



# White Glove Account Request Form

Updated August 15, 2013

page 1 of 2

Submit to: [whiteglove@candid.com](mailto:whiteglove@candid.com)

Refer to the White Glove How-To document for pricing and more details.

## General Information

required

Business Name: \_\_\_\_\_

Today's Date: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Expected Date of 1<sup>st</sup> job: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Is your logo on file with CCS? \_\_\_\_\_

Contact email: \_\_\_\_\_

Current CCS account number: \_\_\_\_\_

Select ONE. Are you currently using:

CORE Only

Quicpost Only\*

Both CORE and Quicpost

Have not used either program yet.

\*If you do not currently have a CORE account with CCS, we will open one for this White Glove service. You do not need to learn CORE, but the location where you log in for Quicpost account may change.

Select ONE. Offers:

You will use the CCS Sports Default offers and pricing.

You will use a MODIFIED version of the sports default offers.

NOTE: You MUST complete the White Glove Offer Pricing Sheet if you select the 2<sup>nd</sup> option. If you conduct Pre-Pay business we HIGHLY suggest creating a standard and re-order price structure for your Pre-Pay events.

## Customer Service Information

required

For speculation/ View First events and Pre-pay reorders, we encourage the ability to order by mail, phone, fax and email in addition to online. CCS can conduct Customer service and the order collection on your on your behalf. Or if you prefer, you can collect these orders. We also list customer service contact information on every online event and physical, paper proof. Please select what information you would like listed on your jobs.

Select ONE. Customer Service:

CCS will conduct Customer Service and order collection on my behalf. (2 months free service\*)

I will conduct my own Customer Service and order collection. NOTE: MUST Complete CS Contact info.

To be completed if you will conduct your OWN customer service.

Customer service email address: \_\_\_\_\_

Customer service phone number: \_\_\_\_\_

Customer Service fax number: \_\_\_\_\_

Customer Service mailing address: \_\_\_\_\_

Business name as it is to be shown on your events: \_\_\_\_\_

\*CCS will provide introductory free customer service. Estimates for future costs will be given based on volume. Speed of submit images after an event greatly reduces support volume.

## Signature

required

Signature \_\_\_\_\_

Confirming you understand the program and have read the statements below.



## White Glove Account Request Form

Updated August 14, 2013

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Submit to: [whiteglove@candid.com](mailto:whiteglove@candid.com)

Refer to the White Glove How-To document for pricing and more details.

NOTE: The success of the White Glove program is dependent on the proper collection of data, including having all email fields complete, and the timely submission of the images and data. Images and data must be submitted in the proper format.

By using any derivation of the White Glove service, you are agreeing that Candid Color Systems (lab) is not liable to you or any third party for any incidental or consequential damages (including without limitation, indirect, special, punitive, or exemplary damages for loss of business, loss of profits, business interruption, or loss of business information) arising out of the use or inability to use the order and data entry service, the online ordering, email campaigns, mailed proofs or for any claim by any other party, even if the lab has been advised of the possibility of such damages. The lab's ability with respect to its obligations under this agreement or otherwise with respect to the service or otherwise shall not exceed the amount of the fee paid for by you for the service. You assert that you understand the program limitations and the manner in which work must be submitted for this service.

### CCS USE:

CCS account number: \_\_\_\_\_ Date WEGN sent to customer: \_\_\_\_\_

White Glove account number (if different): \_\_\_\_\_ Assigned By: \_\_\_\_\_

White Glove event number (WGEN): \_\_\_\_\_