



Order Planning Assistant

DEADLINES

Job requests and art files must be submitted by 3pm, Monday – Friday. Proof approvals/sign-offs and Purchase Agreements must be complete and submitted by 4pm, Monday – Friday. Deadlines are set Eastern Standard Time during the fall and winter months and Eastern Daylight Time during the spring and summer months.

JOB/ORDER REQUESTS

Our website is designed for easy-ordering. If you do not have web access, please go to www.tracecommunications.com to “Request New Account”. We will make sure you’re all set up from start to finish!

If you prefer, you may order via fax or email – but the website is always preferred.

ART FILES

Art files may be submitted via our FTP site any time; however, we will only be pulling files down from the site Monday through Friday. If you currently don’t have access to the Trace FTP site, your Trace Rep will be happy to give you access. ***Be advised that art files, depending on size, WILL NOT always come through email.***

For more information, please see the FTP Site information on page 12.

PURCHASE AGREEMENT

A signed Purchase Agreement must be received via our website, fax, or emailed to your Trace Rep before the 4pm ET daily deadline.

TURN TIMES

Turn times vary based on the type of product you’re printing and/or mailing with Trace. Many of our binder products have standard turn times based on the state in which you’re located. Your Trace Rep can provide you with a helpful map.

Please keep in mind that additional options like bleeds, folds, and perforations require additional processing time.

Please be sure you are letting Trace know your required date of delivery on every order; we will do our very best to get your product delivered to you by the date you need.

DELIVERY

Shipments are guaranteed to arrive to you no later than 5pm local time.

BINDERY

Bound products (magazines, digests, etc.) have specific turn times, so we ask that you call when considering these. Your Trace Rep will discuss turn times that are specific to your project.