

mediaMoTHERSHiP.com General Handbook

Welcome to the official "cheat-sheet" for mediaMoTHERSHiP.com

See page 3 for general mailing and printing specs, as well as required postal layouts.



Setting up your account

On the home page, under the section for "New Customers," click "Create Account."

On the first page, create your username and password. Be sure and enter an e-mail address that you use frequently. This is how StumptownPrint.com will contact you for billing questions and job updates.

Enter a password that will be easy to remember. But don't worry if you forget the password in the future – when the account setup is complete, StumptownPrint.com will send you a confirmation e-mail with all your account information, which you can store on your computer for future reference.

Hit "continue."

Now enter all your basic account data – full name, address and contact phone numbers. It is important that StumptownPrint.com has this information if you ever need to be contacted regarding a problem with a future job.

Hit "continue."

Your account has now been setup. An e-mail with all your account information has been sent to the e-mail you entered as your username.

To log into your account, click either the "log in" link on the confirmation page, or select any of the following buttons on the left main navigation: start projects, existing projects, or account settings.



Starting a Project

From the home page, log in to your account using your e-mail (username) and password. If you try and click on any of the navigation buttons that require a username and password, you will be routed to the home page. Therefore, enter your username and password before trying to start a job.

After entering that information, you will always be taken to the "Existing Projects" screen. From here, you can view current jobs in progress, view old jobs, and start new projects. Click on "start projects."

The progress tab should now read "enter job details."

Enter the Job Name – use something specific that will be easy to remember a month or two down the road when you may be looking up something in your "job history."

Job Type – use this drop-down to see the type of projects you can run. Make sure you review two things: the pricing of the job (listed on the right hand side of the page in the blue box) and the type of postage (First Class or Standard "Bulk" mail).

Quantity – If you leave this field blank, StumptownPrint.com will input the quantity after your mailing list is CASS-Certified by our postal software. If you are ordering flyers or postcards with no mailing, make sure you fill in the quantity. And please, no punctuation (e.g., no "commas").

Please note the required minimums:

Flyers: 50

Postcards with no mailing: 50

Postcards with mailing: 50 (both for Standard "Bulk" and First Class)

Timing – This tab is always set for the job to run as quickly as possible, which is the next business day. However, you can "time" your job to run any time in the future. Click on the graphic calendar box just next to the "Timing" header, and a small calendar will pop up in a new window. Select the date you wish to run your project. The calendar will disappear and the date will be entered in the text box to the right of the calendar icon.

Hit "continue."

Progress tab should now read "job problem contact."

This page exists to help StumptownPrint.com contact the correct person if there is a problem with your job. This may be you, or it could be your graphic designer, assistant, etc.

If you do not change any drop-downs on this page, then the main e-mail you entered for your account username will be used for all contact. There is no need to change anything. Hit "continue" to go on to the next screen.

However, if you wish someone different to be contacted in the case of a problem, then use the drop downs to select their name. Assuming you have not input their information on a previous job, click "Add E-mail." Insert their name and all the information possible. The e-mail address is the only required field. However, the more information the system has, the easier it will be to contact the correct person if a problem arises.

Click "continue" to add this name/e-mail, and the system will take you to the "Job Problem Contact" page again. The new name will appear in the drop down and can now be selected. For all future jobs, this name will be saved and appear as an option as well.

NOTE: When you enter a "Problem Contact" e-mail and name, this person will NOT have access to your account or to any credit card information. They will not see any billing e-mails either.

NOTE: If you now choose to select an alternate contact name, you must use the second drop down box to select "main account holder" if you wish to be contacted as well. If you choose an alternate contact, and do NOT choose "main account holder" in the second drop-down box, you will ONLY be contacted regarding billing information, and not a problem regarding this specific job.

Hit "continue."

The progress tab should now read "upload document."



Now it is time to upload your file.

StumptownPrint.com can process three types of files: .pdf files (preferred); .pub files (Microsoft Publisher) and .doc files (Microsoft Word).

Click the "browse" button to select which file from your system to upload. The job only allows you to upload one file. So if you are printing something with more than one page, such as a double-sided postcard, make sure all the pages are loaded into one file.

When you hit "continue," the file will upload. Depending on the file size, this may take a little while. The next page will not appear until the file has finished uploading, so please be patient. The time will depend on the speed of your internet connection and the size of the file.

The progress tab should now read "mailing details."

Depending on which type of job you chose, you will have different options:

If you chose a job that had *no postal mailing*, you will see two options:

- 1 – mail job to me. This job will then be printed and mailed to the default account holder address.
- 2 – mail job to alternate address. This job will be mailed to the address you input in the text box.

