Digital Print Advantage
Operation Manual

Sheridan

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I. OVERVIEW

Sheridan Books, Inc. offers sheet-fed and web offset printing along with on-demand digital printing. When choosing on-demand printing, Sheridan will store electronic book files and print single or multiple copies as they are ordered. Digital print quality may vary from offset production due to differences in file set-up, equipment, and the printing processes used. Sheridan Books is a division of The Sheridan Group.

The Sheridan Digital Print Advantage Operating Manual illustrates the procedures for on-demand printing with Sheridan Books, Inc. The Operating Manual resides on the Sheridan website at www.sheridan.com. Material changes to the Sheridan Digital Print Advantage Operating Manual are communicated to you via email and/or mail. It is your responsibility to ensure that Sheridan has your latest email address and mailing address for all updates and contractual notifications.

II. THE DIGITAL PRINT ADVANTAGE OFFERING

2.1 E-Warehouse Title Library

All titles must be set-up in your E-Warehouse Title Library prior to ordering. This E-Warehouse Title Library is the "master list" of your titles available in the Sheridan Digital Print Advantage system from which you can order books. Titles can be added to the E-Warehouse multiple ways:

New Titles – Files for new titles should be submitted to Sheridan via our website. Once a file has been received and prepped for digital print it is placed in the E-Warehouse and is ready for orders. Additionally non- Sheridan reprint titles can be submitted in the same fashion or alternative arrangements may be made with your Customer Service Representative to accommodate numerous titles being submitted at one time.

Sheridan Reprint Titles – Archived offset titles that Sheridan has electronic files in storage, may be prepped and added to your E-Warehouse Title Library. Contact your Sales Representative or Customer Service Representative (CSR) to find out if a specific offset title in storage may be added. Once approved, the file will be prepped for digital print, placed in the E-Warehouse, and ready for orders.

If the offset title is to reprint at a later date, you will need to supply Sheridan with the changes made during the on-demand printing or supply an entirely new file so Sheridan can update the offset file with these changes. If changes made during the on-demand printing cannot be recovered, Sheridan can convert the on-demand files to offset for an additional charge.

All files are subject to a file set-up fee to make them compatible with the digital printing process.

Note: File set-up for offset and Digital Print Advantage are different. (See section IV for Digital Print Advantage file set-up).

Annually you will receive a list of titles in your E-Warehouse Title Library in which you can select titles to be removed from your Title Library. Another way to remove titles from your Title Library is to notify your CSR as needed.

2.2 Orders

After a title has been added to the E-Warehouse Title Library, you can order books from Sheridan's website. Finished books are shipped directly to the designated address with a confirmation of printing and shipping sent to you. Sheridan will invoice you monthly for files prepared and orders completed during that month. (See section XIII for how to place orders).

III. ACCOUNT SET-UP

3.1 Establishing your Sheridan Books, Inc. Account

If you are already a customer of Sheridan Books, skip to section 3.2.

If you are a new customer to Sheridan Books, contact your Sales Representative who will guide you through your account set-up process. During this process you will need to complete an Account Statement along with several other forms (such as a resale tax certificate, bank authorization, etc.) that are available through your Sales Representative. You may email your forms in PDF format to newaccounts.sbi@sheridan.com, or you can fax them to 734-475-7337. Or mail to: Sheridan Books, Inc., Attn: New Accounts, 613 E. Industrial Drive, Chelsea, MI 48118

If you have any questions regarding your account set-up, please contact your Sales Representative.

Your account will be activated after Sheridan has received and reviewed the required forms and upon a complete credit review if trade credit is requested. Account notification of terms and payment methods will be sent via email or fax within two business days. A deposit may be required depending on terms qualification.

3.2 Establishing your Digital Print Advantage Login Information

Let your Sales Representative know that you are interested in establishing a "Digital Print Advantage" account. Either your Sales Representative or your CSR will establish your user name and password for logging onto the Sheridan Digital Print Advantage website. Once you have received your notification, you may begin submitting titles for digital print preparation and place orders over the website.

IV. FILE SET-UP

4.1 Overview

The digital process used by Sheridan is "one off" and is different from our offset printing process. Digital Print Advantage files will not be preflighted by Sheridan and will be sent directly to production after the files have been prepped for digital print. Therefore, to avoid problems during the manufacturing process and to ensure a quality product, Sheridan requires on-demand titles to meet the following criteria:

- When submitting more than 15 separate PDF or PostScript files for the text block, you must supply all files in a single compressed archive file. Suitable compressed file formats are ZIP and SIT.

- When submitting application files for the text block, you must supply all application and supporting files in a single compressed archive file. Suitable compressed file formats are ZIP and SIT.

- Depending on page count and trim size, Sheridan will add additional blank pages to the back of any book for production purposes, without notification and with no cost to you.

- The final page of each book must be completely blank and is reserved for a check barcode and other coded production information by Sheridan. If the book does not end in a blank page, then additional pages will be added without notification.

- Cover files may be black and white or CMYK. PMS colors will not be accepted and the inside front and back covers cannot print in any color.

