

# UPLOAD & APPROVAL INSTRUCTIONS

START HERE!

So you've placed your order? Well, now it's time for the fun part - artwork submission! Below you will find four simple steps covering templates, uploads and approvals. If you hit a snag at any point, please feel free to reach out to our Graphics & Prepress team. Thanks for working with Ace Exhibits!

PHONE 888 777 0223

EMAIL [graphics@acedisplays.com](mailto:graphics@acedisplays.com)

WEBSITE [www.acedisplays.com](http://www.acedisplays.com)



## 1 OUR TEMPLATES

We frequently update our templates (sometimes on a weekly basis) so please take this opportunity to make sure you are using our latest, greatest artwork templates which are available for download on our website at [www.acedisplays.com/design-templates](http://www.acedisplays.com/design-templates).

Not doing so will cause the file to be politely rejected and you'll be directed back to the link above to redesign your artwork to the correct specifications – so please start by using the latest template, and if you have any questions prior to uploading, please do not hesitate to email our Graphics & Prepress Department at [graphics@acedisplays.com](mailto:graphics@acedisplays.com).

**94.6% of production delays or issues arises from templates not being used or followed.**

## 2 WE'LL EMAIL YOU

Once your order is placed, please allow us a little time to verify and create your order in our artwork approval system. As soon as your order is verified you will receive an email notifying you that an **Order** has been created in our approval system and that there is a **Job** in a state of Waiting for Artwork.

PRO TIP:

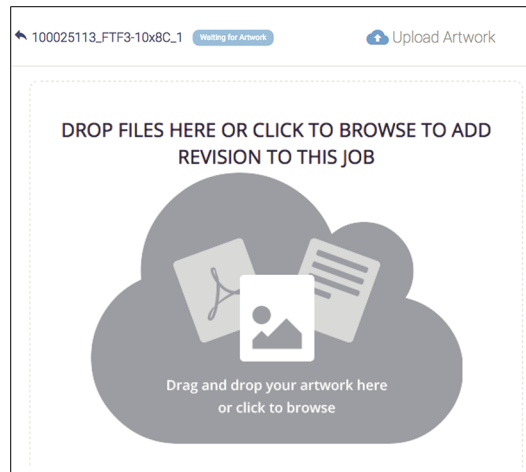
*While Order is pretty clear in definition, think of the term Job more as Product or SKU. For example, if you've ordered a display and a podium graphic, there will be two jobs in that Order as you need to upload one file each for those items to move into production.*

## 3 UPLOADING

Once you receive the email, click the button that says "Click here to view ». This link will take you directly to the **Job** in our artwork approval system.



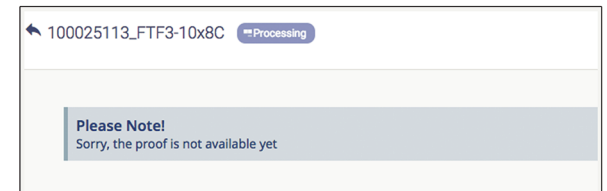
To upload your artwork, either click the "Upload Artwork" button to browse your computer for your artwork file or drag-and-drop your artwork directly on the window.



Leave your browser tab open while the upload completes. The uploaded file will be processed and a proof will be created. This generally takes a few minutes but the larger the file, the longer it will take - thanks for being patient!

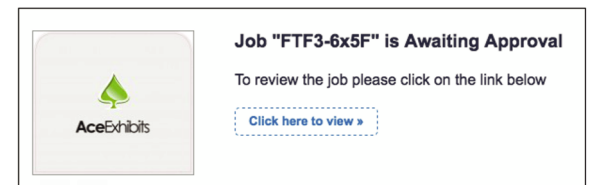
**Don't close your browser during the upload process!**

You'll know the order is still being processed if you see the Processing icon.



## 4 APPROVING

Once the proof is ready you will receive an email notifying you that the job is Awaiting Approval. Again, click the "Click here to view »" button in order to view the proof in your browser.



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## 4 APPROVING

**!** Review your proof carefully! All approvals are final!

The "Preflight Report" button will open a window with preflight information about your file - take careful note of any errors.

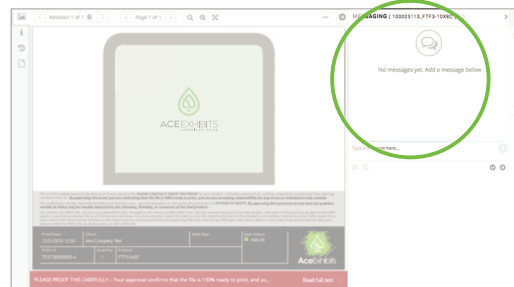


PRO TIP:

The bleed area is cropped off the proof, and the grey overlay around the border indicates the safety area. In general, critical logos, text, etc. should **not** be under the grey safety area.



If you have any questions about your artwork, please use the comments pane to send a message to our Graphics & Prepress staff.



If your artwork looks correct and ready to print, click the green "Approve" button and we're on our way!

Approve Reject

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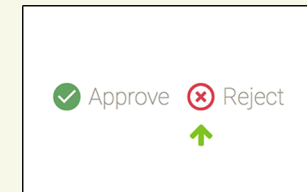


**!** All Jobs associated with an Order need to be approved before we can begin production!

If necessary...

### REVISION SUBMISSION

If for any reason you'd like to upload a new file, click "Reject."



This will change the status of the job to Waiting for Revision and will allow you to start over again at Step 3 once you're ready!

PRO TIP:

Due to the high volume of orders and art we receive on a daily basis, we currently are not following up with customers about when they will be resubmitting so please be conscious of your timeline!