client console
my kpc

mykpc™ Notifications

With the goal in mind of delivering your project on-time, Kingery Printing has integrated a unique system of notifications into mykpc™, our on-line client console. Through mykpc™ notifications, we can collaborate to establish a more credible schedule that will let you know exactly when your project will ship or mail.

mykpc™ Notifications are divided into two categories:

- **Proactive Notifications** - Critical dates and information pertinent to the client on every project. There are four Proactive Notifications:
  - Order Confirmation
  - File Upload Status
  - Proof Approval Status
  - Project Feedback

- **Reactive Notifications** - Updates and/or revisions only sent in the event that critical information has changed as a result of client feedback. There are two Reactive Notifications:
  - Schedule Revision
  - Status Update

Proactive Notifications

Order Confirmation

The first notification generated for every job is the **Order Confirmation**. This email is released to the client as soon as a job becomes live and all of the critical dates associated with the production schedule are known and populated in our system. The **Order Confirmation** provides a consistent, credible communication of this valuable information at the outset of every project.

You can recognize a mykpc™ notification in your email in-box by the subject line. It will contain: "**mykpc**", a description of the project, the job number, and end with the notification type.

Example Subject Line:
mykpc : Retail Catalog : 170989 : Order Confirmation

800-743-5151 **client console my kpc** **kingeryprinting.com**

Your order is confirmed!
Now, let's make sure we're on the same page:

We have reserved production time for your project:
2018 Retail Catalog.

Our job number for this order is:
170989

The order was placed on:
09/22/2017

With Print files and distribution lists coming in on:
Tuesday, September 25th by 10:00am

And proof approval on:
Wednesday, September 26th by 2:00pm

We will ship your order on:
Thursday, October 14th

We will notify you if any changes are made to this schedule.
Thank you for entrusting Kingery Printing with this project.

K
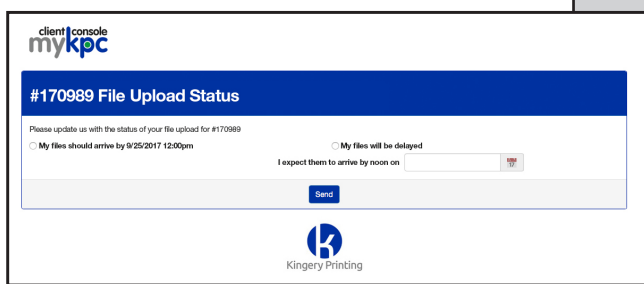Kingery Printing

File Upload Status

The second notification generated for every job is the **File Upload Status**. This email is delivered to the client two working days in advance of the scheduled file upload date.

The **File Upload Status** notification is interactive, in that it requests feedback from the client. The feedback we receive through the client's response gives Kingery Printing the necessary information to know whether the project is still on schedule or a revision needs to be made.

Example Subject Line:

mykpc : Retail Catalog : 170989 : File Upload Status

Note: The File Upload Status Notification is delivered at 7:00 am CST 48 hours in advance of the due date.

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mykpc

800-743-5151   kingeryprinting.com

Are Your Files On Schedule?
As partners in the process, we rely on you at key points to help achieve our common goal of delivering your project on time.

Please click the button below to confirm whether or not you feel your **print files and distribution/mail lists** will be uploaded according to this schedule:

We are expecting files for your project:
2018 Retail Catalog.

Job Number:
170989

Print files and distribution lists to be uploaded on:
Tuesday, September 25th by 10:00am

With proof approval on:
Wednesday, September 26th by 2:00pm

In order to ship on:
Thursday, October 14th

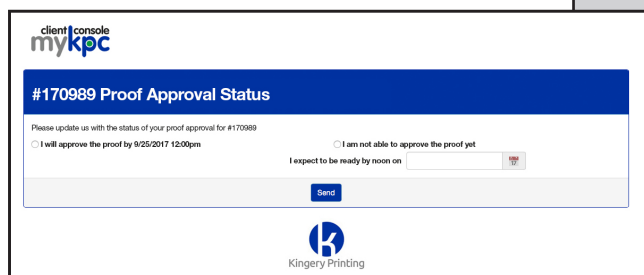**Update Status**

Proof Approval Status

The third notification generated for every job is the **Proof Approval Status**. This email is delivered to the client the morning that a proof approval is due, based on the current schedule.

