#### Yearbook FAQs

#### How can I order a yearbook?

Visit www.JostensYearbooks.com

#### How can I order a Yearbook Tribute Ad?

Visit www.JostensAdServices.com

### Can I create and purchase a Yearbook Tribute Ad from my mobile device?

Yes, but for best experience and more design options, we recommend using Google Chrome from a desktop/laptop instead of a mobile device.

### Should I use a specific web browser to create my Yearbook Tribute Ad?

Yes. For best experience, please use Google Chrome for desktop/laptop.

#### Are credit card payments accepted?

Yes, you may pay with Visa, Mastercard, American Express or Discover Card. JPay allows you to pay in 3 installments with a credit card.

## Is there a phone number to call for purchasing yearbooks?

Yes, yearbooks can be purchased via telephone calling 1-877-767-5217 (Monday-Friday 9AM-6PM) para espanol oprima dos

### Is there a number if I require technical assistance?

Yes. Please call Jostens Ad Service Support 1-877-767-5217 (Monday-Friday, 9am-6pm EST) When connected, Press 1 for Yearbook and then Press 2 for Yearbook Ad Service Support.

#### Can I pay with a check?

No, all payments must be made online with credit or debit card.

#### Can I pay now and complete my ad later?

No. Ads must be completed before payment can be made.

# Can I swap a photo once the ad has been purchased?

No.

# Are there any specific file format and resolution require-ments for designing a Tribute Ad?

Yes, all images must be 300 DPI. Low resolution images will be rejected by the designer portal. Please be sure all images for ad design are JPEG format, high resolution and not watermarked.

No PNG files

No screen shots

No TIFF files

No HEIC format files (iPhone only format)
No images from social media (They are low resolution and not meant for print)

No watermarked images

# If my original image appears blurry or pixelated, how will it print?

Blurry or pixelated images (originals) used in the design of your ad will result in blurry or pixelated images in the final printed ad.

### When is the final deadline for Tribute Ads?

is the final deadline. PLEASE NOTE: Jostens Customer Technical Support is only available Monday-Friday from 9am-6pm EST.

# Will there be an extension or another opportunity if I miss the deadline?

No.

# The confirmation checkout says my order will be shipped to my home. Will the ad be included in the yearbook?

Yes. All ads ordered via Jostens will be included in the yearbook and will **not** be sent to your home unless you have ordered a framed print of the ad.

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