

Your Jostens College Guide



Cap & Gown



Announcements



Fine Quality Diplomas



Table of Contents

INTERACTIVE! Click on any line to get to that page.

Jostens Cap & Gown	3
Product.....	4
Delivery.....	8
Ordering.....	9
Returns.....	11
Next Year	12
Appendix A—Cap & Gown Lead Times	13
Appendix B—Student Cap & Gown Order Form	16
Appendix C—Faculty Cap & Gown Order Form.....	17
Appendix D—Fine Quality Order Form.....	18
Appendix E—Fine Quality Alteration/Return Form	19
Appendix F—RMA for Purchased Cap & Gown	20
Appendix G—RMA for Rental Cap & Gown.....	21
Appendix H—List of Academic Colors.....	22
Appendix I—Cap & Gown Sizing Guidelines.....	24
Appendix J—Elements Collection News Release.....	25

Jostens Announcements	26
PGA.....	28
Traditional	29
Sales/New Year	30
Appendix A—PGA Order Form.....	32
Appendix B—Traditional Announcement Order Form...	33

Jostens Fine Quality Diplomas	34
Process/Certificates.....	35
Covers/Accessories	36
Fulfillment/Ordering.....	37
Ordering/Delivery	38
Next Year	39



Our mission is to support your mission.

When it comes to supporting your mission, only Jostens combines the experience, people and superior products to share your brand like never before. For more than 100 years, Jostens has been the most recommended brand for helping colleges and universities celebrate traditions and share unique stories in innovative ways.

Our unique approach to providing personal services at both local and national levels, backed by the best products in the industry, provides you with a powerful, highly visible brand. We make sure that the entire experience is represented with clarity and quality.

With Jostens as your graduation and affiliation partner, you will continue to make an impression that will last for years to come on your future alumni as well as their families and friends.

At Jostens, we take great care in passionately helping people:

- Express themselves
- Celebrate experiences and traditions
- Recognize achievements
- Share their stories

From freshman orientation through graduation, Jostens representatives and employees nationwide are committed to supporting your school's mission. We do this by helping students and alumni make a connection to your school and share their experiences by celebrating achievement and building your school's brand through an extraordinary graduation experience.

We've been creating innovative ways to inspire pride and share stories of achievement and school affiliations since 1897. And we continue to invest in new people, products and programs to support your school's mission for years to come.

Cap & Gown



Jostens Cap & Gown

After all the hard work, unforgettable moments and incredible accomplishments, it's time to celebrate the graduation of another unique class.

The commencement ceremony is a wonderful opportunity to build your school's brand and establish traditions. It is the most visible event on campus and a final chance to express pride in your graduates and to leave a lasting impression.

We are truly honored to partner with you to deliver the most important event of your students' college career and we are committed to delivering a superior experience.



Setting Up Your Regalia Program for the Coming Year

There is only one opportunity to get it right to create a celebration of great accomplishment and recognition of school pride. Therefore, it is critical to ensure that every minor detail is accounted for to avoid last-minute stress for the students as well as for those who are responsible for making your school's commencement one of the most memorable events of students' lives. Your Jostens representative and campus services team are standing by to help guide you through the process and answer any questions or address any concerns.

As you work with your Jostens representative, the following steps should be taken as soon as possible.

- Decide on your product offering
- Confirm your product delivery option
- Finalize and place orders

Your Product Offering

Jostens offers a wide variety of graduation gowns for purchase (one-way) or rental. Our multiple collections offer you a variety of options complemented by an extensive accessory selection. Your Jostens representative will help you create a unified and elegant ceremony that will have a lasting impression on your new alumni and families.

Gowns for Purchase (One-Way)

The Elements Collection™

This superior graduation regalia combines environmental responsibility with premium quality and design. The Elements Collection gown fiber is made from wood sourced exclusively

from managed forests. The fabric is proven to decompose in soil within a year. The collection also features a unique student give-back program benefiting the environment. Choosing this regalia is an excellent way to show your community how committed you are to every student's future with a new, sustainable graduation. See Appendix J for an Elements news release template that can be used to let your community know about your school's choice.

Jostens offers multiple gown customization options that will bring your vision to reality.

BDG Collection

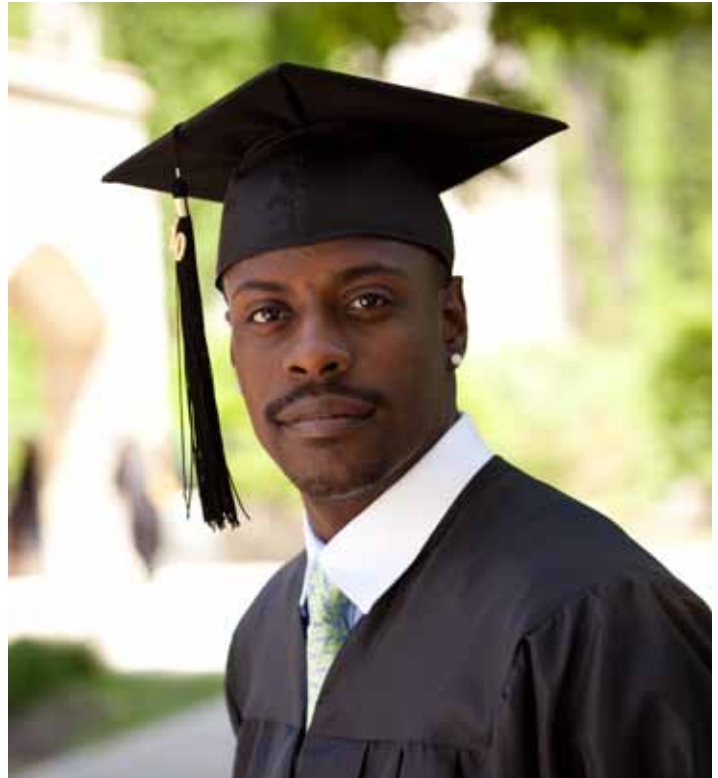
This collection combines superior workmanship and unique, comfortable style. With this gown you also have an opportunity to build a long-lasting tradition by offering your graduates customized regalia that carries your school's unique signature. Jostens offers multiple gown customization options that will bring your vision to reality.

Academic Collection

Our Academic Collection fits your students and your commencement budget. This high-quality regalia instills your graduates with confidence as they prepare to step into the next chapter of their lives.

Jostens Fine Quality Collection

The regalia that your faculty and graduates wear during the commencement ceremony is a direct reflection of your school's pride and excellence. Jostens superior Fine Quality gowns are custom tailored to fit perfectly. Jostens offers Fine Quality gowns for doctor, master and bachelor students and faculty members. Our regalia features unmatched comfort and design, as well as providing the convenience of owning your own regalia. See Appendices D and E for a sample Fine Quality Order Form and a sample Fine Quality Alteration/Return Form.



Gowns for Rent

Jostens rental program represents a traditional gown distinguished by rich color and design. It offers the best alternative to purchasing a gown while not compromising on quality and presentation. Below are some suggestions on how you can maximize your returns while minimizing your efforts.

Prior to the Order/Sales

- Establish the return event time/place for your students/faculty.
- Develop your communication strategy for your rental program—from point of sale to product return.
- Provide your Jostens representative with the date, time and place of both your distribution and collection activities.
- Consider using a rental agreement/deposit document. Many schools require a student signature authorizing that charges can be made if product is not returned.

At Point of Order/Sale

- Set expectations early with students/faculty around your rental return process.
- Collect email addresses at time of order. This will be helpful when sending reminders, alerting students/faculty of delivery and communicating collection details.
- If you decide to offer a student/faculty rental agreement, review the document with the person renting during the ordering process.

Prior to/at Distribution

- Prominently display drop-off location and times during your distribution event.
- When handing out regalia, take the time to reinforce your return procedures for the rental program.
- Provide your Jostens representative with the details of your collection efforts.
- Save the original shipping boxes and use them for your return shipment.

After the Ceremony

- Gather and ship as much product as possible immediately following the ceremony.
- Establish your drop-off location as close to the actual ceremony as possible. Many schools choose to collect rental gowns as students leave the ceremony.
- Post signs to support your collection efforts. Even a simple “Return Gowns Here” sign helps reinforce expectations.
- See the Rental Returns section on page 11 for instructions on returning rental items.



Gown Customization

If you choose to customize your school's graduation gowns, Jostens offers a variety of customization options. Some of those options include: embroidery, addition of custom tassel drops or zipper pulls. Your Jostens representative is trained to help you design a coordinated look for your graduation ceremony. From the Marshals, to the Students, to the Faculty, to the Board of Trustees and your President—we offer customization and coordinated attire to distinguish your ceremony. Please inform your Jostens representative or campus services team as soon as possible. Most custom items have a longer lead time.

Hoods

Jostens offers three hood lines of degree hoods based on Academic Regalia Code. The BDG Hood line is designed to match the BDG and Academic cap and gown and is offered with custom upgrades such as cord and button and velvet/satin trim. The Elements Collection™ hood line compliments perfectly the environmental features of the Elements Collection™ cap and gown with many premium options such as velvet/satin trim and cord and button included in the standard offering on most gowns. Fine Quality hood line mirrors the quality and custom nature of the Fine Quality gown collection. If you're interested in learning more about these upgrades, your Jostens representative or campus services team can assist you.

When placing your order, ensure that you are providing Jostens with all the necessary information required to produce the hoods. This would include degree, field of study and school information so that the correct band color and lining colors are provided.



Tassels

Jostens has several tassel options available. Please work with your Jostens representative to select a tassel that fits your needs. If you choose to offer tassels determined by degree, your Jostens representative or campus services team will assist you with collecting the list of degrees along with the list of colors you expect to receive for those degrees, if the colors differ from those shown in Appendix H.



Accessory Items

There is no better way to transform your commencement ceremony into an unforgettable event for graduating students and enhance the school brand than to make your graduates stand out with beautiful regalia accessories. Jostens offers an extensive line of products that will allow you to show off your school signature and recognize individual members of the graduating class and the community for their outstanding accomplishments.



Stoles

Graduates will shine in satin stoles chosen to reflect school colors. Stoles can be customized even further with a graduation year, school seal, mascot, or other school symbols. In addition, the stoles are commonly used to recognize outstanding academic performance for valedictorian and salutatorian as well as other honors.

Most stoles from Jostens can be packaged in special "Stole of Gratitude" packaging. A Stole of Gratitude can be worn by a student during the graduation ceremony and later presented as a gift of appreciation to someone who played a supporting role throughout this person's educational journey. As a special gesture, many students choose to sign the stole for further personalization. It is also common for students to purchase more than one Stole of Gratitude, to recognize multiple individuals.



Tassels

Available in black, the typical color worn for a Bachelor's degree, or in degree-specific and school colors.

- **Ceremony Tassels**
 - Black
 - Degree color
 - School colors
- **Souvenir Tassels**
 - Black
 - School colors
- **Mini Keychain Tassels**
 - Black
 - School colors



Tassel Drops

Available in the below styles to reflect graduation year, school marks, mascots and more.

