

# Advanced Poly-Packaging, Inc.

<http://www.advancedpoly.com>

## Website User Guide

June 2019



Advanced Poly-Packaging, Inc.

Poly Bags • Bagging Systems

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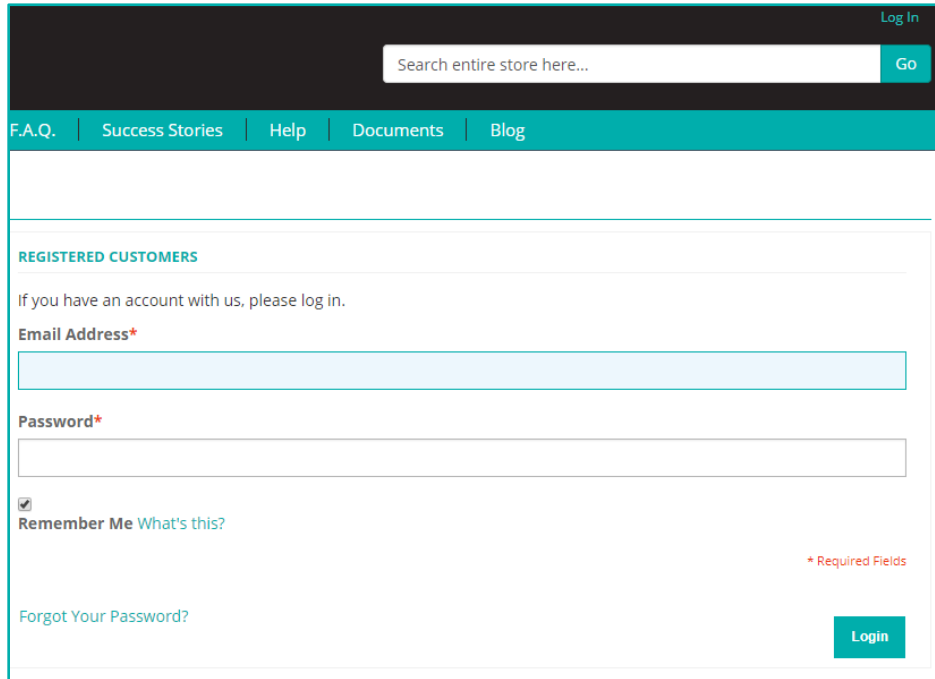
## Introduction

Welcome to Advanced Poly Packaging’s new website. We hope you enjoy the new look, and find the new features helpful. The new features include the ability to create a User Account, access to account and billing information, online ordering for many products, and Request for Quote (RFQ) capability as well.

APPI has created this User Guide to take you through the many useful features of the new website to ensure your online experience is a positive one.

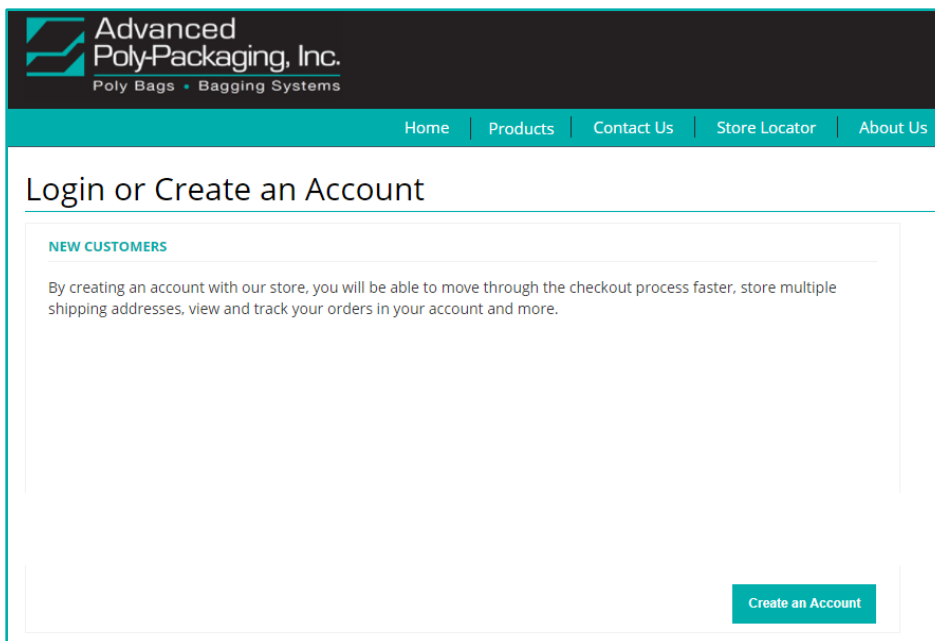
## Registration

Click on the “Log In” link in the upper right-hand corner of the web page. This will take you to “Login or Create an Account”. If you already have an account you can log in. If you are a new user, you can use this page to create an account. You will need an email address, and will be asked to create a password. You can browse the website without an account, but an account is required for requesting quotes or placing orders.



This screenshot shows the top navigation bar with a search box and a 'Log In' link. Below the navigation is a teal menu bar with links for 'F.A.Q.', 'Success Stories', 'Help', 'Documents', and 'Blog'. The main content area is titled 'REGISTERED CUSTOMERS' and contains the following elements:

- A message: "If you have an account with us, please log in."
- A label 'Email Address\*' above a text input field.
- A label 'Password\*' above a text input field.
- A checked checkbox labeled 'Remember Me' with the text 'What's this?' next to it.
- A red asterisk note: '\* Required Fields'.
- A link: 'Forgot Your Password?'
- A teal 'Login' button.



This screenshot shows the top navigation bar with the company logo and name. Below it is a teal menu bar with links for 'Home', 'Products', 'Contact Us', 'Store Locator', and 'About Us'. The main content area is titled 'Login or Create an Account' and contains the following elements:

- A section titled 'NEW CUSTOMERS'.
- A message: "By creating an account with our store, you will be able to move through the checkout process faster, store multiple shipping addresses, view and track your orders in your account and more."
- A teal 'Create an Account' button.

## Obtain a Quote from APP

While many of APPI's products have the price listed, some products can be customized, so the final price depends on selectable features and configurations. To obtain a quote, click on the "Request Price" button for the item (for some configurable items, you must first select "Add to Cart" which will display the available configurations).



**T-300 Tabletop Bagger (PN: T-T300)**

[Request Price](#)

**Product Code:**  
T-T300

T-300 Tabletop Bagger (PN: T-T300) Model T-300 i including our independent action sealing for perf tabletop bagger is designed with the highest qual bagging medical, pharmacuetical, hardware, auto 5,687,545, 5,568,718, 4,899,520, Re. 321,963). Star downtime indicators Auxiliary communications w from airlines [Learn More](#)

[Add to Wishlist](#) | [Add to Compare](#)

Clicking on the "Request Price" button will allow you to fill in this form:

### Request Price

**Product Details :**  
**SKU :** T-T1000-S18HI  
**Product Name :** T-1000-S18 Wide Horizontal-Incline Advanced Poly-Bagger (PN: T-T1000-S18HI)

Name\*

Email\*

Company\*

Telephone\*

Details\*

[Submit](#)


## Orders – Entering new APP order

To place a new order, APPI uses the same intuitive process you expect when shopping online. Simply use the website menus to navigate to the appropriate product page. For example, the Ribbon product page displays the available types and sizes of Thermal Ribbon. Scroll down the page to the item you wish to purchase and click “Add to Cart”.

