

What To Expect With **Handy Mailing Service**



*A step-by-step guide of the mailing process
from start to finish with Handy Mailing Service.*

Step 1: Artwork & Mailing List



Preferred 5 days before mail date

Who will I be working with?

From the beginning of your job, you'll be assigned your own personal account rep. This person will walk with you from start to finish on every job.

How do I send my artwork?

We'd prefer to receive it in PDF format via email or a downloadable link. However, we're able to work with JPG's, PNG's, Word documents, and Publisher files. When sending the artwork, it's also helpful for your account rep to know the name of each file. For example, "scholarship letter, "order form", etc...

What if I need help with my artwork design?

If you need help with your artwork design, we'd be more than glad to offer our graphic design services. Just talk to your account rep about what needs to occur to get the design process rolling.

How do I send you the mailing list?

For the mailing list, we accept the files in Excel, csv, and .txt. You can send these via email or a downloadable link.

What if I don't have a mailing list?

We can help you find a targeted and effective list to maximize your results. Just let your account rep know, and they can work with you on that.



Step 2: Finalize Mail Date



Preferred 4 days before mail date

How do I pick the mail date?

Your customer service rep will advise you on the best date that fits your needs as well as our schedule.

Will my mail date ever change once it's set?

Probably not. We will do our best to follow through with the date picked and will always let you know if that date changes. However, it is important for you to send artwork, files, lists, approvals, etc... in a timely manner to achieve that desired mail date.

When can I expect my mail to deliver?

Your mail piece will deliver depending on which postage class you are using. To learn more about the different timings of postage, read this [blog post](#).

Pro Tip:

Consider your offer and expiration date. Make sure you're giving your recipients enough time to respond to your mail piece. Whether that means they're bringing the piece into your store or heading to your website, be mindful of the appropriate time they need to take action.



Step 3: Approve Artwork Printing



Preferred 4 days before mail date

How do I know what my piece will look like?

We will send you a digital print proof showing how your piece will be printed. You will receive this via email from your customer service rep via PDF.

What do I do with the print proof?

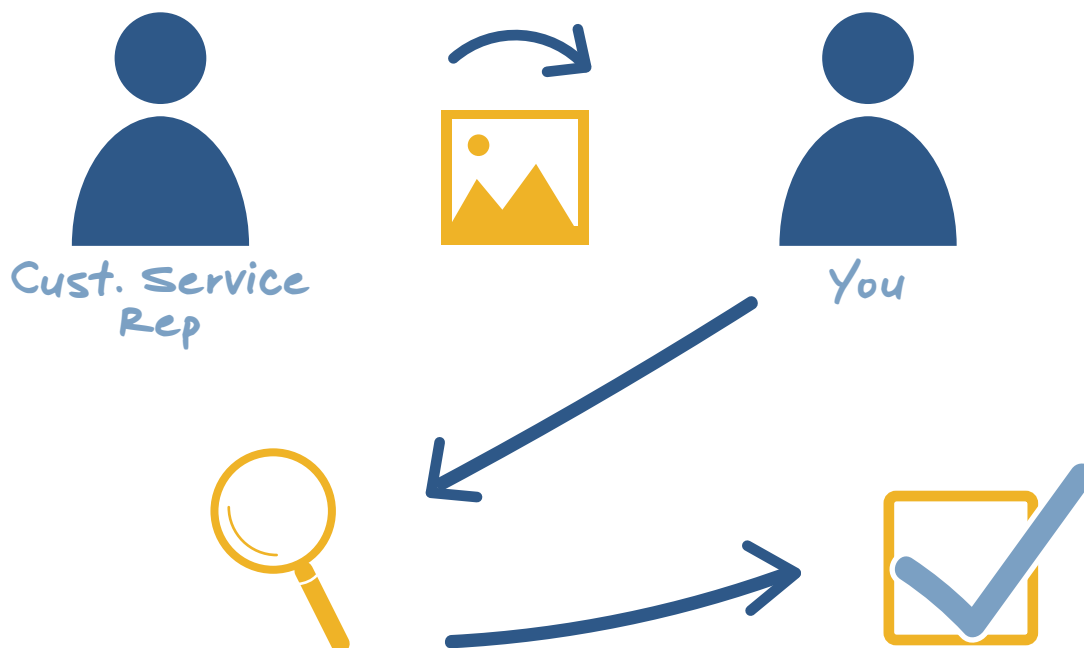
We send you the print proof so you can take a close review to ensure everything looks correct. It's important to check for typos, design errors, color consistency, and sizing discrepancies.

