



# IMPORTANT ORDERING INFORMATION

**ACCOUNT NUMBER:** make sure that when you launch the MyACI ordering software, you have logged into the home screen. When you log in, your customer number will be carried through the ordering process.

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**CHECKING YOUR ORDER:** Once your order is placed, it will go directly into production. We do not review orders prior to printing. It is very important to make sure your guide layers are removed, text is not in the bleed area, and files are sized correctly.

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**ORDERING QUESTIONS:** If you have questions on how to place an order, please call. We will help you understand bleeds, find templates, locate the product you wish to order, and answer any other question you may have.

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**FILE RESOLUTION:** ACI products are printed at 250 dpi, with the exception of banners and wall clings which are printed at 180 dpi. For additional information on file resolution visit this website: <http://helpx.adobe.com/photoshop/using/image-size-resolution.html>

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**CONFIRMATION EMAILS:** Once your order has been submitted, you will receive a confirmation email at the address entered in your “account information” screen on the My ACI ordering software. If you do not receive a confirmation, your address may be spelled incorrectly. Do not resend your order if you do not receive your confirmation email. Call customer service to check to see if your order arrived at the lab or log into your account through the [acilab.com](http://acilab.com) website.

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**BLEEDS:** Our software will give dimensions for the products you are ordering. All press products require a bleed. If your file does not have the bleed, the software will spread the image to fit the full size template. This may place some of your text, or part of the image in the bleed area. If any part of your text or image is outside of the bleed lines, it will be cut. Move all text or important parts of the image away from the edge of the bleed, as cuts are approximate.

A border around a press product is not recommended. It may be even on your file, but cuts to the product are not exact cuts, and may shift one way or another. Make sure your images bleed all the way to the edge of the templates.

**SPECIAL INSTRUCTIONS:** Adding special instructions will delay your order. When instructions are added, the order is routed to customer service and reviewed on a first in, first out basis. Please be specific in your instructions.

The more information you can provide, the easier it is to answer, and get your order into production. Do not put promo codes in this area. Use only letters and numbers. Using any special characters will crash the order from being transmitted. Do not punctuate or use quotation marks, enter only letters and numbers in the instructions. It is best to call prior to placing directions in special instructions to avoid delays this step will cause if possible.

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**IMAGE MODIFICATION:** If you load an image into the MY ACI software, then make a change to it in Photoshop for example, you would need to rename the file and import the new file into the software to see the change to the file.

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**CLEARING CACHES:** ACI recommends clearing caches to close your software. To clear caches, navigate to your home screen. On the bottom right, click on "Diagnostic Tools." Next select "Clear Caches." Select "Clear Both Caches," and your software will close. Re-launch the software from your icon when you are ready to order again.

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**WEBSITE CONVENIENCE:** For your convenience, we have several tools available to you. You are able to sign into our website and track orders, view invoices, check the status of an order, request a change to an order, or even to cancel an order.

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**SPECIAL CHARACTERS:** MyACI has issues recognizing certain characters. When naming files please avoid these characters in the file path. The characters are, "A&\*='|>?O'D these are the most common. It is safe just to use letters or numbers when naming your files and folders.

**IF YOU HAVE ANY QUESTIONS PLEASE CALL  
CUSTOMER SERVICE  
800.728.2722**