### Products

17 Item(s)

View as: [List](#) [Grid](#)



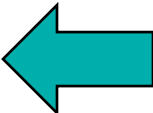
**Thermal Ribbon 3" x 1969' Black (TEC) 12 Rolls per case Note: Price is per roll**

As low as:


**Add to Cart**

**Product Code:**  
TH-App-B-3  
Thermal Ribbon 3" x 1969' Black (TEC);;12 Rolls per case;Note: Price is per roll [Learn More](#)

[Add to Wishlist](#) | [Add to Compare](#)



---



**Thermal Ribbon 4.00" x 2002' Black (APS) 24 Rolls per case Note: Price is per roll.**

As low as:


**Add to Cart**

**Product Code:**  
TH-APS-B-4  
Thermal Ribbon 4.00" x 2002' Black;; (APS);24 Rolls per case;Note: Price is per roll. [Learn More](#)

[Add to Wishlist](#) | [Add to Compare](#)

Enter the quantity, select “Update Shopping Cart”, and “Proceed to Checkout” when ready.

Thermal Ribbon 3" x 1969' Black (TEC) 12 Rolls per case Note: Price is per roll was added to your shopping cart.

	Product Name	Unit Price	Qty	Subtotal
	Thermal Ribbon 3" x 1969' Black (TEC) 12 Rolls per case Note: Price is per roll	Edit	<input style="width: 30px;" type="text" value="1"/>	

[Continue Shopping](#)

[Clear Shopping Cart](#) [Update Shopping Cart](#)

**DISCOUNT CODES**

Enter your coupon code if you have one.

[Apply Coupon](#)

Subtotal

**Grand Total**

[Proceed to Checkout](#)

Checkout with Multiple Addresses

The next several screens will ask you to provide the necessary information to process your order:

- Billing Address
- Shipping Address
- Shipping Method
- Payment Information

You will have an opportunity to review your order before submitting.

### Checkout

**1) Billing Information**

Select a billing address from your address book or enter a new address:

Ship to this address

Ship to different address

\* Required Fields

[Continue](#)

#### Your Checkout Progress

Billing Address

Shipping Address

Shipping Method



Payment Method

You can also export the order information as a .CSV (Comma-Separated Vales) file before proceeding to Checkout. Click the “Export as Quote” button and the .CSV file will download.


### Shopping Cart

[Proceed to Checkout](#)


Bracket, Belt Tensioner was added to your shopping cart.

Product Name		Unit Price	Qty	Subtotal	
 <p><b>(Right) Guide Block, Seal Frame</b> Sku : TP-T1MC00163-2 Machine Serial Number <a href="#" style="background-color: #00a651; color: white; padding: 2px 5px; border: none;">Add</a> <a href="#" style="font-size: small; color: #00a651;">?</a></p>			1		✕
 <p><b>Bracket, Belt Tensioner</b> Sku : TP-T1MC00091 Machine Serial Number <a href="#" style="background-color: #00a651; color: white; padding: 2px 5px; border: none;">Add</a> <a href="#" style="font-size: small; color: #00a651;">?</a></p>			1		✕

[Continue Shopping](#)



[Clear Shopping Cart](#)
[Export as Quote](#)
[Update Shopping Cart](#)



**Advanced Poly-Packaging, Inc.**  
Poly Bags • Bagging Systems

[Dealer](#) | 
 [Home](#) | 
 [Products](#) | 
 [Contact Us](#) | 
 [Dealer Locator](#)

## Your order has been received.

---

Thank you for your purchase!

Your order # is: 189312.

You will receive an order confirmation email with details of your order and a link to track its progress.

Click [here](#) to print a copy of your order confirmation.

After submitting your order, you will receive immediate confirmation on the website and a confirmation email will be sent to the address provided. You may also choose to print a copy of the order confirmation.

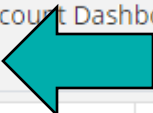
## Orders - Re-Ordering Items

To re-order items from a previous order, log into the website and select "My Account" from the upper right-hand side of the page. This will take you to "My Dashboard", which in addition to your contact information, also displays your recent account activity.

My Account
Customer Connect

## My Dashboard

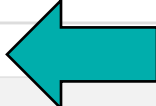
**Hello, John Davis!**  
From your My Account Dashboard you have the ability to view a snapshot of your recent account activity.

**RECENT ORDERS** 

Order #	Date	Ship To
189312	4/30/2018	John Davis

In the "Recent Order" table, click on the "Reorder" link. This will display the Shopping Cart for that previous order. You may adjust the quantity (if necessary), and "Proceed to Checkout". It's that easy!

[View All](#)

Order Total	Status	
\$0.01	<i>Pending</i>	<a href="#">View Order</a>   <a href="#">Reorder</a> 

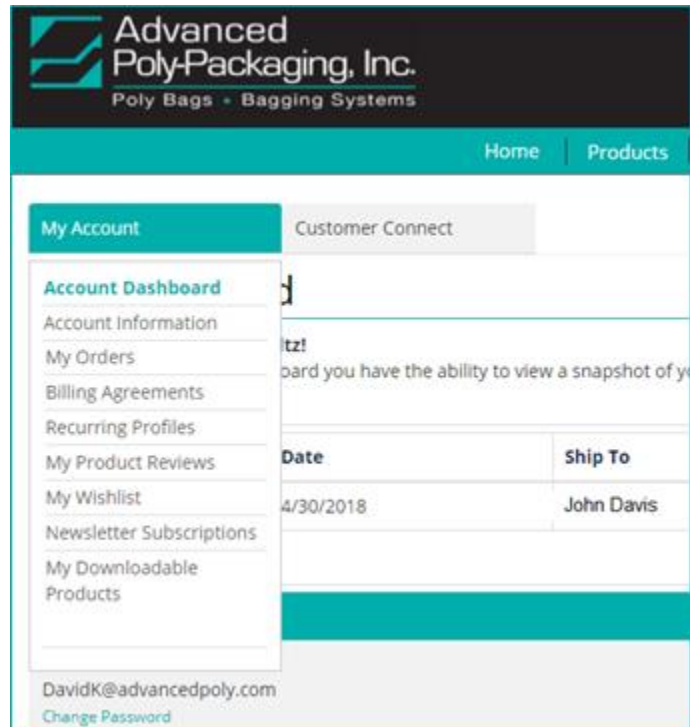
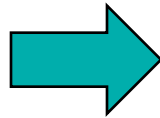
## Billing Inquiries

You can access detailed account information from the “My Dashboard” page by hovering the mouse over the “My Account” and “Customer Connect” tabs immediately above “My Dashboard”. The information that is visible in these tabs is dependent upon your level of access, and can be customized to meet your needs. If greater access is required, please contact APPI to review your security clearance and adjust the level of access accordingly.

“My Account” – A summary of online accounts and orders.

Under this tab, you can access:

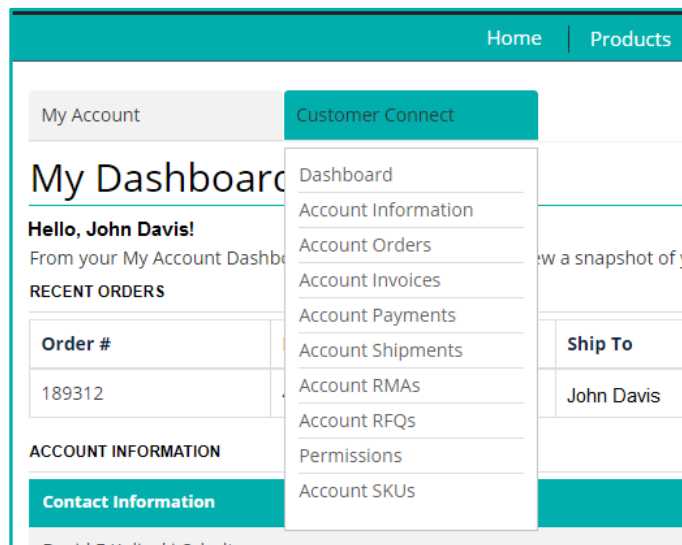
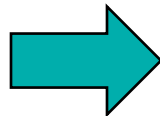
- Account Information (Name, email)
- My Orders
- Billing Agreements
- Recurring Profiles
- My Product Reviews
- My Wishlist
- My Applications
- Newsletter Subscriptions
- My Downloadable Products



“Customer Connect” – A direct link to APPI with a full account history.