- Separate digital text and component files should be submitted to Sheridan.

- Books will be resized to one of the standard trim sizes available from Sheridan has designated by you (see section VII).

- Digital files must be "print ready" and submitted according to the file set-up instructions provided below.

- For best quality, supply unripped PDF files with 8-bit halftones. Ripped PDF files may be submitted, but this may reduce the quality of a printed book.

Note: Reproduction quality may vary from offset production due to many circumstances including original print quality, original halftone/picture quality, and the condition of digital file submitted to Sheridan.

Sheridan strongly recommends you review a book proof. A book proof is a copy of your title that will be printed and bound in the same manner as your order.

Digital files must be uploaded via the Sheridan website or sent to Sheridan on a CD, DVD, or external storage device.

Sheridan recommends and supports submission of PDF files created with Adobe Acrobat® "Distiller" program. Other PDF creators are not guaranteed and you will be responsible for any charges or file resubmissions resulting from the use of other PDF-creator programs.

4.2 File Naming Conventions

Titles that are Sheridan reprints will be changed by Sheridan to match the naming conventions below.

Text

- Single file submission: [ISBN]_text.pdf

- Multi file submission: [ISBN]_txt_001.pdf
    - Example: 978-0-345-46214-5_txt_001.pdf
      978-0-345-46214-5_txt_002.pdf, etc.

Cover or Printed Case

- File submission: [ISBN]_cvr.pdf

Dust Jacket

- File submission: [ISBN]_dj.pdf

4.3 Fonts

- PDF files – embed all fonts and font family members used.

- Native files for text and covers – submit all screen and printer fonts, even for the most common fonts as they may vary from Sheridan fonts.

- To prevent corruption of fonts, please use a compression program such as Stuffit Deluxe.

- Use an additional encoding, such as BinHex, to prevent data corruption.

4.4 File Formats Accepted

Black & White Text (listed in order of preference)

1. Adobe PDF (.pdf) that conforms to the "PDF/X-1a:2001" ISO standard

2. PDF (.pdf) that has been created by Adobe software

3. PostScript (.ps) that is Adobe PostScript level 2 & 3 compatible

4. Adobe InDesign or QuarkXpress files

NOTE: Microsoft Office or Microsoft Publisher document files are not accepted. PDF versions of these documents are accepted.

Color Text

1. Adobe PDF (.pdf) that conforms to the "PDF/X-1a:2001" ISO standard (required for color books)

Color Covers (listed in order of preference)

1. Adobe PDF (.pdf) that conforms to the "PDF/X-1a:2001" ISO standard (required for color books)

2. PDF (.pdf) that has been created by Adobe software

3. PostScript (.ps) that is Adobe PostScript level 2 & 3 compatible

4. Adobe InDesign or QuarkXpress files

4.5 File Specifications

Text File Specifications

PDF file specifications (black and white text and color text)

- Document trim size should be created for available trim sizes, please refer to section VII of this manual. Sheridan will not scale content to fit available trim sizes. However, Sheridan may crop content to fit available trim sizes.

- Bleeding off any edge of the text page is not guaranteed.

- Text blocks in PDF files should be centered on page (left-to-right and top-to-bottom).

- Text and other content (except objects meant to bleed) should be at least 0.50″ away from trim edges of the book.

- PDF files should not contain crop, registration, color bar, or marks of any kind.

- Native transparency in PDF files is not compatible with the manufacturing process, all transparency must be flattened prior to submission.

- All fonts must be embedded. Subsetting fonts is recommended, to reduce risk of font substitution during manufacturing.

- We recommend that files be submitted as a single PDF file. If this is not possible, File Naming Conventions (see section IV) must be followed.

- Interior text should be submitted as grayscale only (e.g. do not submit as CMYK or RGB).

- When submitting more than 15 separate files for the text block, you must supply all files in a single compressed archive file. Suitable compressed file formats are ZIP and SIT.

- PDF output resolution should be set to 600dpi for black and white text books and 300dpi for color text books.

- Files that exceed 250 megabytes require submission via CD, DVD, or external storage device.

Additional file specifications (applicable to color text only)

- Text file documents must include 0.125″ bleed on all sides of the interior except for the gutter.

- All color management settings should be set to off. This includes the use of ICC Profiles or any other management settings

- Interior content (text, images, graphics) must be submitted as CMYK only.

- Perfect bound books must include a 0.125″ white margin in the gutter to ensure the glue adheres to the text pages and they are bound securely. (**Note**: therefore there will be a minimal gap on any imaged in the gutter on crossovers within the text block)

PostScript file specifications (black and white text only)

- Document trim size should be created for available trim sizes, please refer to section VII of this manual. Sheridan will not scale content to fit available trim sizes. However, Sheridan may crop content to fit available trim sizes.

- Bleed off any edge of the text page is not guaranteed.

- When creating a PostScript (.ps) file, files should be created with a generic Adobe PostScript driver, such as the Prinergy Refiner print drive found on the Sheridan website: www.sheridan.com.

- PostScript should be created with a minimum resolution of 600 dpi.

- PostScript (.ps) files must be created with Adobe PostScript Level 2 or Level 3 compatibility.

