

## Personalized Letter/Laser Printing Specifications

### *File Recommendations*

The customer address file **must have First Name and Last Name** in their own separate fields. Also, the first name field should **not** have the individual's Middle Initial included. If the information is not supplied in this format, RTC has the software to strip apart a full name field. *However, RTC will not guarantee a perfect conversion and will not accept any responsibility for name information that doesn't convert properly.*

RTC recommends that you supply us with a file that is in upper and lower case letters. If you can't supply it in this format, RTC has software to convert your file to upper and lower case letters. *However, RTC will not guarantee a perfect conversion of case and will not accept any responsibility for any data where the case doesn't convert properly.*

### *Letter and Signature*

The letter and signature should be supplied to RTC on a disk or email. However, you may supply it to us on the letterhead you will be using. We prefer the letter to be in Microsoft Word format. For best results, **please use black ink pen or a black felt tip pen** when sending the signature on letterhead. A TIF file format is preferred, but other formats are acceptable. If you have any questions about your signature format, please call us. Please **do not** oversize the signature too much. Oversizing the signature, causes problems when trying to shrink the signature to fit into a two or three inch space on the letter. An oversized signature usually will appear distorted on the final copy of the letter.

### *Paper Specifications*

#### **Preprinted Forms and Letterhead**

- Use only forms and letterhead printed using an offset lithographic or engraved printing process.
- Choose papers that absorb ink, but do not bleed.
- Avoid papers with rough or heavily textured surfaces.
- Use papers printed with heat-resistant inks designed for use in xerographic copiers. The ink must withstand temperatures of 200°C (392°F) without melting or releasing hazardous emissions. Latex inks normally don't meet this standard. Smoothness needs to be between 100 and 200 Sheffield points to avoid feeding problems.
- Paper with weights in the range from 17 to 28 lb is recommended with a weight of 20 lb preferred.
- A3 (297 x 420mm), A4 (210 x 297), B4 (257 x 364), Executive (7.25 x 10.5"), Letter (8 1/2" x 11"), Legal (8 1/2" x 14"), or Ledger (8 1/2" x 17").

### *Envelopes*

Please take into consideration the size of the address block, when making a decision on a window envelope. RTC recommends using a 1 1/2 inch height window envelope. This will ensure proper spacing from the printed area to the edge of the window. This is especially important when the piece will be barcoded.

**Envelope Sizes:** Com 10, #9, DL, C5, B5, Monarch

### *Time Considerations*

Please supply RTC with the Address file and sample of letter no later than one week prior to your scheduled mailed date. This will allow us plenty of time to troubleshoot if a problem should arise. The larger your mailing quantity, the more lead time we will need to meet your scheduled mail date.

If you have any questions, please don't hesitate to call.