

# LSC Communications

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## INSITE – CUSTOMER / LSC Communications EXPECTATIONS

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This document explains the responsibilities of LSC Communications and their customers when using the Insite system. LSC Communications is responsible for providing publishers with guidance about print best practices for designing pages and making PDF files, and for faithfully reproducing submitted files in adherence with generally accepted industry standards for quality book production. LSC Communications publishes comprehensive print best practices information on their website.

The customer is responsible for providing final files to LSC Communications, preferably in PDF format, made to best practices quality and uploaded through our Insite system. LSC Communications works from the presumption that recommended best practices have been followed.

### LSC Communication's Responsibilities

- LSC Communications will offer training to the customer to be able to use the LSC Communications InSite system.  
Training covers all Insite customer roles including Customer Administration, Approver, Reviewer, and Upload Only.
- LSC Communications will make InSite available 24 hours a day, 7 days a week with a reasonable amount of notification for downtime. Downtime will be kept to a minimum, but know that sometimes the system will need to be rebooted with only 15 minutes notice. We will make an effort to schedule downtime and upgrades in the late evening hours (Eastern Standard Time).
- LSC Communications will give the customer as much advanced access to InSite as needed prior to the print schedule of their job.
- LSC Communications will take the customer files, once fully approved and will impose the files to our press specifications. LSC Communications will quality control files in the following ways:
  - Check for Blank pages
  - Watch for pages grossly off center
  - Verify pages are in proper position and order
  - Verify that pages are oriented properly N-S-E-W

## **Customer's Responsibilities**

- You are responsible for the quality and content of your files.
- When you find that your files do not conform to best practices, but you wish for LSC Communications to use them anyway, you must approve issues in writing (e-mail is fine) with your Technical Service Representative. Failure to do so may cause delays in manufacturing.
- LSC Communications recommends that you use InSite to upload, view online and approve all pages. Depending on your preference you may choose to use or not use all of these main Insite features.
- You must approve all pages before LSC Communications will manufacture your job. LSC Communications recommends but does not require that you do approvals using Insite. You should establish your preferred methods of approval with LSC Communications in advance of using Insite.
- For the safety and integrity of the project, auto processing will be shut off once you approve pages to prevent changing pages during the plating process. Uploading through Insite after approval would have no affect on your job. Your corrections would not get done. After pages have been approved, contact your Technical Service Representative to make corrections. The Technical Service Representative will status the job and the pages needing corrections to enable normal processing.

## **Special Considerations**

Version jobs require special considerations for file preparation and Insite handling. If you would like to use InSite with a versioned workflow, talk to your Technical Service Representative for more information.

Any/all pages requiring trap is the responsibility of the customer/file provider. Pretrapped pages will not be retrapped. If you have any special trapping needs, contact your Technical Service Representative, who will attempt to find an acceptable solution.