- All fonts must be embedded. Subsetting fonts is recommended, to reduce risk of substitution during manufacturing.

- Interior text should be submitted as grayscale only (e.g. do not submit as CMYK or RGB).

- When submitting more than 15 separate files for the text block, you must supply all files in a single compressed archive file. Suitable compressed file formats are ZIP and SIT.

- Files that exceed 250 megabytes require submission via CD, DVD, or external storage device.

Application file specifications (black and white text only)

- If the document was created using In Design or QuarkXpress, all linked elements (i.e artwork, and images) must be supplied. All fonts must be supplied, include both screen and printer fonts (for PostScript Type 1 fonts).

- Document trim size should be created for available trim sizes, please refer to section VII of this manual. Sheridan will not scale content to fit available trim sizes. However, Sheridan may crop content to fit available trim sizes.

- Bleeding off any edge of the text page is not guaranteed.

- Text and other content (except objects meant to bleed) should be at least 0.25″ away from trim edges of the book.

- Photographs and artwork that contains varying shades of black and white should be formatted as 8-bit grayscale, with a resolution of 300 dpi. Line art that contains only solid black and solid white should be formatted as 1-bit with a resolution of 600 dpi.

- Image compressions such as JBIG, JBIG2, and JPEG 2000 are not compatible with the manufacturing process and should not be used.

- Interior text should be submitted as grayscale only (e.g. do not submit as CMYK or RGB).

- All files must be named in accordance with File Naming Conventions (see section IV).

- When submitting application files for the text block, you must supply all application and supporting files in a single compressed archive file. Suitable compressed file formats are ZIP and SIT.

- Files that exceed 250 megabytes require submission via CD, DVD, or external storage device.

Note: A production identifier EAN barcode will be printed on the last page of the book block to ensure the correct cover is applied to the book block during production.

Cover, Printed Case, and Dust Jacket File Specifications

Color PDF file specifications

- Document trim size should be created for available trim sizes, please refer to section VII of this manual. Sheridan will not scale content to fit available trim sizes. However, Sheridan may crop content to fit available trim sizes.

- Covers should be produced on a single document page, wide enough to include the front cover, spine and back cover of the book (including flaps if it is a dust jacket file), along with 0.125″ bleed on all sides (0.25″ bleed required for color books).

- The width of the spine will vary depending on the number of pages in the book. Contact your CSR for cover creation template. Cover files must be created in the applications detailed on the Sheridan website: www.sheridan.com.

- We recommend providing at least .0625″ tolerance between the text on the spine and the edge of the spine.

- Books with page counts of less than 80 cannot contain text on the spine.

- PDF files should not contain crop, registration, color bar, or marks of any kind.

- Native transparency in PDF files is not compatible with the manufacturing process, all transparency must be flattened prior to submission.

- All fonts must be embedded. Subsetting fonts is recommended, to reduce risk of font substitution during manufacturing.

- All 8-bit Images or artwork must be submitted in CMYK color mode with a resolution of 300 dpi.

- If scanning content to create the digital file, scan all images in CMYK color mode with a resolution of 300 dpi.

- Image compressions such as JBIG, JBIG2, and JPEG 2000 are not compatible with the manufacturing process and should not be used.

- Text and other content (except objects meant to bleed) should be at least 0.25″ away from trim edges of the book.

- All spot colors must be converted to CMYK, including those in .eps or other embedded/nested files.

- Black elements should NOT be built in "Registration" black. These elements should be built as a "Rich" black. We recommend the CMYK values of 60% Cyan, 40% Magenta, 40% Yellow, and 100% Black. The total CMYK ink values (or TAC) should NOT exceed 240%. Barcodes should not be built with "Rich" blacks.

- Barcodes should be built in 100% black only, and the recommended barcode box size is 1.75″ wide by 1″ high.

- Note: If the barcode provided is unscannable or incorrect, Sheridan will replace or add a generic barcode. If the book does not already have a barcode assigned to it, Sheridan will add a generic barcode. You will not be notified if this manipulation is made. The replacement barcode provided by Sheridan will have the appropriate EAN embedded and the ISBN will be placed above the barcode within the barcode box. The standard size of the barcode is 57.6 points although a barcode of up to 72 points can be inserted. There will be no fee for the addition of this barcode.

- All files must be named in accordance with File Naming Conventions (see section IV).

- Files that exceed 250 megabytes require submission via CD, DVD or external storage device.

Color PostScript file specifications

- Document trim size should be created for available trim sizes, please refer to section VII of this manual. Sheridan will not scale content to fit available trim sizes. However, Sheridan may crop content to fit available trim sizes.

- Covers should be produced on a single document page, wide enough to include the front cover, spine and back cover of the book (including flaps if it is a dust jacket file), along with 0.125″ bleed on all sides (0.25″ bleed required for color books).

- The width of the spine will vary depending on the number of pages in the book. Contact your CSR for cover creation template. Cover files must be created in the applications detailed on the Sheridan website: www.sheridan.com.

- Books with page counts of less than 80 cannot contain text on the spine.