The **Proof Approval Status** notification is interactive, in that it requests feedback from the client. The feedback we receive through the client's response gives Kingery Printing the necessary information to know whether a project is still on schedule or a revision needs to be made.

Example Subject Line:

mykpc : Retail Catalog : 170989 : Proof Approval Status

Note: The Proof Approval Status Notification is delivered at 10:30 am CST on the date approval is due.

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It's Proof Approval Day!
As partners in the process, we rely on you at key points to help achieve our common goal of delivering your project on time.

Please click the button below to confirm whether or not you feel your proof will be approved today.

We are expecting the proof for your project:
2018 Retail Catalog.

Job Number:
170989

To be approved on*:
Wednesday, September 26th by 2:00pm

In order to ship on:
Thursday, October 14th

*Distribution lists must also be received / approved in order to proceed

Update Status

Project Feedback

The fourth, and final, notification generated for every job is **Project Feedback**. This email is delivered to the customer upon completion of the project.

The **Project Survey** notification is interactive, in that it requests feedback from the client. This one-question survey is quick and easy to complete, however, the feedback that it provides is extremely valuable in helping us identify areas where we can improve our client's experience.

Example Subject Line:
mykpc : Retail Catalog : 170989 : Leave Feedback
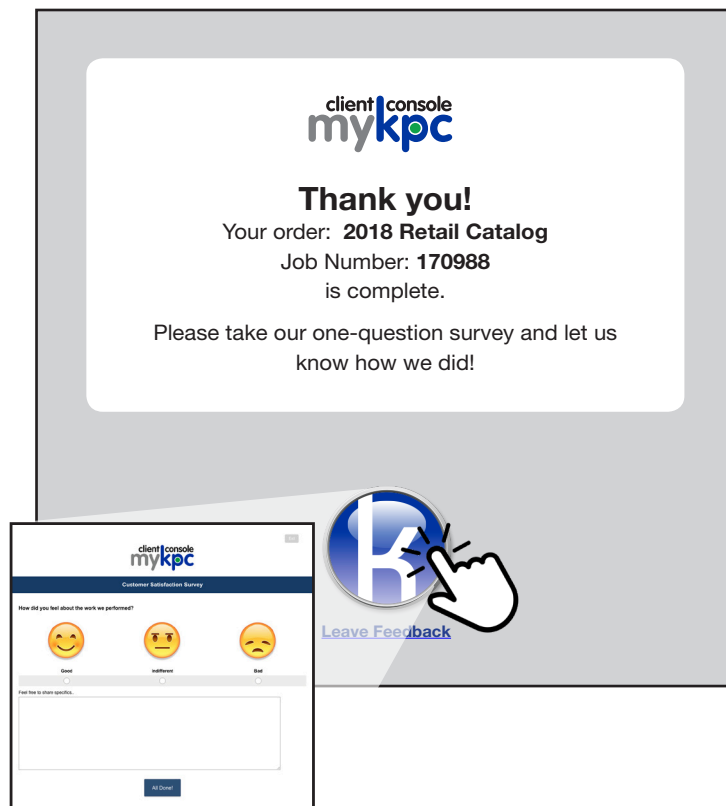

Reactive Notifications

Schedule Revision

Should the client respond to either the **File Upload Status**, or **Proof Approval Status** notifications that the dates are not attainable, a new schedule will be generated based on the feedback given.

At this point, a **Schedule Revision** notification will be sent outlining new dates that better coincide with their needs.

