

# Problem File / Proof Charges & Approval Signature Requirement

Following are the handling charges and reprocessing fees applicable to .pdf files not prepared correctly, or have proofs missing, missing disk directories, and cd creation charges.

## Approval Signature Required

All proofs sent along with your .pdf files MUST have the Publisher's signature clearly on the front page along with "Approved" or "OK". Proofs received without an Approval Signature will be held up from production until approval can be verified via fax Approval Signature.

## Wrong Seg ID .....\$25 fee

Having an incorrect SEG ID or the absence of the SEG ID on your magazine is dangerous and must be corrected. Capco Design will repair the files immediately so we can get your files into production. The same applies if there is information in the "code" area on a Rider or Value Pages. This area should be left blank. A \$25 fee applies.

## Proofs Missing / Directories Missing / Incorrect Proof .....\$25 each

If there are pages missing from your final approved proof(s) or proofs that obviously do not match the .pdf supplied, we will ask for new proofs to be sent (if time allows) or we will authorize prints to be made by Capco Design or by Quad Graphics. A \$25 per page handling/printing fee applies. Disk sent in without a hard copy of the printed directory of the files on the disk will incur a \$25 per disk handling/printing fee.

## More than One Magazine / Rider / Value Pages On One Disk .....\$25 each

It is required that each Magazine, Rider or Value Pages to be produced is on its own disk. When we receive two Magazines on one disk we will ask the Publisher/Designer to send the files again properly on individual disks (if time allows) or CDs will be made by Capco Design on the Publisher's behalf. The charge for such special handling and 'burning' CDs is \$25 per CD.

## .PDF Files with Errors / Replacing a .PDF.....\$45 (4/C) \$25 (B/W) each page

Processing the .pdf files submitted is included in the manufacturing cost Publishers send with their disks and proofs. Processing the .pdf files twice is not included in the price. Anytime the .pdf file is the wrong size or created with the wrong offsets, a new file must be processed or the page will print incorrectly in your magazine. The cost of replacing the 'bad' files is \$45 per page 4/C and \$25 per page B/W. The same charge applies (\$45 4/C and \$25 B/W per page) when Publishers wish to send a new .pdf because of an error in an ad or change of some sort which must be made (such changes are required prior to plating, otherwise more substantial charges apply). When possible, we will request new files to replace 'bad' ones otherwise, Capco Design will repair the files. Any changes requested by the Publisher must be submitted on an Emergency Change Request Form. Publishers replacing a .pdf before it's been processed are applied a \$25. fee per page.

## How Can Publishers / Designers Stop The Problems BEFORE They Cost Money?

- Leave as much time as possible for for your designer to complete the .pdf files.
- Use 'printer styles' in Pagemaker, InDesign, or Quark to avoid making simple errors in page/paper size and offsets.
- Ask your designer to look at the .pdf files on screen AND look at them yourself to see if the page is the right size (it shows up in the bottom left corner as 9.5 x 11.88 when viewing the .pdf). The page should be perfectly in the center of the white area and the crops and marks on the edges of the pages should be equal on all sides. **If it is not...something is wrong!**
- **Make sure your proofs are made from the final .pdf files.** If you cannot do the full-size prints on-site, ask for reduced copies prior to the larger-output, if one looks shifted to one side when compared to the positioning of other pages...something may be wrong!
- Go through a checklist:
  - Disk Directory
  - Copy of Label Order Form
  - Correct SEG ID
  - Summary Sheet
  - Black Proof
  - Payment
  - Color Proof