Great Lakes Graphics Association
Illinois • Indiana • Wisconsin

1. What do you do when a customer says they did not receive the quantity that we are confident that we sent? Is a credit to the account issued or how is this handled?

2. How do you proof for fold configuration when the job is proofed electronically?

I will answer to the proofing question:

We unfortunately have to create fold lines manually on the proofs using spot colors that we can turn off and won't print on the plates. We either do this via native software or within Acrobat. I would love to have an easier method for this.

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1. This is handled by a case by case situation. Each customer is different, so no exact answer can be given. If we dis-agree, we confirm qty to the shipping weight records or on sight to inspect. If we just want to resolve it, then discount is first option, then digital replacement if qty is short enough. If it is a very good account, then we go back to press.

2. Proof for fold - screen shot of a laser sample is sent.

Question 1. Depends on Customer and if this is first time or an ongoing concern. Typically we provide a credit the first time. We also educate them that on how we determine the count. We have the CSR report the count to the Customer the next project. We involve QC in watching our own process to insure that we do not have an unforeseen spoilage occurring. If we see ongoing shortages then we ask if our QC person can observe where their count is coming from. Sometimes processes at our facility or our Customer facility may have something happening that we do not know about.

Question 2. We send a folded proof for approval even if digital proof is approved.

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1) Depending on the circumstance we would issue a credit or make up the shortage. If the end product folded or stitched you have an exact machine count, hard to argue that with our MIS system since it is tied to the counter of the machine and can't be "fudged." If it trimmed only and we were relying on weigh counting, that process can vary and we usually give the customer the benefit of doubt. Typically we hold our overs for a short period to make sure the customer is satisfied.
2) Electronic proofs can be stamped "A to A" " B to B " Once approved via email we produce a laser showing fold configuration which is signed by customer service or sales. The signed laser travels though production in the Job Jacket for everyone to follow.

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1. What do you do when a customer says they did not receive the quantity that we are confident that we sent? Is a credit to the account issued or how is this handled?
   - First we investigate and if it's a full carton issue (or multiple cartons) we check our records for error and that may include press counter, etc.… usually it's not the case – so well do a POD. If that fails we leave it to them to decide… short-pay or we'll reissue a correct invoice.
   - If it's an issue of inner packages… we investigate our arithmetic and/or analyze carton weights, machine counter(s).. inner packaging is more of a challenge. If we are at fault… same as above e.g. short-pay or issue a corrected invoice.

2. How do you proof for fold configuration when the job is proofed electronically?
   - We do a dotted line in the electronic proof in "magenta" for folds, perfs, punch/drill positions.

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1. What do you do when a customer says they did not receive the quantity that we are confident that we sent? Is a credit to the account issued or how is this handled? The customer is always right and we would credit the shortage.

2. How do you proof for fold configuration when the job is proofed electronically? We would always send a folding sample.

This could be a sign of a different problem and how it is handled can be the difference between profit and loss

I would be happy to talk with you strictly confidentially. There are far more nuances to be reviewed before a good answer can be provided

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1. It depends. Sometimes we'll have unsold overs to ship. Other times we'll go back on press or run digitally. Depends on the customer.
2. For complex folds, we always send a hard copy folded and marked proof.

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1. What do you do when a customer says they did not receive the quantity that we are confident that we sent? Is a credit to the account issued or how is this handled?

   We measure the inches of paper they sent in when we start working on their paper. Then we caliper the paper and we can get an idea of how many sheets they sent in.
   But sheets that have ink on them obviously caliper diff than sheets w/o ink so be aware of that. We then check our count against their skid tag and see if it makes sense.

On critical jobs, we weigh our waste and we do not throw away the waste until the counts are approved. Taking pictures of inches of stock and weight of stock can be done.

So the above helps to avoid situations where we determine the customer did not send in enough stock. However, if the customer insists they are right, a credit could be issued.

2. How do you proof for fold configuration when the job is proofed electronically?
   The pdf proof needs to be printed and then folded by hand.

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1) I believe all of us in the printing community at one time or another have run into a "quantity received" issue with a client. For us, shipping and or delivery documentation is key i.e. packing slip, delivery receipt, Bill of Lading etc.
We scale count all our jobs prior to boxing/packaging for shipping (Yes it is a bit cumbersome but well worth it). We also have ALL our clients sign off on a delivery receipt with the quantities listed. Thankfully we haven't experienced an issue like this in many years since we started this procedure. In the event, yes a credit to the account is how we would handle it.

2) Electronic/PDF proofs are the norm in today's business climate. However, we are still "old school" regarding hardcopy proofing. No we don't use "Dylux proofs" ☺ but we utilize our digital and or Epson printers to make a hardcopy proof (dummy) and have or clients sign off on them and 99% of our clients appreciate it! When a client only wants a proof electronically we use a die-line to show for folding, perforating etc.