Example Subject Line:
mykpc : Retail Catalog : 170989 : Schedule Revision
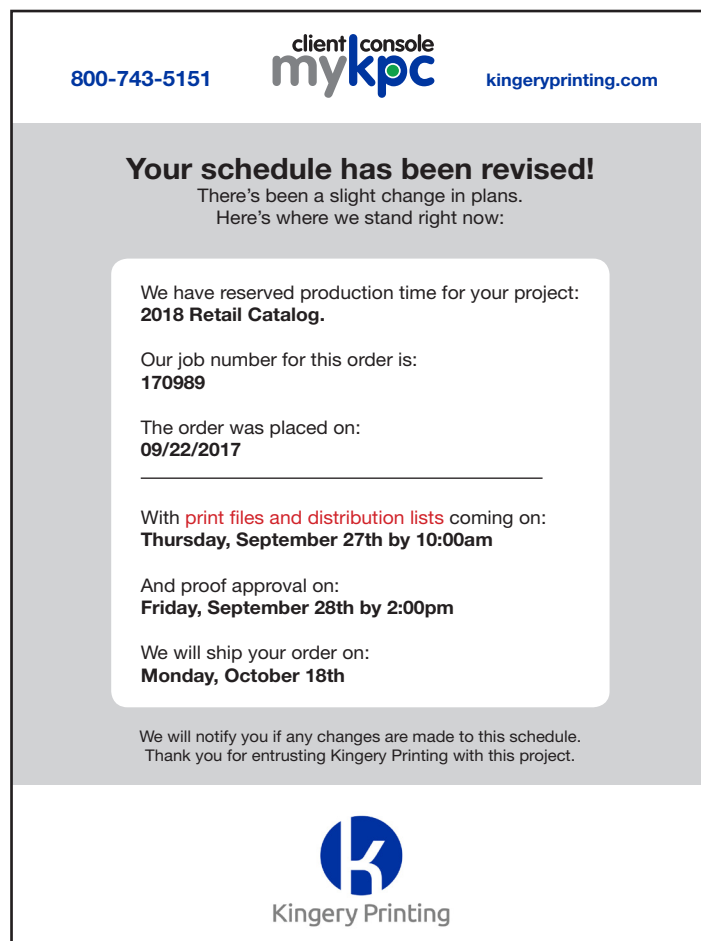
Once a project becomes live, if it is delayed due to internal (vendor-related), or external (client related) factors, or placed on hold for any reason, a **Job Status Update** notification will be sent to outline the reason for the delay. Once resolved, another update will follow confirming that the project is in progress.

Example Subject Line:
mykpc : Retail Catalog : 170989 : File Upload Status

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Job Status Update

Job Number: **012345**
Job Description: **Printed Magazine**

| **Current Status** | ● IN PROGRESS | 4/26/17 3:28 pm | the printer broke (this is a test of the customer schedule status change from green to yellow) |
| Past Status | ○ ON HOLD | 4/26/17 3:27 pm | the printer broke (this is a test of the customer schedule status change from green to yellow) |

Job Status Legend

● **ON HOLD** — No further work will be perormed until a critical problem is resolved

● **DELAYED** — The job is in production but behind schedule due to internal or external factors

● **IN PROGRESS** — The job is in production and on schedule

Based on the informaton contained in this status report, the date below reflects when this job is scheduled to leave our docks.