Under this tab, you can access:

- Account Information (Billing)
- Account Orders
- Account Invoices
- Account Payments
- Account Shipments
- Account RMAs
- Account RFQs
- Permissions
- Account SKUs



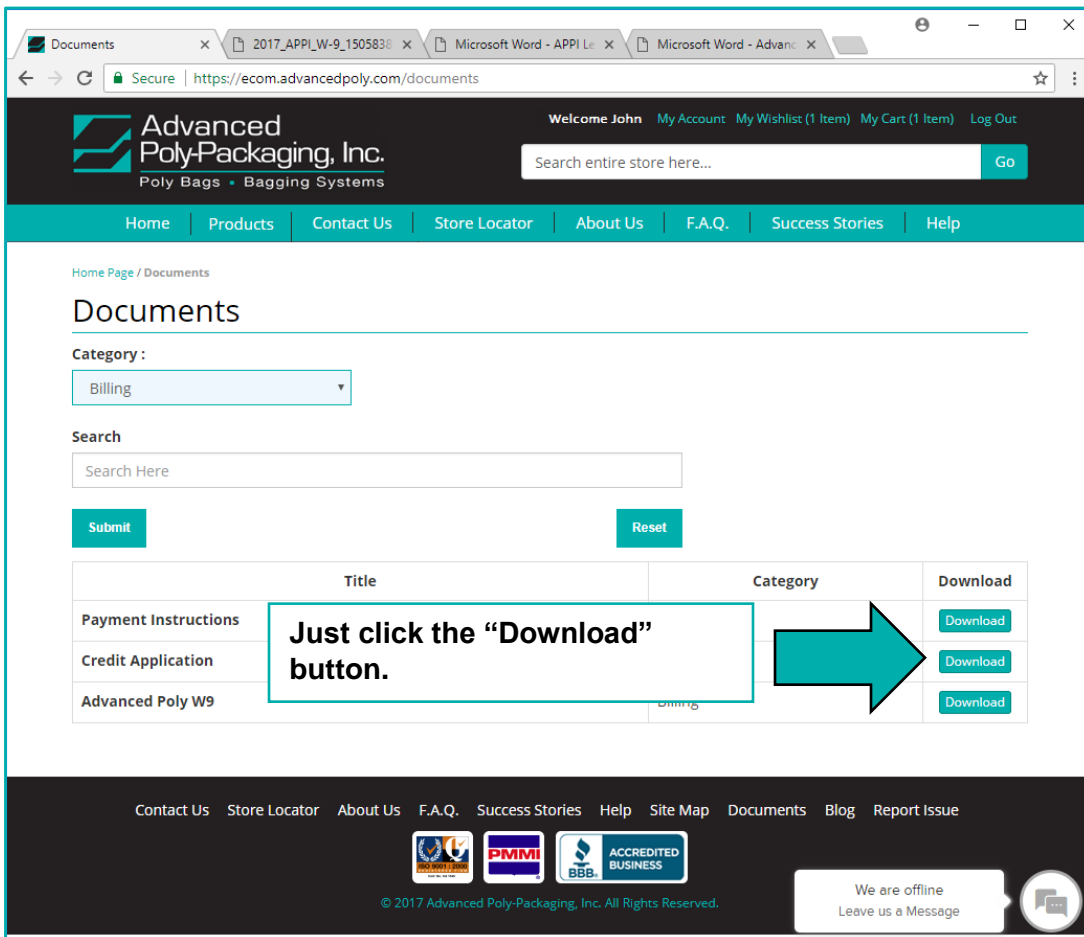
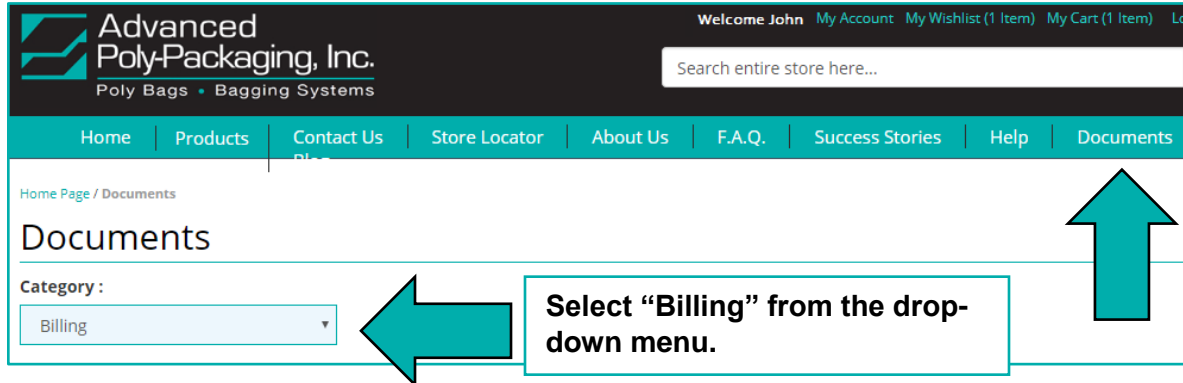


## Documents Section

Hundreds of useful documents available for download are described in the next several pages.

## Credit Application

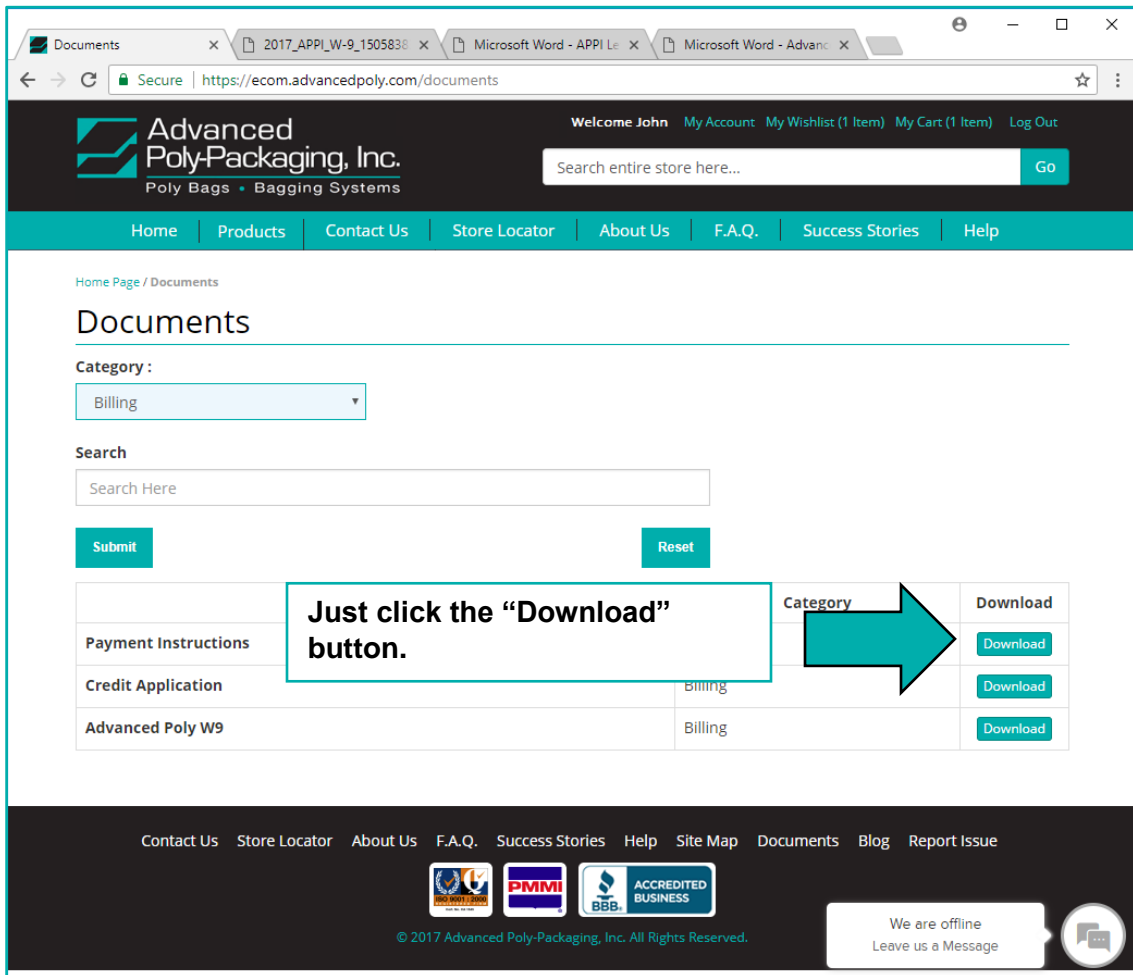
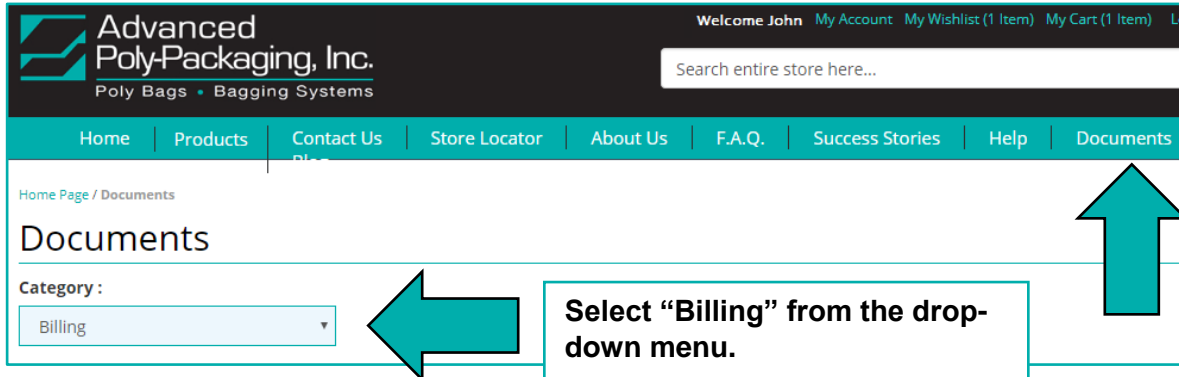
A Credit Application Form is available in the Documents Section of the website:



