



# Marketing That WORKS brought to you by Glatfelter

## Online Company Store

### *Frequently Asked Questions*

**Q: Who is Prograde?**

A: Glatfelter® has selected Prograde to build and manage an online Glatfelter® store site. Prograde engineers print management, integrated marketing, eCommerce, and fulfillment solutions to global and local companies in 48 states and 14 countries. We have helped hundreds of clients reduce costs, control their brand and increase sales through the use of eCommerce technology, innovative printing, marketing and fulfillment recommendations. Experience makes the difference and Prograde understands how to use powerful eCommerce technology to provide target solutions that create results.

**Q: Is there a User's Guide available for the online company store system?**

A: Yes, the User's Guide can be downloaded from the site.

**Q: If I need help placing orders, who should I contact?**

A: Prograde has a "help desk" department that can assist you. You may email them at [helpdesk@prograde.com](mailto:helpdesk@prograde.com) or contact them via phone at 888.273.1617 from 8AM to 5PM Eastern.

**Q: Who will be producing and shipping my orders?**

A: Prograde, based in Cincinnati, OH will be producing and shipping all orders.

**Q: How are the items shipped and what is the cost?**

A: Items will be shipped UPS Ground. If you would like to ship next day or 2<sup>nd</sup> day air, you will be responsible for freight or providing a UPS number. The shipping cost will be actual UPS rates. Direct mail pieces that you choose to have Prograde print and mail are mailed via the US Postal Service at First Class Presort or Standard Presort postage rates.



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**Q: Can I track my orders online after they are placed so I can determine when I'll receive the products?**

A: You can definitely track your shipment online and find out shipping status for orders that have already shipped by using your order ID number. Please refer to the User's Guide for more information how to track orders online.

**Q: How long does it take to receive orders?**

A: For static items like magnets or labels, orders will ship within 24 to 48 hours. For personalized items, like flyers or direct mail pieces, your items will ship or mail 3 – 5 business days after the order is placed. When you account for UPS Ground shipping time, you should add 1-5 business days depending upon your location. Most products will be shipped from Cincinnati, OH 45249.

**Q: How will I pay for my orders?**

A: All items are provided to you at no cost by Glatfelter. However, you will pay for direct mail campaigns that you choose to have Prograde print and mail. All orders via a credit card (Visa, MasterCard or American Express) during the online checkout/shopping cart process. You will notice Prograde's name on your credit card statement as the merchant.

**Q: Who should I contact if my credit card does not process when placing an order?**

A: Please contact your lending institution for details on why your credit card would not process.

**Q: Whom should I contact if I have a suggestion for adding new products to the site?**

A: If you'd like to see additional items added to the site, please email [paperinfo@glatfelter.com](mailto:paperinfo@glatfelter.com) or call 866-739-3023.

**Q: If I start an order, but don't finish it, will I have to start over once I have time to complete the order?**

A: No, if you don't finish an order before logging off, you can resume your order the next time you log on. All data that has been keyed will be saved in the database for your convenience.



[hepdesk@prograde.com](mailto:hepdesk@prograde.com)

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