SUBMIT ARTWORK
MOBILE INSTRUCTIONS

2022

PENN EMBLEM
always on brand

FACTS

Why do we use Mobile Apps?

- Mobile Technology is the **standard** in 2021.
- Almost **4.66 billion** people were active internet users as of October 2020, encompassing **59 percent** of the global population *(Statista)*.
- Technology defines the way we work, shop, read & consume information.
- **Speed to market** is key and something Penn Emblem prides itself on.
- Fast service with **immediate gratification** is essential in 2021.

What is the Penn/Cintas Mobile App?

- Exclusive App developed for **Cintas Rental locations** in 2013.
- Developed to bring **speed to market for Sales Partners** when requesting an electronic artwork sample.
- **All Cintas partners** have the ability to utilize the App.
- E-samples are returned to your email in **6-8 hours** (business days and cut-off times taken into account).

FACTS

Why use the Penn/Cintas Mobile App?

- Mobile devices have become a part of our **daily routine.**
- **Easy access** from your smart phone.
- **Streamlines** the Cintas electronic artwork submit process.
- Cintas Sales Partners can **get back to their customer in hours.**
- **Flexibility** to order wherever you are whenever you want to.

How to Use the Penn/Cintas Mobile App?

- Penn Emblem App is available in the **Apple iTunes store.**
- Login to the App using **your Cintas email address and Penn account #** so you can begin your new App experience.

1 SUBMIT ARTWORK: MOBILE VERSION

iPhone compatible

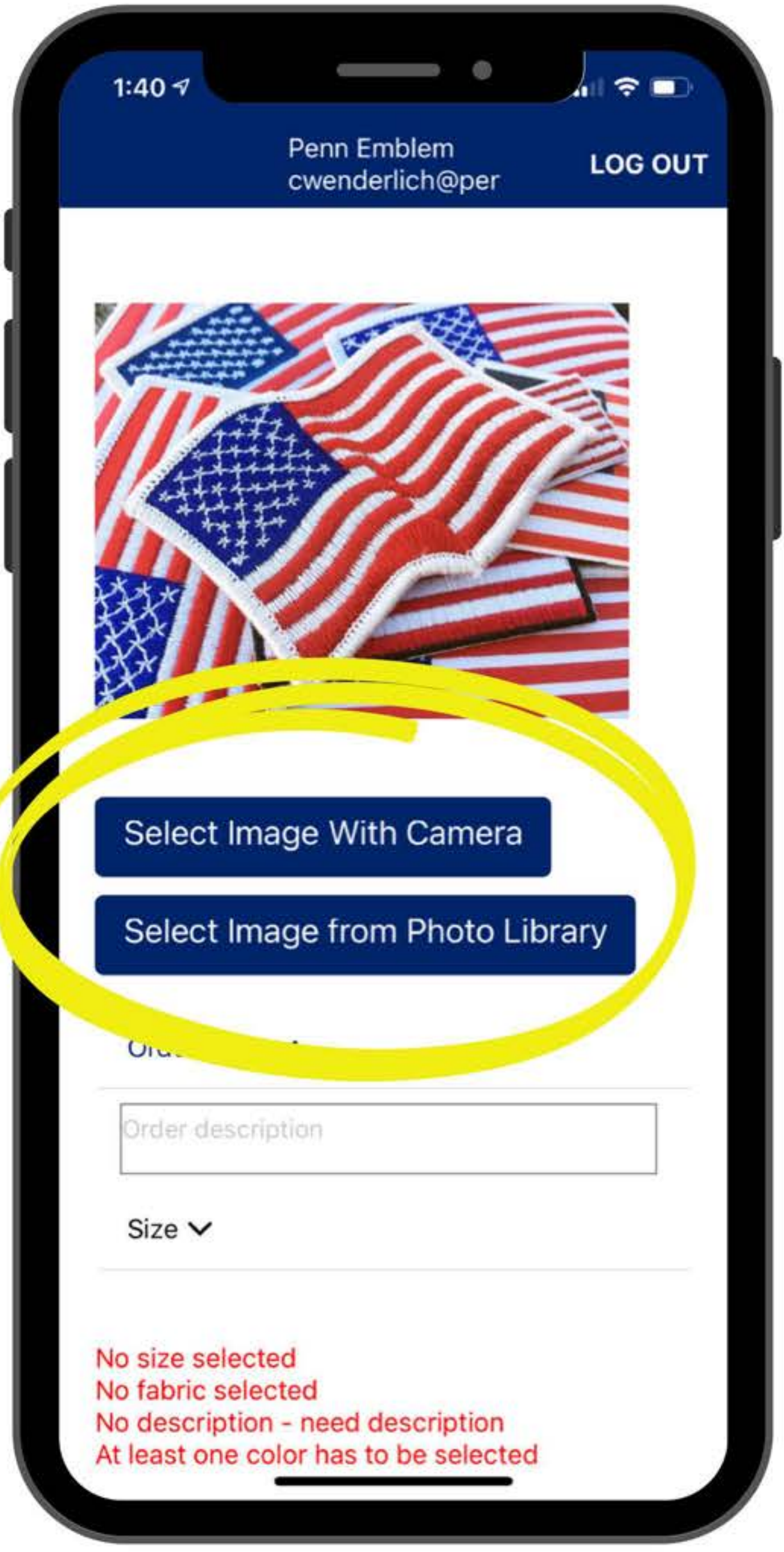
Please be sure to update your phone to the current iOS version.

