

## Processing Times Will Vary

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| <p><b>MONTHLY BULLETIN ANNOUNCEMENTS</b><br/>Due on the 20th of each month</p> | <ul style="list-style-type: none"> <li>• Requests must be in writing, email is an acceptable format.</li> <li>• Please supply your own wording, however edits may be done to accommodate spacing.</li> </ul>   |
| <p><b>PHONE TREE AND MASS EMAILING</b><br/>Due on Tuesdays</p>                 | <ul style="list-style-type: none"> <li>• Please allow 2 business days to complete.</li> <li>• If calls/emails are to specific people, please provide a list of contact information.</li> <li>• Requests must be in writing, email is an acceptable format.</li> </ul>  |
| <p><b>ONLINE ORDERS</b><br/>1 week minimum notice to place</p>                 | <ul style="list-style-type: none"> <li>• Please provide a printout or link to each item.</li> <li>• Allow yourself ample time for shipping when ordering, specifying if standard or rush shipping is necessary.</li> <li>• Also it's helpful to supply alternates should quantities be low or out of stock.</li> </ul>   |
| <p><b>COPY &amp; PRINT REQUESTS</b></p>  | <ul style="list-style-type: none"> <li>• 2-3 business days for processing.</li> </ul>  |
| <p><b>LAMINATING</b></p>   | <ul style="list-style-type: none"> <li>• Small jobs (less than 10 sheets) 2-3 business days for processing.</li> <li>• Medium jobs of 11 -30 sheets require 1 week to process.</li> <li>• Large jobs of 31 sheets or more require 14 days to process.</li> <li>• Cutting availability will vary per request.</li> </ul>  |
| <p><b>FAX REQUESTS</b></p>   | <ul style="list-style-type: none"> <li>• 2-3 business days for processing.</li> </ul>  |
| <p><b>POSTAL MAILINGS</b></p>  | <ul style="list-style-type: none"> <li>• 2-3 business days for processing.</li> </ul>  |
| <p><b>GRAPHIC DESIGNS</b><br/>(time varies)</p>                                | <ul style="list-style-type: none"> <li>• 7-10 Business days to design. This includes any posters, postcards, flyers and things of the like.</li> <li>• 2 weeks' notice for us to design banners.</li> <li>• For items not being printed in-house, please allow 7-10 business days for vendor printing &amp; shipping once order has been placed.</li> <li>• Requests should be received in its original format. Please do not convert to PDF (we support: JPG, PNG, TIFF, and most vector formats such as INDD and EPS). This will allow for corrections to be made quickly &amp; easily.</li> </ul> |
| <p><b>**RUSH REQUESTS</b></p>  | <ul style="list-style-type: none"> <li>• We understand there may be circumstances where same day requests can't be avoided and as always, we will TRY to accommodate you; however, the office reserves the right to deny any last-minute requests.</li> <li>• Service requests will be done on a first come, first serve basis. We will not penalize others to accommodate a last-minute request.</li> </ul>   |