- When creating a PostScript (.ps) file, files should be created with a generic Adobe PostScript driver, such as the Prinergy refiner PPD found on the Sheridan website: www.sheridan.com.

- PostScript should be created with a minimum resolution of 600 dpi.

- PostScript (.ps) files must be created with Adobe PostScript Level 2 or Level 3 compatibility (using the setting "print to file").

- All fonts must be embedded. Subsetting fonts is recommended, to reduce risk of substitution during manufacturing.

- PostScript must be created in a CMYK color mode.

- All files must be named in accordance with File Naming Conventions (see section IV).

- Files that exceed 250 megabytes require submission via CD, DVD, or external storage device.

Color Application file specifications

- If the document was created using In Design or QuarkXpress, all linked elements (i.e artwork, and images) must be supplied. All fonts must be supplied, include both screen and printer fonts (for PostScript fonts).

- Document trim size should be created for available trim sizes, please refer to section VII of this manual. Sheridan will not scale content to fit available trim sizes. However, Sheridan may crop content to fit available trim sizes.

- Covers should be produced on a single document page, wide enough to encompass the front, spine and back of the book (including flaps if it is a dust jacket file), along with 0.125″ bleed on all sides (0.25″ bleed required for color books).

- The width of the spine will vary depending on the number of pages in the book. Contact your CSR for cover creation template. Cover files must be created in the applications detailed on the Sheridan website: www.sheridan.com.

- We recommend providing at least .0625″ tolerance between the text on the spine and the edge of the spine.

- Books with page counts of less than 80 cannot contain text on the spine.

- Text and other content (except objects meant to bleed) should be at least 0.25″ away from trim edges of the book.

- Photographs and artwork that contains varying tones should be formatted as 8-bit CMYK, with a resolution of 300 dpi. Line art that contains only solid black and solid white should be formatted as 1-bit with a resolution of 600 dpi.

- If scanning content to create the digital file, scan all images in CMYK color mode with a resolution of 300 dpi.

- Image compressions such as JBIG, JBIG2, and JPEG 2000 are not compatible with the manufacturing process and should not be used.

- All spot colors must be converted to CMYK, including those in .eps or other embedded/nested files.

- Black elements should NOT be built in "Registration" black. These elements should be built as a "Rich" black. We recommend the CMYK values of 60% Cyan, 40% Magenta, 40% Yellow, and 100% Black. The total CMYK ink values (or TAC) should NOT exceed 240%. Barcodes should not be built with "Rich" blacks.

- Barcodes should be built in 100% black only, and the recommended barcode box size is 1.75″ wide by 1″ high.

  Note: If the barcode provided is unscannable or incorrect, Sheridan will replace or add a generic barcode. If the book does not have a barcode assigned to it, Sheridan will add a generic barcode. You will not be notified if this manipulation is made. The replacement barcode provided by Sheridan will have the appropriate EAN embedded and the ISBN will be placed above the barcode within the barcode box. The standard

size of the barcode is 57.6 points although a barcode of up to 72 points can be inserted. There will be no fee for the addition of this barcode.

- All files must be named in accordance with File Naming Conventions (see section IV).

- Files that exceed 250 megabytes require submission via CD, DVD, or external storage device.

Stamping Specifications

- Text copy is required for spine stamping production.

- Spine will be stamped with gold foil in an 18pt. Cheltenham Bold font.

  o Cheltenham 18pt. sample: **AaBbCc123456,.!**

- Up to 42 characters, including spaces, may be used to stamp the spine.

- Characters available include:

  - a-z lower case
  - A-Z upper case
  - 0-9
  - . (period)
  - , (comma)
  - - (hyphen)
  - * (asterisk)
  - ? (question mark)
  - & (ampersand)
  - ! (exclamation point)
  - ((open parentheses)
  -) (close parentheses)
  - : (colon)
  - ; (semi-colon)
  - $ (dollar sign)
  - # (pound sign)
  - " (quotation mark)
  - ~ (tilde)
  - ' (single quotation)

- Logos and art cannot be used for stamping.

- Text is positioned on the spine as you indicate during the title set-up process.

  ? Cloth Spine Text:

Left Justified	Center	Right Justified

- Stamping on the front and back of the book is not available.

- Blind stamping is also not available.

- Books with page counts of less than 80 cannot be stamped on the spine.

Note: A production identifier EAN barcode sticker will be printed and applied on back cover of cloth bound cases to ensure the correct book block and dust jacket are applied during production.

V. SUBMITTING FILES

5.1 Submitting New Titles

Sheridan strongly recommends that files be submitted to Sheridan via our website, www.sheridan.com. Click on Markets Served, Books, then Digital Print Advantage, and follow the instructions for uploading Digital Print Advantage files. Files may be mailed to your Sheridan Customer Service Representative but this will cause delays in title set-up while we are waiting to receive and load the files. If a title has multiple files, they must be submitted at the same time. Specifications for Digital Print Advantage file submission can be found under section IV.

Sheridan recommends that text files do not exceed 250 megabytes. If a file is greater than 250 megabytes, Sheridan reserves the right to reduce the resolution of the text block to 300 dpi.