The current version of the app will allow any email with **@pennemblem.com** to login with the password **penn555555.**

If you are not on this version please delete the app from your phone, download it again from the App store and then try again.

2 SUBMIT ARTWORK: MOBILE VERSION

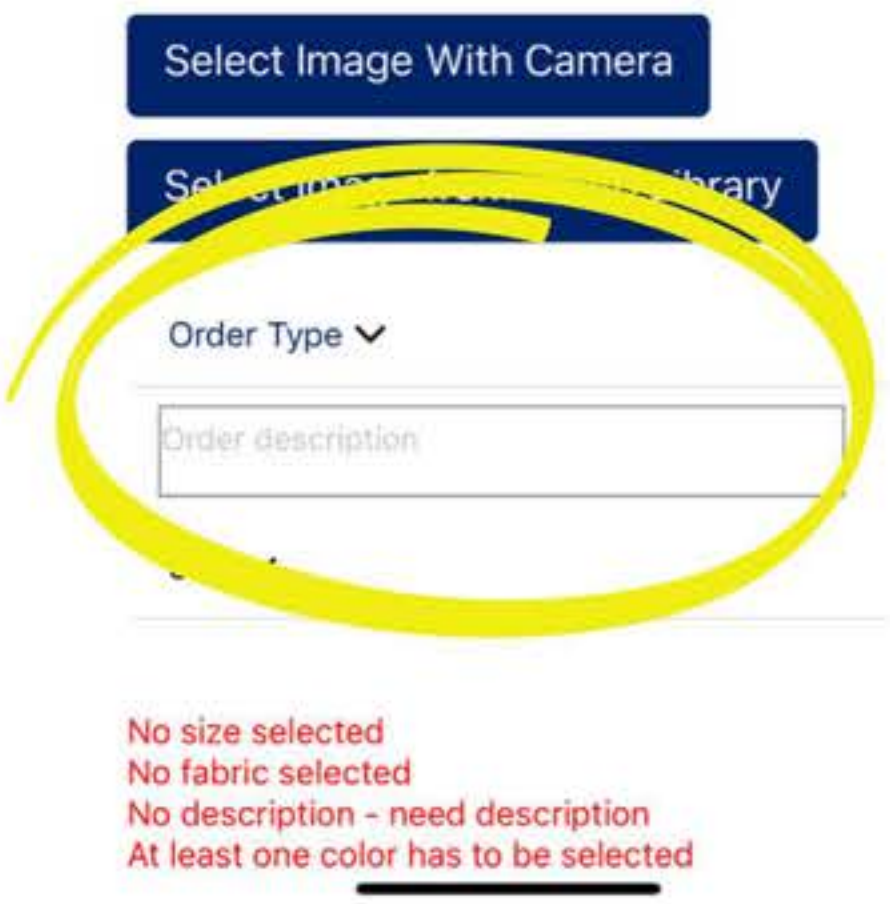
Attach your file either by taking a photo and uploading it or choose a photo from an existing album. The acceptable formats are ***.jpeg, .gif, .tif, .bmp, .psd, and .eps files.***



