

select*Print

Customer Application Interview Questions

What are all of the specifications for preprinted components – laser sheets and envelopes?	
What are the components of the statement. #9 reply, inserts, etc?	
Is it possible for a statement to be multi-page?	
What is the maximum number of pages for an account?	
How is it being processed today? In-house or outsourced?	
Is the customer capturing postal discounts?	
How many cycles per month and dates the file is available?	
What is the quantity per cycle?	
Do any statements in the transmitted file need to be suppressed from printing or pulled before mailing?	
If pulls are required, do they get inserted into envelopes or shipped flat back to customer?	
Will a single file be sent or multiple files that need to be processed together?	
Is the imaging to be single-sided, duplexed or mixed plex?	
Are there any specifications that are required or desired? Address or account combining Selective inserting Selective messaging Charts and graphing	
What processing statistics or audit reporting for file confirmation does the customer desire?	
What is the expected turn time from receipt of file?	
What is the customer contact information? Phone Fax Email	
Who is the technical contact? Phone Fax Email	
Can you get a sample of the current base form? An electronic file such as a PDF is preferred.	
Can you get a completed sample of the form with data imaged?	
When can the customer send a test file?	