



Dear Partner,

Welcome to Docsaway.com. Please print this document and keep it safe so you may refer back to it when needed.

Docsaway Processing Guidelines:

- Login to your account when you receive a queued document notification email to process your documents. We allow a 24 hour maximum processing time, weekends and public holidays are the exception to this rule. If for any reason you won't be able to process documents please inform us before the date, so we can arrange for your services to be disabled until you return.
- Documents must be processed using the ink,paper,-envelope and courier specified.
- Documents must be printed on good quality paper and ink must be printed professionally so its clear and legible.
- All documents must be mailed using good quality plain window envelopes.
- Documents must be mailed from the address registered with Docsaway.
- Do not copy or disclose any information within customers documents. This is private and subject to the confidentiality agreement you have signed with us.
- If you are unsure about a document for any reason do not mail it, lets us know about your concerns and we will investigate.
- Random quality control test are performed by the Docsaway team and our clients to ensure Docsaway is offering only the best printing and mailing solution possible. All documents therefore must be of a consistent quality. To continue to receive letters please abide by the guidelines above.

Docsaway Processing Checklist:

Use the following checklist to help prevent error when processing documents.

Before printing anything check the following:

- What ink has been requested, black and white or colour?
- What paper has been requested, 80gsm?

Before printing anything with Adobe Reader check the following:

- That you have the latest Adobe Reader <http://get.adobe.com/uk/reader/>
 - Check print settings in Adobe: Select shrink oversized pages.
 - Check print settings in Adobe: Unselect choose paper source by PDF size.
 - Make sure your printer is defaulted to the paper you use (A4 or LETTER)

After printing check the following:

- Did the entire document load and print correctly?
- What envelope did the system specify, DL or C4?
- What courier should this document be sent by?
- Does the Total Document count on the batch match the number of envelopes with letters in, to prevent accidentally sending multiple letters together.

If you have any suggestions for improving our system please don't hesitate to contact us.

Thank you for your support.