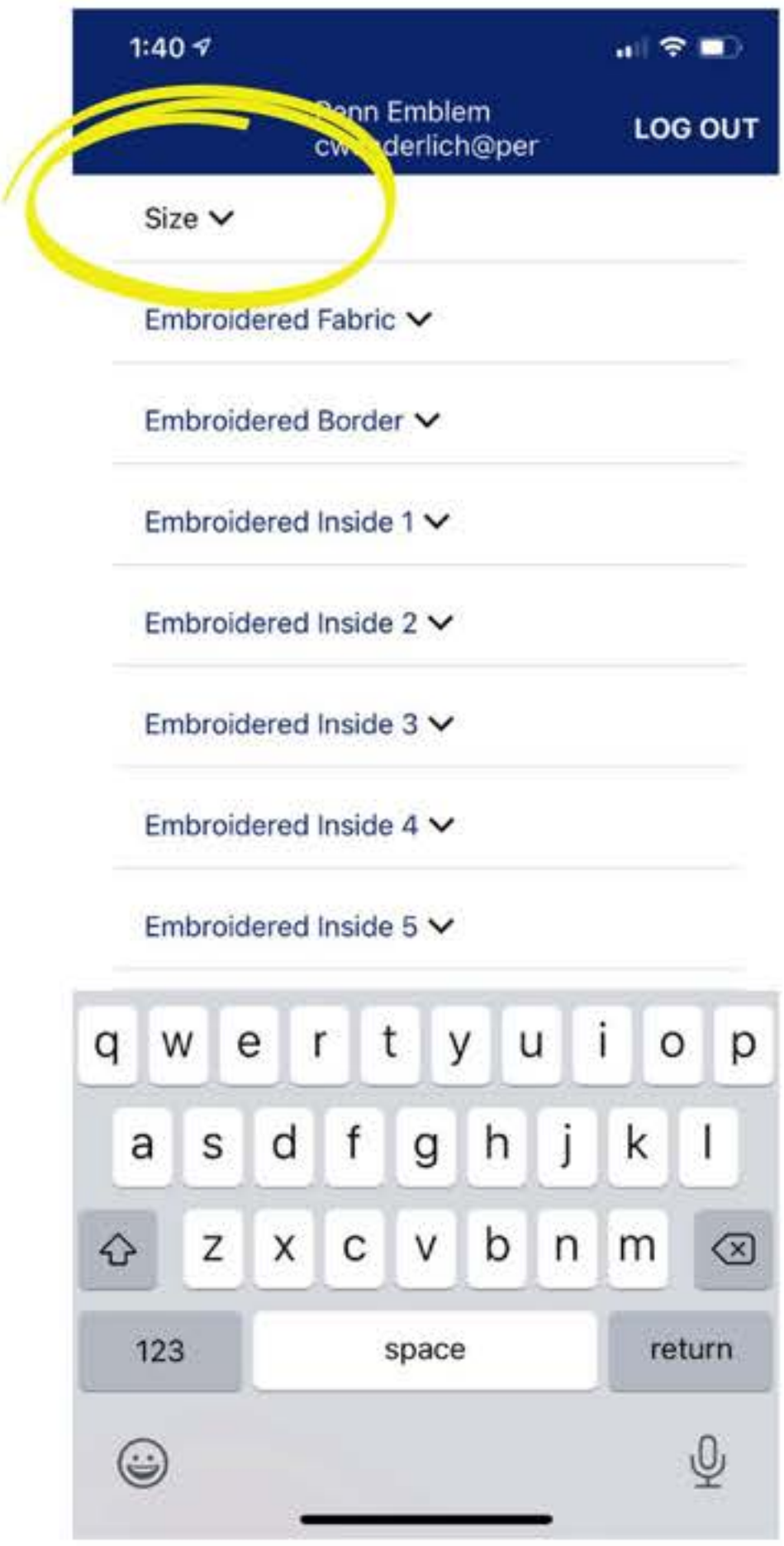
3 SUBMIT ARTWORK: MOBILE VERSION

Choose your emblem type from the drop down selections provided (PennEdge, InkJet, or Embroidered).

Enter the name in description box after selecting.

