

Order Planning Assistant

DEADLINES

Job Requests must be submitted by 3pm Monday – Friday. Art Files, Sign-offs, and Purchase Agreements must be complete and submitted by 4pm Monday, Wednesday and Thursday and by 5pm on Tuesday and Friday. Deadlines are set Eastern Standard Time during the fall and winter months and Eastern Daylight Time during the spring and summer months.

JOB REQUESTS

Job requests may be made in the form of an email or website order Monday through Friday.

ART FILES

Art files may be submitted via our FTP site anytime; however, we will only be pulling files down from our FTP 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 to the site.

PURCHASE AGREEMENT

A signed Purchase Agreement must be received via our website or faxed in before deadline.

TURNTIMES

Turntimes vary based on the type of product you're printing and/or mailing with Trace. Many of our binder products have standard turntimes 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 perms require additional processing time.

DELIVERY

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

BINDERY

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