

ORDER PROCESSING INFORMATION:

Please read to make sure your order is processed in a timely fashion.

Normal Production times are as follows:

- For CD ROM and DVD ROM, Bulk or with simple packaging = 10 business days
- For any order that combines a disc with Custom Printed Paper sleeves, jackets or inserts = 15 business days
- For CD-R or DVD-R product, Bulk or with simple packaging = 5 business days.

As much as we love to accommodate our customers, production cannot begin on your order until the day after the following requirements have been met.

1) The customer has approved artwork for the disc-face.

After you have submitted artwork based on our template specifications (which can be downloaded from our web site), you will receive an electronic proof (usually in PDF format) that is to be forwarded to your client for final review. This is an opportunity to check for any details that may have been lost or forgotten in the process of setting up your disc face. Once approved by your client, you will then send us an email of acceptance and we can proceed with creating the films and appropriate files for the imprint.

If you do not submit artwork based on our templates, this may slow down your order and add additional cost because our pre press department will have to adjust or fix the art accordingly. You will be notified if there will be any additional charges and they must be approved prior to the fix. The rate is \$ 30 per half hour and will be billed accordingly.

Here are some tips to make sure your artwork is submitted correctly the first time:

- a) Use the appropriate template. Call with any questions or if they do not download from the web for you. We can always email the appropriate template for your job.
- b) Make sure the artwork and all of the elements are at 300 dpi.
- c) We prefer EPS vector graphics. (Please save Illustrator files in Version 8.) This is the best way to send artwork over the web. Photoshop, Quark and the other art creation programs are also acceptable, but they must be saved at 300 dpi.
- d) Make sure to include your fonts – OR, convert them to outlines so they become graphics as opposed to fonts.
- e) Do not submit art with the template lines “flattened” into artwork. Allow for bleeds outside the perimeter and inside the center hole if applicable. Keep the template lines as a separate layer.
- f) Art files may be emailed to graphics@cdsourcedirect.com if they are under 5MB. We recommend that you “zip” all of the art elements together in one Zip file to save space as well as to protect the files as they go through the Internet. If art files are greater than 5 MB you can use our preferred FTP transmission through the web site www.yousendit.com . Again just address the recipient as graphics@cdsourcedirect.com .

2) The Data Master is in house and ready for production.

The data master is the content disc that will be replicated. It can be submitted as a CD-R for CD Rom products, or as a DVD-R for DVD products. Unlike art files, the content disc can never be transmitted via email or FTP sites. The physical disc must go to the factory where it will be checked for "reproducibility" before it is used to either create a glass master in the case of ROM products, or used as the actual master in CD-R / DVD-R products.

Never submit a data master on a CD-RW or DVD-RW. It will be automatically rejected.

In order to save a day in production, you can send the master disc directly to the plant as opposed to our sales office. Please contact Karen or Norma at CD Source Direct for the appropriate address and instructions. **Your PO# must be on the master disc.** With so many masters that come to our facilities daily, this will be your saving grace if the disc is somehow misplaced.

3) Submission of the RRF Form

To date, this is not a requirement for any CD-R or DVD-R order. This may change in the future.

The RRF Form, also known as the Intellectual Property Rights form must be properly filled out and submitted before production can begin on any ROM based product. This form states that your customer owns all of the intellectual property on the disc, or that your customer has obtained the proper licensing for any royalty-based media (music, photos, video etc.) Proof of license must be provided for any royalty-based media. Our factories are audited regularly to make sure that we comply with industry standards. Severe fines are levied if we do not comply.

The RRF form is included with every download of our template forms. If you do not have the RRF form, contact Karen or Norma at CD Source Direct and one can be emailed to you.

As always, please contact customer service with any questions.

Order Processing
CD Source Direct

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DMIA / 7432