

GETTING STARTED

COMPLETE A NEW CUSTOMER FORM

Fill out our **New Customer Form** on our corporate website so we can set you up with your personal catalog and account.

www.PMAIndustriesInc.com/Resources

PREPARE YOUR ARTWORK

Please refer to the Artwork & Submission Guidelines booklet for our file submission guidelines. If you are not able to submit vector artwork, our graphics team can assist in preparing your file for an additional hourly rate.

SUBMIT YOUR DESIGNS

Fill out the **New Design Submission Form** (on DiesDirect.com/Resources or from Customer Service).

Please note, sending a submission form before artwork does not hold your place in line. Our graphics team processes artwork in the order that it is received.

DESIGN APPROVALS

A designer will email you a proof of your designs and the yields. After you have approved this proof, you will receive an email from customer service letting you know that your designs have been added to your catalog and are ready to order. At this time, you will be invoiced for the setup and any additional graphics time.

Please allow 24 hours for approvals to be processed and available online.

ORDER PLACEMENT AND CONFIRMATION

See next page.

SHIPPING CONFIRMATION AND INVOICE

See last page.

PLACING AN ORDER

1. LOG IN TO DIESDIRECT.COM. GO TO MY ACCOUNT.

If you are a new customer go to “ACCOUNT” and fill in all of your information. This will be needed in order to place an order.

2. GO TO YOUR CATALOG

Choose “CATALOG” to see your unique dies.

Cat#	Name	Yield	Qty	Magnets?	Dtab Type
D10004	E Craft Foam	1	<input type="text" value="5"/>	<input type="checkbox"/>	None ▾
1DIE-0001	Die 1	10	A <input type="text" value="2"/>	B <input checked="" type="checkbox"/>	C Special ▾
1DIE-0002	Die 2	20	<input type="text" value="1"/>	<input type="checkbox"/>	None ▾
1DIE-0003	PSB, Stamp 1	8	D <input type="text" value="5"/>	<input type="checkbox"/>	None ▾

A *Sheet Quantity - Dies*

The number of sheets you want to order for your dies. Remember we manufacture per sheet not per die. For “**Die 1**” die shown above, 1 sheet would be 10 dies, 2 sheets would be 20 dies, etc.

B *Magnets*

Put a check next to all of the items that you would like magnets with.

C *Detabbing*

If you would like your dies detabbed, be sure to select either “Full” or “Special” in the Detab column for each die.

D *Sheet Quantity - Stamps*

Stamps will always have “PSB,” before the name of the design. The “yield” for stamps is the multiple requirement. Remember that all stamps have a multiple requirement and minimum order quantity. In the image above **PSB, Stamp 1** is a 4” x 6” stamp set and has a minimum order of 40, and a multiple quantity of 8. So you would need to order at least 5 sheets of this item to meet the minimum ($5 \times 8 = 40$).

E *Supplies*

Please contact customer service if you would like any supplies added to your catalog. Supplies have no minimum requirements and may be purchased in bulk or with private label packaging.

Packaging

If you want packaging for your dies, stamps, or supplies, please select the checkbox in the “Packaging?” column.

If you would like only part of your order packaged, either put a note on the order or contact customer service at the time of your order.

Packaging artwork needs to be submitted to graphics when the order is placed. Delays in artwork submission or approval may result in late shipments.

3. ADD ITEMS TO CART

Click “ADD TO CART”. This will add what you have filled out in your catalog into your cart. Double check that the information is correct and make any necessary changes before placing your final order.

4. PLACE ORDER

Add your own purchase order number that will be shown on the final order and on your invoice (*not required*).

Verify your payment method and billing address.

Select your preferred shipping method and address.

Add any comments or requests in the notes section of the order.

Click "VIEW PRODUCTION ORDER" and confirm that all of the information is correct. Then place the order.

5. ORDER CONFIRMATION EMAILS

You will receive 2 order confirmations to your email.

1. Order has been received.
2. Order has been processed and assigned a projected ship date.

If you do not receive the second confirmation within 1 business day please let us know immediately.

ORDER CHANGES

It is best to be sure you are ordering exactly what is needed at the time of placing your order.

Once an order had been processed, it has begun production. After this time, there is no guarantee that we will be able to make requested changes though we will always try our best to accomodate. Order change requests can affect on time delivery and may not be workable after a certain period of time.

Please submit all requests within 24 hours of placing your order.

If you would like an update on your order, please contact customer service.

SHIPPING & PAYMENT

You will receive an email notification and an invoice on the day that your order ships. Remember that we may ship 10% under or over for each piece ordered, so you will be billed for the quantities that ship, not necessarily the quantities that were ordered.

The payment method provided will be charged within 7 to 10 business days of your invoice date. Credit terms may be extended after one year of customer history with a credit application approval.

QUALITY CONCERNS

Our products undergo several rounds of inspection and we take pride in our quality. However, if you have any quality concerns, please notify customer service immediately. This includes invoicing discrepancies or product defects.

In cases of product defects, please include images in your emails as we may request the pieces back as examples for our inspection teams.

Requests for account credits, refunds, or product remakes may require management approval.