- **Custom**
 - Custom-designed for your school
- **Yeardate**
 - Graduation year charms available in gold or silver finishes with multiple styles to choose from (standard, stacked, status)



Cords

Add a touch of distinction with high-quality regalia cords.

- **Honor Cords**
 - Gold cords worn by students graduating with honors



Zipper Pulls

Start your graduation tradition while building your school's brand with a customized zipper pull that contains your school seal or mascot.

Are there accessories that you are interested in and don't see?
Ask your Jostens representative or a member of your campus services team.

Delivery Options

Jostens understands that each school has unique delivery needs. In response, we have developed several different delivery options to suit your needs. Contact your Jostens representative to see what method of delivery best fits your school's needs.

Jostens Bulk Order Program

A bulk order is placed and shipped to the University or Bookstore based on the number of graduates. The order is profiled to fit a variety of sizes. The school typically schedules a distribution day inviting the students to pick up their graduation regalia.

Jostens Homeship Program

Students/Faculty members place their orders online or over the phone. Payment is collected from the student and regalia is shipped directly to the student's/faculty member's home. This program is not available for rental products.

Jostens Regalia eSolutions™ Program

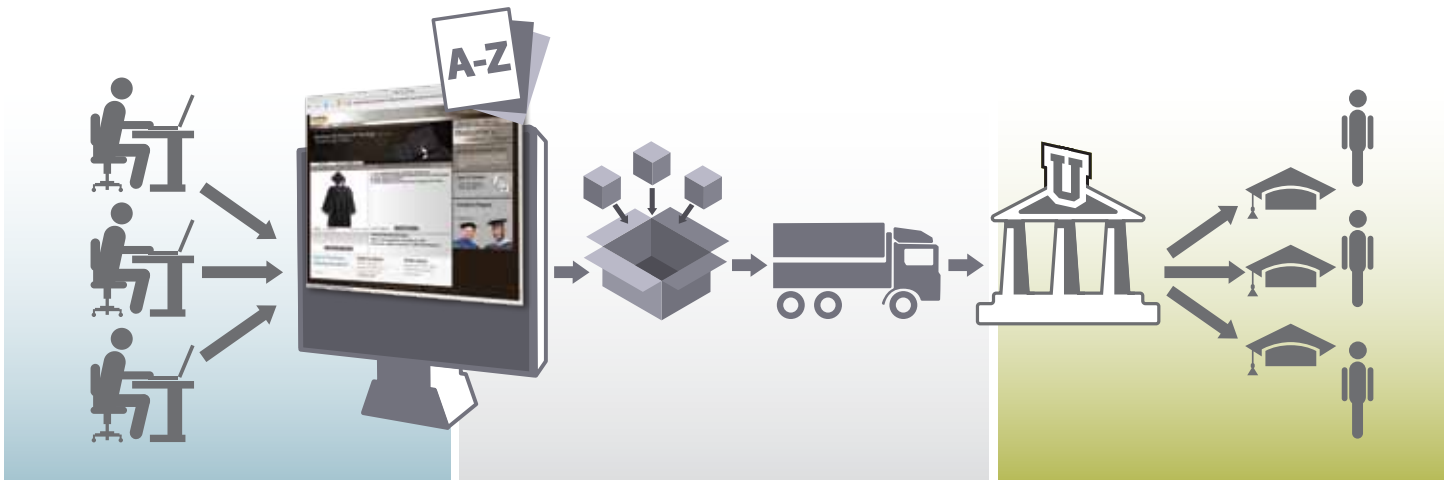
Students/Faculty members place their orders online or over the phone. Payment is collected online or at the time of pick-up. Jostens receives, sorts and bundles orders alphabetically. The orders are shipped to the school's location of choice for distribution or sale.

Jostens Regalia eSolutions™ Program

1) Students and faculty order online

2) Jostens sorts, bundles and ships

3) You sell and/or distribute



Order Placement

GradTrack®

The preferred order placement method is Jostens proprietary tool, GradTrack. This online tool provides you the ultimate control—in ordering, tracking, planning and organizing. To receive an overview of GradTrack or obtain your secure login information, contact your campus services team.

- Utilize GradTrack to build key ordering dates into your event calendar. This will provide you a reminder of when your order needs to be placed for graduation.
- Hold your individual orders in your GradTrack shopping cart for consolidation as long as possible, but still provide time to meet Jostens stated lead times. This will allow a more streamlined process on your end and dramatically reduce your shipping costs.
- Watch your lead times. Expedited freight and processing charges can apply to rush orders.
- If your school requires a purchase order number for invoice purposes, please submit this detail when you place your order via GradTrack.



Student & Faculty Online Ordering

Your product sale will get full online support via a customized website at college.jostens.com.

- Students and faculty members can access this site 24/7 in order to see their regalia choices, review other customized product offerings and place their order. This allows them the flexibility to order when they want to.
- This also extends your selling capability to 24/7 driving sales through increased access.
- Online ordering integrates seamlessly with current Jostens program(s), including on-campus event sales, communication materials and toll-free service.

Consumer Contact Service Center

Jostens offers students and faculty members access to a toll-free Consumer Contact Service Center number. Whether a student or faculty member has a question regarding ordering, delivery or payment, this team of experts has the knowledge, experience and tools to help them on the spot. Your Consumer Contact Service Center can be reached at 1-800-854-7464 and is available 8 a.m. to 5 p.m. Central Time.

Event/School or Bookstore Orders

All orders placed through the school or bookstore and not directly through Jostens should be mailed to Jostens using the materials provided. If Jostens is processing payments for student and/or faculty orders, please send a full payment for each order via check (payable to Jostens) or credit card (MasterCard, Visa, American Express and Discover):

Jostens
Attn: Regalia Order Processing
148 East Broadway
Owatonna, MN 55060

We begin manufacturing product only when a complete order is received, so please make sure to submit your store orders as soon as possible. This will ensure our ability to deliver product on time to meet your expectations. Orders will be mailed directly to students at the address provided on the order form.

General Ordering Tips

- To ensure successful delivery, all orders should be placed with the appropriate lead time (see Appendix A for Jostens lead time guide). Contact your campus services team with questions about lead times. Any orders submitted with less than standard lead times are subject to additional shipping charges.
- If you have chosen to have your orders packed by individual student/faculty name, establish an ordering cut-off date for students/faculty.
- If you are ordering in bulk, profile the sizing of the order using an estimated number of graduates. The One-Way gowns are made in 3-inch increments and come in a Regular, *1 and *2 size. Please reference our Gown & Cap Sizing Guidelines in Appendix I.
- Make sure that you estimate regalia quantities correctly to ensure that you have enough for all graduating students. If you are selling souvenir tassels and stoles through the bookstore, make sure to have sufficient inventory to satisfy student demand.
- To ensure that every student is satisfied with the look and feel of their graduation gown, you should have a variety of gown sizes to accommodate various student needs. See Appendix I for our Gown & Cap Sizing Guidelines.
- You may wish to establish a “late order fee” for those students/faculty that place orders after your cut-off date. This will help to cover the cost of expedited shipping fees.
- At times, it is necessary for Jostens to substitute hood colors for late Faculty Rental orders. It may be best to communicate this to faculty when they place their orders.

Orders placed with less than stated lead times will be subject to additional processing and/or shipping charges in an attempt to meet the desired demand date. We can not guarantee delivery dates for these orders.

Order Status

With Jostens GradTrack® tool, you have visibility to the status of your regalia orders regardless of how they were placed; through GradTrack or college.jostens.com. Simply log onto GradTrack and go to the Order Status section. If you have not yet received your login information, please contact your campus services team.

Assisting students and parents is key to the success of the program and our Consumer Contact Service Center is trained to do just that. If a student or faculty member has a question regarding ordering, delivery or payment, this team of experts has the knowledge, experience and tools to help on the spot. Your Consumer Contact Service Center can be reached at 1-800-854-7464 and is available from 8 a.m. to 5 p.m. Central Time.

Payment Options

Jostens must include all applicable sales tax on all regalia orders unless approved documentation for tax-exempt status is on file. Invoices for orders (except prepaid orders) are generated at time of product shipment and terms are net 30.

If your school requires a purchase order, please be certain that the appropriate information is provided via GradTrack when you place your order.

If you wish to pay your invoice with a credit card, you will first need to receive your invoice and call in with your credit card information to the 1-800# provided on your invoice.

Quoted pricing for annual agreements is effective July 1 through June 30. Prices are subject to change.

Jostens Limited Warranty

Jostens stands behind its regalia products. We warranty our products against defects in workmanship and materials that are present at the time of delivery and will replace these products at no charge within 30 days of product receipt. Jostens limited warranty does not extend to errors caused by incorrect information provided via GradTrack or any other order form.

Please notify Jostens of any product quality concerns within 30 days of product receipt.

Purchased (One-Way) Product Returns

Jostens will credit returned purchased (one-way) products. These returns are subject to the following criteria:

- Product must be returned within 12 months of the invoice date.
- Jostens return paperwork must be completed and included with the return shipment.
- Items returned must be unopened and in original packaging.
- Jostens is unable to accept returns for any customized product. Please contact your campus services team to identify these products.
- Returns in excess of 10% of your original order are subject to a restocking fee.
- Jostens is not responsible for the cost incurred for shipping returned one-way products for credit.
- Please allow 8-12 weeks for credit on returned items.

Rental Returns

Jostens requires all rental products to be returned under the following guidelines:

- All rental gowns, hoods and tams must be returned within two weeks of your scheduled event. Tassels do not need to be returned.
- The school is responsible for following up with students and faculty to ensure timely return of products.
- Any items removed from its original bag (those with a broken bag seal) will be considered used; unused rental, in its original packaging, will be credited based on the rental value less any restocking fees.
- Jostens return paperwork must be completed and included with the return shipment.
- Jostens pays shipping on the return of rental products. Prepaid labels or a bill of lading are provided with each rental shipment.
- Credit will be given for unused items. The items must be unopened and in original packaging. Please note, if the unused items exceed 10% of the original order, the credit will be subject to a restocking fee.
- Failure to return rental items will result in additional charges. Please contact your campus services team for details.

Packing Recommendations

Dos

- Check product to ensure that personal items have been removed.
- Use sturdy shipping boxes.
- Tape all boxes securely.
- Number each box (1 of 4, 2 of 4, etc).
- Label each box with the following information:
 - School name
 - City and state
 - RMA number—if you have one
- Complete your Return Merchandise Authorization form completely to ensure proper product check-in.
- If possible, keep unused and used rental items separate in return shipments.

Do Nots

- Do not overpack any of the boxes, to ensure safe product return.
- Do not use Styrofoam peanuts or other packing materials.
- Do not return used student or faculty caps (Tams must be returned).
- Do not re-fold or re-package any used product.

Completing Your RMA (Return Merchandise Authorization Form)

Completing your Rental Return Merchandise Authorization form accurately is critical for your rental returns to be fully recognized. Please include your completed documentation in the final box of each shipment. Refer to Appendices F and G to view samples of RMA forms.