When will you print my mail piece?

We never print anything until we have your approval. We want to make sure everything is correct first and find the proofing process is effective at eliminating errors.

Pro Tip:

Make sure to keep a sharp eye on the little details of your mailing piece. Double check that your spelling is correct, your text is aligned, and your contact information is accurate. Make sure you do the little things right, it makes a difference!



Step 4: Review Order Confirmation



Preferred 2 days before mail date

What is an order confirmation?

The order confirmation is a document that we send to you spelling out the details of your job to ensure total accuracy in the production phase. We highlight list and artwork file names, special instructions, confirmation of quantity and mail date, and many other aspects of your job.

What do I do with the order confirmation?

We want you to review everything on this document so you know that your job will be completed accurately. Check that all details line up with your expectations. Once you have approved the job, you can sign and return the document via email. (Written email confirmation works great as well!)

Will you work on my job before receiving my approved order confirmation?

We will not start producing your job until we have received your approval. This is a main step of quality control to ensure your piece is produced accurately and efficiently. We do this to prevent errors and frustrations, ultimately saving you time and money!



Step 5: Have Payment Ready



Preferred 1 day before mail date

What are the different forms of payment you accept?

We accept Credit Card, EFT (electronic funds transfer), wire transfer, or check.

How do I give you my payment information?

Your customer service rep will send you a document for you to fill out, or if you feel more comfortable giving us your information over the phone, you can do it that way too. Just give our office a call at 316-944-6258.

When do I need to have my payment ready?

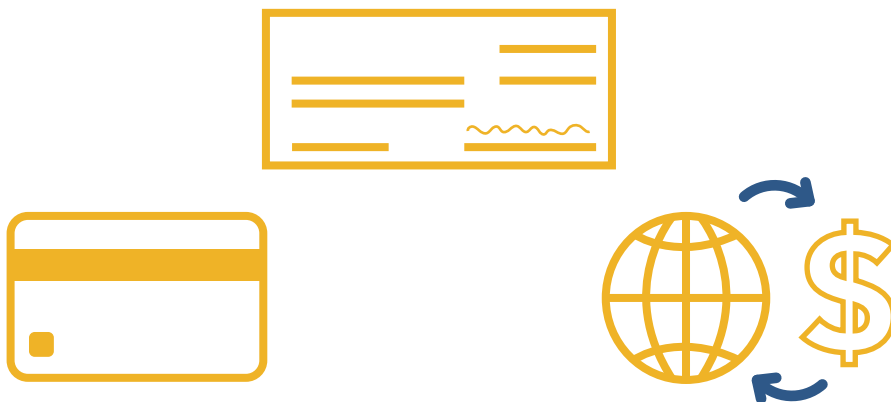
We ask that you provide payment at least a day before the mailing. We run full payment the day of the mailing so it's beneficial to have that ready the day before. We don't want your mailing delayed because something was wrong with your information.

Do you offer terms like 15 or 30 days on payment?

We generally require payment up front for the entirety of the mailing. If you need terms, please contact your customer service rep, and they would be happy to explore that option with you.

Will I get a receipt after my mailing has gone out?

Yes, we will send you a paid invoice detailing the costs of the entire job. We try our best to email that to you within three days after your mailing.



We Look Forward To **Working With You!**



**3839 W. Dora St
Wichita, KS 67213**



**Monday - Friday
7:30 AM- 4:15 PM (CDT)**



**Call Now
(316) 944-6258**



**Visit our website
HandyMailing.com**



**Have any questions?
ryan@handymailing.com**