COMPANY POLICIES

Sales Reps

All Messsages are to be returned by the sales team

Ordering Department

Graphic Department

Graphics department is responsible for putting the official file names that are to be printed on the invoice

Production

Operations

Once the messages and missed calls have been checked by upper management the message are to be email to the sales manager then he or she returns the call or divide the messages amongst the sales team. The missed calls are returned by either the secretary staff or the sales staff whichever one is available but all credible leads are definitely handled by the sales team any definite leads the secretary staff comes across are to be emailed to the sales manager.

Attendance policy must get here on time. Can only be late three times then you are written up.

All orders must be in the proper order numbers folder only the final approved jpeg files can be placed in the print ready folder.

A payment request is to be sent out to the customer upon first proof for the balance for printing regardless changes to the product being ordered. This will help expedite the billing process and maintain company cash flow. If the changes are not made in 48 hours the invoice is moved from waiting for approval to billing and no more changes can be made until the balance for printing is satisfied. Changes will only be made after 48 hours if the customer will not be utilizing our printing services.

All new clients folder should be separated by the order number with in that order number four folders will be present. Proofs, Instructions, Ready to Print, and changes.

Every clients that calls here their email address must be gotten and sent a portfolio and a link to the website.

We strictly prohibit back end negotiations no matter who’s at fault or how substantial the loss.

Internal operation department is responsible for getting a verbal confirmation that the printer not the company has personally reviewed the proof that was sent over and that the proof remains with the shirts at all times so the printer can reference it at any time during printing the shirt order.

Orders are not priced by how much it cost to the job, rather how much it cost to get the job done.

Left chest and sleeves are to be heat pressed or handled by techs no exceptions.

Any shirt that requires a flash will be handled by techs no exceptions

If a tech messes up an order it is best that media printing settles the order. Refund for the damaged shirts refund the screen or have the tech temporarily turn over the screens to the new tech. Pay the new tech rush fee or whatever her or she charges. Never let same tech fix mistakes never because the financial moral is gone.

Orders are distributed to tech’s by authorized personnel only

There should always be a 48 hour gap between the tech or designer and the client

Technician funds must stay with the invoice at all times until the order is delivered to the tech. Misallocation of funds is strictly prohibited!

Graphic Designer are not paid until all changes have been made and the client approves the final draft We must have the properly sized print ready high res. Jeg and master Photoshop file in our possession

IT is the graphic design department responsibilities to email the sizes of the shirts to the customer along with the proof inside the proofing template in order to gert every thing approved in writing the tshirt template must be used every single time. Asrter emailing it and getting it approved the grapgics department must print out the approved designa and move all final designs over to ready for print the proofing template must be made into a pdf for viewing and the all questions along the left had side must be answered

Embroidery

Heat pressing a shirt

Credit card authorization forms must be completed for all purchases over $500