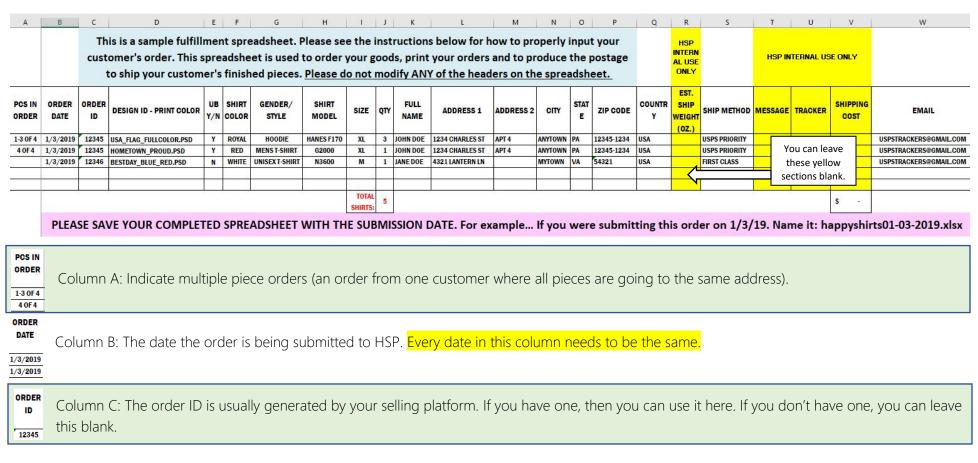# Submission Guide - Heritage Screen Printing Fulfillment Program.

Now that you have decided to move forward with our fulfillment program, you'll need to know how to submit your orders. This guide should walk you through the steps required to get you up in running. However, if you have any questions or your situation doesn't seem to exactly fit, please reach out and we will walk you through the necessary steps.

The first step is transferring the orders from your sales platform(s) to our spreadsheet so that we know what goods to order, what to print, and how to ship the items to your client. A blank template is being sent to you via e-mail and the instructions below will walk you through how to accurately complete the spreadsheet, how to save the file and what to do with it once you have it saved and ready to go.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W

This is a sample fulfillment spreadsheet. Please see the instructions below for how to properly input your customer's order. This spreadsheet is used to order your goods, print your orders and to produce the postage to ship your customer's finished pieces. **Please do not modify ANY of the headers on the spreadsheet.**

HSP INTERNAL USE ONLY

HSP INTERNAL USE ONLY

PCS IN ORDER	ORDER DATE	ORDER ID	DESIGN ID - PRINT COLOR	UB Y/N	SHIRT COLOR	GENDER/ STYLE	SHIRT MODEL	SIZE	QTY	FULL NAME	ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP CODE	COUNTRY	EST. SHIP WEIGHT (OZ.)	SHIP METHOD	MESSAGE	TRACKER	SHIPPING COST	EMAIL
1-3 OF 4	1/3/2019	12345	USA_FLAG_FULLCOLOR.PSD	Y	ROYAL	HOODIE	HANES F170	XL	3	JOHN DOE	1234 CHARLES ST	APT 4	ANYTOWN	PA	12345-1234	USA		USPS PRIORITY				USPSTRACKERS@GMAIL.COM
4 OF 4	1/3/2019	12345	HOMETOWN_PROUD.PSD	Y	RED	MENS T-SHIRT	G2000	XL	1	JOHN DOE	1234 CHARLES ST	APT 4	ANYTOWN	PA	12345-1234	USA		USPS PRIORITY				USPSTRACKERS@GMAIL.COM
	1/3/2019	12346	BESTDAY_BLUE_RED.PSD	N	WHITE	UNISEX T-SHIRT	N3600	M	1	JANE DOE	4321 LANTERN LN		MYTOWN	VA	54321	USA		FIRST CLASS				USPSTRACKERS@GMAIL.COM
								TOTAL SHIRTS:	5										You can leave these yellow sections blank.		$ -	

PLEASE SAVE YOUR COMPLETED SPREADSHEET WITH THE SUBMISSION DATE. For example… If you were submitting this order on 1/3/19. Name it: happyshirts01-03-2019.xlsx

PCS IN ORDER	
1-3 OF 4	Column A: Indicate multiple piece orders (an order from one customer where all pieces are going to the same address).
4 OF 4	

ORDER DATE	
1/3/2019	Column B: The date the order is being submitted to HSP. Every date in this column needs to be the same.
1/3/2019	

ORDER ID	
12345	Column C: The order ID is usually generated by your selling platform. If you have one, then you can use it here. If you don't have one, you can leave this blank.