After downloading the one-page fillable Word document, just save it, and email it to: [AR@advancedpoly.com](mailto:AR@advancedpoly.com).

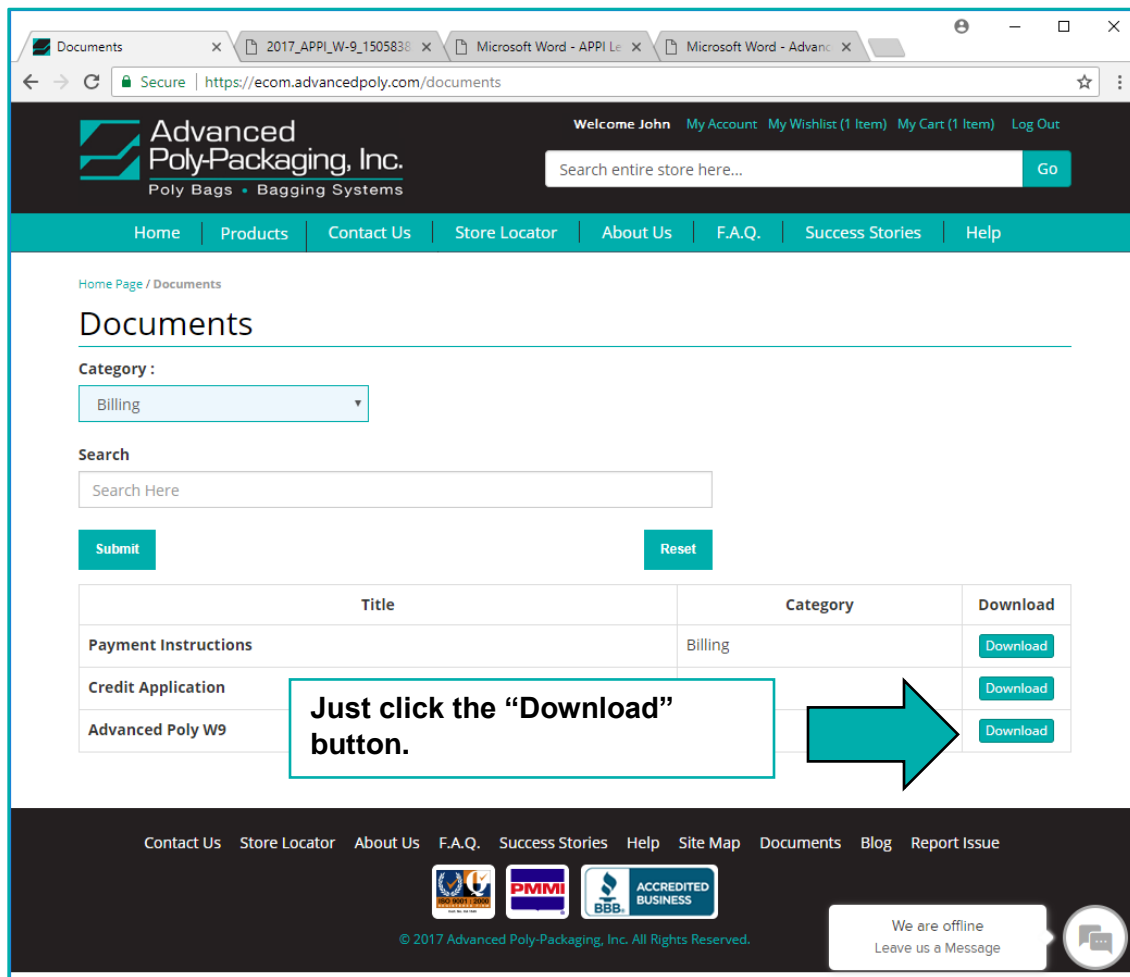
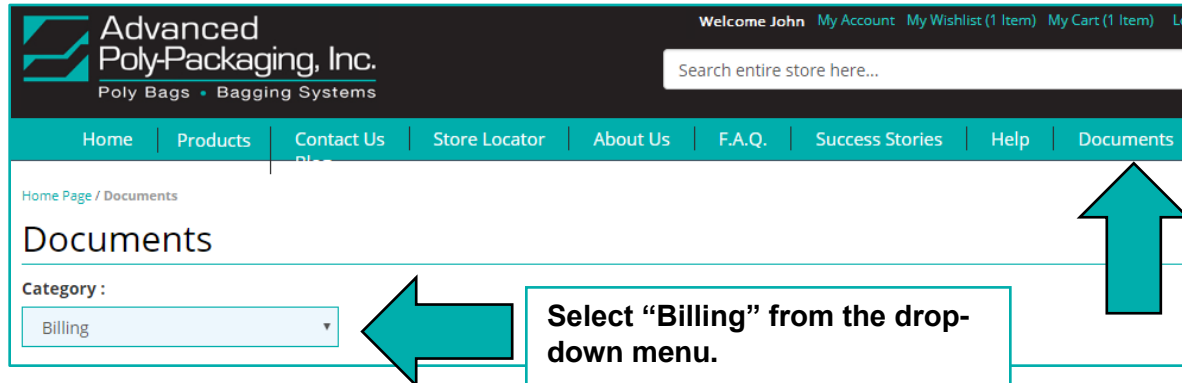
## Download Payment Instructions

Instructions for making payments (checks and/or electronic transfers) can be downloaded from the Documents Section.