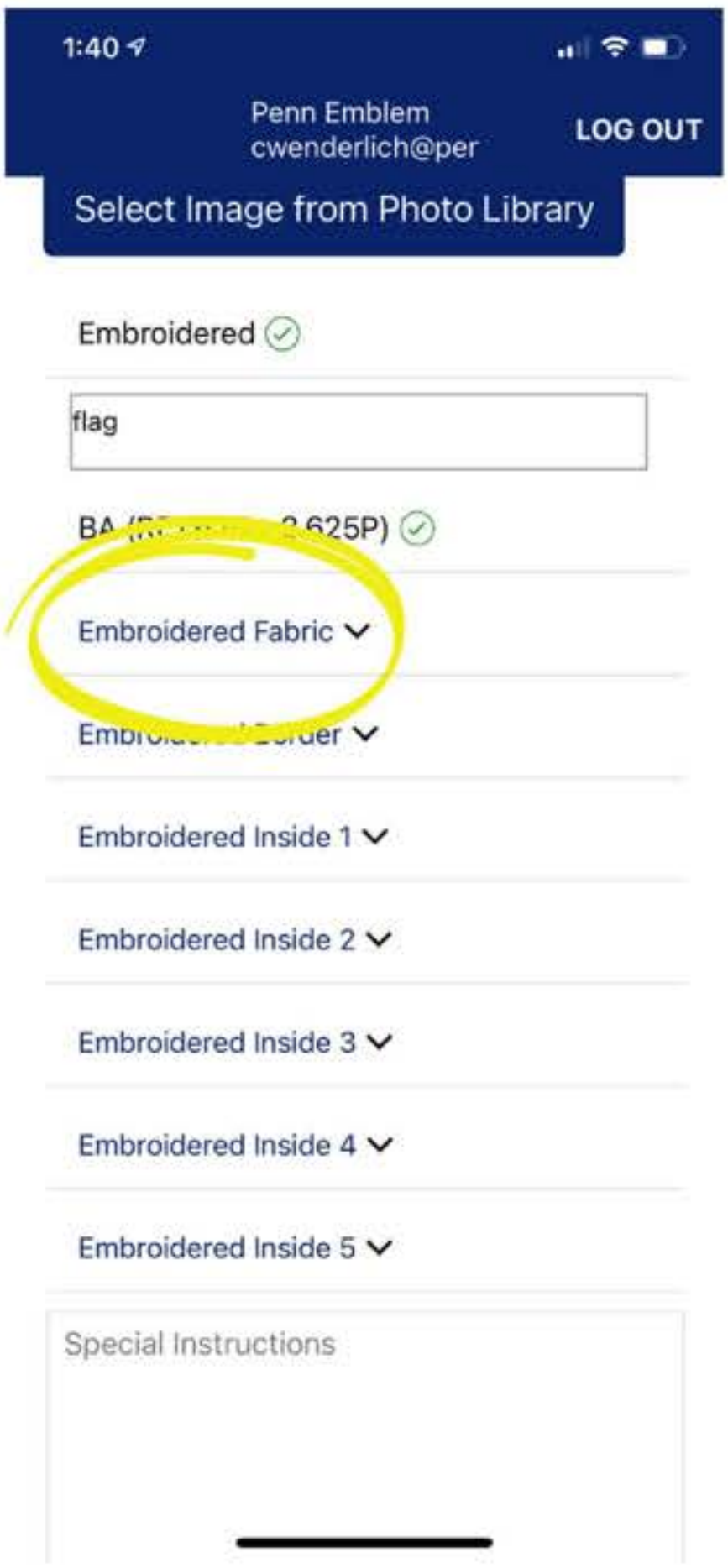


4 SUBMIT ARTWORK: MOBILE VERSION



Choose the size from the drop down selections provided (BA, BB, BD, BK, BN, or BR).