Setting Up Your Regalia Program for the Coming School Year

The start of a new school year is a great time to review your regalia with a fresh perspective. Is your school celebrating a milestone that you would like to incorporate into your commencement ceremony? Do you anticipate a larger number of students graduating next year? Are you considering a different regalia delivery and/or distribution method? Your Jostens representative and campus services team can assist you with these areas and provide recommendations on how the students' regalia can make an impact on the look and feel of your school's commencement ceremony.

As you are preparing for the next graduation, please complete the following:

- 1) Communicate any details/revisions on products offered, including any new product offerings or any upcoming milestone celebrations.
- 2) Submit artwork for any new custom product features such as school seals.
- 3) Communicate any changes you would like to make to product delivery/distribution options.
- 4) Report any unit volume increases or decreases.
- 5) Once everything is finalized, you may place your order.

Finalizing Details/Revisions on Products Offered

If you are making any revisions to your product offering for the coming year, please identify these to your Jostens representative or campus services team as soon as possible. This will include addition of any new product or any custom items to existing product, adjustment of order quantities, or changes to regalia delivery to the school or distribution to students. A great time to consider these changes is during the summer months, before your product profile is fully activated in our system.

In the event you are considering new custom items that require new artwork, your request should be submitted at least 10 weeks before your required delivery date. As with any art change, Jostens will not begin any pre-production prior to receiving artwork approval from your school.

Changes in artwork after school approval, or during an existing contract, that result in a stock run prior to the revision will result in destruction costs being charged to the customer.

Providing Changes to Product Delivery/Distribution

It is critical that Jostens has the most current information on where the regalia products are to be delivered. Jostens offers various forms of delivery/distribution to fit your school's needs. Your Jostens representative and campus services team can assist you with choosing the most appropriate regalia delivery/distribution method.

Reporting Unit Volume Increases or Decreases

Jostens uses previous years' shipments to estimate initial production quantities. Therefore, if you expect your numbers to change, it is critical to get this information to your campus services team as soon as possible.

Follow-Up

Throughout the process, several Jostens team members are available to you for assistance. Below are your key contacts.

Jostens Representative:

- Product Design
- General Account Review/Questions

Campus Services Team, 1-800-488-2173:

- Custom Product Artwork Approval
- GradTrack Order Placement and Assistance
- Product Defects

Gowns



ASSOCIATE & BACHELOR GOWNS

Standard gowns:

3 weeks lead time (including shipping)

Gowns with Upgrades
(available only in BDG fabric):

Gowns with standard upgrades:
hoodbutton, cord and button, custom colors, contrasting sleeve color or stripe
5 weeks lead time

Gowns with custom upgrades:
silkscreen or embroidery
7 weeks lead time**

**Lead times given do not include artwork approval process



MASTER & SPECIALIST GOWNS

Standard gowns:

3 weeks lead time (including shipping)

Gowns with Upgrades
(available only in BDG fabric):

Gowns with standard upgrades:
hoodbutton, cord and button, custom colors, contrasting sleeve color or stripe
5 weeks lead time

Gowns with custom upgrades:
silkscreen or embroidery
7 weeks lead time**

**Lead times given do not include artwork approval process



DOCTOR GOWNS

Standard gowns:

3 weeks lead time (including shipping)

Gowns with Upgrades
(available only in BDG fabric):

Gowns with standard upgrades:
hoodbutton, cord and button, custom colors, contrasting sleeve color or stripe
5 weeks lead time

Gowns with standard upgrades:
degree color flock or upgrade to velvet panels
7 weeks lead time

Gowns with custom upgrades:
silk screen or embroidery
7 weeks lead time**

**Lead times given do not include artwork approval process

Hoods



BACHELOR HOODS

Standard hoods:
5 weeks lead time (including shipping)

Hoods with standard upgrades:
cord and button, satin and velvet upgrades
7 weeks lead time

Hoods with custom upgrades: shell color other than black or alternative pattern.
Contact your campus services team for lead time information.



MASTER & SPECIALIST HOODS

Standard hoods:
5 weeks lead time (including shipping)

Hoods with standard upgrades:
cord and button, satin and velvet upgrades
7 weeks lead time

Hoods with custom upgrades: shell color other than black or alternative pattern.
Contact your campus services team for lead time information.



DOCTOR HOODS

Standard hoods:
5 weeks lead time (including shipping)

Hoods with standard upgrades:
cord and button, satin and velvet upgrades
7 weeks lead time

Hoods with custom upgrades: shell color other than black or alternative pattern.
Contact your campus services team for lead time information.

Head Gear



MORTARBOARD CAP

Standard Mortarboard Caps require **3 weeks lead time** (including shipping). A standard mortarboard cap is one size fits all.

Caps with standard upgrades: fitted caps or soft caps, **5 weeks lead time**



RENTAL TAM

Standard Rental Tams are available in six sides and can come with or without gold bullion tassel, **5 weeks lead time** (including shipping). Rental Tams need to be returned within 30 days of event.

Purchased Tams come in a variety of styles and tassel options, **7 weeks lead time**

Cap & Gown Lead Times

Tassels



Standard Tassels:
3 weeks lead time (including shipping)

Tassels with standard upgrades:
Blocked Tassels, Rainbow Tassels,
Custom Color Tassels
5 weeks lead time

Tassels with custom upgrades:
Customized yeardate
or School Seal drop
6 weeks lead time**



The initial set-up for custom tassel drops is
10-16 weeks (including shipping)

Factors that affect lead time:

Artwork approval process (prompt review
and response of artwork samples)

Physical sample (requesting physical sample
be sent for review)

Seal or Mark being used is a registered
trademark and must be approved for use
by a licensing consortium

Stoles and Honor Cords



STOLES

Plain or stock honor stoles
3 weeks lead time

Stoles with upgrades:
stoles with silkscreen or embroidery
7 weeks lead time**

Stoles with hidden stitching or custom
design **11 weeks lead time****

**Lead times given do not include artwork approval process



HONOR CORDS

Standard double honor cords
3 weeks lead time

Honor cords with custom colors, intertwined
colors, contrasting tassel colors
5 weeks lead time

Student Cap & Gown Order Form

CAP AND GOWN ORDER FORM

Student

148 East Broadway

Owatonna

Jostens University

Minneapolis

Sample

7093

5074443333

061510

MN

Please complete each section of the order form so we can customize your graduation outfit just for you:

ACADEMIC STATUS: Student Faculty

CAP SIZE:

Ex-Small Large

Small Ex-Large

Medium

SPECIAL INSTRUCTIONS - OFFICE USE ONLY:

Rental Purchase

*1 *2

HEIGHT:

WEIGHT:

DEGREE TYPE: Associate Bachelor Master Specialist Doctor PhD

Other: (please specify)

FIELD OF STUDY:

<input type="checkbox"/> Accounting	<input type="checkbox"/> Economics	<input type="checkbox"/> Law	<input type="checkbox"/> Political Science
<input type="checkbox"/> Agriculture	<input type="checkbox"/> Education	<input type="checkbox"/> Library Science	<input type="checkbox"/> Psychology
<input type="checkbox"/> Architecture	<input type="checkbox"/> Engineering	<input checked="" type="checkbox"/> Marketing	<input type="checkbox"/> Public Administration
<input type="checkbox"/> Arts	<input type="checkbox"/> Fine Arts	<input type="checkbox"/> Mathematics	<input type="checkbox"/> Public Health
<input type="checkbox"/> Business	<input type="checkbox"/> Forestry	<input type="checkbox"/> Medicine	<input type="checkbox"/> Science
<input type="checkbox"/> Communication	<input type="checkbox"/> Health	<input type="checkbox"/> Music	<input type="checkbox"/> Social Work
<input type="checkbox"/> Computer Science	<input type="checkbox"/> Human Resources	<input type="checkbox"/> Nursing	<input type="checkbox"/> Speech
<input type="checkbox"/> Counseling	<input type="checkbox"/> Humanities	<input type="checkbox"/> Pharmacy	<input type="checkbox"/> Theology
<input type="checkbox"/> Dentistry	<input type="checkbox"/> Information Systems	<input type="checkbox"/> Philosophy	<input type="checkbox"/> Veterinary Science
<input type="checkbox"/> Divinity	<input type="checkbox"/> Journalism	<input type="checkbox"/> Physical Education	

Other: (please specify)

FACULTY ORDERS ONLY:

ITEMS ORDERED:

Qty	Item	Price
	Cap-Gown-Tassel Package	\$
1	Cap-Gown-Tassel-Hood Package	\$ 50 00
	Degree Color Hood	\$
	Gown Only (Cap-Tassel not needed)	\$
	Cap Only (Gown-Tassel not needed)	\$
	Tassel Only (Cap-Gown not needed)	\$
	Other Regalia Items (books, shoes, etc.)	\$
SUBTOTAL		\$ 50 00
ADD TAX		\$ 3 50
TOTAL		\$ 53 50
AMOUNT PAID		\$ 53 50
BALANCE DUE		\$ 0 00

Credit Card Amount Credit Card Payment to be processed by: Bookstore Jostens

\$ **53 50** Exp. Date (required) 1012


Account Number **4111 1111 1111 1111**

Card Holder's Signature **Student Sample**

PLANT COPY

CCG-011

CAP AND GOWN ORDER FORM			
Faculty		Sample	
148 East Broadway		7093	
Owatonna		MN 55060 50744222	
Jostens University		121909	
Minneapolis		MN	
Please complete each section of the order form so we can customize your graduation outfit just for you:			
ACADEMIC STATUS: <input type="radio"/> Student <input checked="" type="radio"/> Faculty		CAP SIZE: <input type="radio"/> Ex-Small <input checked="" type="radio"/> Large <input type="radio"/> Small <input type="radio"/> Ex-Large <input type="radio"/> Medium	
HEIGHT: 6 02 WEIGHT: 210		SPECIAL INSTRUCTIONS - OFFICE USE ONLY: <input type="checkbox"/> Rental <input type="checkbox"/> Purchase <input type="checkbox"/> *1 <input type="checkbox"/> *2	
DEGREE TYPE: <input type="radio"/> Associate <input type="radio"/> Bachelor <input type="radio"/> Master <input type="radio"/> Specialist <input checked="" type="radio"/> Doctor <input type="radio"/> PhD <input type="checkbox"/> Other: (please specify)			
FIELD OF STUDY:			
<input type="checkbox"/> Accounting <input type="checkbox"/> Agriculture <input type="checkbox"/> Architecture <input type="checkbox"/> Arts <input type="checkbox"/> Business <input type="checkbox"/> Communication <input type="checkbox"/> Computer Science <input type="checkbox"/> Counseling <input type="checkbox"/> Dentistry <input type="checkbox"/> Divinity <input type="checkbox"/> Other: (please specify)	<input type="checkbox"/> Economics <input type="checkbox"/> Education <input type="checkbox"/> Engineering <input type="checkbox"/> Fine Arts <input type="checkbox"/> Forestry <input type="checkbox"/> Health <input type="checkbox"/> Human Resources <input type="checkbox"/> Humanities <input type="checkbox"/> Information Systems <input type="checkbox"/> Journalism	<input type="checkbox"/> Law <input type="checkbox"/> Library Science <input type="checkbox"/> Marketing <input type="checkbox"/> Mathematics <input checked="" type="checkbox"/> Medicine <input type="checkbox"/> Music <input type="checkbox"/> Nursing <input type="checkbox"/> Pharmacy <input type="checkbox"/> Philosophy <input type="checkbox"/> Physical Education	<input type="checkbox"/> Political Science <input type="checkbox"/> Psychology <input type="checkbox"/> Public Administration <input type="checkbox"/> Public Health <input type="checkbox"/> Science <input type="checkbox"/> Social Work <input type="checkbox"/> Speech <input type="checkbox"/> Theology <input type="checkbox"/> Veterinary Science
FACULTY ORDERS ONLY:		ITEMS ORDERED:	
State University		Qty Cap-Gown-Tassel Package \$	
Anytown MN		Cap-Gown-Tassel-Hood Package \$	
		1 Degree Color Hood \$ 30 00	
		1 Gown Only (Cap-Tassel not needed) \$ 25 00	
		Cap Only (Gown-Tassel not needed) \$	
		Tassel Only (Cap-Gown not needed) \$	
		Other Regalia Items (books, stoles, etc.) \$	
Credit Card Amount \$ 58 85 Exp. Date (required) 10 12 Account Number 4111 1111 1111 1111 Card Holder's Signature Faculty Sample		SUBTOTAL \$ 55 00 ADD TAX \$ 3 85 TOTAL \$ 58 85 AMOUNT PAID \$ 58 85 BALANCE DUE: \$ 0 00	
PLANT COPY		CCG-011	