*** Sheridan *reserves the right to reject or refuse any title in its sole discretion, at any time, without liability.* ***

5.2 Submitting Revisions

A revision is the replacement of the entire text, and/or cover file, for an existing file in the E-Warehouse Title Library. Sheridan will <u>not</u> perform typesetting changes or make alterations to the text and cover including updating the print code line. If you are uploading a digital file for a revision, this upload should be sent to Sheridan via the Sheridan website, or to Sheridan via a CD, DVD, or external storage device. Sheridan does not accept revision files via email.

Sheridan recommends removing the print code line from on-demand titles to reduce the cost and time associated with the need for a revision each time a title prints.

Note: Revisions must be submitted prior to placing any orders. If the title has open orders placed against it, revisions will be processed upon the completion of all outstanding orders. There is no guarantee with regard to how quickly these orders will be fulfilled and the revision can be completed. When a title is out for revision, an order cannot be placed against it.

VI. BOOK SCANNING

6.1 Submitting Titles for Scanning

Books in good condition, that are to print with black text only, may be submitted for scanning and set-up in your E-Warehouse Library (scanning for books that are to print with color text is not available). Upon receipt at Sheridan the book block is trimmed at spine to produce single

sheets of paper. Book blocks are not returned unless requested. Sheridan will return book blocks within 90 days of book shipment via UPS at your expense if so desired.
Scanned titles will be adjusted to the final trim size you specify when submitting the book. Any adjustment is made by increasing or decreasing the gutter and face margins, not by resizing text and/or images. All text and images will be reproduced at 100% of the original book size.

Scanned reproduction quality of halftone images may vary significantly from the original book. Sheridan strongly recommends that all customers review a proof copy of any book with halftone content.

6.2 Acceptable Scan Books

Books submitted to Sheridan for scanning are classified into one of three categories: Core, Custom, or Not Recommended. Core books can be priced from the DPA price scale and have the following attributes:

- Good condition
- Printed in black or dark ink only
- Replacement pages limited to copyright page and front matter only
- Cover type is 9 pt or larger with no drop shadows
- No extra cover prep work required other than cloning background for bleed
- No foil, embossing or metallic inks on cover.

Books that do not meet the above criteria are classified as Custom projects and require a review of content to determine a cost estimate to set up the title. Factors that will influence this estimate include:

- Complex halftones
- Replacement of pagers other than copyright and front matter
- Text in poor condition
- Text requires rescaling up to 125%. Text with halftones cannot be resized or rescaled
- Colored inks
- Yellow, dried or brittle pages
- Hand applied text, logos, or images
- Books requiring typesetting
- Non-traditional paper stock
- Covers in poor condition

Books that do not meet Sheridan Custom Standards are not recommended for DPA and cannot be scanned for set up in your E-Warehouse Library. The following book traits are not recommended for scanning:

- Paper stock less than 40# uncoated offset
- Paper other than white or natural
- Torn, stained, wrinkled, brittle or otherwise excessively damaged pages
- Pastel inks
- Book block smaller than 4 x 6

Sheridan may not be held responsible for scanned image defects resulting from defective original books. Original books will not be corrected by Sheridan prior to scanning unless so requested.   Cost of corrections will be quoted on a case-by-case basis and Sheridan will request your approval prior to executing the work. Please contact the DPA Business Manager with any questions.

6.3 Submitting Titles with Both Digital Files and Scan Content

Circumstances may necessitate a digital pdf file of a book component (text or cover) be submitted with scan (physical) content of the other component (text or cover). In these instances the digital file should not be uploaded to the DPA file prep website but instead sent via email to the DPA Business Manager at dpa.sbi@sheridan.com or sent via FTP.   Physical content for scanning should be mailed to:
> Sheridan Books
> DPA Business Manager
> 100 N. Staebler Road
> Ann Arbor, MI 48103

Sheridan will process both components and upload files to your E-Warehouse Library. You may then order books at your convenience.

VII. BOOK PROOFS

Sheridan strongly recommends you receive a book proof for each title entered into your E-Warehouse Title Library. This book proof is created from the same manufacturing equipment that will be used to produce live production titles. You are not required to order a book proof for every title, however it is strongly recommended. Sheridan will produce the book proof according to specifications defined in section XIII. The book proof is a confirming proof that is produced and shipped via next day arrival when a title is added to the E-Warehouse Title Library. Therefore, it will be ready for ordering and you accept responsibility for any and all content quality issues not covered in section XIII, unless you notify us otherwise upon receipt of the proof.

If a book proof is rejected, and the reason is due to Sheridan error, Sheridan will work to correct the issue or credit you for any set-up fees that have been billed. If the book proof is rejected and reason for rejection is not the error of Sheridan, you will be charged for any additional fees if you wish to continue the set-up process. If you are rejecting your book proof, please contact your CSR, who will contact the Digital Print Advantage business manger, to begin an investigation of the issue.

