

## For Best Printing Results

Always store your cards flat in a cool, dry place. Use caution when running your cards more than once through a laser printer.

Our cards have a clear protective coating to keep the image from being damaged in the mail. If using a laser printer, it is very important that you set your printer's paper settings to 'glossy' or 'matte' paper. This will help prevent the message that you print from smearing in the printer.

Our cards are printed on 7-point paper, the minimum thickness required by the U.S. Postal Service for postcards this size. In some newer printers, our cards can be placed in the regular paper tray without jamming. Seven-point paper is, however, at the upper limit of what most laser printers can reliably pull from their regular paper trays. And, as printer rollers age and harden, they may not pick up paper from the regular tray—especially heavy paper—as well as they used to.

The best solution for jam-free printing is to place the cards in your paper tray designed for cardstock and heavy paper. It is called the manual feed, cardstock tray, or bypass tray. This tray provides a relatively straight path through the printer and is designed for feeding heavy paper without jamming.

If you've never used your printer's cardstock tray and don't know where it's located, you should be able to find it in your printer manual or from a set of online instructions. Or, if you're adventurous, simply look for a tray that folds down from the front or back (sometimes the side) of your printer. That's where cardstock trays are usually located. These trays typically hold from 25-100 sheets. Sending your recall cards through the cardstock tray is the best way to make sure you'll have no problems with jamming.

If you have issues with your particular printer, please feel free to call Susan or Jeff for assistance at 206-281-1150 or email us at [customerservice@patientcarecards.com](mailto:customerservice@patientcarecards.com)