COLLEGIATE ACADEMIC REGALIA ORDER FORM

PRICES EFFECTIVE JULY 1, 2009

TODAY'S DATE **2/1/2010**

SHIP TO: BOOKSTORE CUSTOMER (FULL PAYMENT REQUIRED) JOSTENS REPRESENTATIVE # _____

(Must have for order confirmation)

Name **John Sample**
 Address **148 East Broadway**
 City **Owatonna**
 State **MN** Zip **55060**
 Telephone: Daytime _____ Evening _____
 Email Address **John.Sample@yahoo.com**

Date Wanted **4/2/2010**
 Bookstore Name **Jostens Bookstore**
 College / University **Jostens University**
 Address **3601 Minnesota Drive**
 City **Minneapolis** State **MN** Zip Code **55435**
 Contact Person **Jane Sample**

MEASUREMENTS - SEE MEASURING GUIDELINES (Front Page)

1) Height: **5** Ft. **10** In. 3) Shoulder to Shoulder: **20** In. 5) Sleeve Length: **33** In. 7) Exact Cap/Tam Size: **23** In.
 2) Approx. Weight: **190** Lbs. 4) Shirt Collar Size: **18** In. 6) Chest Size: **42** In.

DEGREE: **PhD**
 Exact Wording _____ PHD (royal blue velvet)
 Institution From Which Your Degree Was Awarded (Do Not Abbreviate) **Jostens University**
 City **Minneapolis** State **MN**

ITEM	PRICE	ENTER PRICE TO ORDER	Please Be Sure All Items Are Properly Completed
Bachelor Gown		.	Gown/Hood material choice: <input checked="" type="checkbox"/> Polyester / Cotton <input type="checkbox"/> Chromspun
Bachelor Hood		.	Doctor gowns to be trimmed in: <input type="checkbox"/> Black Velvet <input checked="" type="checkbox"/> Degree Color Velvet
Master Gown		.	Accent Piping: (Sussex and Windsor Gowns Only)
Master Hood		.	<input type="checkbox"/> Black <input checked="" type="checkbox"/> Other Gold Specify Color _____
Devon Doctoral Gown		.	Tassel Color:
Sussex Doctoral Gown		.	<input type="checkbox"/> Black <input type="checkbox"/> Degree Color <input checked="" type="checkbox"/> Other Gold Silky Tassel
Windsor Doctoral Gown	1	579.50	Tam Color _____
Doctoral Hood	1	103.50	(Check One) Number of Tam Sides: <input type="checkbox"/> 4 <input checked="" type="checkbox"/> 6 <input type="checkbox"/> 8
Economy Cap		.	* Optional Fidello Velvet Upgrade Color: (see prices at left)
Deluxe Cap		.	<input type="checkbox"/> Black <input type="checkbox"/> Royal <input type="checkbox"/> Purple <input type="checkbox"/> Ruby Red
Regular Velvet Tam		.	SPECIAL NOTES
Deluxe Velvet Tam		.	
Regular Tam Pieced	1	63.95	Customer's Signature _____
Deluxe Tam Pieced		.	NO RETURNS: Certain alterations free of charge for up to 30 days after receipt of product. Please see attached for more details.
Regular Tassel		.	Subtotal 769.20
Doctor's Gold Silky Tassel	1	17.50	Packaging, Handling & Delivery <small>US deliveries only</small> 11.95 11.95
Gold Bullion (Doctor's Only)		.	Please Allow Up To 8 Weeks for Delivery
Embroidered Initials		.	Expedited Handling Fee <small>Add to orders with non-standard lead time</small> 10.00 10.00
Gown J J S	1	4.75	Subtotal 781.15
Hood Buttons		.	State Tax (6 %) 46.87
Pocket Slits (Pocket left / slit right)		.	Total 828.02
Deluxe Garment Bag & Hanger		.	Less Payment 828.02
Fidello Velvet Upgrade <small>*indicate color choice at right</small>		.	Balance Due 0.00
Gown		.	Credit Card Payment to be processed by: <input checked="" type="checkbox"/> Bookstore or <input type="checkbox"/> Jostens
Hood		.	
Tam		.	Amount Charged \$828.02
Master Promotion		.	Signature John J. Sample
Includes Master Fine Quality Gown (no chevrons, no panels) Master Hood, Deluxe Cap with black or degree colored Tassel		.	Write Credit Card Number Below: 4111-1111-1111-1111 VALID THRU 1/13
Doctoral Sussex Promotion		.	Card Holders Name John J. Sample
Includes Sussex Doctoral Gown, Doctoral Hood, Regular Plain Tam and Doctors Gold Silky Tassel		.	PLEASE PRINT 90-242(CCG-003A-NCR)
Optional Sussex Upgrades		.	
Tam		.	
<input type="checkbox"/> Section Pieced <input type="checkbox"/> Deluxe <input type="checkbox"/> Pieced Deluxe		.	
Gold Bullion Tassel		.	
Other		.	

325-25A (08) GP-600006 6/09
WHITE COPY: PLANT • CANARY COPY: OFFICE • PINK COPY: CUSTOMER



Fine Quality Alteration/Return Form

Customer Name: Jane Sample

Address: 148 East Broadway

Owatonna, MN 55060

Phone Number: 507-777-7777

School Name: Jostens University

Jostens Order Number (if available): 9008000

Items Returned For Alteration (check all that apply):

Gown x

Hood

Tam/Cap

Tassel

Date Needed: 1/30/2011

Alteration Instructions:

Ship Your Alteration to:

Jostens
Attn: Teresa Culbertson
Fine Quality Alterations
501 Lynn Ave
Laurens, SC 29360

Alteration Policy:

No Returns
Free alterations within 30 days of receipt
on the following alterations:
Shorten Gown and Sleeves
Lengthen gown and sleeves up to 2"
Change velvet panels and/or piping on gown



Office Use Only:	
RMA Number:	
BO#:	
Date:	Initials:

**Returned Merchandise Authorization (RMA) for
Purchased Regalia**
Elements, BDG or Academic

**A completed copy of this Returned Merchandise Authorization MUST BE INCLUDED with all returns.
Credit cannot be processed without this completed form.
****Student And Faculty Returns Must Be Submitted On Separate RMA Forms******

Shipping costs for the return of purchased regalia is the responsibility of the customer.
Send all returns to:

Jostens-Simpsonville Warehouse
101 Harrison Bridge Road
Simpsonville, SC 29681

School Number: <u>1035682</u>	Customer Name: <u>Jostens University</u>
Street Address: <u>148 East Broadway</u>	Phone Number: <u>800-488-2173</u>
City: <u>Owatonna</u>	State: <u>MN</u> Zip: <u>55060</u>
Date of Return: <u>6/1/2010</u>	Number of Boxes: <u>4</u> Carrier Used: <u>UPS</u>
Person Completing this form: <u>Jane Sample</u>	

Credit will be processed for unused or defective items only. Any item removed from its original packaging will be considered used and will not receive credit.

The amount of credit is based on the verified quantity of unused product returned, actual cost of the unused product and appropriate restocking fees being applied
(please refer to your invoices for actual product cost)

Faculty Student **If returning both Student and Faculty please use separate forms for each return.**

Material of Regalia: BDG ACADEMIC ELEMENTS
(Please refer to invoice or packing slip for gown style)

PRODUCT RETURNED				
Quantity	Product Description	Unused / Defect	Description of Defect	Plant Verification (Office Use Only)
14	Bachelor Gowns	Unused		
20	Tassels	Unused		
9	Master Hoods	Unused		

If additional lines are required, please attach an additional RMA form.

Comments: _____

When returning multiple cartons, please mark the carton number on the outside of the box (example: 1 of 3, 2 of 3, 3 of 3).
Place this RMA in the last box of your shipment.
Keep a copy of this RMA paperwork for your records.
Returns may take 6-8 weeks for processing from the date the return has been shipped.

For your convenience, this form is available on GradTrack® under Training and References.



Office Use Only:
RMA Number:
BO#:
Date: Initials:

**Returned Merchandise Authorization (RMA) for
Rental (Faculty or Student) Regalia**

***** ALL RENTAL GOWNS, HOODS AND TAMS MUST BE RETURNED ***
USED TASSELS AND MORTAR BOARD CAPS DO NOT NEED TO BE RETURNED**

*A completed copy of this Returned Merchandise Authorization **MUST BE INCLUDED** with all returns.
Credit cannot be processed without this completed form.*

Shipping costs for the return of rental regalia is paid for by Jostens. Please use the shipping labels or Bill of Lading that you received with your order.
Send all returns to:

Jostens- Simpsonville Warehouse
101 Harrison Bridge Road
Simpsonville, SC 29681

School Number: 1035682 Customer Name: Jostens University
Street Address: 148 East Broadway Phone Number: 800-488-2173
City: Owatonna State: MN Zip 55060
Date of Return: 6/1/2010 # of Boxes: 10 Carrier Used: Yellow Freight
Person Completing this form: Jane Sample

Credit will be processed for unused or defective items only. Any item removed from its original packaging will be considered used and will not receive credit.

The amount of credit is based on the verified quantity of unused product returned, actual cost of the unused product and appropriate restocking fees being applied
(Please refer to your invoice for actual product cost)

FACULTY STUDENT

PRODUCT RETURNED				
Quantity	Product Description	Unused	Used	Plant Verification (Office use Only)
20	Doctor Gowns		x	
20	Doctor Hoods		x	
1	Doctor Gowns	x		
1	Doctore Hood	x		

If additional lines are required, please attach an additional RMA form.

Comments: _____

When returning multiple cartons, please mark the carton number on the outside of the box (example: 1 of 4, 2 of 4, etc.).
Keep a copy of this RMA paperwork for your records.
Place this RMA in the last box of your shipment.
Returns may take 6-8 weeks for processing from the date the return has been shipped.