DESIGN ID - PRINT COLOR

USA_FLAG_FULLCOLOR.PSD
HOMETOWN_PROUD.PSD
BESTDAY_BLUE_RED.PSD

Column D: The name of the file being printed on the garment. **The file name must be identical to the file name in the Dropbox.** If you have multiple print locations. Indicate **Front: NameOfArtFile** *then on your keyboard type "alt" + enter to generate a hard return within the cell* and then write **Back: NameOfArtFile**

UB Y/N	
Y	

Column E: Indicate whether or not your art requires and underbase. For white shirts, this will be "N". But for colored prints on darker shirts, this will almost always be "Y". An underbase is a layer of white ink under your design so that the graphic "pops" when printed and doesn't disappear into the shirt color.

SHIRT COLOR
ROYAL
RED

Column F: Indicate the <u>exact</u> shade of the shirt you are ordering. "blue" is not enough when shirts come in light blue, royal, navy, Carolina blue, etc.

GENDER/ STYLE
HOODIE
MENS T-SHIRT

Column G: Hoody/Tee/Tank/Ladies Tee? Don't leave this blank, it should correlate to the style number you are submitting in the next column.

SHIRT MODEL
HANES F170
G2000

Column H: Enter the garment's "style number". Many styles are similar, so this is imperative to ensure your client gets what they are expecting.

SIZE
XL

Column I: The size of the garment goes in this column.

QTY
3
1

Column J: This number will always be 1 unless a client is ordering multiple pieces in the exact same style/color/size/print.

FULL NAME	ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP CODE	COUNTRY
JOHN DOE	1234 CHARLES ST	APT 4	ANYTOWN	PA	12345-1234	USA

Columns K – Q: The full shipping address of your customer will go in these columns. Please include the country designation. If you only sell within the US, this isn't an issue. But many of our clients sell overseas and the postage will not load properly without the country.

SHIP METHOD
USPS PRIORITY
USPS PRIORITY
FIRST CLASS

Column S: Most items will ship USPS First Class. However, if you have a client that wants something expedited, you will need to indicate that here. All items 16oz and over will ship Priority. Sweatshirts & hoodies will always ship Priority.

MESSAGE	TRACKER	SHIPPING COST

Columns T-V: You MAY include a very short message such as "Happy Birthday, Julie!" in the message section here. This will print at the bottom of the postage label. Otherwise your order ID number will go here and be printed on your postage labels. All tracking numbers and shipping costs will be added by Heritage to your spreadsheet for easy reference and uploaded to your job on the website.
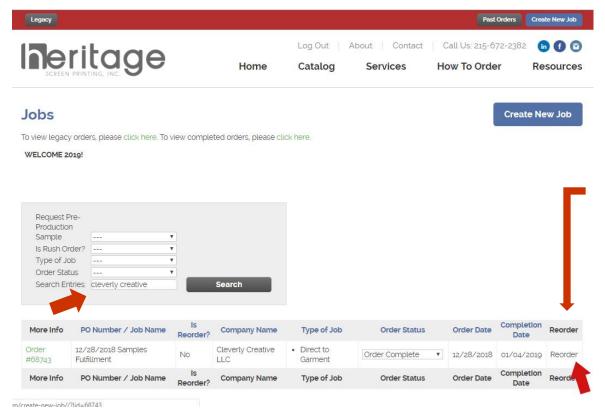
EMAIL
USPSTRACKERS@GMAIL.COM

Column W: The e-mail address in this column will receive all the shipment tracking numbers generated when postage is processed. One e-mail per address will be generated which means you could potentially get 20+ emails at a time. It is recommended you set up a separate e-mail specifically for the receipt of tracking numbers so that your regular e-mail is not overwhelmed. DO NOT PUT CLIENT'S E-MAIL.

