

# WHEN? WHERE? WHY? HOW? FIND THE ANSWERS **HERE AND NOW**



From graphic formats to approval processes, here are the answers you need to proceed.

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## Postage

### When and how do you require postage payment?

Postage is due by noon on the day of the mailing. Checks should be made payable to INTEGRAM. Funds may also be sent via Paypal to <http://www.integram.com/payments.cfm> or Electronic Transfer to Funds. Please inquire for routing information.

### Which postal sorts can you perform?

Automated carrier route, zip+4 and barcode, address standardization, NCOA, CASS, Co-Mingle, and SCF sorts are all options with INTEGRAM's presort capabilities.

### Can you process international mail?

Yes, we can process international mail and provide maximum postal discounts for international delivery.

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## Data

### What data formats can you accept?

The most common formats that we accept are Excel, dBase, Access, ASCII Fixed Field or Comma Delimited. We can also work with SQL, Oracle, DBF, TXT, CSB, EBCIDIC, FoxPro, Paradox, Access, MS Word Mail Merge File, and Label Format. Our data processing department is extremely flexible; please inquire if your preferred format is not listed.

### How do I upload my files to INTEGRAM?

Please go to <http://www.integram.com/clients/login.cfm> for secure FTP uploads. You may also email ZIP files directly to your Client Services Coordinator.

### What general data processing services can INTEGRAM provide?

Postal Sorts (automated carrier route, zip+4 and barcode, address standardization, NCOA, CASS), Merge/Purge, Dedupe, Federal and State Senate and Congressional Appends, add seed names, build salutations.

Our data processing department is extremely resourceful. If you have a special data processing requirement, we can most likely accommodate it.

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## Graphic Formats

### What graphic formats can you accept?

We prefer Word (with images provided as separate graphic files), Quark, or InDesign. Illustrator, Photoshop, and Publisher are also acceptable. PDF is acceptable if it has been saved/exported from the original document as high-res (300 dpi or higher). We can also work with TIF, JPG, EPS, PCX, BMP, PDF – all at 300 dpi or higher.

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## Laser

### Can you laser duplex?

Yes, we can laser duplex, and simplex as well.

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## Approval Processes

### What is your client approval process?

At the offset and envelope production stage, PDF proofs and proof slips are emailed to the client for accuracy review and quantity approval.

Clients are provided with a data dump, usually 10 live records, including the original fields and fields that we create (salutations, dollars asks, etc.). Along with this, a PDF proof of corresponding documents is output and provided for comparison with the data.

*(over, please)*

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Mailshop instructions are created by our client services staff and shared with the client. Insertion fans are provided upon request.

No stage of production proceeds without written approval from our client.

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## Inventory

### How do you manage left over inventory?

Unused material is returned to the client within 2 weeks of the mail date, unless otherwise specified by the client.

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## Samples

### Does INTEGRAM provide mail samples?

INTEGRAM provides 5 Free John Q. Samples with each mailing. Additional samples are provided upon request.



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**INTEGRAM is Ready to Respond. Call now: 1.800.732.4138!**