If you chose a job that requires postal mailing (first class or standard "bulk" postcards), then the system will ask you to either upload a database or to enter an e-mail of someone who will upload the database for you. Enter the e-mail if someone else has your database, and StumptownPrint.com will automatically send them an e-mail to log into your account and upload your database. Don't worry about secure credit card information – no one logging into your account (not even you) can see full credit card numbers in your account information screens.

If you wish to upload your database now, then click "browse" and select your database file. This file can be in almost any kind of database format: .csv; .xls (excel); .txt (tab or comma-delimited); .dbf, etc.

When you click "continue," the database file will upload. The next screen will not appear until the file is completely uploaded. Please be patient, as the wait will be determined by the speed of your internet connection and the size of the file.

Your last progress tab is "make payment."

If you have entered credit cards in the past, they should be saved on this screen. Choose which card you wish to use from the drop-down box (it only shows the last 4 digits of each card), and click "make payment." The job confirmation screen will appear with all the jobs specs and the process is complete. Your credit card will not be charged until the job is started.

If you would like to enter a specific credit card for one-time use, select "click here to use an alternate card." **NOTE:** This credit card information will NOT be saved in the StumptownPrint.com system.

If you would like to enter a credit card to use for this job and for future jobs, select "click here to add a new credit card." Enter the information required and select "continue." You will see the "Make Payment" screen again, and the new card will be an option in the drop down box. Select that card, click "make payment," and the job confirmation screen will appear with all your job specs.

Now you're done! The job is in process, and barring any unforeseen problems, it will go out right on time.

Thank you for using StumptownPrint.com!

General rules for items printed on mediaMoTHERSHIP.com

All items are run either the day after they are uploaded, or on their pre-scheduled start date. All items drop at the US Post Office in downtown Portland, Oregon, the day after they print. Our tested drop dates for delivery to final addresses run about as follows:

First Class

- 24 hours to the Greater Portland/Vancouver area.
- 48 hours to all major locations across the west coast
- 48-72 hours to all major locations throughout the mid-west

Small postcards:

- Stock: 12 point C2S (120# Cover)
- Size: 4.25" by 5.5" plus bleeds
- Full color both sides.
- Minimum order: 50

Jumbo postcards:

- These can run Standard Mail (Bulk), or First Class
- Stock: 12 point C2S
- Size: 8.5" by 5.5" plus bleeds
- Full color both sides.
- Minimum order: 50

Standard (Bulk)

- 2-3 days to the Greater Portland/Vancouver area.
- 3-5 days to all major locations across the west coast.
- 4-6 days to all major locations throughout the mid-west

Super Jumbo postcards:

- These cards can only run Standard (Bulk) Mail
- Stock: 12 point C2S
- Size: 11" wide by 6" tall – NO BLEEDS
- Full color both sides.
- Minimum order: 50

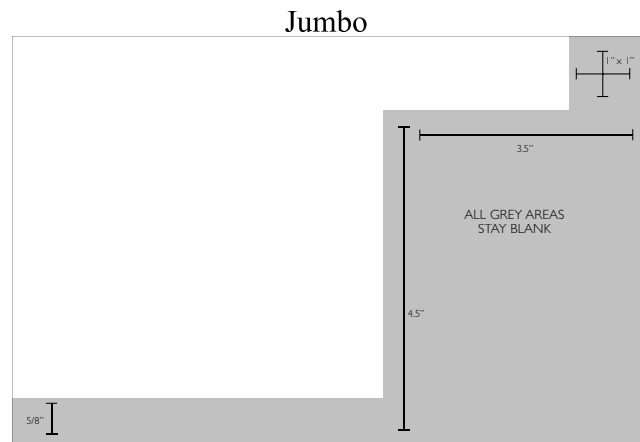
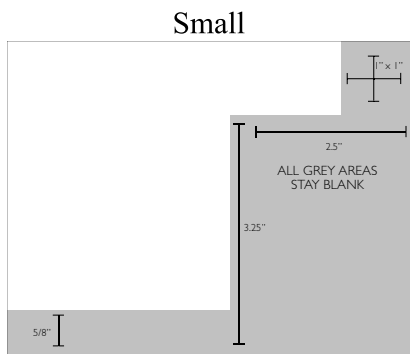
Flyers:

- Stock: 100# gloss text weight
- Size: 8.5" by 11" plus bleeds.
- Full color both sides
- Includes Priority Mailing to a single address
- Minimum order: 50

Quality: The quality of digital jobs can only be as good as the files supplied. Therefore, make sure your photos are hi-res, your output preferences are good quality, and the file looks hi-res before you upload it. If you have questions after you upload the job, you can always check it out by logging into your account and checking your "pending" jobs.

For sales and general information, or any other technical or job-related questions, contact the digital print support staff by filling out our contact form on StumptownPrint.com.

Postal Guidelines:



Notes:

Username: _____

Password: _____