## Form W-9 Information

Advanced Poly Packaging’s TIN is also available in the Documents Section:

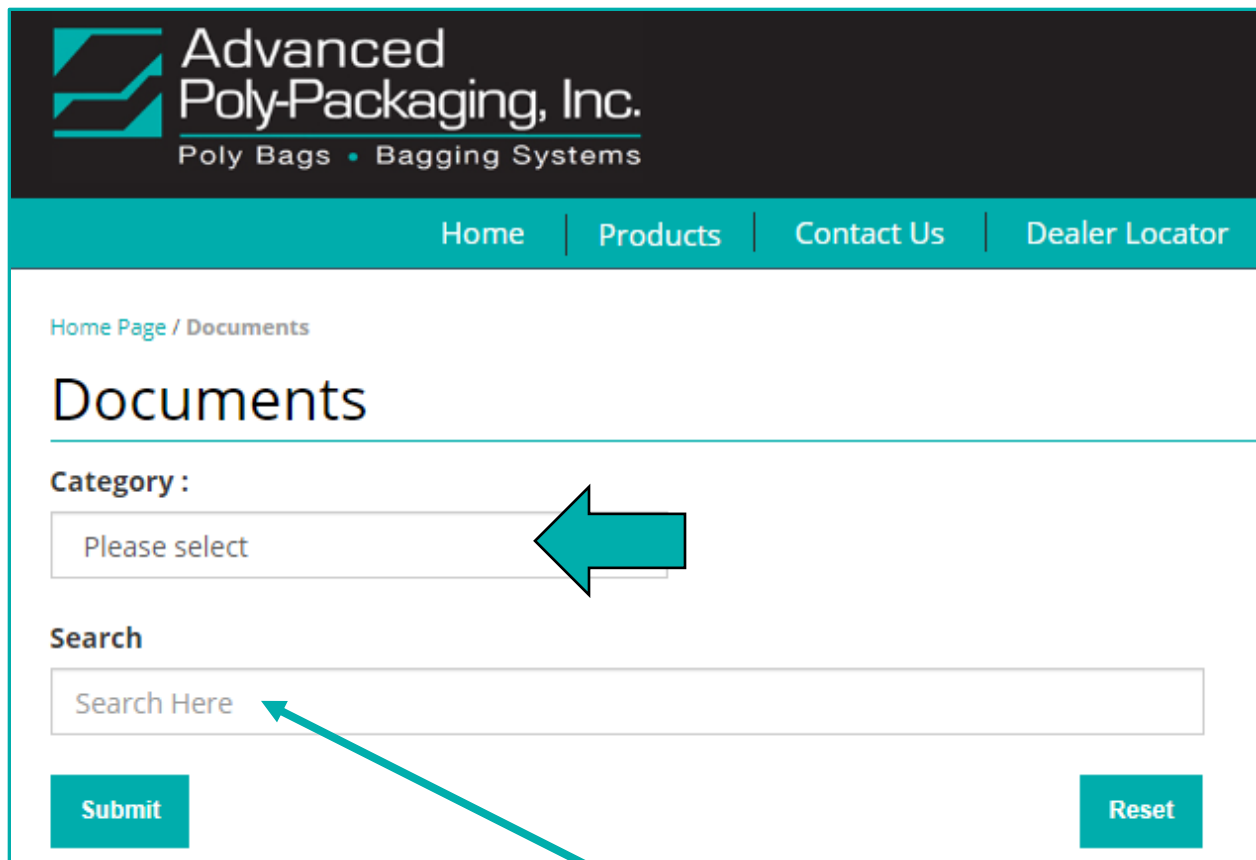


## Sales Information

An informed consumer always does research before making a purchase:

- What kind of guarantee is offered?
- Can I get a catalog?
- What's the company's BBB rating?
- What are the payment terms?
- ISO Certification?

Advanced Poly has information on those topics in the Documents Section:



Advanced Poly-Packaging, Inc.  
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Home | Products | Contact Us | Dealer Locator

Home Page / Documents

## Documents

Category :

Please select

Search

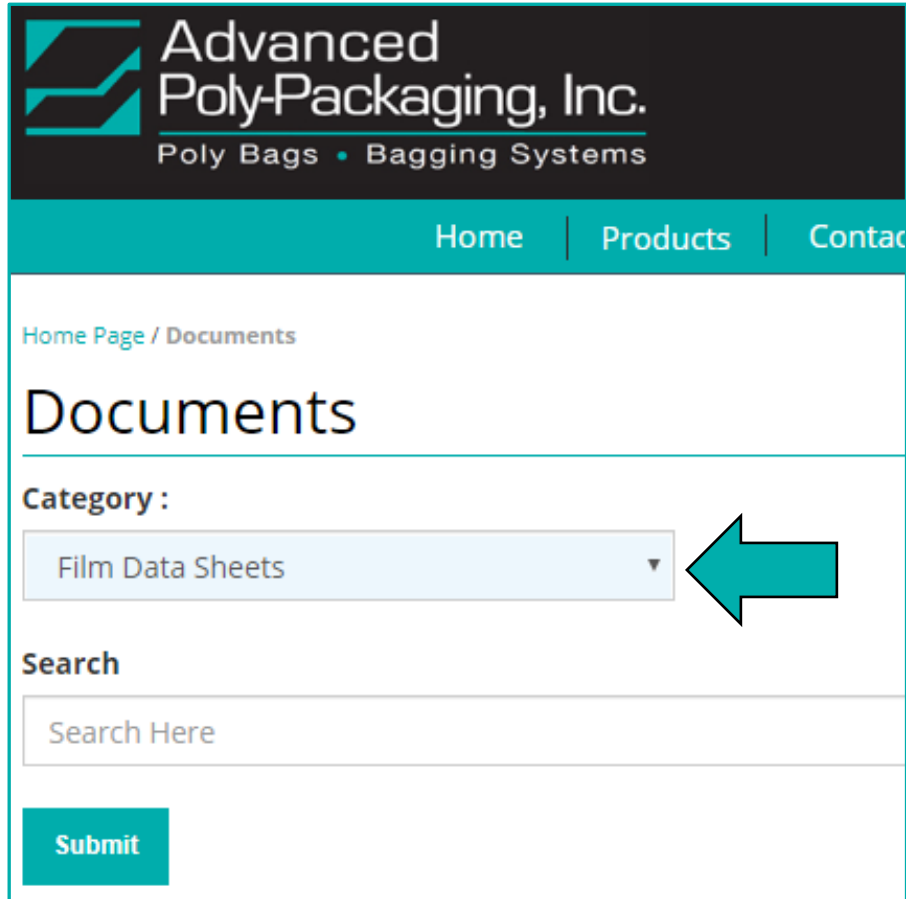
Search Here

Submit Reset

Or just enter a search term and click "Submit".

## Film Data Sheets

Advanced Poly offers custom printed or non-printed bags, and polyethylene film from high-quality resins and blends. To see specifications and applications for different film types, as well as a glossary of common terminology, navigate to the Documents Section, and select "Film Data Sheets" from the drop-down menu



Advanced Poly-Packaging, Inc.  
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Home | Products | Contact

Home Page / Documents

# Documents

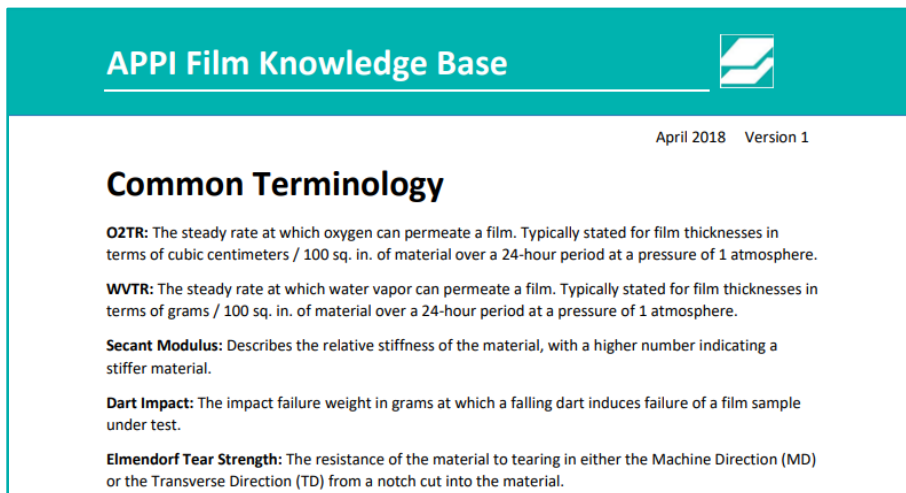
Category :

Film Data Sheets

Search

Search Here

Submit



APPI Film Knowledge Base

April 2018 Version 1

## Common Terminology

**O2TR:** The steady rate at which oxygen can permeate a film. Typically stated for film thicknesses in terms of cubic centimeters / 100 sq. in. of material over a 24-hour period at a pressure of 1 atmosphere.