Uploading your orders via The Heritage Screen Printing Website.

You will receive a log-in and password to log into our website at **http://hsp1.com/jobs/**. This is where you will submit your orders for fulfillment. We will set up your order "template" in the system and provide you with the order number that you will use as a launchpad to place your orders. ==Please make sure that all the art files necessary to print your garments have been uploaded to your folder in the DropBox prior to submitting your spreadsheets.== It's a great idea to verify files when filling out your spreadsheet.

The order number you received as your starter template via e-mail can be entered in the search box. When your order comes up, just click the Reorder link (designated by the red arrow).

Each time you submit an order, you will grab your last order and click reorder. This way your settings are saved, and you don't have to re-enter your information each time you submit a job.

Once you've hit the Reorder button, you will be brought to the page where the details of the job you are submitting can be adjusted.

Job Details

Company

Cleverly Creative LLC ▼

PO Number / Job Name * ❓

01042019 CompanyName DTG

Terms

Due on Receipt

Goods At Heritage?

⚪ Yes ⦿ **No**

Request Pre-Production Sample

⚪ Yes ⦿ **No**

Is Reorder? ❓

⚪ Yes ⦿ **No**

Is Rush Order?

Rush orders are not guaranteed. You must first contact your customer service rep. (via email or phone) to determine availability.

⚪ Yes ⦿ **No**

Completion Date * ❓

This date is subject to change. Turn around time is currently 7 full business days from the time of artwork approval and all goods arriving.
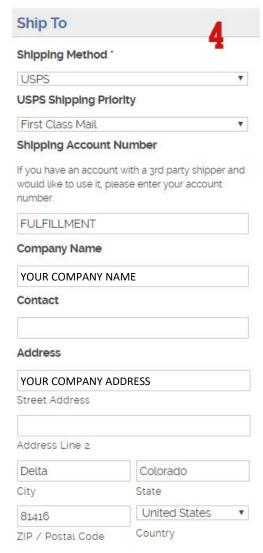
01/09/2019

1. Along the left column you will need to adjust the date to reflect the date of submission. The remainder of the text in this field does not need to change.

2. Here you will choose the soonest date the system will allow. This date does not affect the standard 2-3 business day turn around for fulfillment.

Sold To

Phone

215-555-1212

Email * ❓

youremail@youremail.com **3**
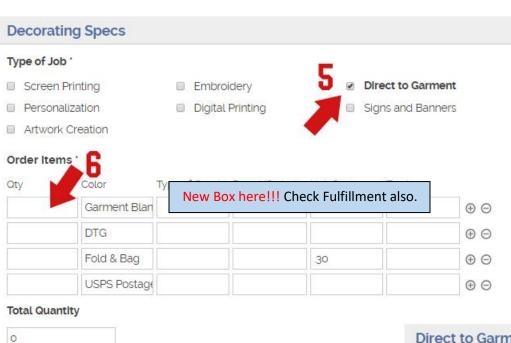
Additional Emails

3. Your e-mail address should already be in this field. However, if it is not, you can add it here. This is the e-mail that will receive automatic notifications and notes regarding your order.

Ship To **4**

Shipping Method *

USPS ▾

USPS Shipping Priority

First Class Mail ▾

Shipping Account Number

If you have an account with a 3rd party shipper and would like to use it, please enter your account number.

FULFILLMENT

Company Name

YOUR COMPANY NAME

Contact

Address

YOUR COMPANY ADDRESS

Street Address

Address Line 2

Delta	Colorado
City	State

81416	United States ▾
ZIP / Postal Code	Country

4. This section will already be filled out. Because postage to your clients is on your spreadsheet, this section doesn't need to be modified.
The address listed here should be your company information only.