Anticipated Ship-Date: **5/1/17**

For more information regarding Kingery Printing, mykpc™ notifications, or if you have any other questions, please contact your Sales or Customer Service Representative.
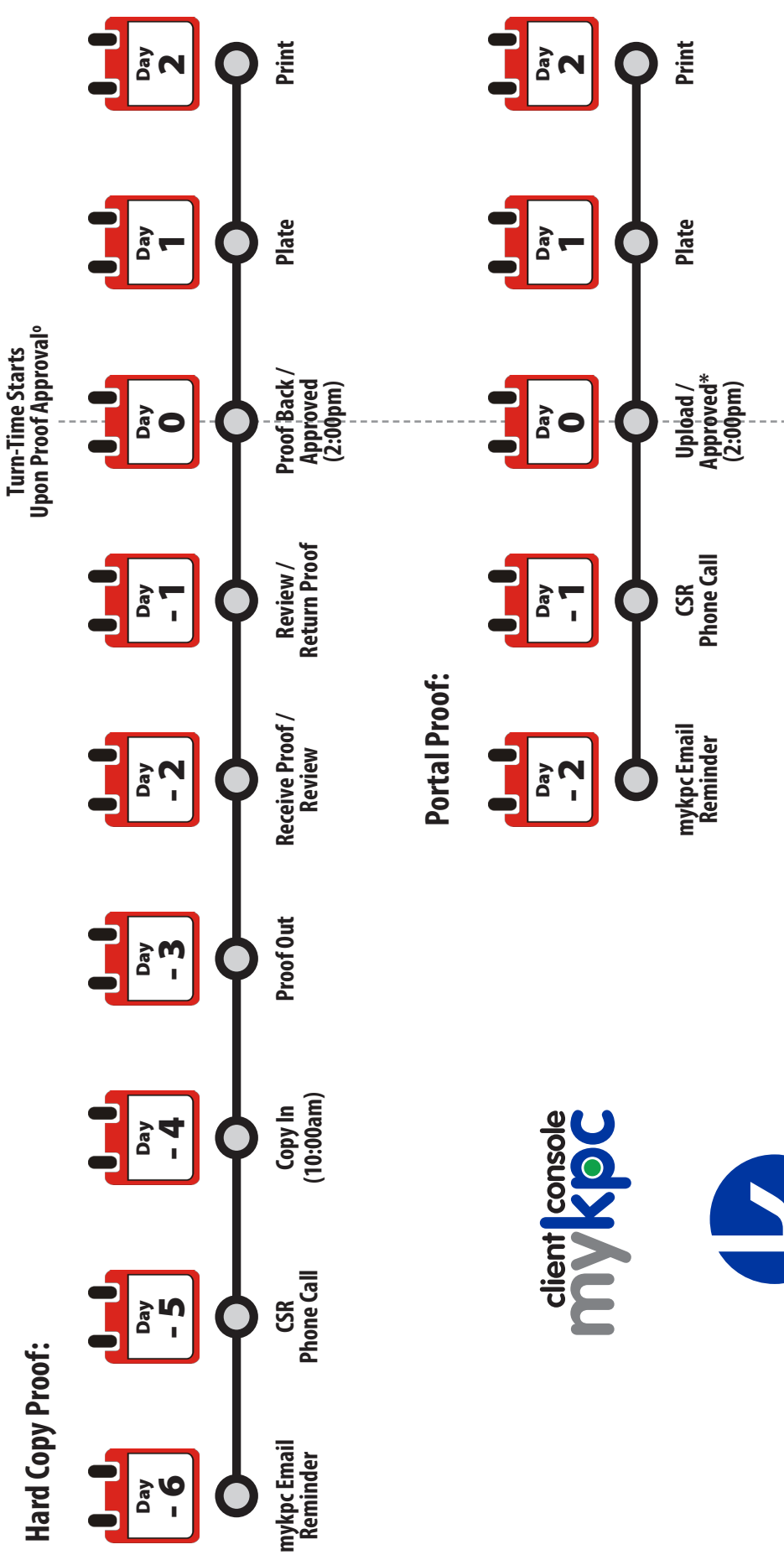
800-743-5151
kingeryprinting.com

Kingery Printing

Helping Our Clients Reach Their Clients

Production Time Lines Based on Proofing Method

Turn-Time Starts Upon Proof Approval°

Hard Copy Proof:

Day -6	Day -5	Day -4	Day -3	Day -2	Day -1	Day 0	Day 1	Day 2
mykpc Email Reminder	CSR Phone Call	Copy In (10:00am)	Proof Out	Receive Proof / Review	Review / Return Proof	Proof Back / Approved (2:00pm)	Plate	Print

Portal Proof:

Day -2	Day -1	Day 0	Day 1	Day 2
mykpc Email Reminder	CSR Phone Call	Upload / Approved* (2:00pm)	Plate	Print

° Turn-times will be expressed in "working days after proof approval". The clock on the turn-time effectively starts with the approval of the proof.

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