



THE PLD GROUP LEGENDS

Legends help us to clarify the operational codes we internally use for each of our popular services.

Whether its web proofing, job status, SmartPay, e-SmartStatements or another service, each code has a unique meaning and description.

Understanding each code and its uses helps our customers understand and use our services more efficiently.

Following are the legends and description for Production (Job Status)

JOB STATUS

External Update

Found in the 'web approval' tab, External Update means this account is being held for future merging during the week. This is mainly for customers who send over 1 statement at a time. Files will be merged and processed once a week, depending on the accounts particular schedule. While in External Update, web approval is not available.

Hold for Confirmation

The file has been identified as being previously processed through our system. This typically means the same file has been uploaded twice. Holding for Confirmation will help in reducing duplicate files. Please note our robust system will catch an identical file but does not see duplicates names within a particular file.

Web Approval

This set up is for new customers and customers who wish to review/approve their statements before being sent into production for printing and mailing. Files will not drop into production it has been approved. Reminder e-mails will go out every 48 hours if the file has not been approved. Files older than 30 days without approval will be automatically cancelled.

Cleansing

The file has been approved and is in the first stages of production, which is address cleansing, including but not limited to CASS certification and NCOA (National Change of Address)

Break Pack

The custom map is being merged with the file.

Job Select

The file has processed through the pre-process stages (web approval and address cleansing). The file is awaiting production assignment to the printer best fitted for the specifications. Files can remain in Job Select for up to 12 hours, depending on the time of day and the quantity.

Ready to Print

The file has been assigned to a printer; however, the printing has not begun yet.

Partial Print –

The file is on a printer and printing at this very moment.

Print Complete

The file completed printing and waiting to go through the remaining steps of folding/inserting and preparation for delivery to the USPS. There are several steps during this stage that are not individually highlighted in the Job Status.

Complete

The file has successfully been delivered to the USPS.

ADDITIONAL STATUS LEGENDS OF INTEREST

Rejected

The file was rejected by the user/customer during Web Approval. The file will not be printed nor mailed.

Hold for Confirmation

A file was uploaded that matched another file that had been either uploaded or processed within the last 12 months. This will create a 'hold for confirmation' to allow the customer time to review the file as it appears this is a duplicate. Please note, the robust system will catch a duplicate file; however, it will not check for duplicate records within the same file.

Error

The file errored out at acceptance. There could be several reasons why it errored out. The appropriate team at The PLD Group will research the situation. Should the customer need to become involved, a team member will reach out to the customer.

Cancelled

The file was cancelled by The PLD Group.

If you see or are familiar with another code not listed here, please let us know to add it to the list.

THIS INFORMATION AND MORE IS ALSO AVAILABLE IN OUR SMARTHUB AT WWW.THEPLDGROUP.COM