For your convenience, this form is available on GradTrack® under Training and References.

List of Academic Colors

Degree Name	Color Code	Color Description
Accountant	Drab	Drab
Administration	Peacock	Peacock
Advertising	White	White
Aeronautics	Gold	Gold
Agriculture	Maize	Maize
Agriculture Mechanization	Maize	Maize
Agronomy	Maize	Maize
Allied Health	Sage	Sage
American Studies	White	White
Anatomy	Gold	Gold
Animal Husbandry	Silver Gray	Silver Gray
Anthropology	Gold	Gold
Architecture*	Brown	Brown
Art	White	White
Arts	White	White
Assyriology	White	White
Astronomy	Gold	Gold
Aviation	White	White
Behavioral Science	Gold	Gold
Biblical Leadership	Red	Red
Bioengineering	Orange	Orange
Biology	Gold	Gold
Botany	Gold	Gold
Business Administration	Drab	Drab
Business Education	Drab	Drab
Canon Law	Red	Red
Ceramics	Brown	Brown
Chemical Engineering	Orange	Orange
Chemistry	Gold	Gold
Child Development	Light Blue	Light Blue
Chiropractic	Dark Gray	Dark Gray
Church Administration	Russet	Russet
Civics	Gold	Gold
Civil Engineering	Orange	Orange
Classics	Brown	Brown
Clinical Therapy	Gold	Gold
Clothing and Textiles	Gold	Gold
Commerce	Drab	Drab
Communication	White	White
Communication Disorders	Silver Gray	Silver Gray
Communications	White	White
Community Leadership	Peacock	Peacock
Computer Science	Gold	Gold
Conflict Resolution	White	White
Consumer Family Science	Gold	Gold
Corrections/Probation	Purple	Purple
Counseling	White	White
Criminal Justice	Purple	Purple
Criminology	Purple	Purple
Culinary Arts	Brown	Brown
Cultural and Historical Studies	White	White
Cultural Resource Management	Drab	Drab
Curricular	White	White
Dance	Brown	Brown
Data Processing	Gold	Gold
Dentistry	Lilac	Lilac
Dietetics	Gold	Gold
Divinity	Red	Red

Degree Name	Color Code	Color Description
Dramatic Dance	Brown	Brown
Dramatic Theatre	Brown	Brown
Economics	Copper	Copper
Education	Light Blue	Light Blue
Education Administration	Peacock	Peacock
Educational Counseling	Light Blue	Light Blue
Educational Leadership	White	White
Educational Psychology	Light Blue	Light Blue
Electrical Engineering	Orange	Orange
Electronics	Gold	Gold
Engineering	Orange	Orange
English	White	White
Entomology	Gold	Gold
Environmental Studies	Gold	Gold
Ethnic Studies	White	White
Ethnomusicology	Pink	Pink
Fashion Design	Brown	Brown
Finance	Drab	Drab
Finance Operations	Drab	Drab
Fine Arts	Brown	Brown
Fire Administration	Peacock	Peacock
Fire Protection	Gold	Gold
Food Technology	Gold	Gold
Foreign Service	Peacock	Peacock
Forensic Science	Gold	Gold
Forestry	Russet	Russet
General Studies	White	White
Geography	White	White
Geology	Gold	Gold
Gerontology	Gold	Gold
Government	Citron	Citron
Graduate Studies	Light Blue	Light Blue
Guidance	White	White
Health	Sage	Sage
Health Care Administration	Sage	Sage
Health Science	Sage	Sage
History	White	White
Home Economics	Maroon	Maroon
Horsemanship	Sage	Sage
Horticulture	Maize	Maize
Hospital Administration	Peacock	Peacock
Human Development	White	White
Human Letters	White	White
Human Resources	White	White
Human Service	Citron	Citron
Human Services	Citron	Citron
Humanities	White	White
Industrial Arts	Gold	Gold
Industrial Education	Gold	Gold
Industrial Engineering	Orange	Orange
Industrial Relations	Gold	Gold
Information Sciences	Gold	Gold
Interdisciplinary Studies	White	White
Interior Arts	Brown	Brown
International Affairs	Peacock	Peacock
Intervention Specialist	White	White
Journalism	Maroon	Maroon
Juris Doctor	Purple	Purple

* A recent change in color took place for this degree from Blue Violet to Brown.

List of Academic Colors

Degree Name	Color Code	Color Description
Juris Prudence	Purple	Purple
Justice Studies	Purple	Purple
Kinesiology	Gold	Gold
Labor Relations	White	White
Landscape Architecture	Brown	Brown
Languages	White	White
Law	Purple	Purple
Law Enforcement Management	Purple	Purple
Learning Disabilities	Light Blue	Light Blue
Leisure Services/Studies	Sage	Sage
Letters	White	White
Liberal Arts	White	White
Liberal Studies	White	White
Library Science	Lemon	Lemon
Linguistics	Silver Gray	Silver Gray
Literature	White	White
Management	Drab	Drab
Marketing	Drab	Drab
Materials Science	Orange	Orange
Mathematics	Gold	Gold
Mechanical Engineering	Orange	Orange
Mechanical Technology	Gold	Gold
Media Library	Lemon	Lemon
Medical Records	Gold	Gold
Medical Technology	Green	Green
Medicine	Green	Green
Medieval Studies	White	White
Mental Health	Salmon	Salmon
Military Science	Gold	Gold
Missiology	Red	Red
Mortuary Science	Gold	Gold
Music	Pink	Pink
Musical Arts	Pink	Pink
National Security	Gold	Gold
Natural Resources	Russet	Russet
Nursing	Apricot	Apricot
Nutritional Science	Gold	Gold
Occupational Therapy	Drab	Drab
Operations Management	Drab	Drab
Optometry	Green	Green
Oratory	Silver Gray	Silver Gray
Organizational Management	Drab	Drab
Osteopathic Medicine	Olive	Olive
Paralegal	Purple	Purple
Personnel Leadership	White	White
Pharmacy	Olive	Olive
PhD	Royal Blue	Royal Blue
Philanthropy	White	White
Philosophy	Royal Blue	Royal Blue
Photography	Brown	Brown
Physical Education	Sage	Sage
Physical Therapy	White	White
Physics	Gold	Gold
Podiatry/Chiropody	Sage	Sage
Political Science	Citron	Citron
Professional Studies	White	White
Project Management	Drab	Drab

Degree Name	Color Code	Color Description
Psychology	Gold	Gold
Public Administration	Peacock	Peacock
Public Affairs	Peacock	Peacock
Public Health	Salmon	Salmon
Public Policy	Peacock	Peacock
Public Service	Peacock	Peacock
Quality Assurance	White	White
Reading	White	White
Recreation Administration	Sage	Sage
Regional Planning	Gold	Gold
Rehabilitation Counseling	White	White
Religion	Red	Red
Rhetoric	White	White
School Administration	Peacock	Peacock
Science	Gold	Gold
Sculpture	Brown	Brown
Secondary Administration	Peacock	Peacock
Secondary Education	Light Blue	Light Blue
Secretarial Science	Drab	Drab
Social Behavior	Citron	Citron
Social Science	Citron	Citron
Social Studies	Citron	Citron
Social Work	Citron	Citron
Sociology	Citron	Citron
Special Education	Light Blue	Light Blue
Speech	Silver Gray	Silver Gray
Speech Communications	Silver Gray	Silver Gray
Speech Pathology	Silver Gray	Silver Gray
Sports	Sage	Sage
Statistics	Gold	Gold
Student Affairs	White	White
Student Services	White	White
Supervision Admin	Peacock	Peacock
Supervision-Occupational	White	White
Surgery	Green	Green
Surveying	Gold	Gold
Taxation	Gold	Gold
Technology	Gold	Gold
Textiles	Gold	Gold
Theology	Red	Red
Town Planning	Gold	Gold
Universal Studies	White	White
Urban Affairs	White	White
Urban Planning	Brown	Brown
Veterinary Science	Dark Gray	Dark Gray
Vocational Education	Light Blue	Light Blue
Vocational Rehabilitation	Gold	Gold
Welding	Gold	Gold
Wildlife	Russet	Russet
Zoology	Gold	Gold

Tam & Cap

Size Conversion

Caps are one size fits all.

X SMALL

Cap Size	Inches
6¼	19⅞
6⅜	20⅜

SMALL

Cap Size	Inches
6½	20¾
6⅝	21
6¾	21⅜

MEDIUM

Cap Size	Inches
6⅞	21¾
7	22¼
7⅛	22½
7¼	23

LARGE

Cap Size	Inches
7⅜	23⅜
7½	23¾
7⅝	24⅛

X LARGE

Cap Size	Inches
7¾	24½
7⅞	25
8	25¼

Weight Conversion

HEIGHT	REGULAR	*1	*2
4'10"-5'0"	up to 159	160-219	220-280
5'1"-5'3"	up to 179	180-239	240-300
5'4"-5'6"	up to 199	200-264	265-330
5'7"-5'9"	up to 229	230-294	295-360
5'10"-6'0"	up to 259	260-329	330-400
6'1"-6'3"	up to 284	285-354	355-425
6'4"-6'6"	up to 309	310-384	385-460
6'7"-6'9"	up to 329	330-404	405-480
6'10"-7'0"	up to 349	350-429	430-510

*If the height and weight exceeds the above guidelines, the following measurements must be provided in addition to the height and weight:

Chest
Hip
Sleeve length

These measurements need to be noted on the order form in special instructions.

*A wheel chair gown is a custom-made gown that opens in the back with a zipper in the front. This requires the following measurements:

Chest
Arm length
Height, if applicable

*A gown for a pregnant customer is typically treated as normal. You will have to check with the customer to see how far into their pregnancy they will be at the time of the ceremony. When the customer gives you their height and weight, check the chart above. If they are in a regular, they may need to go up to a *1, but in the same height range. If they are in a *1, they may need to go up to a *2. Please note this in special instructions on the order.

Contact information:

**(SCHOOL NAME) EXTENDS ENVIRONMENTAL COMMITMENT TO GRADUATION
Graduates to wear new Elements Collection™ Regalia by Jostens**

(CITY)—(Date, 2010)—Choosing to lead by example, (school name) will extend its commitment to environmental sustainability by graduating in Jostens new Elements Collection™ graduation regalia. In making the decision, school officials considered the desire for students to celebrate the (school name) graduation tradition, knowing that their graduation attire was created with the utmost concern for the environment. Approximately (number) students will debut the new caps and gowns at graduation ceremonies held at (location) on (date).

(School quote)

The fabric used in Jostens Elements Collection™ was developed using 100% acetate material, selected after an extensive evaluation of various options by Jostens. Based on scientific research, the fabric is proven to decompose in soil in one year. In addition, the Eco-Zip™ coil zipper tape and teeth are made from 100% recycled PET. Earth-friendly packaging contains ECM BioFilms™ material that facilitates the decomposition process of the cap and gown bag.

