

E-Mail and FTP Guidelines

E-MAIL

The email address for Ray Schumann and Associates Graphics Prepress Department is

graphics@rsa-incorporated.com

This email address is to be used for the transfer of graphics files only. All other emails to this address may be ignored and/or deleted.

- Used for the transfer of graphics files only.
- All attachments must be smaller than 8 mb's (per email).
- Multiple files need to be put in a single folder and stuffed or zipped.
- Stuffed or zipped files must be smaller than 8 mb's (per email).
- Files larger than 8 mb's may not get to us. Anything larger needs to be sent by disc or ftp. One option we have had success with for large files is a free online service - www.dropload.com
- The subject line must include as much of the following as possible.
 - Customer name
 - PO number from order form - and/or - Job description from order form

Example: *Joe's Print Shack po 76664 Joe's Address Label*

This information must match your order form.

- No files will be looked at until we get an actual order form, and/or, are contacted by you. No work will be done without an order form. The email itself is not an order form.
- Order forms sent or faxed to RS&A must clearly indicate that there is a file/files sent by email (or FTP).
- The order form must clearly link to an email. If the email is coming from someone who does not have the PO and Description, then there must be a way to link that email to your order. RS&A will not search through emails and attachments hoping to find the correct files for a job.
- Email proofs. If an email proof is requested on your order, the proof will be sent in PDF format. The order form must clearly indicate that you want a pdf/email proof and indicate the email address to send it to. Please write legibly. Never assume we automatically know who to send a proof to or what the email address is.
- **Approvals** via email should be made to *approvals@rsa-incorporated.com*. Approvals to this address should include Company Name, RS&A Job Number, and Who is approving. This address is for approvals only - ALL other emails to this address will be deleted. Approvals With Revisions must include clear directions as to what the revisions are. If a revision requires a new proof before plates, do NOT send to the approval address.
Example: *Joes's Print Shack RS&A# 12345 approved by Joe Joeseeph*

FTP

If RS&A is to pick up files from a FTP site, the following information must be given.

- **HOSTNAME** This is the address the FTP Server is located at. ex *ftp.myfiles.com* or *22.222.222.22*
- **USERNAME** Often called the "login name". Assigned by the FTP administrator per account.
- **PASSWORD** Assigned by the FTP administrator per account.

USERNAME and PASSWORD are Case Sensitive and must be given exactly as they were created.

- The exact file name we are to download.
- The directory the file is in (if in a folder other than the root or login folder).