

To: All Personalization Department Clients

Pre-paid embossing/Personalization
Card Fulfillment Services
Guideline Sheet

The following guidelines are designed to help you understand what would help in processing your order faster and more efficiently:

★ 1. **All data must be received in legible, typewritten or computer generated material. We are not responsible for errors that are from handwritten or illegible printing.**

2. Please allow a 5% spoilage rate for jams, errors and/or misprints. *We will not be responsible for replacing any stock in that range.*

3. Orders may be faxed, e-mailed or regular mailed in.

ABSOLUTELY NO PHONE ORDERS.

4. Any personalization orders with consecutive numbering **must** have assigned numbers to each account written out prior to submittal.

5. Each incoming order must have the actual card name listed on each page, along with a contact name and phone number in case there are any questions, or if faxed, transmission errors.

6. Any information that stays the same for the entire order such as expiration date, or sub-title must be printed on each page and not just the cover sheet.

7. Please provide a shipping address with **each** order.

8. Cards are shipped via UPS Ground or Standard US Mail depending on weight. Any other service desired will be billed freight collect (you must provide us with an account number).

9. With batch processing, freight will be billed at time of order.

10. We will notify you when you fall below 100 cards to reorder.

11. If you are having problems consistently with your order, please tell us, so that we may be alerted to the problem and correct it.

Thank You