

## THE EDIGITIZE CUSTOMER PACKET:

This packet contains all the information you need to help you understand our services and get you started.

### MESSAGE FROM OUR PRESIDENT:

*We are committed to providing you the highest quality files possible. When you order from Edigitize, you are not charged until you are happy with the results. Rest assured that our team of digitizers and customer service personnel are working toward your complete satisfaction. If you have any questions or concerns, please contact us. Let us know how we can help you!*

Sincerely,

*Jeff Foster*

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### CONTACT INFORMATION:

Toll Free: 877-349-6586  
Fax: 877-349-1840  
Production: [admin@edigitize.com](mailto:admin@edigitize.com)  
General Inquires: [info@edigitize.com](mailto:info@edigitize.com)  
New Business: [sales@edigitize.com](mailto:sales@edigitize.com)  
Mailing Address: PO Box 700804 Tulsa, OK 74171

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asi/700456



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EDIG



## INTRODUCTION TO *THE RIGHT MIX*:

During our over seven years in the industry, we've carefully put together ***THE RIGHT MIX*** of price, quality, turnaround and service so that you can depend on us as a partner to help you grow your business.

### FLAT RATES MAKE PRICING EASY!

[Click here](#) for a complete price list. Our flat rates enable you to price your decorating services on your time schedule since you know your costs ahead of time.

#### **Embroidery Digitizing:**

\$30 for most left chest and hat designs

\$99 for most jacket back designs

#### **Art Vectorizing:**

\$19 or \$29 for most vector designs (\$39+ for complex designs)

### VOLUME DISCOUNTS!

Every 10th order you place in a month is FREE (\$30 value). Our system automatically generates the discount for you, so when you place your 10th order, you can easily access the discount. No advance deposits, confusing sliding scales or pre-qualifying. Just place 10 or more orders in the same month.

### QUALITY IS GUARANTEED!

We provide digitizing and vectorizing services with unbeatable quality. We are so confident in our services that we provide unlimited revisions\* to fix any problems that arise during the embroidery process.

\*Please read our [our policies](#) for eligibility on 'unlimited' revisions and other important information.

### 24 HOUR STANDARD TURNAROUND TIME!

Nearly all designs are returned in about 24 hours. We offer a 72 hour guarantee to ensure you are never left waiting for a design, even in the busiest of times - with zero rush fees!

### FRIENDLY, RESPONSIVE CUSTOMER SERVICE!

Our customer service is based in the U.S. and dedicated to finding solutions for you. We are the experts in solving your embroidery digitizing problems. Call us toll-free at **1-877-349-6586**, or email us at [admin@edigitize.com](mailto:admin@edigitize.com). Or, [click here](#) to chat with us live. Let us know how we can help you!

Our office hours are Monday - Friday 9am to 5pm CST (Central Standard Time). We respond to emails every night and on the weekends too. Plus, our online order management system automatically emails you alerts when your order is ready or if we have questions during any phase of processing.



### LEARN MORE ABOUT *THE RIGHT MIX*:

- This video offers a quick introduction to Edigitize:  
<http://www.youtube.com/watch?v=ePwXwKWtaXY>

## FULL PRICE LIST:

Our flat rates are based on surface location, target size, and the complexity of your design. Below is an overview of our pricing guidelines. If ever you have any questions, give us a call toll free at **1-877-349-6586**, or email us at [admin@edigitize.com](mailto:admin@edigitize.com).

### DIGITIZING PRICES:



#### LEFT CHEST:

- Normal Size (up to 4.5") and Normal Complexity: ○ ..... ○ \$30
- Oversized (over 4.5", up to 8") and/or High Complexity: ○ ..... ○ \$60



#### JACKET BACK:

- Normal Size (up to 10") and Normal Complexity: ○ ..... ○ \$99
- Oversized (over 10", up to 30") and/or High Complexity: ○ ..... ○ \$150



#### HAT FRONT:

- Normal Size (up to 4.5") and Normal Complexity: ○ ..... ○ \$30
- Oversized (over 4.5", up to 8") and/or High Complexity: ○ ..... ○ \$60



#### HAT SIDE:

- Normal Size (up to 2.5") and Normal Complexity: ○ ..... ○ \$20
- Oversized (over 2.5", up to 4.5") and/or High Complexity: ○ ..... ○ \$30



