

SNOWHITE only accepts “**FLATTENED**” PDF’s, please **FLATTEN LAYERS** before creating your PDF.

You should **ALWAYS VIEW** your PDF at **100%** to **CHECK RESOLUTION QUALITY/PDF SIZE** before **SNOWHITE SUBMISSION**.

ALWAYS save your PDF as a **High Quality PDF**.

Have **FUNDS AVAILABLE** on your **SNOWHITE ACCOUNT** **BEFORE** printing commences.

LOG INTO your **SNOWHITE ACCOUNT** regularly, to **CHECK FOR MESSAGES** we may send regarding your PDF, you are also able to **SEND MESSAGES** about your PDF to us.

PDF’s with **MULTIPLE LAYERS** will be **REJECTED** and you will have to **FLATTEN LAYERS** on your **ORIGINAL** artwork and **RESUBMIT** your work to Snowwhite **CORRECTLY**.

PDF’s that are significantly **SMALLER** or **BIGGER** than the **REQUESTED PAPER SIZE** will be **REJECTED** and you will have to **RESUBMIT** your work to **SNOWHITE** at the **CORRECT SIZE**.

If you **DON’T REQUIRE** your **PRINT** or have **RESUBMITTED** a **REPLACEMENT** one, **PLEASE CANCEL** your **ORIGINAL**. **LOG INTO SNOWHITE - MY PRINTS - SELECT VIEW - CANCEL JOB**.

Please **ADHERE** to the **OPENING TIMES** of **2 - 5pm**, if you have an **ENQUIRY** outside of these times, **email us on:**

wsadigitalsupport@soton.ac.uk