-order” button.

How do I submit a new product template?

To request a new product template, email tpunitec@mediacentre.co.nz, with the product name, description, printing specifications and working files.

How do I get I.T. Media Centre Support?

For Media Centre support email tpunitec@mediacentre.co.nz

Do the prices listed on the site include or exclude GST?

GST is applied at the checkout page.

Is my print file pre-flighted for print-readiness?

Pre-flighting checks are performed manually by Gravitas Media Hamilton staff to ensure that any issues with print-readiness are picked up on and resolved as soon as possible.

What other resources are there to assist me?

The [Media Centre Manual](https://printengine.co.nz/Files/BrokerBranding/cal_isuzu/Include/docs/pe-user-manual.pdf) or Video from the ‘Get Help’ page.

Job Delivery Courier

Jobs will be delivered to the Copy Centre at 10.00am every morning, except Friday. Please request a courier for Friday deliveries in special instructions when submitting a job. Please note to provide clear instructions for the courier.