#### HAT BACK:

- Normal Size (up to 2.5") and Normal Complexity: ○ ..... ○ \$20
- Oversized (over 2.5", up to 4.5") and/or High Complexity: ○ ..... ○ \$30

#### OTHER DIGITIZING: *(Bags, towels, etc.)*



- Normal Size (up to 4.5") and Normal Complexity: ○ ..... ○ \$30
- Oversized (over 4.5", up to 8") and/or High Complexity: ○ ..... ○ \$60
- Oversized (8"-10"): ○ ..... ○ \$99
- Oversized (over 10", up to 30"): ○ ..... ○ \$150

**FULL PRICE LIST (CONT):**

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**NAME DROP PRICES:****NAME DROP ONLY:** *(determined by surface location and size)* ○ ..... ○ **Full price applies****NAME DROP ADD-ONS:** *(a name drop of one line, 2-3 words only.)* ○ ..... ○ **\$6 per name drop\***

\*This price applies to name drops requested as add-ons/variations to full price files. If you need 5+ name drops on the same order, please contact us, or submit a quote request, to determine applicable price. If a name drop consists of complex details, (i.e. text in a circle or arch, a complicated font face, etc), a Simple Edit fee (\$15) may apply.

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**DIGITIZING REVISION PRICES:****FREE EDIT** ○ ..... ○ **\$FREE**

Repair of any errors in a design that cause it to be inconsistent with the original artwork or instructions; tweaking of a design to make it run more smoothly and efficiently; making simple modifications for other versions like hat or chest; minor increases or reductions in size.

**SIMPLE EDIT** ○ ..... ○ **\$15**

Name drops, minor variations of designs, changes in size greater than 20% that do not require complete re-digitizing, other edits such as setting file to sew center out for hats, minimizing details, changing stitch pattern etc.

**COMPLEX EDIT** ○ ..... ○ **Full flat rates apply**

Any file that requires complete re-digitizing such as resizing for jacket backs or making major variations of a design. Resizing a file to specifications greater than a width or height of 4.5" for chest/hat/other designs.

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**VECTORIZING PRICES:****BASIC VECTOR DESIGN:** ○ ..... ○ **\$19****STANDARD VECTOR DESIGN:** ○ ..... ○ **\$29****COMPLEX VECTOR DESIGN:** ○ ..... ○ **\$39+**

\*Check out our pricing guidelines in full on our website at: [http://www.edigitize.com/our\\_policies.php](http://www.edigitize.com/our_policies.php)

## ACCESSING YOUR MY EDIGITIZE CUSTOMER ACCOUNT:

Register today for your free *My Edigitize* customer account! You may register on our [website](#), or give us a call and one of our friendly reps will set up an account for you.

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Your *My Edigitize* account offers you a bundle of features and benefits, allowing you to be in control of every aspect of your orders. Access your account 24/7 by logging in on our [website](#). By taking full advantage of our online order management system you can begin to streamline your decorated apparel sales and start making more money!

## WHAT CAN YOU DO WITH YOUR MY EDIGITIZE ACCOUNT?

### PLACE ORDERS AND REVISION REQUESTS:

- Order embroidery digitizing or artwork vectorizing from the same account
- Easily request files for different embroidered surfaces (chest, hat, etc.)
- Online order form asks for all the important information so we can process your order quickly
- Upload artwork on the order form - no emailing art files
- Email alerts confirm that we have received your order and tell you when your order is ready (we also email you if we have any questions about your order)
- View sewout scan or art proof, and download your completed files

### MANAGE YOUR ART FILES AND COMPLETED ORDERS:

- 24/7/365 order management - submit, monitor and download orders anytime
- Every order is archived for no hassle storage and retrieval in case you need edits in the future
- All your instructions and comments about your order are bundled with your order
- View all your orders with a simple admin dashboard

### MANAGE YOUR INVOICES AND PAYMENTS:

- By default, pay for each order when you approve it, or within 5 days of order completion
- Or, pay for each order within 30 days with Net 30 terms (requires credit approval)
- View and print invoices, and make payments using a simple online form



### MY EDIGITIZE ACCOUNT VIDEO TUTORIALS:

- This video demonstrates how to register for a customer account:  
<http://www.youtube.com/watch?v=uXWsRlnHoeE>
- This video demonstrates how to update your account information:  
<http://www.youtube.com/watch?v=IYYfaVkp8uw>
- This video offers an overview of Edigitize Billing and Invoices:  
<http://www.youtube.com/watch?v=Enm8y6C1syQ>

## HOW TO PLACE QUOTES:

Please place quotes through our online order management system at [www.edigitize.com](http://www.edigitize.com). Our comprehensive system streamlines your quote experience and enables us to keep our costs low, our response times quick, and our quality top notch. Login at [www.edigitize.com](http://www.edigitize.com) to place your next digitizing or vectorizing quote with Edigitize today!