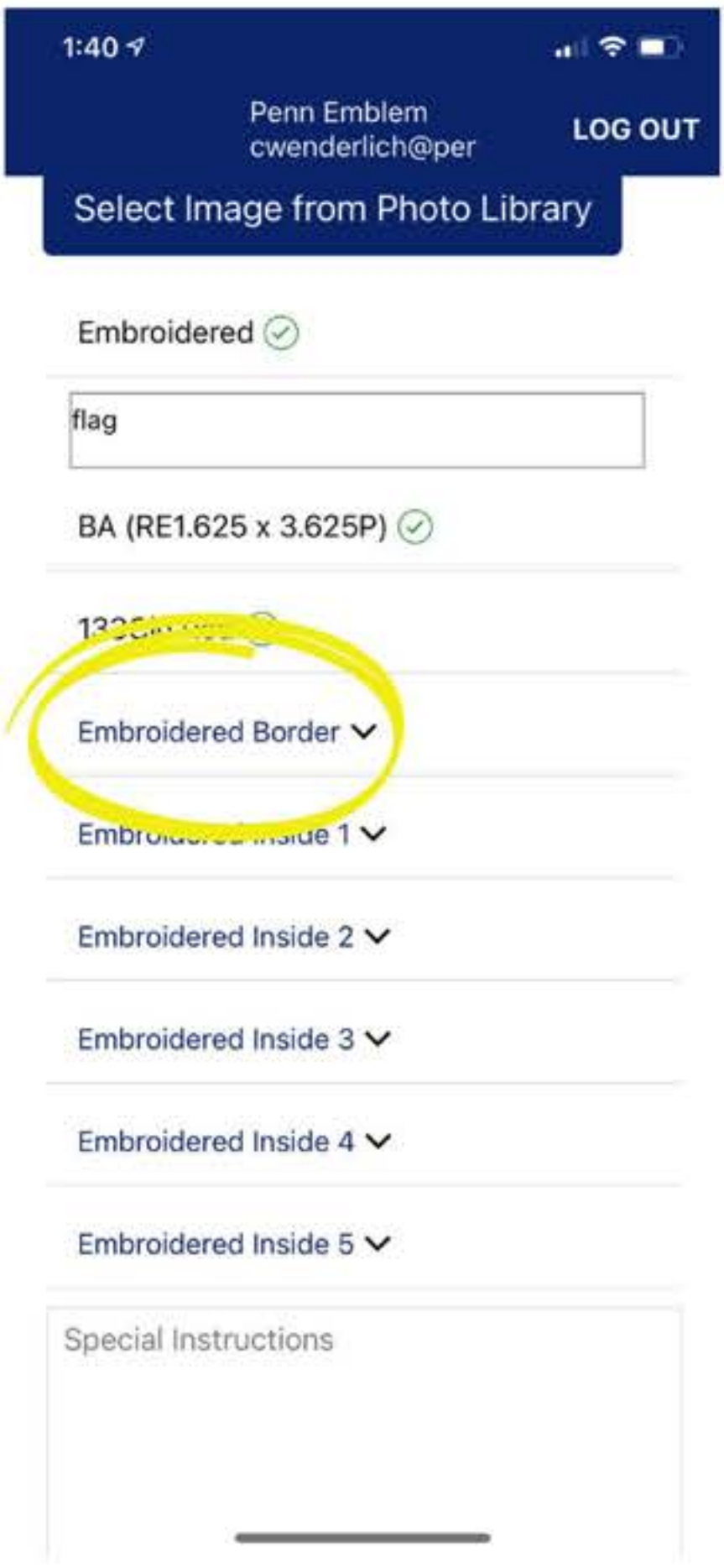
5 SUBMIT ARTWORK: MOBILE VERSION



Choose your fabric color from the drop down (color selections vary depending on the type of emblem you select).

Note: the only selection allowed for InkJet is the default 300 White.

