

e TEARSHEETS

A NEW SYSTEM TO TRACK & STORE YOUR ADVERTISING

1

Go to

<http://ai.prestelignce.com/us/signup>

2

Follow the prompts to set up your e-tearsheet user account.

3

We will confirm your account activation with an email message and you will have immediate access to your tearsheets.

Upon activation of your e-tearsheet account, we will discontinue mailing paper tearsheets to you.

IT'S FREE! SIGN UP TODAY.



Frequently asked questions

I have a dial-up modem. Can I use this service?

Yes. Even with a dial-up modem, you can quickly view tearsheets. However, if you'd like to download pdf or jpeg images of your tearsheets, a high-speed connection will reduce download time. If you are using a dial-up modem, we recommend you decline the option to receive email notification that tearsheets are available to avoid slowing down your system.

If I have a problem with my e-tearsheet account, is technical support available?

Yes. Simply call The Press directly during business hours (Mon-Fri 8:30 a.m.-5 p.m.) and our e-tearsheet staff will lend you a hand. After business hours, click on the "help" button on the web site for 24-hour technical support or call 1-888-438-6050.

Paper tearsheets take two or more days to receive by mail. Will e-tearsheets arrive more quickly?

Yes. This automated system will post e-tearsheets for each day's paper within a few hours of publication. Usually, they will be available by 2 p.m. the day of publication.

I place ads for several different advertisers. Can I access tearsheets for all of them?

Yes. You can easily manage tearsheets for multiple accounts with one e-tearsheet user log-in.

I place ads in more than one newspaper. Can I view e-tearsheets from multiple publications if I register through The Grand Rapids Press?

You can view e-tearsheets from multiple publications, but you must obtain a log in for each publication. Please call 616-222-5776 for more information.

If I register for e-tearsheets, can I occasionally obtain paper tearsheets if I need them?

Yes. Simply contact your sales rep and explain your request. A limited number of paper tearsheets can be sent to you at no cost.

Do you offer training to teach me how to access my tearsheets?

Once your account is activated, we will send you additional information to help you manage your account. The e-tearsheet Web site <http://ai.prestelignce.com> will also give you simple prompts that guide you through the system, so little training is necessary. However, if you'd like some help getting to know the system, your Press sales rep will be happy to visit your office and provide training.

Do I need special computer software or hardware?

No. All you need is an Internet connection and a Web browser such as Internet Explorer or Netscape Navigator. The system is supported by both dial-up and high speed Internet connections.

Do I have to have a lot of storage space on my computer to keep past e-tearsheets on file for my future reference?

No. Up to a one-year archive of your published ads will be stored in a searchable database on our servers, so no electronic storage at your office is necessary unless you choose to download your files.

How do I register to begin receiving my tearsheets electronically?

Go to <http://ai.prestelignce.com/us/signup> and follow the prompts to set up your e-tearsheet user account. We will confirm your account activation with an email message and you will have immediate access to your tearsheets. Upon activation of your e-tearsheet account, we will discontinue mailing paper tearsheets to you.

Tearsheet Support Staff:

Monday-Friday 8:30 a.m. - 5 p.m.
616.222.5776 • 616.222.5385 • 616.242.1002

After hours: 1.888.438.6050

Business Hours:
Monday-Friday 8:30 a.m. - 5 p.m. (EST)
Published every weekday evening;
Saturday, Sunday and holiday mornings

Retail Advertising: 616.222.5600
Retail Fax: 616.222.5206

Classified Advertising: 616.222.5555
Classified Fax: 616.222.5645