

FAQs

Self Maintenance FAQ

- Do I need training in order to self maintenance my copiers?
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- Do I have to continually order parts and supplies?

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Do I get to see a copy of the book to inspect before it goes to print?

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What format should I send my manuscript or book to you in?

Self Maintenance FAQ

Do I need training in order to self
maintenance my copiers?

If you or an employee want to service the equipment, then you should have training on the copier you will be servicing. Our Training Department offers a complete seminar on copier parts and supplies. The training process for a Xerox Docutech for example, takes ten days.

If you want to do less training for a Canon IR110 we can accomodate but the phone support afterward would require a fee per call and you may be likely to need us to come out to resolve an issue without the full training. If you want to hire an independent service provider, you will not need training.

Do I need to purchase any copier parts in advance of self
maintenance?

Yes we will provide you with a list of copier parts you'll need on hand, in order to avoid any downtime that could come during a time of fulfillment.

Do
I need to own my copier to utilize self maintenance?

Not always, you can self maintenance copiers that you own outright, check your lease, or rental agreement to verify other equipment and restrictions.

Do
I have to continually order parts and supplies?

No. We can set up automated parts ordering for your account so that you can focus on the fulfillment end of your business, rather than worry about receiving copier parts or supplies.

How Do I Get Started?

Step 1: Get the Supplies You Need

We will provide you with a suggested list of copier supplies and copier parts that you will want to have on hand to deal with routine maintenance and a recommended car stock list of parts commonly needed for repairs to ensure that your copier has little to no downtime .

Step 2: Get the Training You Need

DMT trains the partners chosen technician to service their own equipment. We work with technicians to explain the parts and supplies needed as well as the most common problems that occur. Best of all, we'll send trainers to your site to work with your employees on the actual equipment they'll be servicing.

Step 3: Get the Support You Need

DMT is always available to provide consultation and help you solve all your equipment needs. We also have relationships with independent service technicians across the country, who can provide service alternatives and backup support. We're always available for troubleshooting and service upgrades.

How do I Prepare and Publish a book

What services can you help me with?

DMT offers a many services to help the author, we have in house design for layout and cover design, we can refer editors, and offer free marketing information and can help with publicity services and materials.

What do I need to do first, if I am interested in working with DMT?

Please give us the necessary customer and project information so we will be able to contact you with estimates and

information.

What size book can I make?

We have many trim sizes for books between 32 and 800 pages:

Trade paperback: 5.25 x 8.25, 10.75 x 8.25, 5.75 x 8.75, 5.5 x 8.5, 6 x 9, 8.5 x 11 and others available some of the non-standard sizes are not as economical.

Do I retain all of my legal rights when I use your services?

When you agree to use our services you retain all the rights.

What kind of pictures can I use in my book?

We do not restrict any images, photographs, maps, charts, or illustrations unless they are offensive. If you would like color pages, we can accommodate many designs. We would recommend cost effective alternatives to keep the unit costs down.

Can you take out of print books and create new cover art and re-publish?

DMT can take a book and scan it to reproduce the interior pages or we can take a file and make the revisions and reproduce a new look that can be marketed differently. We also have in house graphic designers that can produce beautiful and original cover art.

How long will it take to get my book done?

There are a lot of variables for doing each project. The time to produce the book is relatively short, depending on the services

required, and the time you take to review the proofs can extend the time.

Generally we can finish a project less than 2 to 4 weeks after all files and cover art are submitted. The only exception to this would be custom binding options which could increase the production time be another one to two weeks.

Do I get to see a copy of the book to inspect before it goes to print?

Once the cover has been designed and the book layout has been completed, you will be provided with an either an electronic proof (PDF file for the interior and JPG file for the cover) or a printed proof of the cover and interior for an additional fee. You will be required to sign off in writing to accept or reject this proof before we go into production.

What format should I send my manuscript or book to you in?

We like to receive a file for your project in an electronic form such as a PDF, Microsoft Word, or a WordPerfect file. If your files are from a Unix or Macintosh system, you can submit a file in (RTF) or Rich Text Format. If your file is ready to print it would be best to create a PDF file first. RTF will eliminate the formatting so it would be best to create a PDF file first if that is an option you know how to do. Please register , login then use the upload files button to submit a file to our server. Your file can also be sent as an attachment to an email, or you could mail it on a CD. Email your files to dmt@dmtpublishing.com