The Elements Collection™ also offers students an additional way to support the environment through a unique Student Give Back Program. When a student redeems their Elements Collection™ regalia hang tag code online, Jostens will contribute \$1 to support environmental sustainability.

Announcements



Jostens Announcements

Pride in accomplishment is just one reason students purchase announcements. Another key desire is to express their pride in achieving this accomplishment at your college or university.

If you are looking to help your students share pride in their achievement, Jostens can help you develop an announcement program to meet your objectives and your students' needs. As our new announcement partner, you have likely already determined the type of product you will be offering for the coming year; however, your needs over time may change. The summary that follows presents the different programs Jostens offers along with the key elements of each offering.



Certificate of
Appreciation

Envelope Seal

Personalized Graduation
Announcement

Tissue Insert

Diploma Frame

Return
Address Label

Custom Seal
Notecard

Personalized Graduation Announcements

The new standard in graduation announcements is the Jostens Personalized Graduation Announcement (PGA) program, which allows students the greatest level of personal customization while enhancing the university brand and presence. The PGA program combines a strong university statement with partially customized student text. Students are able to incorporate their name and degree into the body of their product for a truly personalized product.

Personalized graduation announcements work in most situations and may be supported through your Jostens representative events, in-store promotions, online via college.jostens.com and through the Jostens Consumer Contact Service Center at 1-800-854-7464. Please visit with your Jostens representative on the most appropriate sales and marketing effort for your school.

Other Available Products Offered

Jostens also offers a full line of accessories that includes: Thank You Notes, Custom Seal Notecards, Return Address Labels, Envelope Seals, Tissue Inserts, Certificates of Appreciation, Souvenir Tassels and Diploma Frames.

Product Specifications

- Customized to the school in product design
- Date, time and place details included within the printed text
- Individual student inputs name and selects degree text

Minimum Quantities

- 300 Personalized Graduation Announcements per year (12 pkgs).



Souvenir Tassel

Packaging

- Product ships direct to student in the quantity ordered
- Minimum purchase quantity for the student is 25; additional units can be purchased in increments of 5

Turnaround Time

- To prepare the stock used to fulfill student orders, please allow six weeks; if new artwork is required, allow eight weeks from art approval to student's desired date of availability.
- Upon receiving the completed student order, Jostens will manufacture student product within 10 business days. Online ordering ensures that all needed information is provided and often delivers the quickest turnaround. Incomplete information on student orders may delay order fulfillment.

Pricing

- Dependent on design specifications
- Jostens recommends a suggested retail price but final consumer pricing can be set by the store.

Shipping Costs

Students will be billed shipping and handling charges as part of their individual order; additional charges will apply for expedited shipping.

Returns

No returns are available on custom product. Individual consumer refunds will be issued for errors generated within the printing facility. Errors due to misspellings, illegible printing or incorrect details provided by the consumer are not eligible for refunds.

Jostens Limited Warranty

Jostens stands behind all of its products. We warranty our products against defects in workmanship and materials that are present at the time of original delivery and will replace these products at no charge within 30 days of product receipt. Jostens limited warranty does not extend to errors or defects caused by incorrect information provided by the school or students or on any order form.

Order Placement

Personalized Graduation Announcement orders may be placed at Jostens events, within the bookstore, online or via the phone. Jostens will not accept faxed orders. If you have any questions regarding our ordering options, please speak with your Jostens representative or campus services team.

PGA Orders Placed Online

As part of the Personalized Graduation Announcement program, Jostens encourages all graduation partners to utilize the customized web experience at college.jostens.com. Your students can access the site anytime—day or night—to place their orders. Jostens standard practice is to have your ordering link available within days of a sample being approved and produced. Turnaround time for student orders is often quickest using online ordering.

PGA Orders Placed Via the Phone

Jostens Consumer Contact Services Center is available between the hours of 8 a.m. to 5 p.m. Central Time, Monday through Friday for consumers who choose not to place their orders online. Our toll-free number is 1-800-854-7464.

PGA Orders Placed Within the Store

All orders placed at the school or bookstore and not directly with Jostens should be mailed to Jostens using the materials provided. Please send orders and full payment via check (payable to Jostens) or credit card (MasterCard, Visa, American Express and Discover) for each separate student order to:

Jostens
Attn: Announcement Order Processing
148 East Broadway
Owatonna, MN 55060

Please remember, sales tax should be collected on all student orders based on the student's shipping address. We are unable to accept fax orders.

Production scheduling begins when an order is received by Jostens, so please forward in-store orders as they are received. This will ensure that we are able to turn the product as quickly as possible thus meeting customer expectations. All orders will be mailed directly to the student at the address provided on the order forms. See Appendix A for a completed PGA order form example.

Traditional Announcements

Full Text or Contemporary

This traditional graduation announcement program offers a custom-designed product with either full- or limited-text options. Based on your selection, Jostens may provide date, time and place cards and/or degree cards with the printed announcement. This traditional graduation announcement program works best in the following environments:

- Retail environments with unproven or limited sales volume
- Retail environments wanting to meet students' last-minute purchasing needs
- Colleges and universities that provide each student a limited number of announcements/invitations for the actual graduation ceremony

For schools that anticipate having at least 25 students ordering graduation announcements yearly in addition to those provided by the school, Jostens recommends coupling this program with the Jostens Personalized Graduation Announcement (PGA) program. Please contact your Jostens representative for additional details.

Full Text

Jostens full-text offering incorporates the school's full ceremony details including date, time and place in the printed text. This is a great option for those colleges and universities that supply students with a limited number of ceremony invitations or tickets.

With our full-text option, Jostens provides you, at no charge, name and degree cards for up to 25% over the number of full-text announcements ordered.

Contemporary or Partial Text

This solution is best suited for colleges and universities that are uncertain as to how many custom-designed announcements will be sold. By selecting a partial-text announcement, the school or bookstore is able to inventory any product that is not sold since the ceremony date, time and place are not included within the printed announcement. Date, time and place cards are printed by Jostens and can be inserted by the student. Optional name and degree cards may also be made available at Jostens. For each partial-text announcement ordered, Jostens will provide, free-of-charge, the number of date, time and place cards up to 25% over and above announcements ordered. Additional cards are available for purchase.

Product Specifications

- Customized to the college in product design
- College text provided by the school
Includes date, time and place cards with contemporary-text option
Includes date, time and place cards with full-text option
- No pre-printed customization at the student level is provided
- Pricing includes date, time and place cards and/or name and degree cards (up to 25% more than the announcement quantity ordered)

Packaging

- Packaged in groups of 5 or more; available in other quantities but may incur a charge
- Includes announcements, inner and outer envelopes
- Requested date, time and place cards and/or name and degree cards
- Packs are typically polywrapped with degree cards. Date, time and place cards are typically shipped separately unless otherwise requested

Turnaround Time for Stock Production

- Production with new artwork—8 weeks
- Production with existing artwork—6 weeks

Pricing

- Dependent on design specifications
- Prices effective July 1st through June 30th. Prices are subject to change.

Shipping & Handling Costs

- Shipping & handling costs will be billed to the store

Minimum Quantities—300 Traditional announcements

Returns

- No returns are available on custom product

Jostens Limited Warranty

Jostens stands behind all of its products. We warranty our products against defects in workmanship and materials and will replace these products at no charge. Jostens warranty does not extend to errors or defects caused by incorrect information provided by the school or students or on any order form.

Order Placement

Orders for Traditional Announcements should be submitted via Jostens electronic order form. This form is available through your campus services team and an example is provided in Appendix B.

Maximizing Your Student Sales and Experience

To get the most of your Jostens partnership, we are happy to offer several tools in the promotion of your upcoming ceremony and Grad Products sale. We strongly believe that these efforts are not simply to sell additional product but to also build student and university excitement. Your Jostens representative can provide you additional details and support for each. Key program options include:

Jostens Grad Finale™

A customized program for your school to help those graduating be recognized for their accomplishments while “checking off” their to-do list. Ask your Jostens representative how this program can bring together the university constituents prior to this great celebration.

E-Marketing Capabilities

A simple way to get your message out to graduating seniors, be it an invite to the Grad Finale, a last reminder for announcements or a reminder to pick up their cap and gown, Jostens can help you create, and implement, a tailored message to your students.

Jostens has a strict policy regarding its use of student name and address lists provided by a school to Jostens. We request such lists in order to distribute information to the students related to events and opportunities involving Jostens products and services that Jostens provides to the school and/or directly to students with the school's permission (such as class rings, yearbooks and memory books, graduation announcements and accessories, and caps and gowns).

Jostens maintains student information such as names and addresses at a high level of confidentiality and will use the students' names and addresses as noted above. Likewise, Jostens will not sell or give the students' names and addresses to any third party that is unaffiliated with Jostens.

Banner Ads

Drive students from your bookstore or school's site directly to the Jostens ordering page established for your school.

On-Site Promotional Materials

Your Jostens representative will work with you to determine the best on-campus promotional plan for your school. Your Jostens representative can work with you to determine which in-store promotions might best suit your environment. Sample display boards that proudly display your custom announcement products are considered a must by many for in-store sales efforts.

Web Catalog Activation

Your campus services team can activate your online offering within days of receiving the final sample from the plant. This is a great tool in allowing you to keep your store open around the clock. Your customers are able to browse the custom product available, configure it to their specifications and complete their transaction. Anytime. Anywhere.

Setting Up Your Announcement Program for the Coming Year

After working with your Jostens representative and deciding the program that is right for you and your school, the following steps should be finalized as soon as possible.

- Finalize Your Product Offering
- Finalize Pricing
- Art Approval
- Date, Time and Place Submission
- Estimating Order Volume
- Order Placement—Traditional Announcements

Finalize Your Product Offering

Jostens offers a number of products that will complement your students' graduation announcements. Many of these products can be customized to the school while, for others, it may be best to use one of the Jostens pre-designed products based on the anticipated sales volume. Please work with your Jostens representative to determine which of these products and options may be best suited to your school.

Available products may include Custom Seal Notecards, Souvenir Tassels, Etiquette Seals, Return Address Labels, Certificates of Appreciation, Tissue Inserts, Thank You Notes and Diploma Frames.

Finalize Pricing

Jostens has developed recommended pricing for its announcement product line based on current market dynamics and historical sales data at a national level; individual store and regional dynamics should be discussed with your Jostens representative in finalizing pricing. Jostens pricing to the store will vary depending on product design and retail price established (affecting licensed accounts only).

Jostens does reserve the right to modify its wholesale prices in cases of higher retail pricing in licensed accounts. This increase will be in an amount equal to that needed for additional royalty expenses.

Art Approval

Jostens will not begin any pre-production prior to receiving artwork approval from your school. Upon approval, you should allow six weeks from approved artwork to stock production. If new artwork or tooling is not required, you can expect a four-week turnaround. Once stock is available, please allow 10 business days from order submission to product fulfillment.

Make sure to contact your campus services team if you will be making any changes to your product offerings.

Changes in artwork after approval, or during an existing contract, that results in stock run prior to the revision will result in destruction costs being charged to the customer.

