



“How To” Guide

Sign Up As A New Customer

1. Prepare your information
 - Database (optional) Instructions for preparation are at www.fromyourfriends.com
 - Digital Photo
 - Personalized Postcard Information (Telephone number, cell phone , email, website, personal message)
 - Payment Information (Visa, Mastercard, Discover, American Express)
2. Go to www.FromYourFriends.com
3. Click on “Subscribe Now”
4. Fill in Contact Information
5. Choose a Username and Password
 - Chose a password that is private as this provides access to your database
6. Fill in Personalized Postcard Information (what you wanted printed on your postcard)
7. Fill in Payment Information (Visa, MC, Discover, American Express)
8. Upload Your Photo
9. Upload Your Database (optional—you may manually enter addresses or order only unmailed postcards)
10. You may now log in to your account using your username and password.
11. You will receive a welcome email with additional instructions.
12. You will receive notice that the proof of the personalized portion of your postcard is available to view in approximately 3 to 5 days. You must approve this proof prior to the next month’s mailing.
13. If you uploaded a database, it will be available for on-line editing within 72 hours.

Retrieve A Forgotten Password or Username

1. Go to www.FromYourFriends.com
2. Click on “Log Into Your Account”
3. Type your username in the field provided
4. Your password will be emailed to you.
5. If you have forgotten both your username and password, fill out your name and email address and both items will be sent to the email address on file.
6. If you still have trouble logging into your account, please call a customer service representative at (719) 235-5084.

Change Your Personalized Postcard Information (Photo or Contact Information)

1. Your personalized postcard information includes a photo / logo, telephone, cell phone, email, website, designation logos, additional contact information and a personal message up to 100 characters.
2. The initial layout of your personalized postcard information is free. A proof will be uploaded to your account for your changes and approval.
3. Once that approval is made, future changes require a small graphic design fee of \$15, charged to your credit card on file.
4. To request changes, log into your account and select the “Subscription” tab and click on “View / Change / Approve My Personalized Postcard” then select “Request Changes.”
5. Fill out the description of changes and upload a new photo and/or logo if desired.
6. You will be emailed when the proof of your revised personalized postcard has been uploaded. You must approve this proof by Noon, MT on 15th of the month (or the weekday prior if the 15th falls on a weekend or holiday) to have changes in effect for the next month’s mailing.

Add A New Contact To My Database

1. Go to www.FromYourFriends.com and click on “Log Into Your Account”
2. Type in your username and password
3. Select the “Database” tab and click on Add a New Contact
4. Type in the Contact Information and click Save
5. You must make changes by Noon, MT, on the 15th of each month (or the weekday prior if the 15th falls on a weekend or holiday) to be applied to the following month’s printing / mailing.

Edit A Contact In My Database

1. Go to www.FromYourFriends.com and click on “Log Into Your Account”
2. Type in your username and password
3. Select the “Database” tab and click on View/Edit/Export Contacts
4. In the Name Search field, type in the contact’s first or last name
5. Next to the search result, click View/Edit for the appropriate contact
6. Make the required changes and click “Update Contact”.
7. You must make changes by Noon, MT, on the 15th of each month (or the weekday prior if the 15th falls on a weekend or holiday)

Delete A Contact From My Database

1. Go to www.FromYourFriends.com
2. Click on “Log Into Your Account”
3. Type in your username and password
4. Select the “Database” tab and click on View/Edit/Export Contacts
5. In the Search field, type in the contact’s first or last name
6. Next to the search result, click Delete Contact for the appropriate contact
7. Click OK on the pop up window to confirm the deletion.
8. You must make changes by Noon, MT, on the 15th of each month (or the weekday prior if the 15th falls on a weekend or holiday)

Download A Copy of My Database

1. Go to www.FromYourFriends.com
2. Click on “Log Into Your Account”
3. Type in your username and password
4. Select the “Database” tab and click on View/Edit/Export Contacts
5. Click the “Export Contacts” button to download your database in a Microsoft Excel format.
6. Click Save in the pop up window
7. Choose a location and file name for your database and click Save

Upload A Completely New Database

1. To upload a new database, log into your account and select the “Database” tab.
2. Select “Upload New Database”.
3. Choose whether you wish to REPLACE your existing database or ADD TO your existing database
4. Select the file from your computer that you wish to upload and click upload.
5. Please allow 72 hours for your database to be processed and available for online viewing and editing.
6. You must upload a new database by the 10th of the month for it to be in effect for the following month.

Change My Mailing Address, E-mail, Telephone Number, Payment Information or Password

1. Contact information is different than your personalized postcard information. Changing your contact information will not change the information that is printed on your postcards
2. Go to www.fromyourfriends.com and log Into your From Your Friends account
3. Select the “Subscription” tab and click on “Edit My Contact Information”, “Edit Payment Information” or “Change Username/Password”.
4. You may now change your contact information, payment information or password by typing new information into the appropriate field and clicking Save.

Change The Number of Unmailed Postcards I Receive

1. Go to www.FromYourFriends.com
2. Click "Log Into Your Account"
3. Type in your username and password
4. Select the "Database" tab and click on "Edit Unmailed Postcard Quantities"
5. You may now change the number of "Unmailed" postcards you receive by typing the number in the field and clicking Save.
6. You may not change the number of Mailed Postcards from this screen. This number is determined by the number of names in your database. To make changes, you must add or delete contacts in your database.
7. You must make changes to this quantity by Noon, MT, on the 15th of each month (or the weekday prior if the 15th falls on a weekend or holiday)

Determine My Monthly Charges

1. Go to www.FromYourFriends.com
2. Click "Log Into Your Account"
3. Type in your username and password
4. Select the "Subscription" tab and click on "Edit Unmailed Postcard Quantities"
5. Multiply the number of "Postcards to be Mailed" by .81 (.91 in Flagstaff, AZ)
6. Multiply the number of "Unmailed" postcards by .49 (.59 in Flagstaff, AZ)
7. Add these two numbers together for your total monthly charges.
8. This amount is subject to change based on changes to your database or "Do It Yourself" quantities.
9. Your credit card will be billed at the end of each month prior to postcards being mailed or delivered.
10. A receipt will be emailed to you or can be viewed by logging into your account.

Dispute A Charge To My Credit Card

1. If you feel you have been incorrectly charged, please call (719)235-5084. We will review your account and provide a response within one business day. If a credit is due to you, it will be issued immediately.

Cancel My Subscription to From Your Friends

1. You may cancel your subscription by calling (719) 235-5084.
2. You must cancel your subscription by the 10th of the month for it to be effective for the next month's mailing.



CONTACT INFORMATION:

Telephone: (719) 235-5084
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