remine HOW TO: Rocket Print & Mail FAQ

1. **How do I access Rocket Print and Mail through Remine?**

   To access the Rocket Print and Mail storefront, follow the steps below:
   a. Navigate to the **Track** tab.
   b. Select a label you'd like to send mailers to.
   c. Check the box to "Select All" directly above your list of addresses.
   d. Once this box is checked, click "Send Mailers."

2. **I am not being directed to the Rocket Print and Mail storefront, what's happening?**

   If you are not immediately directed to the storefront it is likely because you have your pop-up blocker on. If the system cannot direct you due to your pop-up blocker, you will have an option to click to be redirected.

3. **Is there a minimum required to send mailers?**

   There is no minimum amount required to send mailers through Rocket Print and Mail powered by Remine.

4. **Is there a discount for sending mailers in bulk?**

   Yes! Please see the Rocket Print and Mail pricing sheet for rates per threshold.

5. **How does Remine pricing compare to if I went to Rocket Print and Mail directly?**

   Remine users have access to a special discounted rate. Pricing will be lower through Remine than if you sent mailers directly through Rocket Print and Mail.

6. **Is there an option to send mail First Class?**

   Yes, depending on the piece you may have the option to send the mailer first class. Please reference the Rocket Print and Mail pricing sheet for all options.

7. **If we send mail First Class, what happens to the returned mail that is undelivered?**

   If the mail piece is undeliverable it will be sent to the return address on the mailer. Note, the list is scrubbed prior to mailing by Rocket Print and Mail to limit the number of mailers returned.

8. **How do I add my return address?**

   By default, all mail will be returned to the broker addresses listed on the mailer.

9. **What is the turnaround time for each mailer?**
   a. Postcards — up to 3 business days.
   b. Snap-aparts — up to 4 business days.
   c. Letters — up to 5 business days.

10. **How thick are the postcards?**

    14-point thickness.

11. **Will you be adding more templates in the future?**

    Yes! If you have a request for a specific template, please submit a ticket at **help.remine.com**.

12. **Who do I reach out to for support?**

    Once you are in the Rocket Print and Mail storefront, they will take care of all your support needs! At the bottom right of your screen you will see an option to "Chat." Chat support hours are Monday – Friday from 9am – 6pm ET.

> If you need additional support,
> please visit **help.remine.com**.