**1.** **Yes/NO (PRODUCTS)**

The Tape Measure is 52x50x10mm.**Yes**

**2.** **True or False** **(PRODUCTS)**

Rulers are now available in black and gray. **False**

**3.** What is the weight of the recycled matte stock on Rack Cards? **(PRODUCTS) 100lb**

**4.** What is the maximum quantity per set a customer is allowed to order for Keychains?**(PRODUCTS) 200**

**5.** **Yes/NO (PRODUCTS)**

Posters can be printed on a Magnetic stock. **No**

**6.** What is the size of the print area for Small Window Decals in inches? **(PRODUCTS) 4.50 x 4.50**

**7.** What is the full bleed size for XL Photo Magnets in inches?  **(PRODUCTS) 11.60x 8.85**

**8.** What is the cost for 5,000 Metallic Finish Business Cards in USD?  **(SALES) $195.00**

**9.** List 4 of the available colors for our Men's Polo Shirts.  **(PRODUCTS) black, white, navy blue, red, royal blue, grey, forest green, maroon**

**10.** What is the thickness of the Small Magnet? **(PRODUCTS) 0.4 mm**

**11.** **Fill in the blank**

Poster Calendars are printed on\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ paper stock. **(PRODUCTS) Glossy Poster Paper**

 **12.** **True or False**

The tape in the Tape Measure is Auto-Retractable.**(PRODUCTS) Yes**

**13.** **Fill in the blank**

 The Sticky Note Holder can hold \_\_\_\_\_\_\_\_\_\_\_\_50-sheet pads. **(PRODUCTS) 2**

**14.** **True or False**

Loyalty Cards can only be printed with 5 or 10 punch/stamp boxes**. (PRODUCTS) True**

**15.** **True or False**

There is a clip on one side of the Tape Measure.  **(PRODUCTS) False**

**16.**  **Fill in the blank**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**is the same size as our Small Circular Stickers and Small Circular Product Labels. **(PRODUCTS) Envelope Seal**

**17.** In inches, what is the dimension of the printable area on the Ruler? **(PRODUCTS) 2.67” x 0.78”**

**18.** **True or False**

The base of the Banner Stand is metallic. (**PRODUCTS) False**

**19. True or False**

If Economy (8 business days) delivery is selected, then T-shirts can be shipped to a P.O. Box in the USA if order value is more than $200.**(PRODUCTS) True**

**?? 20.**What type of paper is Foil Business Cards standardly printed on?**(PRODUCTS) ONLY Premium Glossy and Premium Matte stock**

 **21.  Yes/NO**

Can foil be added to a vertical Business Card? **(DESIGN) No**

**22.** **True or False**

We no longer offer electronic business cards?   **(PRODUCTS) True**

**23.** Premium Matte Stock on Business Cards has a: **(PRODUCTS) A**

a. yellowish color

b. white color

**24.** If customers are not satisfied with the color of the Premium Matte Stock then you should reorder with\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **(DESIGN) Reg. matte stock**

**25.** **True or False**

Premium Glossy (130 lb / 350 gsm paper stock) Postcards are not compatible with Postcard Mailing Services.  **(PRODUCTS) True**

**26.** If a customer wants Door Hangers, which product can be recommended?**(PRODUCTS) Rack Card**

**27.** **True or False**

Only Small, Medium and Large Vertical Banners can be used with our Banner Stands.**(PRODUCTS) False**

**28.** **True or False**

Canadian customers are able to order checks on the Vistaprint website

**(PRODUCTS) False**

**29.** At trim size I am 6.00" x 2.75", my paper stock is 23lb matte paper. What am I? **(PRODUCTS) Check**

**30.** Where is the Snap-2-3 team located?  **(MARKETING) India**

**31.** What are the reasons why a PAT may not be able to re-create a customer’s business card? **(DESIGN)**

**The photo was taken in poor light, or is out of focus**

**The content was obstructed (e.g. by fingers)**

**The card contains a photograph**

**The logo was too complex to re-create**

**The customer is an employee of one of our Business Solutions partners (Amway, Pure Romance, Initials, Inc, Zumba, Norwex, Miche, Tupperware, Jamberry Nails, etc.)**

**32.** What is the approximate size in inches for an unfolded calendar?  **(PRODUCTS) 11” X 17”**

**33.** **True or False**

Customers are not able to add social media links to their online business cards.  **(DESIGN) False**

**34.** **True or False**

Local Search Profile is available to US customers only.  **(PRODUCTS) True**

**35.** I am 3.43"x3.88” before folded. What am I? **(PRODUCTS) Folded business cards**

**36.** **True or False**

Our rubber stamps can be used on ceramic, glossy paper, metal and linoleum.  **(PRODUCTS) False**

**37.** What type of ink is used in our stamps?**(PRODUCTS) Water Based**

**38.** When did we release rulers for NA customers?  **(PRODUCTS) 31st of July, 2012**

**39.** I am 15g in weight. What am I?**(PRODUCTS) Ruler**

**40.** In Size, I am 70 x 18 x 30mm, my weight is 18g and my printable area is 1.89" x 0.35". What am I? **(PRODUCTS) Calculator**