### HOW TO PLACE A QUOTE:

- Log into your account at [www.edigitize.com](http://www.edigitize.com). Don't have an account? Create a FREE customer account on our website, or call toll free **1-877-349-6586**.
- Click on the 'Order Digitizing' or 'Order Vectorizing' tab at the top of the page – depending on what type of quote you need.
- Enter a name for your quote in the box provided.
- Under the 'Order Processing Options' section select 'Quote Only'.
- Proceed through the online form, entering all necessary quote details.
- Once you have completed the form, you will be taken to the 'Quote Summary' page; confirm that all the details are correct and click the 'Submit' button.
- Once the artwork has been assessed you will be notified via e-mail that your quote details are ready to be viewed.



### WATCH A VIDEO TUTORIAL:

- This video demonstrates the steps required to submit a **digitizing** quote:  
<http://www.youtube.com/watch?v=os5w1QyGBRY>
- This video demonstrates the steps required to submit a **vector** quote:  
<http://www.youtube.com/watch?v=Ij0dWzNrsTk>

### ACCESSING A COMPLETED QUOTE:

- Log into your account at [www.edigitize.com](http://www.edigitize.com).
- On the Customer Admin Window, under the 'My Recent Orders/Quotes' you will see your Quote ID #, click on the ID # to be taken to the quote details. Or, click 'Quotes' at the top of the page and search for your quote. Click on the ID # to be taken to the quote details
- If you wish to convert the quote into an order, simply click on the 'Convert To Order' button at the bottom right corner of the quote form
- You will be asked to verify your payment information and then click 'Submit'. If you have a promo code for a free trial, enter it at this time.



### WATCH A VIDEO TUTORIAL:

- This video demonstrates how to access a completed quote:  
<http://www.youtube.com/watch?v=smQ-nFaliak>

## HOW TO PLACE ORDERS:

Please place orders through our online order management system at [www.edigitize.com](http://www.edigitize.com). Our comprehensive system streamlines your order experience and enables us to keep our costs low, our response times quick, and our quality top notch. Login at [www.edigitize.com](http://www.edigitize.com) to place your next digitizing or vectorizing order with Edigitize today!

### HOW TO CONVERT A PRE-EXISTING QUOTE TO AN ORDER:

- Log into your account at [www.edigitize.com](http://www.edigitize.com).
- On the Customer Admin Window, under the 'My Recent Orders/Quotes' you will see your Quote ID #, click on the ID # to be taken to the quote details. Or, click 'Quotes' at the top of the page and search for your quote. Click on the ID # to be taken to the quote details page.
- If you wish to convert the quote into an order, simply click on the 'Convert To Order' button at the bottom right corner of the quote form.
- You will be asked to verify your payment information and then click 'Submit'. If you have a promo code for a free trial, enter it at this time.
- Once the artwork has been prepared, you will be notified via e-mail that your files are ready to be downloaded



#### WATCH A VIDEO TUTORIAL:

- This video demonstrates how to convert a pre-existing quote to an order:  
<http://www.youtube.com/watch?v=smQ-nFaliak>

### HOW TO PLACE AN ORDER (without placing a quote first):

- Log into your account at [www.edigitize.com](http://www.edigitize.com). Don't have an account? Create a FREE customer account on our website, or call toll free **1-877-349-6586**.
- Click on the 'Order Digitizing' or 'Order Vectorizing' tab at the top of the page – depending on what type of artwork you need.
- Enter a name for your order in the box provided.
- Under the 'Order Processing Option' section select the 'Standard' or 'Pre-approved' option.
- Proceed through the order form, entering all necessary order details.
- Once you have completed the form, you will be taken to the 'Order Summary' page; confirm that all the details are correct and click the 'Next' button.
- You will be asked to verify your payment information and then click 'Submit'. If you have a promo code for a free trial, enter it at this time.
- Once the artwork has been prepared, you will be notified via e-mail that your files are ready to be downloaded



