

TROY Group, Inc. offers a variety of digital imaging services for TROY and Hewlett-Packard printers. Digitized signatures/logos can be provided to you on a DIMM, Card or USB. This form will guide you through the ordering process.

## ORDERING DETAILS

1. Please use the latest order form: <https://www.troygroup.com/products/digitizing-service/digital-signatures-logos.html>.
2. Order processing time is 5-7 business days. Expediting is available at an additional cost.
3. Providing incomplete or incorrect information may result in production errors, delayed deliveries, and/or additional costs. Ask your sales agent for assistance to avoid ordering errors.
4. Prepayment is required for all Digital Imaging Orders. You may use a credit card or set up a credit account with TROY.
5. This form can be sent to your sales agent or the Digital Imaging Department by mail or by email.

**Address:** TROY Group, Inc. | 3 Bryan Drive | Wheeling, WV 26003

**Email:** [Digitalimg@troygroup.com](mailto:Digitalimg@troygroup.com)

6. Signatures/logos are limited to a maximum printed size of 1" X 3".
7. Contact your sales agent or our Digital Imaging Department with any questions.  
1-800-332-MICR (6427) / [Digitalimg@troygroup.com](mailto:Digitalimg@troygroup.com)

## ORDERING TERMINOLOGY

- **A Job or Job Number** is a record of a previous order containing all signatures/logos that were loaded onto either a single USB, CARD, or DIMM memory device. The job number can be found on a small white label attached to all TROY Digital Imaging Kits or the Digital Imaging Data Sheet that comes with every order.
- **A New Digital Imaging Signature/Logo Kit** includes the first signature/logo. All subsequent signatures/logos must be added to the order form as a separate item, with additional fees.
- **Duplicate Digital Imaging Signature/Logo Kits** are exact copies of existing jobs. Any changes that are made to a previous job requires the purchase of a new Digital Imaging Kit.
- **An Additional Signature/Logo** is a new image that has never been digitized by TROY in the past. This item is only required when a New Digital Imaging Signature/Logo Kit requires two or more images (the first image is always included with the kit). Note: This is not available as a standalone item.
- **An Image Transfer Fee** is purchased when you wish to add an existing signature/logo to a New Digital Imaging Signature/Logo Kit. When ordering this, you must specify which job each signature/logo is being transferred from in Section A of this form. Note: This is not available as a standalone item.
- **An Order Expediting Fee** (\$250 charge) will reduce order processing time to 2 business days. Freight charges are not included in the expedited cost. All expedited orders will ship ground unless an alternative shipping method is specified.
- **Installation of USB Signature** (\$195 flat fee) is available on new printer purchases only. This service is only available on printers shipping from the TROY manufacturing facility in Wheeling, WV.

## SECTION A: PRODUCT ORDER FORM

Please specify the digital imaging product below you wish to purchase. Be sure to indicate your printer model. For additional information or pricing, please call your preferred sales associate or reseller.

- Have you ordered a signature and / or logo from TROY Group before? Yes  No  *if no, skip questions a & b*
  - Are you ordering an **exact copy** of a previous order? Yes  No
  - If you're not ordering an exact copy, will any of the **previously ordered signature(s) and/or logo(s)** be included in your order today? Yes  *If yes, please write the names / logos with the appropriate job numbers below* No  *if no, skip to question 2*

Name(s) of Signee or Logo	Job Number(s)*

*Please put additional details on next page.*

- How many **new** signature(s) and/or logo(s) are you ordering today?  Signature(s)  Logo(s)
- Select printer type TROY  HP\*  *\*Extra hardware is required for base HP / non-TROY modified printers at no additional cost to you. We will send extra hardware & instructions.*

- Which printers are the signature(s) and/or logo(s) for?

*Please use the lines provided to fill in the number of signature and / or logo devices that you will need for each printer.*

M401	<input type="text"/>	3015	<input type="text"/>	M601 / M602 / M603	<input type="text"/>	9050	<input type="text"/>
M402	<input type="text"/>	M506	<input type="text"/>	M604 / M605 / M606	<input type="text"/>	M806	<input type="text"/>
M404/M428	<input type="text"/>	M507	<input type="text"/>	M607 / M608 / M609	<input type="text"/>		
M406	<input type="text"/>			M610 / M611 / M612	<input type="text"/>		

Support on some legacy printers may be limited by availability. Please contact TROY Tech Support for the following models: 3005, 4014/4015/4515, and 4250/4350.

