



How do I provide clear editing instructions?

The quality of our work is a direct function of how clearly you present your proposed amendments. There are only two ways you can deliver your required amendments as follows:

Hand written manuscripts:

- provide a clear and legible mark up using printed letters only
- do not use any cursive writing
- check your scanned version to ensure no scan related truncation
- mark up a double line page printout where possible
- See Annex A: Option 1 (Acceptable & Unacceptable Edits)

Completed Amendment Direction Template

- Complete the ADT, an example is set out in Annex A: Option 2

You must use either of these two ways. If you do not, your work will not be processed.

What if you disagree with my Job Variables?

Whilst you provide a self-assessed Job Variable indication, the cost of this solution is based upon page numbers and specific grades of edit density. Whilst most of our customers make the correct self-assessment, some do try and squeeze their job into a cheaper tier.

Our pricing is already extremely keen so we cannot take on work other than at the correct Job Variable Level. On average we question around 2% of the Job Variables that are submitted to us.

Why do we automatically charge you for a Job Variable difference?

We could simply reserve the right not to process your job other than at the correct Job Variables. However, we do not do this as our first and foremost priority is to get your job done for you on time.

Additionally, given that we operate 24/7/365 it is neither feasible nor economically viable for us to be debating with you whether your Job Variables are correct.

If we disagree with your Job Variables we will simply charge your card / GLS VIP Account to reflect the correct Job Variable. If you disagree with our assessment you are free not to use our solution again.

What is DCC and why should I have it?

Everyone has experienced the time-consuming inconvenience of document corruption, particularly when you are working to a time sensitive deadlines. GLS will not underwrite the risks of your document being or becoming corrupt.

However, with DCC GLS will assume an additional commitment to try and complete your job even where the template you want us to edit corrupts. As you know, this could take significantly more time than what the original editing job would otherwise have taken. With DCC, we are prepared to assume this risk.

Document corruptions can slow, or at times, make completing a typing job impossible. As you can see from the technical guidance provided, we have tried to reduce all the risks that would prevent us completing your job on time.

We do what we can to eliminate the risks of document corruption occurring in the first place. However, if you select DCC we will do whatever we can reasonably do to process your job even if a DCC should occur.

What happens if I do not take DCC?

If you do not take DCC we will cease processing your document after 30 minutes if the template cannot be stabilized and work proceed normally. Accordingly, if you proceed without DCC you should ensure that your job is not time critical.