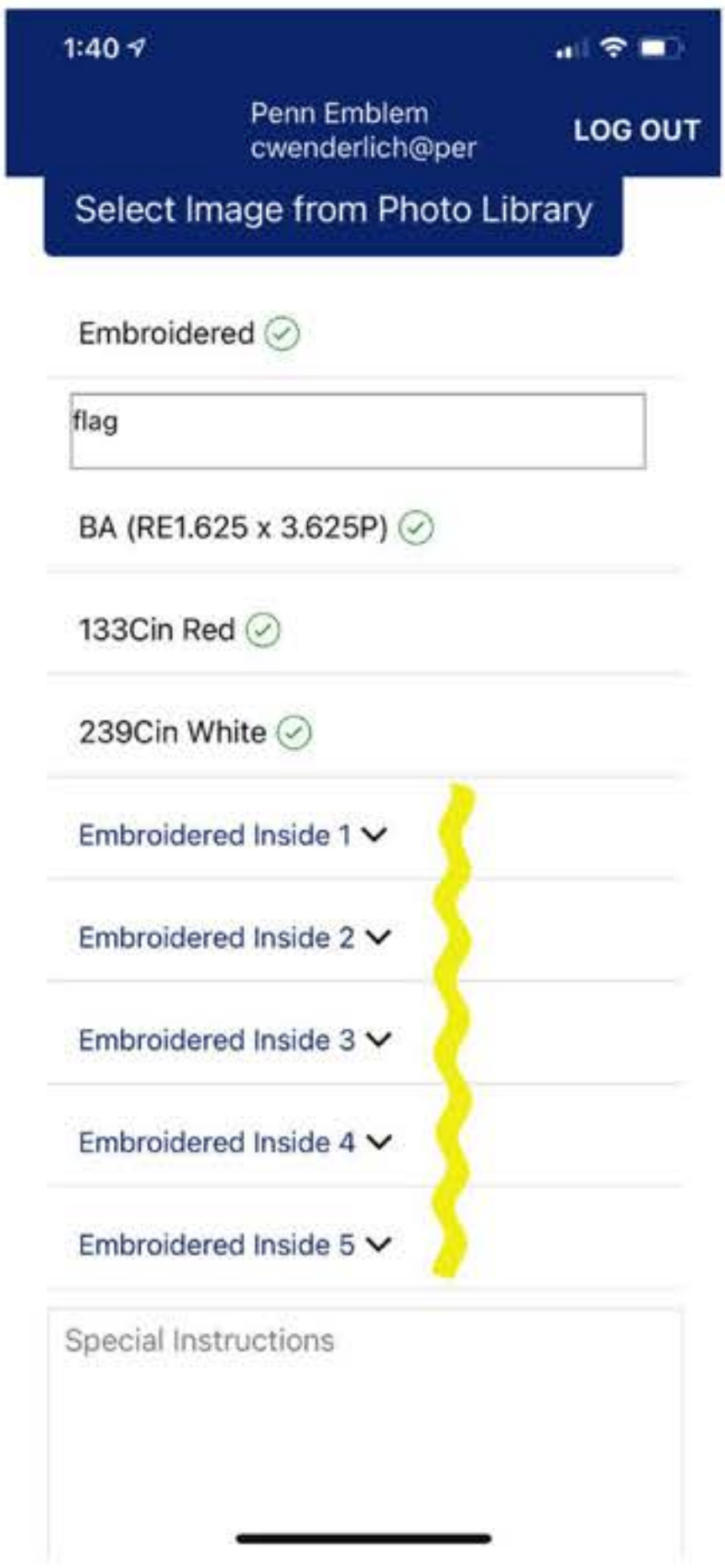
6 SUBMIT ARTWORK: MOBILE VERSION



Choose your border color.

For PennEdge, the border will be matched based on the fabric selection. Other color selections vary depending on the type of emblem you select.