**WVTR:** The steady rate at which water vapor can permeate a film. Typically stated for film thicknesses in terms of grams / 100 sq. in. of material over a 24-hour period at a pressure of 1 atmosphere.

**Secant Modulus:** Describes the relative stiffness of the material, with a higher number indicating a stiffer material.

**Dart Impact:** The impact failure weight in grams at which a falling dart induces failure of a film sample under test.

**Elmendorf Tear Strength:** The resistance of the material to tearing in either the Machine Direction (MD) or the Transverse Direction (TD) from a notch cut into the material.

## Download Operations Manuals

PDF copies of Operations Manuals for all equipment and machinery sold by Advanced Poly are available for download. To find the correct manual for your equipment, just match the Serial Number.

Advanced Poly-Packaging, Inc. Poly Bags • Bagging Systems

Welcome John My Account My Wishlist (1 Item) My Cart (1 Item) Log Out

Search entire store here... Go

Home | Products | Contact Us | Dealer Locator | F.A.Q. | Success Stories | Help | Documents | News and Events

Home Page / Documents

## Documents

Category :  
Machine Manuals

Search  
Search Here

Submit Reset

Title	Category	Download
T-1000 Operations Manual Version 1, for Serial Numbers 95080001 - 200120430	Machine Manuals	Download
T-1000 Operations Manual Version 2, for Serial Numbers 201010431 - 202120538	Machine Manuals	Download
T-1000 Operations Manual Version 3, for Serial Numbers 203010539 - 205110698	Machine Manuals	Download
T-1000 Operations Manual Version 4, for Serial Numbers 206010699 - 206120765	Machine Manuals	Download
T-1000 Operations Manual Version 5, for Serial Numbers 207030766 - 208110886	Machine Manuals	Download
T-1000 Operations Manual Version 6, for Serial Numbers 209010887 - 213101185	Machine Manuals	Download
T-1000 Operations Manual Version 8A, for Serial Numbers 213101186 - 214101246	Machine Manuals	Download
T-1000 Operations Manual Version 9, for Serial Numbers 214101247 - 215051291	Machine Manuals	Download
T-1000 Operations Manual Version 9A, for Serial Numbers 215051292 - 215091303	Machine Manuals	Download

Over 50 manuals available for immediate download.

## “How To” Instructions

Advanced Poly probably has created over 170 “How To” documents to help you handle common problems with step-by-step instructions.

Advanced Poly-Packaging, Inc. For UK service, Please visit <http://appuk.co.uk> My Account My Wishlist (1 Item) My Cart Log Out

Search entire store here... **Go**

Home | Products | Contact Us | Dealer Locator | F.A.Q. | Success Stories | Help | Documents | News and Events

Home Page / Documents

### Documents

Category :  
Machine - Help Documents

Search  
Search Here

**Submit** **Reset**

Title	Category	Download
HOW TO (All Baggers) Proper Bag Roll Handling: Help Doc 01	Machine - Help Documents	<a href="#">Download</a>
HOW TO (T-375) Activate/ De-Activate Light Curtain: Help Doc 02	Machine - Help Documents	<a href="#">Download</a>
HOW TO (Ti-1000) Check Printer Power Supply: Help Doc 03	Machine - Help Documents	<a href="#">Download</a>
HOW TO (T-1000/Ti-1000Z) Diagnose PC Link Error: Help Doc 06	Machine - Help Documents	<a href="#">Download</a>
HOW TO (Ti-1000Z) Adjust Zebra Take-up Spindle: Help Doc 08	Machine - Help Documents	<a href="#">Download</a>
HOW TO (Ti-1000Z) Assemble Zebra Take-Up Spindle: Help Doc 09	Machine - Help Documents	<a href="#">Download</a>
HOW TO (T-1000) Check Zebra Power Supply: Help Doc 10	Machine - Help Documents	<a href="#">Download</a>
HOW TO (T-1000) Load Stored Labels: Help Doc 11	Machine - Help Documents	<a href="#">Download</a>
HOW TO (Any TiZ Printer) Determine DPI of Zebra XiIII and Xi4: Help Doc 12	Machine - Help Documents	<a href="#">Download</a>
HOW TO (T-1000): Replace PLC Battery: Help Doc 17	Machine - Help Documents	<a href="#">Download</a>

## Information About Standard Options

Advanced Poly offers over 40 different standard options that can be added to your machine. To learn more about which options are available for your particular model, download these brief descriptions.

In the Documents Section, select “Options and Accessories Manuals” from the drop-down menu.

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Welcome John My Account My Wishlist (1 Item) My Cart (1 Item) Log Out

Search entire store here... Go

Home | Products | Contact Us | Store Locator | About Us | F.A.Q. | Success Stories

Home Page / Documents

## Documents

Category :  
Options and Accessories Manuals

Search  
Search Here

Submit Reset

Title	Category	Download
Accumulating Funnel Manual T-1000	Options and Accessories Manuals	<a href="#">Download</a>
Bag Blow Off Manual T-1000	Options and Accessories Manuals	<a href="#">Download</a>
Bag Deflator Manual T-1000	Options and Accessories Manuals	<a href="#">Download</a>
Heavy Duty Bag Deflator Manual T-1000	Options and Accessories Manuals	<a href="#">Download</a>
Bag Out Detector Manual T-1000	Options and Accessories Manuals	<a href="#">Download</a>
Bag Open Detector T-1000	Options and Accessories Manuals	<a href="#">Download</a>
Safety CE Conformity Kit Manual T-1000	Options and Accessories Manuals	<a href="#">Download</a>
T-1000 Barcode Verifier Manual	Options and Accessories Manuals	<a href="#">Download</a>
T-1000 Counting Funnel Manual	Options and Accessories Manuals	<a href="#">Download</a>



## System Layouts

Illustrations of Standard System layouts, complete with dimensions, are available for download in the Documents Section. Select “Layouts for Various Systems” from the drop-down menu.

The screenshot shows the website's navigation bar with the company logo and search bar. Below the navigation bar, the breadcrumb trail reads 'Home Page / Documents'. The main heading is 'Documents'. A category dropdown menu is set to 'Layouts For Various Systems', with a teal arrow pointing to it. Below the dropdown is a search bar with 'Search Here' text and 'Submit' and 'Reset' buttons. A table lists six document titles, all categorized under 'Layouts For Various Systems', with a 'Download' button for each.

Title	Category	Download
Cart for Table Top Baggers	Layouts For Various Systems	<a href="#">Download</a>
Towel Bagging System	Layouts For Various Systems	<a href="#">Download</a>
T-1000 NBO with Printer and Two UC-3000	Layouts For Various Systems	<a href="#">Download</a>
T-1000-S14 Bagger with Ti-1000z Printer and UC-2400	Layouts For Various Systems	<a href="#">Download</a>
T-1000-S14 Bagger with Loose Parts Diverter, Counter, Conveyors, and Check Weigh Scale	Layouts For Various Systems	<a href="#">Download</a>
T-1000-S14 Bagger with Light Safety Curtain, Printer, Conveyor, and Combi Scale	Layouts For Various Systems	<a href="#">Download</a>

## Service Forms

Need to return a device for repair or reprogramming? Or prepare for a system installation? We have a form for that!

