



## Print Services: Support

*Personalized support tailored to your needs*

Great results are no accident; they come from smart planning, execution, and support—all standard with Scantron print services. Scantron's successful track record and roster of more than 26,000 satisfied clients wouldn't be possible without a strong support infrastructure to pull everything together and make it happen efficiently and effectively.

### Customer Service

You get a single point of contact to manage your project from start to finish, with Project Specialists experienced in working on multifaceted projects. This team coordinates every detail of your complex project, ensuring each deliverable is completed on time and to our quality standard.

### Application development

Whether you're developing a scan application or want to improve your current one, Scantron offers data collection software that can be used for ad hoc projects or as a component of a complete turnkey solution. Scantron can develop an effective data collection system for you, or help you develop your own system tailored to your organization's specific needs.

### Processing Services

Don't have the resources or time to scan it yourself? Let us process the forms and provide you with the data and the reports you need.

### Not Your Standard Print Facility

With a 120,000 square foot facility dedicated to handling the demands of your key projects, it's no surprise we operate around the clock while focusing on precision print quality and a positive customer experience. Our production processes have been ISO certified since 1994—your assurance that we employ continuous business improvement practices and that our quality standards are world-class.

### For Example

## A Smart Solution: Saving Energy, Reducing Costs

With rising fuel costs, saving energy is an important focus for everyone. A consulting company that specializes in home energy audits uses Scantron to distribute Home Energy and Water Use Surveys. More than 3000 surveys are delivered each quarter to respondents who complete and return the 12-page survey as part of the audit process.

Scantron designs, prints, and inventories the survey booklets and various promotional pieces for the client. Each quarter, the client sends a datafile containing the respondents' names and mailing addresses.

We print and bar code the booklet covers with the variable information, collate the booklets, insert any promotional

pieces, and prepare the return envelope. We then mail the surveys for our client.

For more than eleven years, the client has continued to use Scantron Print Services based on our high levels of service, support, expertise and reliability.



## Our Commitment to You

Scantron Print Services provides the very best quality scannable forms possible. To support this mission, we are committed to designing, producing, and delivering forms that are guaranteed to meet your specifications and data capture needs.

This commitment is backed by the painstaking steps we take during the production process to ensure quality. Throughout form design, printing, packaging, and shipping, our staff monitors the production of your forms so they meet Scantron's strict quality control standards. Technical and aesthetic specifications are continually checked and rechecked. Samples of each print run are scrutinized, so the final forms you receive meet the exact specifications of your designated Scantron scanner and software.

Our commitment to quality is further evidenced by our unparalleled record of customer satisfaction. As your total data collection provider, Scantron is dedicated to delivering superior products and services that you can count on. You have our word on this!

If a problem occurs with Scantron produced forms caused by an error in the manufacturing process, we will replace any defective forms. If

Scantron determines the forms to be defective, we will take the necessary steps to correct the problem by reprinting or using alternative data capture methods. More importantly, Scantron will treat the situation as a top priority, and resolve any issues as quickly as possible.

Scantron is dedicated to achieving the highest quality in all products and services. Scantron's engineering and production processes for data collection systems and print manufacturing are ISO 9001 certified.

### ***This is a limited guarantee***

There are no warranties which extend beyond those stated above, including warranties of merchantability and fitness for a particular purpose.

Scantron will not be liable for indirect, incidental, exemplary or consequential damages arising out of your use of or inability to use scannable forms supplied by Scantron.

Scantron will not be liable for damages exceeding the amount you paid for the forms in question.

Scantron reserves the right to examine all forms claimed to be defective.



**GET THE RESULTS YOU NEED  
TO MAKE INFORMED BUSINESS  
DECISIONS TODAY!**

For a free consultation to meet your organization's goals, call **800.722.6876** or visit us at **[www.scantron.com](http://www.scantron.com)** to learn more.

### ***About Us***

Scantron® provides technology to help you collect data you can *use*. We offer solutions and services delivered with the quality you expect from decades of experience. Whether you need to work on paper, online, or anywhere in between, Scantron can meet you where you are and help you get to where you want to be.

