



DIRECT MARKETING SERVICES

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PH 717/234-3274
FAX 717/234-6092
www.DasherInc.com

GENERAL INFORMATION FOR CLIENTS

PROJECT REQUEST FORMS: Please fill out a Project Request Form in advance for each project so that it can be entered on our production schedule. On the form please indicate whether you need Dasher to pick up materials, CDs/disks, or postage checks for an additional fee. There are two options for submitting the Project Request Form to Dasher:

- Complete the form online via the Dasher webpage, at www.dasherinc.com. Follow the Online Project Request Form link.
- Fax a copy of the form to 717-234-6092.

TURN TIMES: Turn times will vary dependent upon volume and complexity of the job. The estimated mail date will be included on a sheet faxed to you regarding postage needs. Turn time begins on the first full business day after receipt of all data and/or labels and materials.

**If you have special needs for a quick turn time (other than standard procedures), please check with Client Services regarding scheduling and extra charges.

POSTAGE FUNDS: Please refer to the Postage Request Form which will indicate when postage funds are required for your job. We do not accept credit cards, nor do we bill for postage.

SHORTAGES: Dasher does not physically count incoming material unless requested, except to verify box counts. In the event a shortage occurs while your job is being processed, it will be pulled from production and our Client Services Dept. will notify you immediately. Possible extra charges will be billed for re-start, and/or waiting time – Client Services will discuss the options at the time of the call.

MATERIAL/LABEL/DATA PROBLEMS: In the event there are problems regarding data provided, condition of the materials and/or labels that will impact processing, turn time, or costs, Client Services will notify you immediately to discuss the situation.

OVERAGES: Please indicate on your Project Request Form how you would like any leftover material handled.

RECEIVING DOCK: Normal receiving hours for material are 8:00AM to 4:00PM. Please be sure to instruct your delivery person to check-in at the Front Office before going to the dock area. **Please make sure all containers/boxes are clearly marked with contents and quantities.**

QUESTIONS: If you have any questions regarding this information, or any other questions regarding your mailing in general, please contact our Client Services Department and they will be happy to assist you.