



# NEW ACCOUNT PACKET



NEW ACCOUNT  
NOV 2012

Thank you for the opportunity to provide your organization with contract apparel decorating. I want to tell you a little bit about Silver Screen and our future relationship together.

Silver Screen exists to provide quality contract screen printing and embroidery of textile items. Our goal is to make custom embroidery and screen printing as easy and profitable as possible for you. We are a perfect balance of business and art. Silver Screen is a family owned and operated company, with almost 20 years experience in the business. We have the knowledge and expertise to help you with almost any screen printing or embroidery need.

We feel it is important to not only to do a service for you, but to also have a working relationship with you. As in any relationship, we feel communication is the key. The following pages include some information about how we work and how we can succeed together.

The first item is a new account setup form. Please fill out the form so we can update our records with your information. The User Name and Password will be used for access to our customer portal.

The second item is a credit application for Terms billing with us. If you would like to have a net 30 terms account, fill out the Trade References section. If you would like to have a COD account, a credit card is needed on file as the required form of payment.

The third item is a description on how each order will flow through Silver Screen from start to finish.

The last item is a proof of Nevada Resale Certificate. If you don't have a Nevada Resale number, please attach a copy of your states Resale Certificate.

We look forward to a successful partnership with you.



# SILVER SCREEN NEW ACCOUNT BUSINESS INFORMATION

Business Name

ASI / PPAI # (or other)

Billing Address

City

State

Zip

County

Telephone

Fax

Company Email

Primary Contact

Title

Primary Contact Email

EIN Number

Check One:  Corporation  Partnership  Proprietorship

Type of Business

# Years in Business

# of Employees

Aprox Annual Sales Volume

Business Operates From:  Own Building  Office Building  Home  Other

## PORTAL LOGIN ACCOUNT

Admin User Name

Password

Admin Contact's Email

Please return by email or Fax to 775-825-9081 Attn: Credit Department



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## TRADE REFERENCE (not required for COD accounts)

If you are approved to be a terms customer with us, you will be invoiced on Friday's for that weeks services rendered. You will have 30 days to pay that invoice. You can choose to pay by cash, company check, or credit card. If you want to leave a credit card on file with us, please fill out the information below.

Vendor Name		Contact		Contact's Email	
<input type="text"/>		<input type="text"/>		<input type="text"/>	
Vendor Address	City	State	Zip	Telephone	Fax
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## COD ACCOUNTS

As a COD customer of Silver Screen, you are required to have an active Credit Card on file with us as a form of paying current and/or past due invoices. One to three days after the completion of your order we will create an invoice and process this Credit Card for payment. We will e-mail you a paid invoice for your records.

Card Type:     VISA     Master Card

Name on Credit Card		Billing Address of Card	
<input type="text"/>		<input type="text"/>	
Credit Card Number	Expiration Date	C-ID#	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

I give Silver Screen Printing authorization to charge the invoiced amount to this credit card on all my orders placed with Silver Screen, until I revoke this authorization in writing. I have read and agree to Silver Screen Printing's terms and conditions\*.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Date

Please return by Fax to 775-825-9081    Attn: Credit Department



# SILVER SCREEN NEW ACCOUNT CONTRACT DECORATOR AGREEMENT

Silver Screen is a contract decorator that provides only those services necessary to embroider, print, and/or decorate on customer provided goods. These services include the art separations, underbasing, embroidery digitizing, and the physical decorating. You, as our customer, are responsible for all artwork, apparel, decorating instructions, and shipping.

### **Typical Order Process**

You will need to submit a new Purchase Order via the Silver Screen Customer Portal ([www.silverscreenprinting.com](http://www.silverscreenprinting.com)).

- This includes your **Order info** - PO#, Your Customer's Name, Job Name, Ship Date
- Garment info** - Vendor Name, Garment Style, Color, Size Breakdown
- Imprint info** - Vector or Useable Art, Colors, Placement, Special Instructions
- Shipping info** - Address, Method

Your apparel will need to be provided to Silver Screen. It can arrive to us in three different methods, customer drop off, a third party carrier, or via the PSST program from SanMar. In any of the above methods of delivery, the reference # from the vendor is required on each box and needs to match the PO# provided to us. Each order placed with the vendor can only contain one order placed with Silver Screen. If you have samples or multiple orders in one box the entire order will either be returned to you, or a sorting fee will be charged based on the complexity of the job.

Silver Screen will upload an e-proof for each order to the customer portal. This e-proof will need to be approved before production time will begin. This e-proof contains the information from which we will be decorating. If the information on the e-proof is different than the PO submitted we will use the e-proof for decorating. Please take the time to make sure every detail is correct on the e-proof before approving. Standard production time is 5 full working days from receipt of the PO, and final art; and 4 full working days from correct product, and 3 full working day from art approval. Your art proof will be ready for approval within 2 days of receiving final art and correct product. Every effort will be made to deliver on the date required as long as it meets the standard production time. In the event that a RUSH service is needed, we can provide this service for an additional cost of 25% for a 2 day rush, 50% for a 1 day rush and 100% for a same day turn around, if production schedule allows. Please call before placing a rush order to ensure there is room in the production schedule.

We guarantee a 0% spoilage rate on orders less than 36 pieces and 1% or 1 piece spoilage on orders over 36 pieces. Mill defects such as holes and stains will be noted and separated from the order if found before decorating. They will be excluded and the order will proceed without them. If mill defects are not detected, they will be included in the order and customer will be charged accordingly. In the rare event a job is decorated incorrectly, Silver Screen will replace the apparel and decorating as a priority, as soon as the damaged product is returned to us for credit.

We will blank ship all shipments with a label including your name, your customers name, PO, and the contents for each box. Unless otherwise directed, all apparel will be repacked in the original packaging and folded with screeners fold.

Silver Screen will invoice every Friday for the services rendered since your last invoice, using one invoice.

I have read the Contract Decorator Agreement and agree to follow Silver Screen's Typical Order Process.

Date \_\_\_\_\_ Signature \_\_\_\_\_



## NEVADA RESALE CERTIFICATE

If you don't have a Nevada Resale number, please attach a copy of your state Resale Certificate

I hereby certify that I hold valid seller's permit number \_\_\_\_\_ issued pursuant to chapters 372, 374 and 377 of the Nevada Revised Statutes; that I am engaged in the business of selling \_\_\_\_\_ ; and that the tangible personal property described in the second paragraph of this certificate, which I purchase from: Silver Screen Printing will be resold by me in the form of tangible personal property.

I further certify that in the event any of the property is used for any purpose other than retention, demonstration or display while I am holding it for sale in the regular course of business, it is understood that I am required by chapters 372, 374 and 377 of the Nevada Revised Statutes to report it and pay the tax measured by the purchase price of the property.

**Description of the property to be purchased:**

**Purchaser** \_\_\_\_\_ **Address** \_\_\_\_\_

**Date** \_\_\_\_\_

**at** \_\_\_\_\_

**Signature of Authorized Purchaser** \_\_\_\_\_