

Scheduling Policy



The information contained herein is the sole and proprietary intellectual property of AdSwift, LLC, Portland, Oregon.

Disclosure and distribution must be obtained at the discretion of an authorized AdSwift representative. All rights reserved.

What is a "Scheduled Order"?

A Scheduled Order is an order that will be saved until the date you selected. These orders are sent from AdSwift.com to our printing fulfillment partner, expresscopy.com, and are held by them and then placed into production at midnight on the scheduled day.

Why should I schedule an order?

Scheduling an order is basically a "time-delay submission". For example, you can set up twelve orders, one for each month, and you have a full year's worth of postcard mailings ready to go. At AdSwift, selecting from the 2nd menu at Step 1: "Campaigns" will create scheduled orders.

Do I have to use the Scheduler?

No, the Scheduling Calendar is completely optional. If you don't specifically select a date for the order to run, it will be submitted into our partners production process (expresscopy.com) as soon as you click "Submit" at the AdSwift.com website, and processed at the earliest date.

Can I change my order after confirming and submitting it?

Yes, but only at expresscopy.com (our printing fulfillment partner) until the day before it is scheduled to go into production. After an order has been submitted as a scheduled order, you will still be able to view the order under "My Orders", located in the "Scheduled Orders" section at expresscopy.com. These orders are similar to an "Incomplete Order". You can still select the order, make changes, add items, change the calendar date, or remove the date altogether.

Can I log in to expresscopy.com?

Yes, you can. You must use your email address for the username and your same AdSwift password. This must be the same email address you used to create your account at AdSwift.com

How do I remove an order from being scheduled?

To remove a calendar date, go to the "My Orders" page at expresscopy.com, find the name of the order under the "Scheduled Orders" section, and click the "Remove From Calendar" link. This will remove the date, and also turn this order into an "Incomplete Order" which you will either have to re-submit or select another schedule date.

How can I delete a scheduled order?

To completely remove the order, go to the "My Orders" page at expresscopy.com, find the name of the order under the "Scheduled Orders" section, and click on the "Delete Order" link.

My scheduled order disappeared, where did it go?

Once it's time for your order to go into production, you will no longer be able to edit any order information. Your order is now displayed at expresscopy.com in the "In Progress" menu under "Order Status".

REMEMBER: ONCE YOUR ORDER IS SUBMITTED, IT GOES FROM ADSWIFT TO OUR PRINTING PARTNER! ANY CHANGES OR CANCELLATIONS MUST BE PERFORMED AT EXPRESSCOPY.COM!