Date, Time and Place Submission

One of the most critical elements of the Graduation Announcement is accurate date, time and place information. This information should be provided to your campus services team as soon as it becomes available. At a minimum, date, time and place information is due to your campus services team 90 days prior to your event. The best way to submit this data is via email to your campus services team. Delays in providing this information will delay product availability and production for your students.

Your text with your newly submitted date, time and place will be sent back to you for verification. Upon receiving your approval, please allow up to three business days to have your online ordering capability activated.

Estimating Order Volume

Historical sales, student population shifts and the experience of your Jostens representative may provide the greatest insight into estimating your sales for the year. Please provide your estimates as early in the process as possible.

If you are an existing Jostens customer, we will base your stock run on last year's sales unless otherwise notified. Please let your campus services team know of any expected changes in either your product offerings or sales, up or down, as soon as possible.

Follow-Up

Throughout the process, several Jostens team members are available to you for assistance. Below are your key contacts.

Jostens Sales Representative:

- Event Scheduling
- Product Offering Set-Up
- General Account Review/Questions

Campus Services Team, 1-800-488-2173:

- Artwork Approval
- Date/Time/Place Submission
- Traditional Announcement Order Placement
- Traditional Announcement Order Status
- Billing Assistance

Consumer Contact Service Center, 1-800-854-7464:

- Consumer Order Placement
- Consumer Order Tracking
- Consumer Warranty

college.jostens.com:

- 24/7 Consumer Order Placement
- Graduation Etiquette

Jostens Personalized Graduation Announcement Order Form
Read instructions on reverse before completing this form.

1 Shipping Information Order will be shipped to this address. 102210

Jane DOE
123 East Main Street
Sampletown
Jostens State University
Sampletown

3088881111
MN 63333
442894
MN

2 Personalize Your Announcement Information will be printed EXACTLY as listed in below. Jostens is not responsible for misspellings, errors or omissions.

Jane Lynn Doe

Degree Type 1

<input type="radio"/> Other	<input type="radio"/> Associate of Arts (30) <input type="radio"/> Associate of Science (33)	<input type="radio"/> Bachelor of Arts (38) <input checked="" type="radio"/> Bachelor of Science (25)	<input type="radio"/> Bachelor of Business Administration (14)	<input type="radio"/> Master of Arts (51) <input type="radio"/> Master of Science (55)
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Optional Text 1

<input type="radio"/> Cum Laude (36) <input type="radio"/> Magna Cum Laude (55) <input type="radio"/> Summa Cum Laude (34)	<input type="radio"/> with Honors (33) <input type="radio"/> with Highest Honors (38) <input type="radio"/> with High Honors (36)	<input checked="" type="radio"/> with a Minor in (21) <input type="radio"/> with an Emphasis in (32) <input type="radio"/> with a Focus in (11)	<input type="radio"/> with a Concentration in (27) <input type="radio"/> with a Specialization in (110) <input type="radio"/> with an Option in (12)
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Computer Science

Spanish Translation

Degree Type 2

<input type="radio"/> Other	<input type="radio"/> Associate of Arts (30) <input type="radio"/> Associate of Science (33)	<input type="radio"/> Bachelor of Arts (38) <input type="radio"/> Bachelor of Science (25)	<input type="radio"/> Bachelor of Business Administration (14)	<input type="radio"/> Master of Arts (51) <input type="radio"/> Master of Science (55)
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Optional Text 2

<input type="radio"/> Cum Laude (36) <input type="radio"/> Magna Cum Laude (55) <input type="radio"/> Summa Cum Laude (34)	<input type="radio"/> with Honors (33) <input type="radio"/> with Highest Honors (38) <input type="radio"/> with High Honors (36)	<input type="radio"/> with a Minor in (21) <input type="radio"/> with an Emphasis in (32) <input type="radio"/> with a Focus in (11)	<input type="radio"/> with a Concentration in (27) <input type="radio"/> with a Specialization in (110) <input type="radio"/> with an Option in (12)
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121810 1100 ^{am} **Campus Dome**

3 Choose A Package

BASIC PACKAGE	ESSENTIAL PACKAGE	DELUXE PACKAGE 1
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4 Add to your Package Write desired number of sets by each product. Package Price **\$158.55**

Product	Number of Sets	Price	Total
Personalized Announcements (set of 25)		\$	\$
Additional (set of 5) (only available with initial purchase of 25)		\$	\$
Thank You Notes (set of 25)		\$	\$
Etiquette Seals (set of 25)		\$	\$
Custom Seal Note Cards (set of 25)		\$	\$
Diploma Frame: <input type="radio"/> Associate <input type="radio"/> Bachelor <input type="radio"/> Master <input type="radio"/> Doctor		\$	\$
Souvenir Tassel (1)	1	8.00	8.00
Tissue Inserts (set of 25)		\$	\$
Return Address Labels (set of 25) <input type="radio"/> Address same as above <input type="radio"/> Use Address below		\$	\$
Jane Doe 628 Broadway Sampletown MN 63333		\$	\$
Certificate of Appreciation with Cover	1	19.95	19.95
Certificate of Appreciation without Cover		\$	\$
My loving and supportive family		\$	\$

5 Payment Check/Money Order Credit Card

Amount Number: **208 24** Exp. Date (required): **01 11**

Card Holder's Signature: **Jane Doe**

Shipping/Handling: 9.95
Subtotal: **196.45**
Sales Tax: **67.11**
Optional Expedited Shipping (if to be shipped):
Total: **208.24**
Amount Paid: **208.24**

Customer Signature Required On All Orders

CB-0234 PRINTED COPY

Jostens guarantees merchandise against defects in workmanship and materials. Jostens does not guarantee against defects caused by illegible printing, mispacking or incorrect information provided on order form. Due to the above products being customized, no changes or cancellations are accepted after initial order is submitted.

JOSTENS		GENERIC ANNOUNCEMENT ORDER FORM	
SECTION A			
Date:	<input type="text" value="10/30/09"/>	Campus Services Rep	<input type="text" value="Jane Do"/>
School Name:	<input type="text" value="Jostens University"/>	CUST NBR: (Office Use Only)	<input type="text"/>
Attention:	<input type="text" value="Sample Sample"/>	S.O. NBR: (Office Use Only)	<input type="text"/>
Ship To Address:	<input type="text" value="148 East Broadway"/>	P.O NBR:	<input type="text" value="98987"/>
City:	<input type="text" value="Owatonna"/>	State:	<input type="text" value="MN"/>
Phone Number:	<input type="text" value="888-888-8888"/>	Zip Code:	<input type="text" value="55060"/>
Requested Delivery Date:	<input type="text" value="11/20/09"/>	***Must follow standard lead time - 2 weeks plus shipping*** Orders with less lead time are NOT guaranteed and may incur extra charges. Please see instruction sheet for exceptions to lead times.	
Special instructions:	<input style="width: 100%;" type="text"/>		
SECTION B FULL TEXT ANNOUNCEMENT: ORDERING INFORMATION (This is an announcement that has the date, time, and place printed on it.)			
TOTAL OF ANNC SHEETS-(NOT BUNDLES)		300 minimum-	QUANTITY <input type="text" value="300"/>
HOW TO PACK:	<input type="text" value="POLYWRAPPED"/>	<input type="text" value="25"/>	<input type="text"/>
FULL TEXT - COMMENCEMENT SPECIFICATIONS		TOTAL OF BLANK DEGREE CARDS-(NOT BUNDLES)	
DATE:	<input type="text" value="12/18/2009"/>	QUANTITY:	<input type="text" value="300"/>
TIME:	<input type="text" value="2:00"/>	POLYWRAP W/ ANNOUNCEMENTS?	<input type="text" value="Yes"/>
PLACE:	<input type="text" value="Jostens Arena"/>		
SECTION C CONTEMPORARY TEXT ANNOUNCEMENT: ORDERING INFORMATION (This is an announcement that requires a date, time, place card. This means the date, time, and place is not printed on the announcement itself, but on the card to be inserted instead.)			
TOTAL OF ANNC SHEETS-(NOT BUNDLES)		300 minimum-	QUANTITY <input type="text"/>
HOW TO PACK:	<input type="text" value="POLYWRAPPED"/>	<input type="text"/>	<input type="text"/>
CONTEMPORARY TEXT- COMMENCEMENT SPECIFICATIONS		TOTAL OF BLANK DEGREE CARDS-(NOT BUNDLES)	
DATE:	<input type="text"/>	QUANTITY:	<input type="text"/>
TIME:	<input type="text"/>	POLYWRAP W/ ANNOUNCEMENTS?	<input type="text"/>
PLACE:	<input type="text"/>		
TOTAL OF DATE, TIME, PLACE CARDS-(NOT BUNDLES)		QUANTITY: <input type="text"/>	
POLYWRAP W/ ANNOUNCEMENTS?		<input type="text"/>	
Please note that your Date, Time, Place cards are at no charge up to 25% over your total announcements ordered . After that there will be a \$.10 charge per card.			
SECTION D ADDITIONAL PRODUCT TO ORDER (IF APPLICABLE)			
Date, Time, Place Cards- QTY:(Total Nbr) POLYWRAP WITH ANNOUNCEMENTS?		Date, Time, Place Cards- QTY:(Total Nbr) POLYWRAP WITH ANNOUNCEMENTS?	
<input type="text" value="300"/>		<input type="text"/>	
COMMENCEMENT SPECIFICATIONS		COMMENCEMENT SPECIFICATIONS	
DATE:	<input type="text" value="12/18/2009"/>	DATE:	<input type="text"/>
TIME:	<input type="text" value="2:00"/>	TIME:	<input type="text"/>
PLACE:	<input type="text" value="Jostens Arena"/>		
Date, Time, Place Cards- QTY:(Total Nbr) POLYWRAP WITH ANNOUNCEMENTS?		Special Card: (If applicable) POLYWRAP WITH ANNOUNCEMENTS?	
<input type="text"/>		<input type="text"/>	
COMMENCEMENT SPECIFICATIONS		SPECIFICATIONS:	
DATE:	<input type="text"/>	<input style="width: 100%;" type="text"/>	
TIME:	<input type="text"/>		
PLACE:	<input type="text"/>		
Other Product (If applicable)			
<input style="width: 100%; height: 100%;" type="text"/>			

Diplomas



Jostens Fine Quality
Diplomas

A strong graduation tradition instills pride on campus and increases your school's brand, strength and visibility in the community.

Jostens recognizes the importance of the diploma to both your school and your students. For them, the crowning glory of years of commitment, dedication and accomplishment are all captured in this single document. For you, a final send-off, a constant reminder to your alumni and a strong branding tool hung proudly on an office or home wall for others to see.

We are truly honored to be partnering with you to deliver on this, the most important "paper" of their college career. We are proud to have your confidence in documenting this momentous achievement.

Setting Up Your Diploma Program

With the importance of this document, and the longevity it will have for the recipient, it is critical to create the product that matches your student's accomplishment and investment. Your Jostens representative and campus services team can assist you in creating a diploma starting with the correct paper all the way through the design process.

The process that you will follow with your Jostens representative is outlined below:

- 1) Provide specific design details, including title lines and signatures if applicable and anticipated annual quantity. This will allow us to complete a service order and request artwork for your approval.
- 2) Review artwork and provide revisions or approval.
- 3) Once you have approved the artwork, you may start preparing your first order.