All Service Forms are available in the Documents Section. Just select “Service Forms”, and you can download:

- PLC Return Form
- Equipment Install Checklist
- Return for repair Form
- Service Agreement

The screenshot shows the website's navigation bar with the logo and user links (Welcome John, My Account, My Wishlist (1 Item), My Cart (1 Item), Log Out). A search bar is present with a 'Go' button. Below the navigation bar, the breadcrumb trail reads 'Home Page / Documents'. The main heading is 'Documents'. Underneath, there is a 'Category:' dropdown menu currently set to 'Service Forms', with a large teal arrow pointing to it. Below the dropdown is a search box labeled 'Search Here' with 'Submit' and 'Reset' buttons. At the bottom, a table lists four documents, each with a 'Download' button.

Title	Category	Download
PLC Return Form	Service Forms	<a href="#">Download</a>
Equipment Install Checklist	Service Forms	<a href="#">Download</a>
Return for Repair Request	Service Forms	<a href="#">Download</a>
Service Agreement	Service Forms	<a href="#">Download</a>

For assistance with any of the Service Forms, or for additional Service information, please call 1-800-754-4403, Monday through Thursday, 9:00 AM to 5:30 PM EST, or Friday 9:00 AM to 5:00 PM EST, and ask for Service, or at [Service@advancedpoly.com](mailto:Service@advancedpoly.com).

## F.A.Q.

Looking for a quick answer to a question? Use the menu on the top of the webpage to access the Frequently Asked Questions page. Select a category from the drop-down menu or enter a search term. New categories will be added as more questions are submitted.

Current categories include:

- Advanced Poly (General – Billing, Terms)
- Artwork – Printing (Bags/Film)
- Bags (General)
- Machines (General)
- Machines (Service – Support)
- Machines (Warranty – Guarantees)

Advanced Poly-Packaging, Inc.  
Poly Bags • Bagging Systems

Welcome John | My Account | My Wishlist (1 Item) | My Cart (1 Item) | Log Out

Search entire store here... **Go**

Home | Products | Contact Us | Store Locator | About Us | **F.A.Q.** | Success Stories | Help | Documents | Blog

Home / FAQs

## Frequently Asked Questions

Category :  
Artwork - Printing (Bags/Film)

Search

**Submit** **Reset**

- We would like to switch to Advanced Poly and have printing plates that we have purchased. Can you use our existing plates? +
- Can you print 8 colors on both sides of the bag? +
- I am the Graphic Artist and have the artwork ready to send to you for our custom printed bags. What format do you require for these art files? +
- Can I send you my artwork? +
- How many colors do you print? +

Click on any of the displayed FAQ to see the answer.

**Submit** **Reset**

We would like to switch to Advanced Poly and have printing plates that we have purchased. Can you use our existing plates? +

Can you print 8 colors on both sides of the bag? -

APPI's complete printing capabilities include line, screen or process printing up to 6 colors on one or both sides. Allow our in-house graphic design team to create your artwork, typesetting and color separations.

**FAQs category:** Artwork - Printing (Bags/Film)

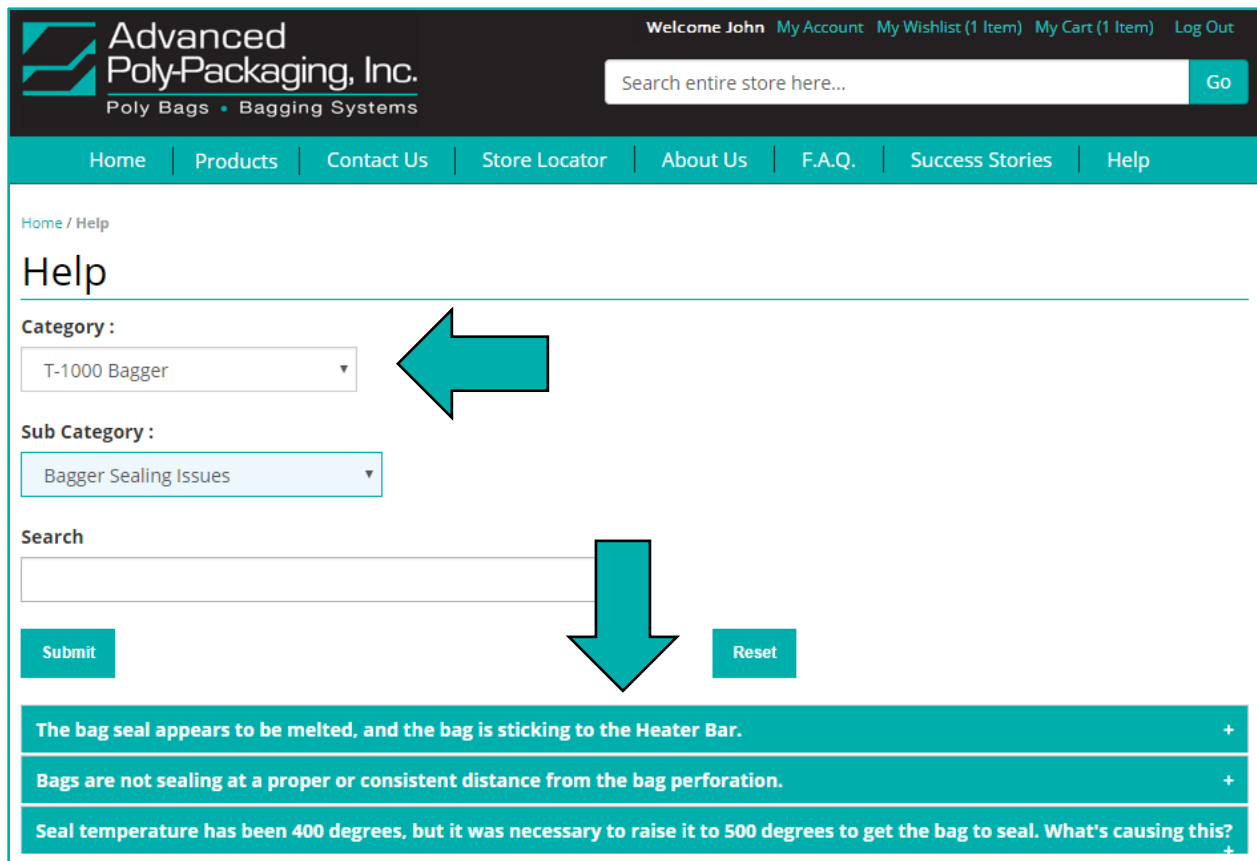
I am the Graphic Artist and have the artwork ready to send to you for our custom printed bags. What format do you require for these art files? +

## Help

Having an issue? You may find your solution here! Use “Category” to select a Machine, and “Sub Category” to select a problem. Available answers are displayed at the bottom of the page.

Categories include:

- T-1000 Bagger
- T-200 Tabletop Bagger
- T-275 Tabletop Bagger
- T-300 Tabletop Bagger
- T-375 Tabletop Printer/Bagger
- Ti-1000 TEC Printer
- UC-2400 Parts Counter
- UF-5000 Infeed Conveyor
- US-4000 Check Weigh Scale
- US-5000/5500 Scale
- US-9000 Scale
- UCS-2400 Comb. Counter Scale



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Poly Bags • Bagging Systems

Search entire store here... Go

Home | Products | Contact Us | Store Locator | About Us | F.A.Q. | Success Stories | Help

Home / Help

## Help

Category :  
T-1000 Bagger

Sub Category :  
Bagger Sealing Issues

Search

Submit Reset

The bag seal appears to be melted, and the bag is sticking to the Heater Bar. +

Bags are not sealing at a proper or consistent distance from the bag perforation. +

Seal temperature has been 400 degrees, but it was necessary to raise it to 500 degrees to get the bag to seal. What's causing this? +

## Dealer Locator

Need to find an APPI location near you? Enter a City, State, or Zip Code.

