



DOT THERMOGRAPHY, INC

We are halfway through 2019. We hope your year has been fantastic so far!

Are you following us on Facebook? We strongly encourage a follow as this year has been quite crazy with the storms. We have lost power, had a fire, lost internet/phone, etc. When this happens we immediately take to Facebook to let you know what's going on. We never spam or solicit. We just post specials, updates, greetings, and things of that nature to work with Facebook's algorithm and stay in your newsfeed.

Our page is facebook.com/dotthermo

How are you placing orders? Do you email your own purchase order or do you send in a DOT order form? Do you enter your orders on our website or do you fax in your order? Any way you choose to send in an order works for us as long as we have all the information we need to get it into production. If we are missing anything important your order will get delayed and no one is happy when an order gets delayed. **We will no longer accept any orders over the phone.**

Here are some things to know when placing an order with us:

- Be sure to use an order form or a purchase order where all of the pertinent information about your job is included. Previous invoice numbers, sales order numbers, and PO numbers can be helpful, and it is perfectly acceptable to reference them. However, in many cases these numbers are not enough to qualify as a complete order. Always include the job type, stock, ink color(s), quantity, size, etc. The more information, the better. A good rule of thumb is to treat each order like it's the first one of that kind. If you only reference a previous PO number, sales order number, or your order doesn't include enough information, your job will be put on hold until all necessary information is received.
- Include a sample of the order you are placing. Many DOT customers send in their artwork and we try to save all of your art files here. We also have many of your jobs that we have typeset saved here. But, it's always best to give an example of the job we are to produce. A scan or quick picture will usually suffice.
- Photoshop files are not acceptable art for anything going on the press. Saving a PDF from a Photoshop file can also be very problematic. If you send in a jpeg or Photoshop file as your artwork for an offset printing project, your order will be delayed. If you have questions about converting your artwork into something we can use, please give us a call or send an email to prepress2@dot-thermography.com
- Try to use Pantone numbers whenever possible when placing your orders. One person's "red" is another person's PMS 485 and then another person's PMS 185. We have 16 standard inks to choose from and a plethora of non-standard inks that can be mixed to your heart's desire.

If you ever have any questions, someone here will be happy to help you. Our hours are Monday through Friday, 7am – 3:30pm Central Standard Time.

Thank you for your loyalty!