

Bulk Shipping FAQs

Q: What is the average turnaround time for a bulk print request to get printed and shipped?

A: The average turnaround time is 72 hours but can vary depending on the volume of print requests submitted and in the queue.

Q: When do bulk shipment requests get released to the print vendor?

A: Shipments are created at the time we release print to the vendor. Print is released Monday – Friday at 8AM, 12PM, and 3PM CT from January through April, and at 8AM and 3PM CT the remainder of the year.

Q: What are the criteria that Thomson Reuters uses to group shipments?

A: Shipments are created (print is grouped) based on the following criteria:

- Bill To Product Access Number (PAN) - This is the 4 digit number listed in the Shipping Addresses screen under Setup | Customize | and then click on the Address Identifier.
- Product Type (worksheets, tax return & worksheets, tax return, etc.)
- Ship-To Address - The address listed in the Shipping Addresses screen under Setup | Customize.
- Ship Mode
- The client's sort option in Options & Overrides
- Total # of pages – A shipment caps at around 3,500 pages but will not truncate in the middle of a print file.

Q: I submitted a subsequent print request and found that it was printed before an earlier request. Does the print vendor process work in a first-in-first-out (FIFO) manner?

A: The vendor processes the work in a FIFO manner. However, there are some exceptions to this rule primarily due to the use of multiple roll printers and stitchers (commercial stapling machines). For instance:

- If your print is grouped in multiple shipments and is allocated/pushed to different printers, some shipments may be ready for shipping sooner than others.
- If a printer or stitcher is taken offline for maintenance, work on the equipment requiring maintenance will be put on hold while the maintenance is completed. Other printers or stitchers unaffected by the required maintenance will continue to process print requests.

Q: Does the print vendor quality control check the print output, and will they reprint any work that is damaged or not printed correctly?

A: Yes, as part of the printing process the vendor does have a quality control check. If print is found to be outside of the vendor's printing standards, the print for those accounts is resubmitted. This reprint process will create new shipments that will be shipped later than the other work in the original shipment.

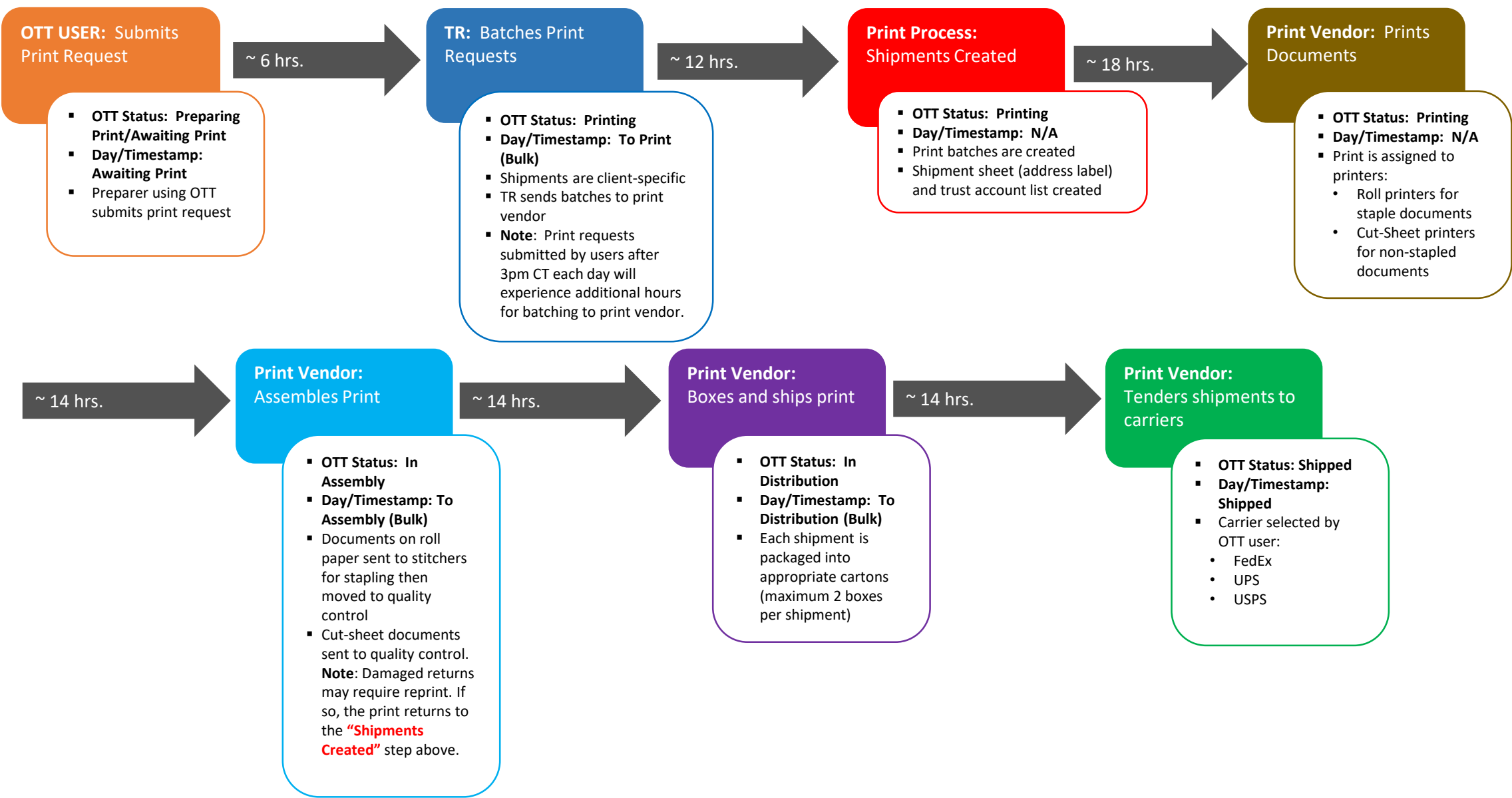
Q: Does the print vendor work on weekends during tax season months (January through April) to ensure that work is printed and shipped timely?

A: Yes, the print vendor does have staff working weekends, as volume dictates, during tax season to ensure that shipments go out timely.

Q: When are shipments picked up by the delivery providers (USPS, FedEx, UPS)?

A: Shipments are picked up by the appropriate delivery provider Monday – Friday. Additionally, the vendor will make necessary arrangements to pick up on Saturdays and evenings where needed based on the volume of outstanding shipments.

Bulk Shipping Process



*Times listed are estimated average times based on historical information and could vary depending on a variety of factors.

Sensitivity: Confidential