



# Processing Your Order

In order for production of your job to flow smoothly and quickly as possible, please follow these simple guidelines.

## Specifications:

It is important to provide job specifications to your Customer Service Representative (CSR). A signed quote is sufficient or you may send a signed Publication Check-In sheet. Your CSR can fax this form to you or email it in PDF format. Please keep in mind: specs should be sent before your job files are uploaded. If you ship your files to us on CD or DVD, simply include the signed quote or Publication Check-In sheet in the package.

## File Information:

If you wish to send your files electronically, please take advantage of our new service, InSite. This internet based proofing system allows you to upload your files to Panaprint using your web browser. Then, after your pages are processed, you may proof your pages online. To get things started, please give your CSR a list of staff members who will be using InSite. We will provide each a User Name and Password. Also, please specify which person will provide final approval when proofing pages. A short video tour of InSite is available at <http://insite.panaprint.com>. Please note: when uploading your files via InSite it is helpful if you name the upload according to publication title and issue number or date, rather than using a generic name like "files". When you are finished uploading, please email your CSR a list of uploaded files and include a copy to [prepress@panaprint.com](mailto:prepress@panaprint.com).

**If you have any questions regarding anything about your print order, your CSR is happy to answer them. Call us toll free at (800) 622-0676, and a representative will assist you.**



## Proofs:

An email will alert you that pages are available for proofing via InSite. Using your web browser, you can view a high resolution image of each page, circle and annotate needed changes, check color density, and more. If no revisions are necessary, select the page and hit *Approve*. If revisions are needed, please select the page, hit *Reject*, and describe the revisions in the space provided. Most customers make the revisions, then upload revised pdf files. Panaprint can make the changes if you provide your native files. Proofs are made available again until every page is given Final Approval. At this point, we require you to print out a proof form, sign the form (actual signature, not typed) and fax it to your CSR. If you received

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an inkjet proof or match prints, please return these and the signed proof form by mail.

- If there are problems you do not wish to fix – such as a low resolution graphic or missing bleed – ask for a File Problem Acknowledgment form.

## Mail:

If Panaprint handles the mailing of your job, we need your mailing list *early* in production. Job specs are needed as well so that we may process the list. After Panaprint processes your mailing list, you will receive a Mailing Confirmation form. This form lists qualifying and non-qualifying records, the class of mail, the permit we are using, and the postage amount. Please sign the form and return via fax. A check for postage costs should be made payable to the Post Master and sent to your CSR. Panaprint does not advance postage.

- If our mailing department has problems with your mailing list, they will fax a Mailing List Preflight form listing the problems. The form provides options for how we can proceed. Choose an option, sign the form and fax it back to us.

## Shipping:

It is helpful if you include the following info with your shipping information:

- Do you have a residential delivery?
- Do you require notice before delivery?
- Do you require a lift gate?



- Do you have specific delivery hours?
- What is the phone number of the Consignee?

If you are arranging your own shipments, please let your CSR know the carrier you intend to use. Your CSR will provide you with a date and time to schedule your pick-up.

- If your job requires multiple shipments, please let your CSR know in advance. Keep in mind there is an additional charge for multiple shipments.

## Terms:

If you do not have Net 30 terms, please ask your CSR for a Pre-Bill invoice. Questions about terms are referred to our accounting manager. Paying with a charge card? A Charge Card Authorization form can be requested from your CSR.

*Thank you for choosing Panaprint.  
And...Relax! Panaprint is all you need!*