Advanced Poly-Packaging, Inc. Poly Bags • Bagging Systems

Welcome John My Account My Wishlist (1 Item) My Cart (1 Item) Log Out

Search entire store here... Go

Home Products Contact Us Store Locator About Us F.A.Q. Success Stories Help Documents

Home / store locator

### Store Locator

Enter Name or City or State or Zip Code:

43219 [Submit](#)

**Enter a Zip Code**

[Service](#) [Parts & Ribbon](#) [Bag Sales](#) [Machine Sales](#) [Sales \(all products\)](#)

**Veritiv Service Center**  
250 Mile Service Range  
Indianapolis IN 43219 United States  
3307854000

[Store Details](#) [Contact Us](#)



**Veritiv Service Center**  
**Address:**  
250 Mile Service Range  
Indianapolis IN 43219 United States  
**Phone:**  
3307854000  
**Url:**  
**Description:**  
**Equipment Service**

Advanced Poly is a "tier 1" Veritiv supplier for bagging systems. Veritiv has demonstrated their commitment to supporting Advanced Poly's systems in the field by sending Service Personnel to Advanced Poly, Akron, Ohio for in-depth factory training.

With Veritiv, you'll get consistent responsiveness for repairs and preventive maintenance service to keep your packaging equipment performing at peak efficiency. We can tweak your older equipment to keep it running like new, improve your existing processes and do so from any one of our service hubs coast-to-coast.

The names and addresses of the stores in that area are displayed, along with links to Store Details, Contact Information, and an Interactive Map.

## Success Stories

Customer share experiences and feedback about Advanced Poly. Read their thoughts and recommendations, and comment on the stories.

The screenshot shows the website's success stories page. At the top, there is a navigation bar with links for Home, Products, Contact Us, Dealer Locator, F.A.Q., Success Stories, Help, Documents, News and Events, and Videos. Below the navigation bar, the page title is "Success stories". A quote from a customer reads: "They are a really great team!" ... "They were helpful right from the start." ... "When I need help getting part numbers, I usually get the answer the same day." ... "The whole team knows their business." Below the quote, there is a section titled "Service Champ Recommends Advanced Poly" dated Tuesday, June 04, 2019 02:43:14 PM. The text describes how Service Champ has provided exceptional customer service by equating superior product quality to customer satisfaction. It mentions that Advanced Poly first partnered with Service Champ in 2014 when they needed to replace an outdated bagging machine. The text also includes a quote from Doug Marinchick, Service Technician, who came to their facility to install the new unit and give hands-on training. Another quote from Brad Hubiak, Assistant Warehouse Manager, states that communication has been great and that production has seen a great increase. The page concludes with a link to Service Champ's website and a "Post Comments (0)" button.

## Videos

Watch videos of the different machines available from Advanced Poly Packaging, as well as demonstrations of the specific applications of the different systems (Baggers, Counters, etc.), and promotional videos.

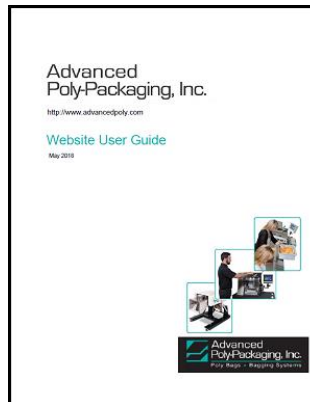


## Customer Service

Accessed by means of the website Footer Links, the Customer Service Page contains brief summaries addressing topics that APPI knows are important to their customers:

- **Shipping & Delivery**
- **Privacy & Security**
- **Returns & Replacements**
- **Ordering**
- **Payment, Pricing, & Promotions**
- **Viewing Orders**
- **Updating Account Information**

The Customer Service page also contains a link to download the latest copy of this Web User Guide. Just click on the image of the Guide.



To access the Customer Service page, select the link on the bottom of the web page, as shown below:



Contact Us Dealer Locator About Us F.A.Q. **Customer Service** Success Stories Help Site Map Documents News and Events Report Issue Privacy Notice APP UK

Advanced Poly Packaging, Inc. 1331 Emmitt Road, Akron, OH 44306

Main Office: (330) 785-4000

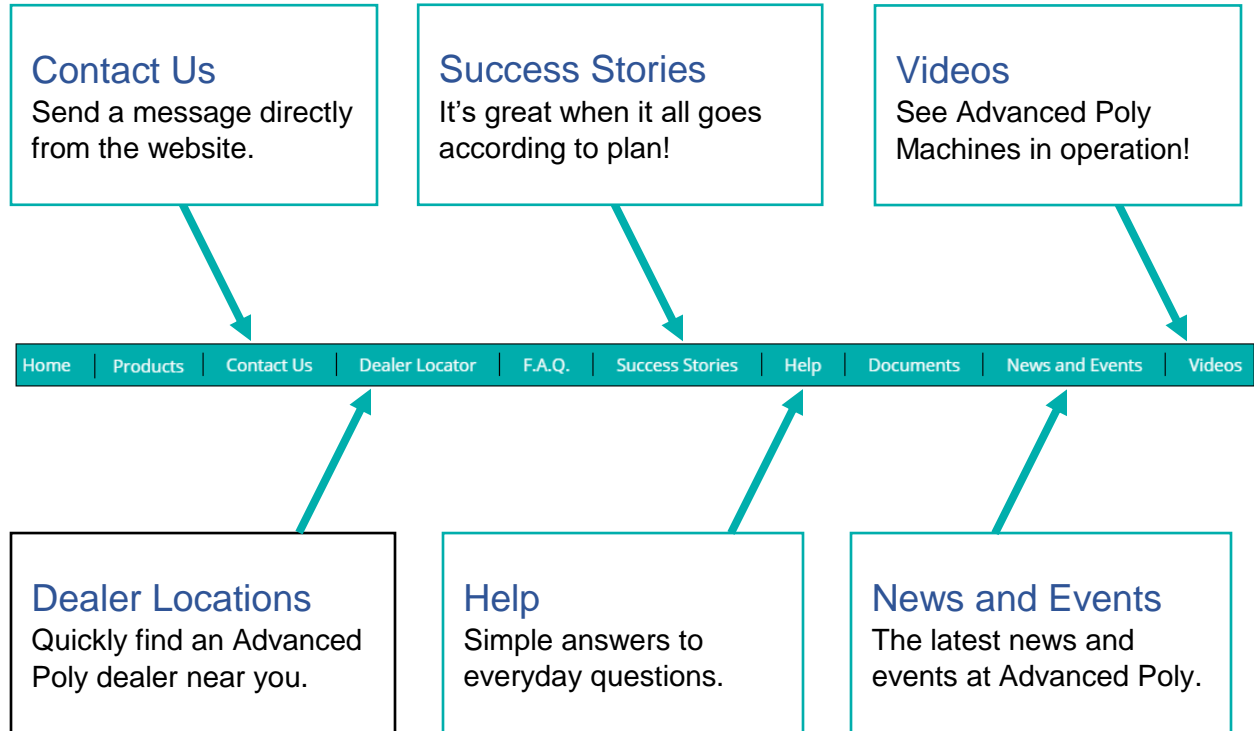
Toll Free: (800) 754-4403

For UK service, please visit <http://appuk.co.uk>

## Learn About Advanced Poly

To learn more about the company, please visit the pages on our website by using the menu on the top of the page:



## Further Assistance

If you need any further assistance using the new features, please use the "Contact Us" tab at the top of the website, or call APPI at 1-800-7584-4010.