



## UPLOAD TICKET DIRECTIONS

1. Go to: <http://customer.mcadamsgraphics.com/>
2. After you click on the underlined link above, you will be requested to fill out some general information about yourself. This will include: your name, company's name, email address and phone number.
3. You will then choose your Customer Service Representative. If you are new to MGI or do not know who your Customer Service Representative is, please choose the 'General Customer Service' option.
4. You will then choose the format of your file. If the program you used is not on the list, feel free to choose 'other' or 'multiple' and specify in the Notes section below.
5. You are now ready to send us files. Click on the browse button, look for your file and then click on it. You can send us more than one file. After you find and select the first one, another browse button will pop up.
6. When you are finished selecting all the files that you want to send us, please press the "select" button. Please be *patient...* uploads can take several minutes to hours depending on the total size of the files.  

A progress bar should pop-up to show you the progress of the file transfer. If you do not see a progress bar, please disable your pop-up blocker. If you continue to block pop-ups, your files will still transfer just fine. Instead, your browser will appear to be working during the upload. Please do not close your browser or attempt to re-upload the files until you get a confirmation of either failure or success.
8. A new window will appear stating your ticket number and the information you have just entered. You will receive an email from [customerservice@mcadamsgraphics.com](mailto:customerservice@mcadamsgraphics.com). This email will state if you have either successfully or unsuccessfully sent us a file.

## E-MAIL DIRECTIONS

1. Recommended file size of 5 MG or less. Please use the Gateway if file is larger than 5 MB
2. When e-mailing a file to MGI please also furnish us with the name of your sales person or customer service representative so we can direct the properly.

<mailto:prepress@mcadamsgraphics.com>

If you have any questions, please contact your Customer Service Representative.