VIII. PRODUCT SPECIFICATIONS AVAILABLE

8.1 Bind Types, Trim Sizes, Page Counts, and Paper Stock Specifications

Sheridan's Digital Print Advantage program produces books with the following bind types, trim sizes, page counts, and paper stocks. Paper stocks available for books with black only text are

Natural (50# with a 444ppi) or White (50# with a 512ppi) and depend on the bind type, trim size, and page count. Books with color text will print on White (70# with 385ppi). All paper stocks are acid free and meet all ANSI standards for archival quality paper. Books with page counts of less than 80 cannot contain text on the spine. Product specifications available are outlined in the table below. No substitutions are allowed.

Specifications for Books with Black Text Only

Book Size and Bind Type	Trim Size (Inches)	Paper Type	Page Count
1. Small Format Paperback: Perfect Bound, 4-Color Cover, Lamination*	$5\frac{1}{2}$ x $8\frac{1}{2}$, 6 x 9	Natural - 50#, 444ppi	18-1050
	$5\frac{1}{2}$ x $8\frac{1}{2}$, 6 x 9, $6\frac{1}{8}$ x $9\frac{1}{4}$	White - 50#, 512ppi	18-1200
2. Large Format Paperback: Perfect Bound, 4-Color Cover, Lamination*	7 x 10, $8\frac{1}{2}$ x 11	White - 50#, 512ppi	18-1200
3 a. Small Format Hardcover – Printed Case: 4-Color Printed Case, Lamination*, w/o Jacket	$5\frac{1}{2}$ x $8\frac{1}{2}$, 6 x 9	Natural - 50#, 444ppi	18-1050
	$5\frac{1}{2}$ x $8\frac{1}{2}$, 6 x 9, $6\frac{1}{8}$ x $9\frac{1}{4}$	White - 50#, 512ppi	18-1200

3 b. Small Format Hardcover – Stamped Cloth:
 	
    Stamped Cloth (blue or grey) w/o Jacket
 	
    Stamped Cloth (blue or grey) with Jacket
	$5\frac{1}{2}$ x $8\frac{1}{2}$, 6 x 9	Natural - 50#, 444ppi	18-1050

	$6\frac{1}{8}$ x $9\frac{1}{4}$	White - 50#, 512ppi	18-1200
4. Large Format Hardcover: 4-Color Printed Case, Lamination*	7 x 10, $8\frac{1}{2}$ x 11	White - 50#, 512ppi	18-1200

*Lamination available as gloss or matte

Specifications for Books with Color Text Only

Book Size	Bind Type	Trim Size (Inches)	Paper Type	Page Count
1. Small Format	Saddle Stitch, 4-Color Cover, Lamination* Perfect Bind, 4-Color Cover, Lamination* 4-Color Printed Case, Lamination*, w/o Jacket Stamped Cloth (blue or grey) with or w/o Jacket	$5\frac{1}{2}$ x $8\frac{1}{2}$	White – 70#, 385ppi	24-480 (Saddle Stitch - 4-48 pages only)
2. Medium Format	Saddle Stitch, 4-Color Cover, Lamination* Perfect Bind, 4-Color Cover, Lamination* 4-Color Printed Case, Lamination*, w/o Jacket Stamped Cloth (blue or grey) with or w/o Jacket	6 x 9, $6\frac{1}{8}$ x $9\frac{1}{4}$, $8\frac{1}{2}$ x $8\frac{1}{2}$ *(note: $8\frac{1}{2}$ x $8\frac{1}{2}$ is not available for hardcover binds)*	White – 70#, 385ppi	24-480 (Saddle Stitch - 4-48 pages only)
3. Large Format	Saddle Stitch, 4-Color Cover, Lamination* Perfect Bind, 4-Color Cover, Lamination* 4-Color Printed Case, Lamination*, w/o Jacket	7 x 10, $8\frac{1}{2}$ x 11	White – 70#, 385ppi	24-480 (Saddle Stitch - 4-48 pages only)

*Lamination available as gloss or matte

8.2 Adhesive Case Specifications (CB)

Adhesive case (CB) book blocks are bound in 50 lb. natural/white endsheets that match the color of the text stock and are glued into cases. White headbands and footbands are applied and bound into either a 4-Color case printed on 100 lb. enamel stock with gloss or matte lamination, or a cloth cover available in patriot blue or slate gray and may or may not have a dust jacket. Stamping on cloth case is only available in gold foil on the spine. Dust jackets are printed on 100 lb. enamel stock with gloss or matte lamination.

8.3 Paperback Specifications (PB)

Saddle stitch and perfect bound paperback covers, excluding books that are $8\frac{1}{2}$ x 11, print on a white, 90 lb. C1S, with gloss or matte lamination. Paperback covers for books that are $8\frac{1}{2}$ x 11 print on a white, 80 lb. C1S, with gloss or matte lamination.

IX. ORDERING METHODS

After you have received your user name and password from your Sales Representative or CSR and your title(s) has been added to your E-Warehouse Title Library (see section II for details on how to add a title to your E-Warehouse) orders may be placed via two methods:

9.1 Web-Based Orders

You can place short run orders via the Sheridan website, www.sheridan.com. You will need to enter a single ship to address during the time of order placement. Our standard schedules (which

may vary depending on the current backlog of orders at Sheridan) for new titles are found in section XII.

