



## Ordering Requirements

At IMS, we measure ourselves by the accurate and efficient processing of your order.

Your adherence to the following processes will help us to ensure that we achieve our goals.

We understand that we may not have considered all of your needs in the following document. As such, should your order require any special processing, please contact your Customer Service Representative (CSR) or Sales Representative for assistance.

Before we can start production, IMS requires the following:

1. **Credit Approval:** New customers wishing to establish credit terms must fill out a Credit Application and receive credit approval before we can begin processing your order. If you choose not to establish credit terms all orders must be prepaid by credit card or check.
2. **Tax / Resale Certificates:** Laws require businesses to collect sales tax on products manufactured. The rate of tax assessed is dictated by the “ship to” city, county and state. If applicable, a Tax / Resale Certificate negates this requirement. Customerís wishing to certify that the finished product is for resale purposes and is sales tax exempt, must provide one of the below forms.
  - Your state issued exempt certificate. State retail license number must be provided for the form to be valid
  - South Carolina Resale Certificate(Companies with SC Headquarters and SC legal identification numbers) South Carolina retail license number must be provided for the form to be valid
  - Uniform Sales & Use Tax Certificate (Companies not with SC Headquarters and SC legal Identification numbers and those with multiple licenses & ship to locations) State retail license number must be provided for the form to be valid.
3. **Purchase Order:** Your Sales Representative or CSR will need to receive your written Purchase Order prior to IMS performing any Graphic or Mastering functions or purchasing of necessary print materials and components. Purchase Orders should be completed and meet IMS’s Purchase Order Requirements. Production turnaround is measured from the receipt and/or approval of the last component for your order.
4. **Intellectual Property Rights Form (IPR):** An IPR Forms is required for each new title that IMS manufactures for you, the customer. IMS is committed to supporting Anti-Piracy Procedures and Compliance Program guidelines.

5. Master: All masters must conform to IMS specifications. All masters are assumed to be production ready. Please see Master Submission Guidelines.
6. Component Identification: All materials, whether supplied electronically or via mail, are required to meet IMS's Receiving Requirements. This includes all digital media, masters, and customer-supplied print material and components. This will assist us in receiving and tracking your components and product inventory.
7. Art Proofs: IMS will provide PDF proofs of on-disc and printed material for your approval. It is important to note that the PDF proof does not give a true depiction of print color, due to monitor color variation. All art proofs require documented approval via e-mail or fax.
8. CD & DVD On-Disc Print Specifications: IMS has on-disc print specifications that are to be followed in order to obtain high quality printing results. Please review the specification that best meets your desired on-disc printing method. Any deviation from the out-lined specifications will require an On-Disc Print Declaration before IMS will proceed with your order.
9. Customer-supplied Preprinted Materials: To assist us in manufacturing top quality product, all customer-supplied graphics must conform to IMS's Print Material Specifications. Failure to meet IMS specifications may impact product delivery and may increase cost. Manufacturing operations require a certain percentage of working loss allowances. Therefore, we request that you supply us overages (+10%) on printed materials to ensure full completion of your order.
10. Shipping Terms: Shipping terms are FOB: Fort Mill, SC, unless otherwise prearranged with you Sales Representative. Acceptable shipping terms are Prepaid & Add, Collect, Third Party or Customer Pick-up.
11. Order Cancellation: Invoice charges for canceled orders in process will be made according to the stage of completion at the time of cancellation.
12. Customer Service: Your Customer Service Representative will be your contact for inquiries pertaining to your order. Please don't hesitate to contact your Sales Representative or the Sales Manager for assistance if you are unable to reach your Customer Service Representative.
13. Lead Time: To make the processing of your order more efficient, it is important to give us as much lead time as possible for capacity planning and purchasing. Please contact your CSR to communicate any turn time requirements
14. Finished Product Tolerance: Due to unforeseen events during manufacturing, please allow +/-5% for all finished product quantities.

For your benefit, IMS provides an Order Process Checklist to guide you through the steps necessary in placing your order.

**All of us at IMS thank you for your business.**