# ANY PRINT ORDER, ANY TIME.

Ses PRINT JUST LAUNCHED AN INNOVATIVE WEB SITE TO MAKE LIFE EASIER FOR OUR CLIENTS. IN ADDITION TO A WEALTH OF CONTENT AND RESOURCE INFORMATION, OUR SITE OFFERS ADVANCED FUNCTIONALITY THAT MAKES IT POSSIBLE TO WORK WITH US ONLINE. OUR GOAL IS NOT TO REPLACE PERSONALIZED CUSTOMER SERVICE, BUT RATHER TO PROVIDE OUR CLIENTS WITH ADDITIONAL OPTIONS.

## **Customer Utilities**

The following tools are available to all YES customers. Links to these items are conveniently located on the front page of our site.

# **Request An Estimate/Place A New Order**

These simple forms allow you to submit estimate requests or place a new order in a matter of minutes. Upon receipt, a representative will promptly process your request and contact you by phone, FAX or e-mail—whichever you prefer.

# Send A File

Our user-friendly file transfer center allows you to instantly submit large documents from your computer. Just upload your files, click to submit and we'll send you a confirmation via e-mail. Compare that to the amount of time it takes to deliver a disk to us.

# **Customer Portals**

A Customer Portal is like having your own customer service representative on hand 24 hours a day. We create this "Web site within a Web site" just for your company—and tailor it to your specific needs. You control how many people from your organization have access and we take care of everything else. A custom portal includes 24-hour, password-protected access, your company logo, a list of instructions specific to you, custom contact and file transfer modules, a link to our home page and a Document Library. To establish a Customer Portal for your organization, just ask your customer service representative for more information.

#### **Document Library**

Housed on a secure server, the Document Library enables you to view an archive of your past projects in PDF format. Also included is an easy-to-use interface for reordering commonly used forms such an invoices, letterhead and envelopes.

## View A Proof

This allows you to check proofs online by downloading a PDF file. We will send you an e-mail message that includes a link to the proof—you simply follow the link and download the file. FAX or e-mail any changes. It's as easy as that.

#### VersaDoc System

In a few simple steps, you can enter personalized information into business card, letterhead, envelope and memo pad templates we've created for you. Then you'll be able to proof instantly and submit your order in a matter of minutes. The system allows us to process your order more efficiently, so we'll be at your door sooner with the completed project. Contact your customer service representative for more information about how to initialize this powerful feature.

#### In The Spotlight

When you come to our front page you're instantly informed of our special offers and featured products or services. Check back frequently to see what we've got in store for you.

## **YES Print News**

It's important to us that we keep our Web site current, so each week we post new articles and case studies. You can also follow YES on Facebook, Twitter, and LinkedIn.

#### **Resources & Support**

Frequently updated by our staff, this section provides the latest and greatest in software downloads, as well as useful tools, tips and guidelines for preparing your documents.

Also provided is a printing glossary and FAQs (frequently asked questions) that allow you to get your questions answered on your time.

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