Decorating Specs

Type of Job *

- ☐ Screen Printing
- ☐ Personalization
- ☐ Artwork Creation
- ☐ Embroidery
- ☐ Digital Printing

5 ☑ **Direct to Garment**
☐ Signs and Banners

Order Items * **6**

Qty	Color	Ty...				
	Garment Blan	New Box here!!! Check Fulfillment also.				⊕ ⊖
	DTG					⊕ ⊖
	Fold & Bag			.30		⊕ ⊖
	USPS Postage					⊕ ⊖

Total Quantity

0

5. Direct to Garment is the designation for most fulfillment. Leave this box checked. We have a new designation for your print on demand orders. Please check the new fulfillment box for all fulfilment orders. Unless you have special circumstances, you can just skip past this.

6. The quantity you put in the "Garment Blanks" box should match the quantity on your spreadsheet. You don't need to enter any other figures in this section.

Direct to Garment Options

Garment Location *

Check the garment location(s) for the job

- ☑ **Full Front**
- ☐ Right Chest
- ☐ Full back
- ☐ Other
- ☐ Left Chest

Fulfillment ❓

⦿ Yes ◯ No

7. We just leave the designation "full front" here. You don't need to change.

Instructions

Special Instructions

Please include size breakdowns

8. If you have any special circumstances or instructions for your order, please include them in this section. Most of the time this section will remain blank, your print instructions should be reflected on the spreadsheet. Generally, this is for out of the ordinary packing instructions or things that the spreadsheet will not include.

Art Files

Please attach any art files that need to be used

Art Files ❓

Drop files here or **Select files**

X + Copy

postage
added Ord...

9

9. This is where you will upload your spreadsheet. You can drag and drop or click select files and browse your computer.

For your 2nd order on, you'll need to delete the previous spreadsheet before you upload the new one. You'll just click the little red x to remove it from the order.

10

Note: Once you hit submit you will only be able to make changes in the note section and add or remove art.

Submit

10. The very last step is to hit "submit".

Once you click this button, your order will be submitted. You will receive an e-mail with confirmation that you were successful. You will then be able to pull this order up on the jobs page of our website.

Preparing your Print Ready Artwork

Here's the <u>artwork requirements for fulfillment</u> to make sure your files are "print ready":

1. Set to RGB color mode.
2. All files should be at least 200ppi for good print quality. 300ppi is best, and files don't need to be higher than this. Note: files can be lower than 200 if that's all you have, but the lower the ppi, the lower the print quality. We cannot fix this.
3. Prepped for white ink. Any instance of white ink needs to be set to a specific RGB value. The default white value in most programs is R: 255 G: 255 B: 255. For our printers, white needs to be set to R: 254 G: 254 B: 254. If you don't do this, then white ink will simply not print!
4. Sized how you want them to be sized (we, Heritage, do not determine the imprint size...that is up to your customer and/or you). For Small to XL prints we will print at 100%. *What your file is sized for is exactly what will print on the shirt. Most prints can not exceed 13.5" wide by 15.75" high due to the width of the pallet and the cushion required.

   The size of the pallet for the Kornit is 14.5x18. This is edge to edge. The Kornit will not let a file be this size because it needs a cushion. There is no exact measurement of the "cushion." For files that are too big, The Kornit down-sizes to 80%. For example: if a file is 16x18 the Kornit down-sizes it 80% making it 11.5x12.75. The other file is 9x18 and downsized 80% is 7.25x14.25. Even though the Kornit makes these changes we can still make them bigger or smaller, provided they fit the pallet size.

   Also, we downsize 80% for ladies and youth, 50% for toddler and baby. These changes will be made unless the client specifies NO SCALING.

5. On a transparent background. No background "shirt" color should be there. The printer will lay down ink anywhere on the file that is colored.
6. Trimmed. There should be no blank space around the graphic.
7. Saved as either Photoshop files (.psd) or PNGs (.png) at your full resolution. The printing software can't open .pdf, .ai, or .eps files.
8. Separate files for a front imprint and a back imprint. Example "orange FRONT.psd" and "orange BACK.psd".

If you have questions regarding your art, please e-mail gcroshaw@hsp1.com. (This is for ART RELATED questions ONLY)

For questions regarding submission of orders or the fulfillment program, e-mail shill@hsp1.com or smckee@hsp1.com.