#### WATCH A VIDEO TUTORIAL:

- This video demonstrates the steps required to submit a **digitizing** order:  
<http://www.youtube.com/watch?v=unwNjHhzO30>
- This video demonstrates the steps required to submit a **vector** order:  
<http://www.youtube.com/watch?v=iWziWSNKIGU>

## FINANCIAL TERMS:

Our innovative online order management system makes it easy to pay for orders. We require that you maintain a valid credit card in your billing profile to be able to submit new orders. Follow the instructions below to setup your billing profile, as well as get information regarding alternative payment methods. If you have any questions, give us a call toll free at **1-877-349-6586**, or email us at [admin@edigitize.com](mailto:admin@edigitize.com).

### HOW TO SETUP YOUR BILLING PROFILE:

1. Log into your account
2. Click on the 'My Profile' link at the top of the page
3. Scroll to the bottom of the page, and click the 'Edit' link that appears to the right of the section titled, 'My Billing Information'.
4. Proceed through the form, entering all necessary details
5. Once you have completed the form, confirm that all the details are correct and click the 'Submit' button.
6. Now your billing profile is complete and you may begin placing new orders.



### WATCH A VIDEO TUTORIAL:

- This video demonstrates how to update your account information:  
<http://www.youtube.com/watch?v=IYYfaVkp8uw>

### NET 30 TERMS:

If you are interested in a credit account with payment terms, please call 1.877.349.6586 or email us at [admin@edigitize.com](mailto:admin@edigitize.com) to request a credit application.

### INVOICING A THIRD PARTY:

If you are a member of a network of franchised or affiliated promotional marketing distributorships, we can invoice the corporate office directly if desired. Please note, the franchise/ corporate office will need to be setup on Net 30 terms before we can invoice them for your orders.

If this is your preferred billing setup, please let us know so we may begin the process of setting up a billing relationship with your corporate office. Contact Edigitize billing at **1-877-349-6586**.



### WATCH A VIDEO TUTORIAL:

- This video offers an overview of Edigitize billing and invoices:  
<http://www.youtube.com/watch?v=Enm8y6C1syQ>

## FREQUENTLY ASKED QUESTIONS:

Below you will find answers to our most commonly asked questions. For a detailed look at our policies, see [Our Policies/Guarantees](#).

### HOW CAN I START USING YOUR SERVICES?

It is very easy to start using us as your digitizer/artwork service provider. We process all quotes and orders through our online account management system. By creating a free customer account, you have full access to our system and all of its features and benefits. Login or register today at [www.edigitize.com](http://www.edigitize.com). [Click here](#) for more information on accessing your *My Edigitize* customer account.

### WHAT ARE YOUR PRICES?

Most left chest files are \$30 and most jacket backs are \$99. [Click here](#) to view our pricing guidelines.

### HOW DO I SEND YOU AN ORDER? CAN I FAX OR EMAIL YOU AN ORDER?

There is no need to email or fax order information. Once you have created a *My Edigitize* customer account, simply login and place orders using our online order form. Our online order form allows you to upload artwork and tell us your exact order specifications. We do not accept orders via email or fax, but we will make exceptions under special circumstances (for example, if your internet is temporarily disabled, etc).

### WHAT IS YOUR TURNAROUND TIME?

Typically, orders are returned within 24 hours; our guarantee is 72 hours. Complicated or large designs (jacket backs, photos, etc.) may take longer than 24 hours. And sometimes, due to volume, files may take longer than 24 hours. Usually, an order submitted before 5pm will be ready within 24 hours and many times will be ready before noon the next day. Quotes are typically turned around within 4-6 hours.

### DO YOU CHARGE RUSH FEES?

No. If you are in a rush situation, please specify rush on your quotes or orders and we will expedite production in any way we can. We do not charge extra for rush services.

### WHERE ARE YOU LOCATED?

We are located in beautiful downtown Tulsa, Oklahoma. All of our customer service is based in the U.S. and is accessible through our toll free number, through our online ordering system, live chat, and email.

### WHAT ARTWORK FILE FORMATS CAN I SEND?

We accept most popular file formats. The file formats that we can accept include, (but are not limited to): JPG, PDF, GIF, BMP, TIF, AI, EPS, CDR.