9.2 EDI Orders

If you are interested in EDI (Electronic Data Interchange) ordering, contact your SHERIDAN Sales Representative. This method of ordering requires a very high level of EDI alignment between your and Sheridan's systems as it supports automated ordering, order confirmation, shipping notification, and custom address labeling.

X. FILE STORAGE AND COPY SERVICES

All electronic files are stored in a secure, password protected database. Only authorized personnel are allowed access to these files. Backup files of the E-Warehouse Title Library will be created daily, weekly, and monthly in industry accessible formats. These backup files are stored in a secure off-site area.

Upon your request, Sheridan will provide an electronic copy of a title on a writable CD or via FTP for a fee. The text will be supplied as a .tif or PDF file and the cover will be provided as a PDF or PostScript file.

XI. PAYMENTS AND BILLING

11.1 Invoicing

Sheridan will invoice you monthly for orders completed and prepped during that month.

You will also receive an annual invoice for storage charges associated with titles you wish to keep in your E-Warehouse Title Library ($25 annual charge per title).

11.2 Currency and Payment Terms

- All Sheridan billing is invoiced in US Dollars.

- If you do not have an account, you must submit a credit application for Sheridan approval prior to Sheridan initiating work on a title or placing orders. You will receive notification of terms and payment via email or fax within two business days of submission of credit application.

- Sheridan may request a deposit in advance based on your credit terms.

XII. ORDER FULFILLMENT

An order is considered shippable once the order has been received by Sheridan's order management system and complete shipping information has been provided. When your books have finished printing, they will ship to the address you provided during your order placement.

12.1 Packing

A packing list is prepared for every outbound shipment that contains your name and return address. Your order will not be packed or consolidated with orders from other Sheridan clients.

12.2 Packaging

Your order is shipped in unbranded brown, single-walled corrugated Kraft cartons having a minimum corrugation test weight of 275 pounds.

Sheridan determines the carton size by the size and number of books in each shipment to ensure sturdy packaging and minimize damage during transit.

To make full cartons, the maximum carton weight will not exceed approximately 50 pounds.

12.3 Labeling

Each order shipped by Sheridan is labeled with your name and address via standard carrier pre-approved formats. The label format used optimizes the flow of packages into the carrier's delivery and tracking systems. Custom labels are not offered.

Labels will include the shipment number, purchase order number, routing and delivery service, and carton tracking information.

Multiple carton shipment labels also indicate the sequential number of each carton within the total number of cartons contained in the shipment.

12.4 Handling

Each order will incur a $1.50 handling charge (per ship to address per ship method).

12.5 Shipping Options

SHERIDAN will arrange for delivery with various carriers on a prepaid basis and you will be charged the carriers published rates for each shipment. All shipments are prepaid and your shipping charges will appear on your invoice. Collect and third party billing are not accepted with the exception of third party billing to Amazon warehouses. See section 12.6 for details. The following Domestic and International Shipping Options are available.

Domestic

PO Boxes or Military Addresses **cannot** be used for Domestic shipping methods.

UPS Commercial Ground – Delivery to most commercial addresses within the 48 contiguous states within 1-6 days of the actual shipment date. Shipments are traceable.

UPS Commercial 3rd Day Air – Delivery to most commercial addresses within all 50 states and Puerto Rico by the end of the third business day after the actual shipment date. Shipments to Alaska and Hawaii require additional time in transit. Shipments are traceable.

UPS Commercial 2nd Day Air – Delivery to most commercial addresses within all 50 states and Puerto Rico by the end of the second business day after the actual shipment date. Shipments to Alaska and Hawaii require additional time in transit. Shipments are traceable.

UPS Commercial Overnight - Delivery to most commercial addresses within the 48 contiguous states and Puerto Rico by 10:30AM the first business day after the actual shipment date. Shipments are traceable.

UPS Residential Ground - Delivery to most residential addresses within the 48 contiguous states within 1-6 days of the actual shipment date. Shipments are traceable.

UPS Residential 3rd Day Air – Delivery to most residential addresses within all 50 states and Puerto Rico by the end of the third business day after the actual shipment date. Shipments to Alaska and Hawaii require additional time in transit. Shipments are traceable.

UPS Residential 2nd Day Air – Delivery to most residential addresses within all 50 states and Puerto Rico by the end of the second business day after the actual shipment date. Shipments to Alaska and Hawaii require additional time in transit. Shipments are traceable.

Freight Shipping – Delivery within the 48 contiguous states 7-10 days after the shipment date. Shipments are not traceable. This method cannot be insured for damage to the books or packages against theft or loss. SHERIDAN is not liable for any lost or damaged books or packages.

International

You are the exporter of record for all international shipments from Sheridan. Sheridan will prepare a commercial invoice for your shipments and is not responsible for any delays due to custom regulations and inspections. PO Boxes or Military Addresses **cannot** be used for International shipping methods.