- Is a MICR Font needed? Yes  No
- Do you need us to expedite the production of this order? *Cost \$250, Shipping not included. All expedited orders will ship ground unless an alternative shipping method is specified.* Yes  No
- Do you want us to install the USB signature for this order? *\$195 flat fee, Available only on new printer purchases shipping from the TROY manufacturing facility in Wheeling, WV.* Yes  No

*\*The job number can be found on a label attached directly to the device and on the "Digital Image Data Sheet" that shipped with your current device. If you don't have your job number please contact [techsupport@troysgroup.com](mailto:techsupport@troysgroup.com).*

## SECTION B: TECHNICAL INFORMATION FORM

1. Please indicate the name of the **SOFTWARE** you are using

PeopleSoft	<input type="checkbox"/>	SAP	<input type="checkbox"/>	BI Publisher	<input type="checkbox"/>
Quadrant	<input type="checkbox"/>	Oracle	<input type="checkbox"/>	Other (please specify)	<input type="text"/>

2. Please list your **OPERATING SYSTEM**

Windows 10	<input type="checkbox"/>	Server 2012/2016/2019	<input type="checkbox"/>
Other (please specify) <input type="text"/>			

3. Please list a **TECHNICAL CONTACT**

Name	<input type="text"/>		
Phone	<input type="text"/>	Email	<input type="text"/>

4. Format Selection (If your order contains multiple signatures, you must select from one of the following formats)  
**Note:** Block formatting combines multiple images and does not allow each signature to print separately.

For Standard Format

For Block Format

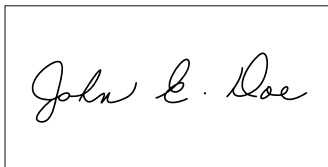


Image 1



Image 2

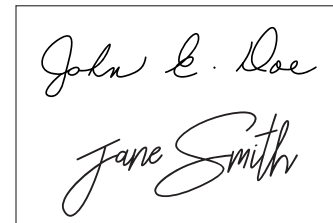


Image 1

5. Do you have a digital copy of your logo? (skip if not applicable) Yes  No

If yes, please email to [digitalimg@troygroup.com](mailto:digitalimg@troygroup.com) and include the name of your company in the subject line.  
If no, please attach it to this order form.

6. Please provide any additional information or special instructions (e.g. additional job numbers, special formatting, etc.)

## SECTION C: SIGNATURE FORM

Please use a separate signature sheet for each new signature. If you are purchasing block signatures, each signature will need its own Signature Form. Duplicate this form page if needed.

- Carefully review the examples shown below. **Sign only within the white space of the signature block.** If any portion of your signature falls outside the white space, it cannot be used.
- Clearly **PRINT your full name in the space provided above your signature.** Sign your name using a **fine-point BLACK felt-tip or ballpoint pen ONLY.** Other ink colors do not scan clearly.
- Please provide multiple samples of your signature.

### Signature Form (Print and return completed form for signature digitizing)

#### Signature 1

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_




#### Signature 2

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

**Choose the best sample of your signature and place a checkmark to the left.**  
TROY reserves the right to select the best sample if you do not indicate a choice.

<input type="checkbox"/>	 <p>SIGN ONLY WITHIN THE WHITE SPACE ABOVE</p>
<input type="checkbox"/>	 <p>SIGN ONLY WITHIN THE WHITE SPACE ABOVE</p>
<input checked="" type="checkbox"/>	 <p>SIGN ONLY WITHIN THE WHITE SPACE ABOVE</p> <p><b>CORRECT</b> ✓</p>

<input type="checkbox"/>	 <p>SIGN ONLY WITHIN THE WHITE SPACE ABOVE</p>
<input type="checkbox"/>	 <p>SIGN ONLY WITHIN THE WHITE SPACE ABOVE</p>
<input type="checkbox"/>	 <p>SIGN ONLY WITHIN THE WHITE SPACE ABOVE</p> <p><b>INCORRECT</b> ✗</p>

Standard signatures will print the same size that they appear in the box where you sign. Block signatures may appear smaller.

## SECTION D: BILLING & AUTHORIZATION FORM

### Billing Address

Company Name  PO#   
Address  City  State  ZIP   
Attention  Phone  Email

### Shipping Address *(if different from billing address)*

Company Name  PO#   
Address  City  State  ZIP   
Attention  Phone  Email

All orders will be shipped UPS ground unless otherwise specified. Please note your preference below

SHIP VIA  FREIGHT ACCT# (optional)

### Signature Authorization *(must be completed to process order)*

Authorized Signature  Date   
Authorized Name (please print)   
Title  Company   
I hereby authorize the signatures(s) and/or logo appearing on the TROY Signature Form (Section C, Page 4 - or via email), to be digitally imaged for use on digital printing equipment. The programmed image device(s) (CARD, DIMM, or USB), including any additional programming information (when appropriate), will be delivered to an alternate address if provided above.

Check here if you have Net 30 terms established and would like to use them for payment.  
If you are unsure if you have Net 30 terms, call us at 304-232-0899.

### Payment Information

VISA  MASTERCARD  AMERICAN EXPRESS   
CC#  EXP. Date  SEC CODE   
Cardholder's Name (Please Print)   
Cardholder's Signature   
Billing Address of Credit Card