

Customer Portal

Your Gateway To Round-The-Clock Service

Welcome to your Customer Portal.

Your password-protected "Web site within our Web site" is designed to make it easy for you to do business with us. But it does not replace our personalized service, so feel free to call us anytime.

Using your Customer Portal is easy:

- Go to our Web site at www.licp.com.
- Click "Customer Log-In" on the front page.
- Enter your username and password. (If you've forgotten, give us a call or e-mail us by using the contact button located at the bottom of every page.)

On the front page of your Portal you'll find your own special greeting. You will also notice that your contact information has been permanently entered for you. Then you'll find a number of useful tools.

Document Library

Your Document Library is a collection of your frequently ordered documents that we keep on file, ready to print. From here you can view past orders and place reorders by simply entering quantities.

VersaDoc System

This feature is designed for companies that purchase business packages (business cards, letterhead and envelopes) that have the same basic layout, but variable name and address information. In VersaDoc you can enter your variable data, instantly proof your document, and place your order with us—all in a matter of minutes.

Request An Estimate

When you have a new job, go to the Request An Estimate section of your Customer Portal. Enter the job specifications, submit the request and we'll respond in a timely manner.

Place A New Order

Like the estimate feature, your contact information is already filled out on the order form—you just need to complete the provided job specification forms and send these to us, along with your file, using the convenient file transfer feature. We'll acknowledge receipt of the order, produce the job and deliver it to your door or prepare it for pickup.

Send A File

The Send A File feature is one of our biggest time-savers. Send A File, using Web site technology, ensures your files get to us error free. As your files are uploaded to our site, our system compresses them automatically. (However, to ensure absolute file integrity, we recommend that you compress your larger files prior to sending them. If you are sending from a Macintosh you MUST compress your files using Stuffit, the Mac compression software. For free file compression software, visit the Resources and Support section on our Web site.)

Online Payments

Have an outstanding invoice you'd like to pay without using a stamp? You can prearrange to have your credit card number on file with us, or authorize automatic withdrawals from your checking account. Through this secure feature, simply tell us which invoice you want to pay, and we'll process your payment.

To work with your Portal, make sure you have Adobe Acrobat, so you can easily view proofs and past documents. This is a free software program that you most likely have on your computer already. If you're having difficulty viewing your documents, you can download Acrobat from our Web site or give us a call and we'll assist you.

We appreciate your business and hope you find our Web site useful. If you have suggestions for improving our site, please call us at 919-361-5822 and ask for Alison or Moira.