UPS Canada Ground – Delivery to most Canadian addresses within the 10 provinces within 6-14 days of the actual shipment date. Quoted shipping rates exclude import duties, taxes, brokerage fees, customs fees and document preparation fees. You will be invoiced for these and any other additional fees. Shipments are traceable.

UPS Canada Express – Delivery to Canadian metropolitan addresses within the 10 provinces by 10:30AM the next business day or, by the end of the next business day for most other areas after the actual shipment date. Quoted shipping rates exclude import duties, taxes, brokerage fees, customs fees, and document preparation fees. You will be invoiced for these and any other additional fees. Shipments are traceable.

UPS Canada Expedited – Delivery to most Canadian addresses within the 10 provinces within 2-5 business days after the actual shipment date. Quoted shipping rates exclude import duties,

taxes, brokerage fees, customs fees and document preparation fees. You will be invoiced for these and any other additional fees. Shipments are traceable.

UPS Worldwide Express – Delivery to metropolitan addresses within 1-3 business days after the actual shipment date. Quoted shipping rates include import duties, taxes, brokerage fees, customs fees and document preparation fees. You will be invoiced for these and any other additional fees. Shipments are traceable.

UPS Worldwide Expedited – Delivery to metropolitan addresses within 3-5 business days after the actual shipment date. Quoted shipping rates include import duties, taxes, brokerage fees, customs fees and document preparation fees. You will be invoiced for these and any other additional fees. Shipments are traceable.

International Mail Express - Delivery to more than 200 countries and territories. Quoted shipping rates exclude import duties, taxes, brokerage fees, customs fees and document preparation fees. You will be invoiced for these and any other additional fees. Shipments are traceable.

12.6 Shipping to Amazon Warehouses

Your DPA web account can be customized to accommodate third party UPS ground shipments to Amazon warehouses. If you are shipping to Amazon, contact your Sales or Customer Service Representative and your account will be modified to include this shipping option.

12.7 Shipment Tracking

Tracking numbers for shipments that are shipped via a traceable method are emailed to you once the order has shipped. For shipments that are shipped via a non-traceable method, you should contact your Sheridan Customer Service Representative to initiate requests for tracking or proof of delivery. Sheridan must be notified within 30 days of the shipment date in the event shipments are lost or damaged. In order for Sheridan to file a claim for damaged books, you MUST retain all cartons and books damaged in transit. Sheridan also recommends that you sign for the shipment as damaged upon delivery and take pictures to support your claim.

12.8 Shipment Claims

Sheridan will not accept books to be returned after you have accepted delivery. Sheridan will only accept returned shipments where the shipment is undeliverable due to address error or refused delivery.

XIII. TURNAROUND TIMES

Service	Bind Style	# of Business Days (may vary depending on the backlog of orders)
Title Set-Up – Time from receipt of all materials to when the title is placed in the E-Warehouse Title Library and is ready for ordering.	**Paperback**	**6 Business Days**
	Hardcover	**6 Business Days**
Order Fulfillment – Time from order placement to when order is fulfilled and ready to be shipped.	**Paperback**	**2 Business Days (b/w text)** **3-5 Business Days (color text)**
	Hardcover	**5 Business Days (b/w text)** **7-10 Business Days (color text)**
File Revision – Time from when title is removed from the E-Warehouse Title Library, the revision is made to the file, and the file is place back in the E-Warehouse Title Library and is ready for ordering.	**Paperback**	**7 Business Days**
	Hardcover	**7 Business Days**

XIV. SERVICE LEVEL AND QUALITY ASSURANCE

Sheridan shall make commercially reasonable efforts to print, ship, and fulfill books within the turnaround times specified in the table above. From time to time, large variations in order volume, equipment failure, order transmission problems, or the handling of operational issues may cause the delay of a shipment. Please consider the possibility of delays in setting expectations and commitments with your customers.

Once all files have been received for a title, the material will be reviewed to ensure the book meets the standards defined in this Operating Manual. Titles that meet these standards will be formatted for print production and entered into your E-Warehouse Title Library. If a title that was originally offset cannot be reproduced to meet Sheridan's on-demand quality production standards, Sheridan will contact you to discuss further options. The following quality production standards will be met on all book orders:

- Margins will be maintained with the original submission or, if this is not achievable, margins will be centered.
- Pagination is correct.
- No pages are missing.
- Cover positioning and color are consistent with the files submitted.
- The correct ISBN/EAN appears on both the text and paper cover/dust jacket/printed case.
  - If necessary, an EAN bar code is reproduced or created on the back paper cover/dust jacket/printed case.

Note: Digital print quality may vary from offset production due to differences in file set-up, equipment, and the printing processes used.

XV. CONTACT INFORMATION

If you have questions with the material presented in this manual, please contact your Sheridan Sales or Customer Service Representative. You may also contact Sheridan Books directly via phone at 734-475-9145 or email at info.sbi@sheridan.com. All information presented in this manual can be found on the SBI website, www.sheridan.com. Depending on a book's page count, bind style, and the quantity requested, Sheridan's offset pricing may be less than Digital Print Advantage pricing. Your Sales or Customer Service Representative will be glad to apply offset pricing to titles you are considering for digital printing.