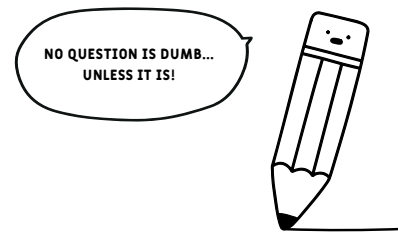


WELCOME TO THE WORLD OF KNOWLEDGE



This Guide covers commonly asked questions and hopefully some helpful answers!

HOW DO I SIGNUP?

Fill out the information in the My Account section to create a Designer account and then you can begin to upload your designs.

DOES IT COST ANYTHING TO CREATE A DESIGNER ACCOUNT?

No, it is free and will not cost you a penny and you will earn a monthly royalty as long as your designs continue to sell.

WHAT IS THE ROYALTY RATE?

At the beginning of each month, you will receive a 10% net payment for all your designs sold in the previous month.

HOW AND WHEN WILL I BE PAID FOR SELLING ONE OF MY DESIGNS?

During your account setup you will need to assign a PayPal account to your Designer Profile, at the end of every month we run a Monthly report to see which designs have sold and make a direct payment to you for any of your designs sold.

DO I RETAIN COPYRIGHT OF MY DESIGNS?

You retain all copyright of your designs as they are your intellectual property, you grant Scribbler a license to reproduce your work and pay you a royalty for each design sold.

WILL YOU JUST USE MY DESIGNS ON CARDS, OR CAN IT BE USED ON ADDITIONAL PRODUCTS?

The Supplier Upload Portal will allow you to upload designs that can be sold as Standard, Photo Upload and Personalised cards. We can add designs to additional products but at this time it will be on a case-by-case basis and will not use the SUP.

I WANT TO UPLOAD SOME DESIGNS; HOW CAN I MAKE SURE THAT I HAVE SET UP MY FILES CORRECTLY?

You can download Guidelines from the Downloads tab, these will give you the information needed that show you how you need to setup your files for Standard, Photo or Personalised cards.

HOW MANY CARDS CAN I UPLOAD?

You can submit as many as you wish but you can only upload one design at a time, once submitted they will go through approval process and if selected will be uploaded onto the website.

MY CARD HAS BEEN REJECTED AS NOT CORRECTLY SETUP AS IT IS A CMYK IMAGE, WHAT SHOULD I DO NOW?

As you process cards for upload the SUP will stop you from uploading incorrect files but cannot detect if it is a CMYK file. Whilst we need you to use CMYK colours the file itself needs to be RGB. If you amend your file to be RGB and upload again it can go through the approval process.

I KEEP GETTING AN ERROR MESSAGE AS I UPLOAD, WHAT AM I DOING WRONG?

You need to follow the setup guidelines to make sure that the files have been correctly configured, all designs need to follow the dimensions and file type set out in the guidelines.

IT HAS ASKED FOR ME TO CHOOSE A THEME, BUT NONE ARE SUITABLE TO MY DESIGN.

This is optional and can be left blank, we use themes to create additional categories or promote new trends. If you do not think your card is suitable then you can just leave it blank.

THE IMAGE HAS THE CORRECT DIMENSIONS, IS THE RIGHT FILE-SIZE, AND HAS THE RIGHT COLOUR PROFILE AND SPACE BUT IT STILL SHOWS AN ERROR WHEN TRYING TO UPLOAD AND ASKS ME TO 'ENSURE THE IMAGE DIMENSIONS ARE 2563PX X 3567PX, THE RESOLUTION IS 300DPI, USING CMYK COLOURS BUT IN AN RGB FORMAT, AND FILE SIZE NOT GREATER THAN 10MB.

This is because your image does not have the required meta data embedded into the image (EXIF data). To export the images with the correct meta information using Photoshop you need to use the 'Save As' command. Alternatively, if using 'Save For Web' make sure that you set the Metadata setting to "All" in the Save For Web dialog. The method for saving EXIF data in other image editing programs may vary, so check the help files.

I HAVE UPLOADED A DESIGN, WHAT HAPPENS NEXT?

This will go through to the product team who will check to make sure it has been setup correctly and a design we wish to feature. If approved, you will see it change from Pending to Approved in your My Designs account and will go live on the next update.

CAN I SEE HOW WELL MY DESIGNS ARE PERFORMING?

Once your design has been approved and online you can check how well the card is performing in your Designer Profile under Sales Overview.

AM I ALLOWED TO PUT MY DESIGNS ON ADDITIONAL 3RD PARTY WEBSITES?

In general, you are free to upload your designs to other sites as they are your intellectual property, and we are just licensing them from you on a non-exclusive basis. If part of the featured programme or they have been created or offered as an exclusive, then they can feature on your own site but not on any other 3rd party retailer websites.

HOW DO I REQUEST A DESIGN BE TAKEN DOWN?

In your Designer Profile under the My Designs section you can hover over your designs and a prompt will come asking for a request to remove. Click this and it will send an email to the website product team who will action your request.

ANY ISSUES EMAIL

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