

# **YOUR GUIDE TO ORDERING DECORATED APPAREL**



**SHARPRINT®**  
Manufacturers of Decorated Apparel

# GETTING SET UP

Fill out the new customer form online

Start here!

## SUBSCRIBE TO OUR EDUCATIONAL SERIES

Watch now!

## ORDER PROCESS

### STEP 1: ORDER APPROVAL

Within 24 hours of receiving your PO, we'll confirm with you. And by confirm, we aren't just emailing back with, "thanks, got it." Our in-depth order confirmation includes garment style and color, sizing breakdown, decoration method and price, ship method, ship to address, and delivery date. We'll wait for your approval of the details to make sure we have it right before we proceed, and even remind you if we don't hear back in a bit.

### STEP 2: ART APPROVAL

By reviewing the art approval, you can see how we intend on producing your product. These art approvals are blind, so you can pass them on to your client for another set of eyes. Can't hurt, right? Here's the beauty part—once we've produced the order once, we've got it. You don't need to review the art every time you place the order. Unless, of course, you want to. In that case, it's no problem to send it over.

### STEP 3: RECEIVING SUMMARY

While many shops estimate totals based on the number of boxes, or simply match up your PO with the delivery roster, Sharprint opens each box to count the product delivered. The totals are entered in our system and we send you a receiving summary of the results. If there are any discrepancies between your order and what was actually delivered, you can make arrangements to fulfill the order prior to production.

### STEP 4: ORDER TRACKING

With all details confirmed, art approved, and goods received, we'll produce your order and get it out the door. As soon as the order ships, we'll send you over the tracking numbers. This confirms that your order has been produced and you can keep an eye on it's progress to your client. If the order is being split and sent to different locations, you'll receive a breakdown for what is going where with separate tracking numbers. Really, it's as simple as that.

# WHAT TO INCLUDE ON YOUR PO

## ORDERING INFORMATION

- Company Name
- Contact Name
- Contact Email
- Contact Phone Number
- PO # or Reference
- Type of Decoration (Screenprint, Embroidery, DTG)
- Finishing or Pack-Out Instructions
- Pre-Production Sample Needed?

## ART INFORMATION

- Job Name
- Art proof contact if different from above.
- PO # or Reference For Re-Orders
- Pantone or Thread Colors
- Art Files

## RECEIVING INFORMATION

- Distributor or Manufacturer Sending Goods
- PO # or Reference if different from above.
- Detailed Garment Description (example: ladies short sleeve performance t-shirt, mens pique long sleeve polo, etc)
- Item Color
- Size Breakdown

## SHIPPING INFORMATION

- Ship To Address
- Requested Ship Date
- Absolute In-Hands Date If Event Related
- Preferred Ship Method
- Shipping Account #
- Destination Contact Name & Phone Number
- Contact Email For Tracking

# ART REQUIREMENTS

- Raster files must be created at a minimum of 300 DPI at the size the image will print.
- Vector files should have all fonts converted to outlines or provide the font file.
- Sometimes vector graphics incorporate raster images. If this is the case, the raster and vector guidelines above apply. Please include the raster graphic in its original format as a separate file.
- While files may meet the art requirements, color separation or other art fees may be associated. Always send your art files to your customer service rep.

# RECEIVING INFORMATION

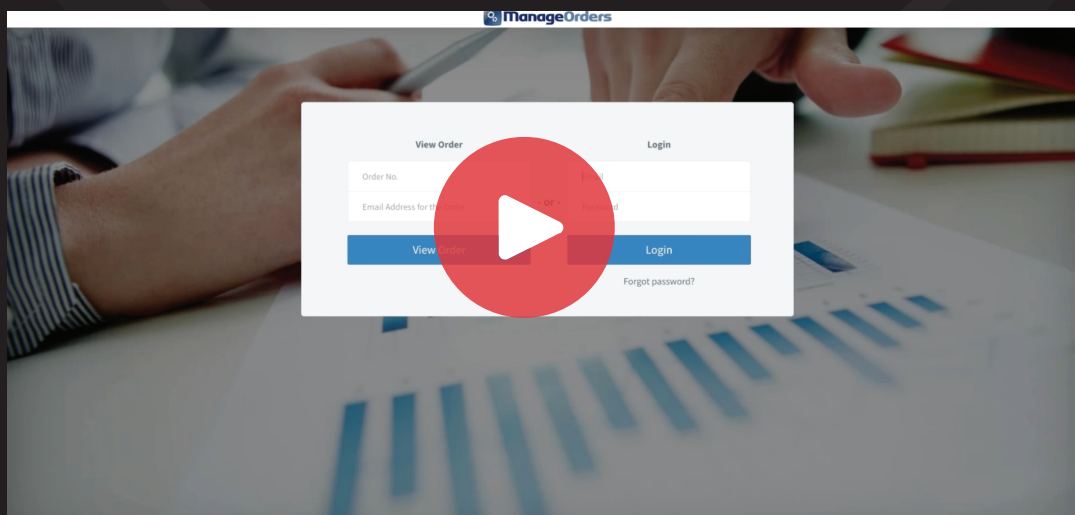
## INFO TO INCLUDE ON YOUR PO

- Send a PO to Sharprint before the goods arrive.
- Make sure the PO # you give your distributor matches the PO # you give Sharprint on an individual order basis.
- If you cannot provide a matching PO #, please provide the distributor PO # or tracking for your inbound shipment.
- Include any other reference that will help us match the order with goods coming in.
- Ask your distributor to label your shipments with your company name and PO #.
- Provide detailed garment descriptions. Include brand, style #s and descriptions, colors, and sizes to help catch distributor errors.

## HOW TO KNOW IF YOUR GOODS HAVE BEEN RECEIVED

- You will be emailed a Receiving Summary once your goods are checked in. The Receiving Summary identifies what has been received and if any items are missing.
- Visit the [Order Status](#) link at the top of the website.  
Please allow 24 hours from delivery to get your goods checked in
- If you do not have a login to the Order Status page, contact your rep.
- You can also call us 888-800-5646 (LOGO). Please have your PO # and tracking info handy when you call.

# HERE'S A VIDEO THAT EXPLAINS THE PORTAL



Watch now!

# SHIPPING INFORMATION

## INFO TO INCLUDE ON YOUR PO

- Preferred ship date & ship method.
- Absolute in-hands date if event related.
- Ship to address.
- Ship to contact information including name & phone number.
- Contact for tracking & shipping notifications with email address.

## HOW TO KNOW IF YOUR ORDER HAS SHIPPED & GET TRACKING

- You will be emailed a Receiving Summary once your goods are checked in. The Receiving Summary identifies what has been received and if any items are missing.
- Visit the [Order Status](#) page at the top of the website. Please allow 24 hours from delivery to get tracking
- If you do not have a login to the Order Status page, contact your rep or use the
- PO & tracking number with your email.
- You can also call us 888-800-5646 (LOGO). Please have your PO # and tracking info handy when you call.

**SHIP FREE!**  
**DON'T SHIP BULK**

The following distributors offer free shipping to Sharprint

Alpha-Broder

Cutter & Buck

S&S Activewear

SANMAR

## WHY TO AVOID BULK SHIPPING

- You can ship various PO # together for free with the distributors listed above.
- If you combine various orders under one distributor PO #, there will be a minimum fee of \$25 per order that needs to split out.
- Your goods will be matched faster and ready for production sooner.
- Every purchase order is packaged Individually.