7 SUBMIT ARTWORK: MOBILE VERSION

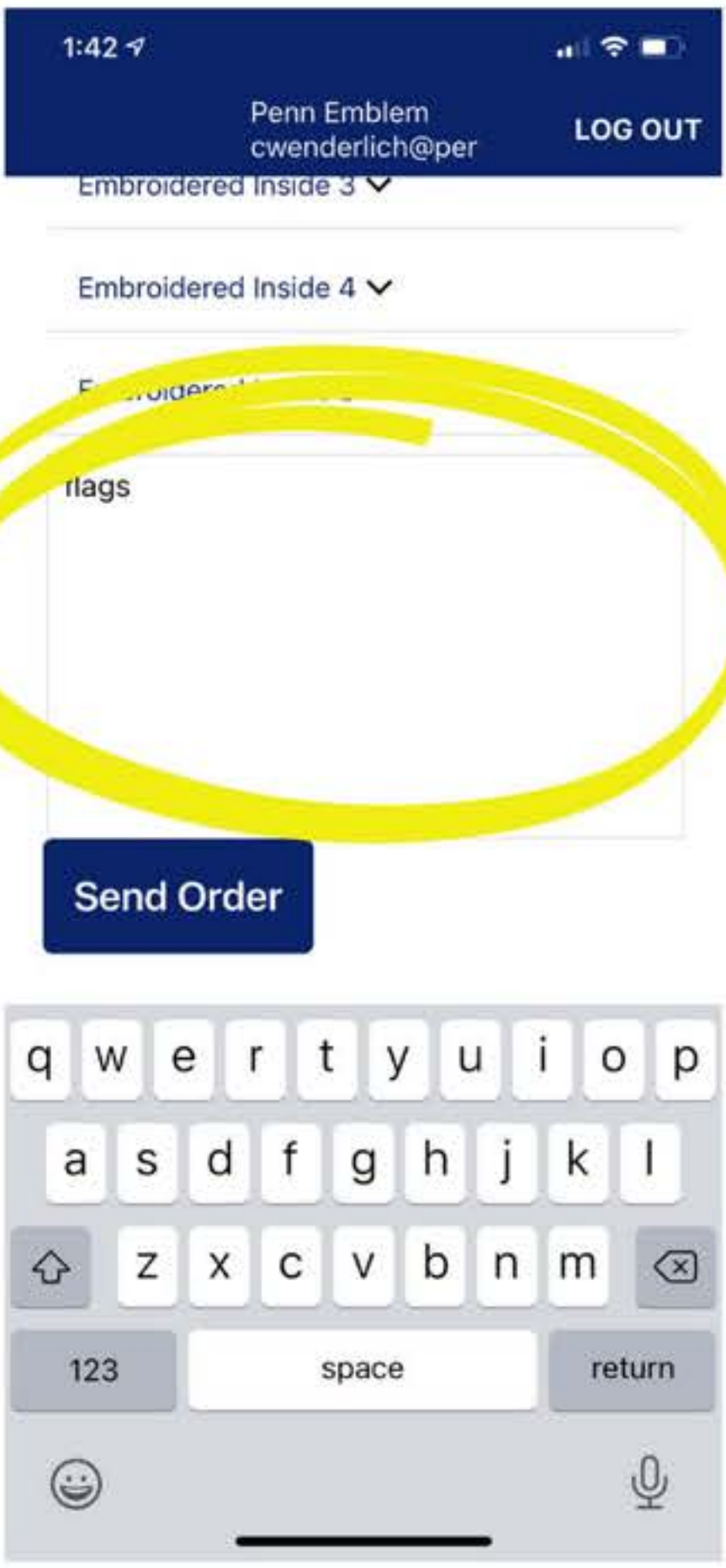


Choose the internal colors (up to 15 colors) from the drop down. Color selections vary depending on the type of emblem you select.

After the 3rd inside color is chosen, **click on 'add color' to add additional colors.**

*Note: you do not need to choose 3 colors. In addition, if a color selection is not shown, please select **999 Other** and then on the following screen type the color(s) in special instructions. You can do this for all 15 colors if needed).*

8 SUBMIT ARTWORK: MOBILE VERSION



Use this screen to type any **special instructions.** Also, if you have chosen 999 Other for any thread color selections from the previous page, **please state the color(s) needed here.**

Then, hit **SUBMIT**. You will receive a **confirmation number** once submitted. You can either exit or submit another form.

For assistance, please contact ***Penn Emblem DE Customer Service:***

MOBILEAPP@PENNEMBLEM.COM **(800) 821-1029**

FAQ's

- **How do I download the application?**
  - The applications are available within the Apple AppStore. To access the application, you must first register by going to www.pennemblem.com. Once registered, you will receive a PIN and link to download the application to your phone.

- **What do I do if I have forgotten my PIN?**
  - To receive a PIN please contact a Penn Emblem CSR with your account number and email address, and your pin will be emailed to you.

- **What do I do if I am trying to login but the application will not allow me to?**
  - There are a few reasons that you may not be able to access the application. First, you may need to turn off your phone and then turn it on again and try to login. If that fails make sure you have internet access. If yes, have you provided the correct username and password combination? If yes, please contact a Penn Emblem CSR or email mobileapp@pennemblem.com. It is possible that there are no records of you within the system, you are not authorized or the server is down for maintenance.