Your Product Offering

Working with Jostens provides you with a full complement of product expertise. In addition to your Jostens representative, you will be working with our on-staff art department as well as a diploma product specialist to create a document that will meet your branding needs. This team of design experts will provide you with recommendations around both the technical and aesthetic messages that you choose to convey.

Diploma Certificates

Your Jostens representative can help you explore all of the options to make your certificate truly one-of-a-kind. Decisions on the following should be communicated to Jostens as soon as possible.

Paper Selection: Jostens fine-quality paper line includes a variety of archival-quality options including recycled papers.

Printing Options: Be it engraving, fineline, lithography or some combination, Jostens can provide you the look, and feel, you desire.



Seals and Etching Options: One of the best ways to differentiate your diploma. Don't forget this is a great opportunity to commemorate key milestones for your school such as your school's centennial.

Diploma Sizes: Often driven by tradition and school history. Standard sizes used in colleges are typically larger than those found in high schools. The most common size for colleges and universities is 8½" x 11". The trend is to provide different sizes based upon the level of the degree.

Color: Accentuate their accomplishment by adding color to your seal, the first letter of each part of your school name, or an entire heading.

Milestone Event Recognition: Is your school getting ready to celebrate an anniversary or an inauguration? Celebrate this event on your diploma certificate.

Recognition Certificates: We recognize that graduation isn't the only time you recognize your current, prospective and past student achievements. That's why Jostens has developed a line of high-quality certificates for your other needs. Work with our art designers or leverage some of our existing ideas to economically and professionally recognize Dean's List Recipients, Newly Accepted Students, Distinguished Alumni Donors or Athletic Award Winners. We've also developed a line of staff recognition certificates.



Diploma Covers

One of the key decisions for any college or university is how they will carry out the ceremonial awarding of the degrees. Most colleges and universities have moved to high-quality presentation covers for this purpose. Decisions on the following should be communicated to Jostens as soon as possible.

Cover Color and Material: Please work with your Jostens representative to explore the options.

Cover Ornamentation: Whether it's a school seal or a student's name on the cover, a landmark etching or a full-color replication of a significant monument on the inside, Jostens will work with you to develop the artwork that captures your school detail.

Looking for something new? Jostens now offers a "high-definition" replication of your campus landmarks in addition to our traditional etchings. This offering is a new way to display the true beauty of your campus to all your graduates.

Milestone Event Recognition: Is your school getting ready to celebrate an anniversary or an inauguration? Celebrate this event on your diploma cover or certificate.

Accessories Products

Whether it is to make your distribution easier, commemorate your students' achievement or meet your award needs at this critical time in your students' educational careers, Jostens offers several solutions to meet your needs.

Mini-Diplomas: A great commemorative gift to your students, these wallet-sized replicas of your students' actual diplomas allow grads to share their pride as alums wherever life takes them. Mini-diplomas are often sponsored by an alumni association and offer the ability to include a personalized message on the back of the document.

Shipping Mailers: Looking for packing or shipping options for your student diplomas? Your Jostens campus services team can review with you our line of self-mailers available to deliver your diplomas safely in style.

Certiguards: These protective acetate sheets are included with each diploma cover ordered. Extras are available for an additional fee.

Awards: Jostens has a full line of award products from certificates to plaques and beyond. Please follow up with your Jostens representative or campus services team to explore the options.

Instant Honor and Honor Stickers: Handle your last-minute honors designations with Jostens scratch-on appliqués or gold self-adhesive seals.

Product Fulfillment

Jostens is happy to help you deliver this crowning achievement via the most appropriate vehicle. Whether it is prior to graduation, for your ceremony, or after the ceremony, for your staff to distribute. Jostens will work with you to develop the best program to meet your needs.

Art Approval

If you are new to Jostens, the best way to expedite artwork approval is to provide your Jostens representative with a current sample of your diploma—a hard copy is preferred—along with any revisions you’ve worked through. Please allow two weeks for your initial artwork to be produced and sent to you for approval.

Jostens will not begin any pre-production prior to receiving artwork approval from your school. Upon approval, you should allow six weeks from approved artwork to stock production. If artwork is not approved within 30 days, an invoice for the artwork charges will be generated and mailed to you.

Changes in artwork after university approval, or during an existing contract, that results in a stock run prior to the revision will result in destruction costs being charged to the customer.

Providing the University Personnel Titles and Signatures:

It is critical that Jostens has on file the most current titles and signatures to be replicated on your diploma. This information should be provided to your campus services team as soon as it is available.

Order Placement

The preferred order placement method is Jostens proprietary tool, GradTrack®. This online tool provides you with the ultimate in control—ordering, tracking, planning and organizing. In addition, GradTrack orders have a quicker turnaround time than orders placed via any other method—three weeks as opposed to four weeks for certificates and four weeks as opposed to six weeks for covers. To receive an overview of GradTrack or obtain your secure login information, please contact your campus services team.

- Use GradTrack to build key ordering dates into your event calendar. This will provide you a reminder of when your order needs to be placed for graduation.
- Hold your individual orders in your GradTrack shopping cart for consolidation as long as possible, but still provide time to meet Jostens stated lead times. This will allow a more streamlined process on your end and dramatically reduce your shipping costs.

As you get ready to place your orders, please keep in mind that the information you provide will appear “as is” on your printed diplomas. To ensure that your students receive their diplomas looking just as you intend, please review the following checklist.

Pre-Submission Checklist

- Abbreviations—A common timesaver but not one often found on diplomas. Make certain you have replaced your AA, BA, BS, DR, etc., throughout your degree fields with the exact spell-out that you want printed on the diploma.
- Spelling—Particularly in the name, degree and majors fields, do one final check for those potential typos. We’ve seen a few Bachelor and Science degree typos, so pay particular note to those.
- Signatures—Have you selected the appropriate signatures for all the diplomas and certificates you’re ordering?
- Graduation Date—Please be certain to include the graduation date so that we may format it onto your diploma.
- GradTrack has a “special character” chart available for your reference. To ensure that all special characters are printed as desired, please use this chart for your orders.

These GradTrack tips will help ensure that an accurate order is placed and produced. Please contact your campus services team if you have any questions.

Orders placed with less than stated lead times may be subject to additional processing and/or shipping charges in an attempt to meet the desired demand date. We can not guarantee delivery dates for these orders.

Non-standard items, such as oversized covers (larger than 8½" x 11") may require longer lead times. Your campus services team should be able to assist in identifying any items that may fall outside of published lead times.

Order Status

With Jostens GradTrack® tool, you have instant visibility to the status of your diploma orders and you can monitor the progress until it has shipped. You will have the ability to view the status of all your orders at a summary level as well as drill down to a more detailed level. Simply log onto GradTrack and go to the Order Status section. If you have not yet received your login information, please contact your campus services team.

Payment Options

Jostens must include all applicable sales tax on all diploma orders unless approved documentation for tax-exempt status is on file. Invoices for all orders, except prepaid orders, are generated at time of product shipment and terms are net 30.

If your school requires a purchase order, please be certain that the appropriate information is provided via GradTrack when you place your order.

If you wish to pay your invoice with a credit card, you will need to wait to receive your invoice and call in with your credit card information to the 1-800# provided on your invoice.

Quoted pricing for annual agreements is effective July 1 through June 30. Prices are subject to change.

Jostens Limited Warranty

Jostens stands behind its certificates/diplomas and diploma covers. We warranty our products against defects in workmanship and materials that are present at the time of original delivery and will replace these products at no charge within 30 days of product receipt. Jostens limited warranty does not extend to errors caused by incorrect information provided via GradTrack or any other order form.

Setting Up a Successful Delivery

- Utilize GradTrack to build key ordering dates into your event calendar. This will provide you a reminder of when your order needs to be placed for graduation.
- Hold your individual orders in your GradTrack shopping cart for consolidation as long as possible, but still provide time to meet Jostens stated lead times. This will allow a more streamlined process on your end and dramatically reduce your shipping costs.
- Group backdated orders where possible and/or with your current graduate orders. Backdated diplomas submitted in orders of fewer than 25 are subject to a \$10 per certificate backdated charge.
- Watch your lead times. Expedited freight and processing charges can apply to rush orders.
- Conduct one final review prior to order submission. See tips provided under “Order Placement.”
- Review your order as soon as it arrives.
- If you are ordering diploma covers, order a few extra for last-minute graduates. This ensures you have all that you need and that there aren’t any last-minute emergencies.
- If your school requires a purchase order number for invoice purposes, please submit this detail when you place your order via GradTrack.

Setting Up Your Diploma Program for the Coming Year

The start of a new year is a great time to review your diploma with a fresh perspective. Is your school celebrating a milestone? Do you have a new president or school dean? Are you looking for a way to freshen up your current diploma(s)? Your Jostens representative and campus services team can assist you with these areas and provide recommendations on how your school's diploma can truly be a one-of-a-kind.

As you are preparing for the next graduation, please complete the following:

- 1) Communicate any details/revisions on products offered, keeping in mind any new product offerings or any upcoming milestone celebrations.
- 2) Review and update any applicable University Personnel Titles and Signatures changes.
- 3) Communicate any changes you would like to make to product delivery/distribution options.
- 4) Report any unit volume increases or decreases.

Finalizing Details/Revisions on Products Offered

If you are making any revisions to your product offering for the coming year, please communicate these to your Jostens representative or campus services team as soon as possible. This will include paper, design, text changes or addition of new products or accessories. A great time to consider these changes is during the summer months, before your stock is produced for the school year.

In the event that new artwork is required, your request should be submitted at least ten weeks before your required delivery date. As with any art change, Jostens will not begin any pre-production prior to receiving artwork approval from your school. Changes in artwork after approval, or during an existing contract, that results in a stock run prior to the revision will result in destruction costs being charged to the customer.

Please remember that if you are mid-year and are requesting an art change, you may be charged for any existing stock. Please work with your campus services team on remaining inventory and the resulting charges.

Reviewing and Updating University Personnel Titles and Signatures

It is critical that Jostens has on file the most current titles and signatures to be replicated on your diploma. To review the titles and signatures we have on file, simply go to GradTrack. jostens.com and under the 'Diploma Order Management' section, click on 'Signature Management'. Here you will be able to verify what we have on file, notify us about a signature or title change or obtain a copy of the signature form that needs to be filled out and sent to us, either electronically or via the mail, if you have a new signature that you need to send to us. Additional facsimile signatures will be invoiced as they are created.

Reporting Unit Volume Increases or Decreases

Initial quantity estimates for the year, and the resulting stock production, is typically based on last year's usage figures. It is critical, if you expect a change, to get this year's details to your campus services team as soon as possible. Accurate estimates ensure that Jostens is prepared for your final order when it is placed.

Follow-Up

Throughout the process, several Jostens team members are available to you for assistance. Below are your key contacts.

Jostens Sales Representative:

- Product Design
- General Account Review/Questions

Campus Services Team, 1-800-488-2173:

- Artwork Approval
- Signature and Title Submission
- GradTrack Assistance
- Product Defects