Please note, any vector artwork like Adobe Illustrator, Corel Draw, Freehand etc. needs to have any fonts in the file converted to curves or outlines, otherwise the file we receive may not display correctly on our screen.

### WHAT FILE FORMATS CAN YOU PROVIDE?

We like to provide you with the files that you need. We can provide the following formats: 10o, ARC, CND, CSD, DSB, DST, DSZ, EMB, EXP, HUS, JEF, KSM, KWK, PCH, PCM, PCS, PEC, PED, PES, POF, PSF, PUM, PSF, SEW, TAP, XXX.

The most common files are: DST (Tajima), CND, EXP (Melco) and EMB. We provide outline files with every order (EMB) and can also provide the PXF/POF format, which is Tajima's outline format. If you have embroidery software, you can make edits to the outline file (e.g. resizing the file, changing text, changing color stops, etc.)

### DO YOU PROVIDE SEWOUTS OF YOUR DESIGNS?

Yes. We provide one free sewout scan, for orders with 20,000 stitches or less. Sewouts are produced on a Tajima single head machine, using 40wt thread.

## FREQUENTLY ASKED QUESTIONS (CONT):

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### **DO YOU ARCHIVE MY ORDER FILES?**

Yes! All of your original artwork and stitch files are archived for easy storage and retrieval, in case you ever need to request edits or retrieve lost files. Watch a video tutorial demonstrating how to retrieve archived orders: <http://www.youtube.com/watch?v=ljmWbfkBWUk>

### **WHAT THREAD WEIGHT DO YOU RECOMMEND?**

The digitized files we provide are optimized for 40 weight thread. If you need to use a different weight thread let us know at the time you place your order and we will digitize accordingly.

### **WHAT DIGITIZING SOFTWARE DO YOU USE?**

We use both Wilcom and Pulse, however, we digitize most files using Wilcom. We produce PXF and POF files in Pulse, so they are "native" Pulse files.

### **HOW ARE PAYMENTS HANDLED?**

You must maintain a valid credit card in your profile to be able to submit new orders. If your credit card on file expires, you will no longer be able to submit new orders or edit requests.

When you submit a new order, your credit card is authorized (not charged), for the full amount of the order. Upon completion of your order, you have five (5) days to approve the design or request edits/revisions before your credit card is charged in full for the authorized amount. For a detailed look at our payment policy, see [Our Policies/Guarantees](#). Our SSL site certificate is issued by Thwarte. Watch a video overview of Edigitize billing and invoices: <http://www.youtube.com/watch?v=Enm8y6C1syQ>

### **DO YOU OFFER NET TERMS?**

Yes. You may delay payment of orders up to 30 days by requesting credit approval for Net 30 terms. You may request a credit application by emailing [admin@edigitize.com](mailto:admin@edigitize.com) or calling 1-877-349-6586.

### **DO YOU PROVIDE INVOICES DETAILING CUSTOMER'S JOBS AND COSTS?**

Yes. You can view and print your invoices any time by logging in to your *My Edigitize* account. Invoices list the name of the job, date and time submitted, cost and any revisions/revision costs associated with the order. Invoices are automatically generated, so you are never left waiting! Invoices are archived so you have a record of all work provided by Edigitize. Watch a video overview of Edigitize billing and invoices: <http://www.youtube.com/watch?v=Enm8y6C1syQ>

### **WHAT IF I NEED THE SAME DESIGN ON TWO DIFFERENT SURFACES (i.e. a hat and a left chest)?**

If this is the case, you only need to place one order. Our online order form allows you to upload the artwork once, and requests that you provide specs for each of your target surfaces. After we receive your order, we will evaluate the artwork and the target surfaces. We will then be able to determine applicable charges.

### **DO YOU OFFER A GUARANTEE?**

All of our designs are 100% Satisfaction Guaranteed. This means we will work with you until your design meets your project requirements. Please note, if you receive a file that is not what you need, you must give us a chance to make it right before we will consider a refund. For a detailed look at our refund policy, see [Our Policies/Guarantees](#).

### **WHAT IF I EXPERIENCE PROBLEMS DURING PRODUCTION?**

A successful embroidery project requires a combination of *accurate digitizing*, *quality materials*, and *attentive sewing*. We strive to do our best on each digitizing project, and it is then up to you to choose the right fabric, needles, thread, and machine settings to sew your design properly. If you ever run into issues during production, let us know and we will offer tips to help with the sewing process, and/or update the files if necessary.