- **What type of emblems can be ordered via the mobile application?**
  - Currently, you can order InkJet, Embroidered, or PennEdge emblems via the mobile application.

- **What are the acceptable file formats for each logo?**
  - We accept .jpg, .gif, .tif, .bmp, .psd, and .eps files.

- **What is the maximum file size for each logo?**
  - The maximum file size of each logo is 1 MB.

- **How many colors can I select in the application?**
  - You may only select up to (15) colors within the application. If additional colors are required you may need to contact Penn Emblem directly.

FAQ's

- **Do I need internet access to use the application?**
  - Internet access through phone carrier network or wireless network is required for usage.

- **Which devices does this application support?**
  - The application is native to the iPhone platform only.

- **How do I force quit the application?**
  - To close out of the application, swipe up from the bottom of the screen then swipe the window away that you wish to close.

- **How do I get support on the application if I have any issues?**
  - If your question is still not answered, email mobileapp@pennemblem.com with your account number, name, phone number, and a brief explanation of the issue. If you do not want to email us, please contact your CSR via phone with your issue.

- **If I email an issue to mobileapp@pennemblem.com how long should it take to receive a response?**
  - We will be back with you in 2-4 business hours, depending on the complexity of your issue.

- **What are the hours for support for the application?**
  - Our normal business hours are Monday-Friday 8 am-8 pm (EST).

NEW MOBILE APP **COMING SOON...**

*For assistance, please contact **Penn Emblem DE Customer Service**:*

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