**41.** What is the thickness of our Premium Mouse pads? **(PRODUCTS) 1/4"**

**42.** **True or False**

Legal paper size (8.5" x 14") fits perfectly in our Folder.**(PRODUCTS) False**

**43.** What is the Maximum print area for Letter Openers? **(PRODUCTS) 45 x 25 mm or 1.77” x 0.98”**

**44.** On what date did we change the delivery days to business days to match e-commerce standards **(SALES) January 8th, 2014**

**45.** I come in two sizes and my lifetime is 18 months. What am I **(PRODUCTS) Lawn sign**

**46.** What is the keychain made of?  **(PRODUCTS) Durable vinyl**

**47.** What is the recommended resolution for the Extra-large Banners? **(PRODUCTS) 50 DPI**

**48.** **True or False**

All banners are shipped pre- punched. **(PRODUCTS) False**

**49.** What is the Vertical trim size for Data Sheets?  **(PRODUCTS) 8.50" x 10.98"**

**50.** At full bleed I am 6.97" x 4.45" and I am printed on 70lb weight paper stock, what am I? **(PRODUCTS) A-2 Envelopes**

**51.** **True or False**

All T-shirts offer left chest printing. **(PRODUCTS) False**

**52.** Who is the main supplier for Vistaprint T shirts?  **(PRODUCTS) Anvil is our (Vistaprint) supplier for t-shirts**

**53.** **True or False**

Our hats are manufactured in Windsor? **(PRODUCTS) False**

**54.** What is the full bleed size for pocket stamps? **(PRODUCTS) 1.42" x 0.47"**

**55.** In which release did a full roll out of embroidered products occur? **(PRODUCTS) 22.6 release.**

**56.** What does the acronym DIFY stands for? **(DESIGN)** **Do It For You**

**57.** What is the major difference between DesignCrowd and Design services? **(MARKETING)**

**Design Crowd** - **Multiple Designers create designs that are presented to the customer**

**Design Services - Customers will be asked to complete a Design Brief, options are not presented to the customer**

**58.** Where is DesignCrowd located? **(MARKETING) Australia**

**59.** **True or False**

PDF proof is available for engraved products.  **(PRODUCTS)** **False**

**60.** What date did Vistaprint stop offering maps on printed products? **(PRODUCTS) January 8, 2014**

**61.** How often are reminder emails sent for Merchandise Credit’s expiration in the order that they would be sent?  **(MARKETING)** **3 times**, **reminder emails are sent 330 days , 90 days and 7 days after the Merchandise Credit has been issued**

Which state is exempted from the 1 year expiration date for Merchandise Credit?  **(MARKETING)** **Massachusetts**

**63.** How long can Merchandise credit stay on a Massachusetts’ customer’s account?  **(MARKETING) 7 years**

**64.** **True or False**

All email marketing packages have a free trial period.  **(PRODUCTS) False**

**65.** **True or False**

There are no obligations with signing up for website. You can cancel at any time.  **(PRODUCTS) True**

**66.** **True or False**

 There is a 90 day free trial period for websites.**(PRODUCTS) False**

**67. True or False**

Local search profile has to be linked to a website.  **(PRODUCTS) False**

**68.** **True or False**

Customers outside of the US cannot sign up for the Local search profile? **(PRODUCTS) True**

**69.** **True or False**

Local Search Profiles require a physical address.  **(PRODUCTS) True**

**70.** **True or False**

 Mac computers support email marketing subscriptions. **(PRODUCTS) True**

**71.** **True or False**

Customers with Vistaprint Websites cannot integrate it with email marketing. **(PRODUCTS) False**

**72. True or False**

Customers can purchase a list for email marketing.  **(PRODUCTS) False**

**73.** **True or False**

Once the contacts are uploaded to the email marketing account then the information can be rented, shared, or sold by Vistaprint.  **(PRODUCTS)False**

**74.** What’s the price of the standard package for Email Marketing? **(PRODUCTS) $9.99**

**75.** **True or False**

A customer is able to upload YouTube videos to email campaigns.  **(DESIGN) True**

**76.** **True or False**

Online Search profile is a US product only. **(PRODUCTS) True**

**77.** **True or False**

The cost for online Business card is $10.  **(SALES) False**

**78.** What are the names of the three new website packages?

 **(PRODUCTS) Basic , Standard and Premium**

**79.** What website package comes with the Search Engine Optimizer (SEO) feature? **(PRODUCTS) Premium**

**80.** Which of the new website packages have unlimited pages? **(PRODUCTS) All (Basic, Standard, Premium)**

**81.** The Professional website package on the Old tier has been replaced with what package on the new tier?  **(PRODUCTS) Premium**

**82.** What is the cost for the Basic package on the new tier on the US locale? **(SALES) $4.99**

**83.** After a domain name is pointed to a Vistaprint hosted site, how long should the customer wait before attempting to access the site with pointed domain name? **(MARKETING) 24 – 48 hours**

**84.** As of Release 27.1, what browsers are supported by SB3**. (TOOLS) Mozilla Firefox, Google Chrome, Safari, IE**

**85.** **Fill in the blanks**

The two formats used to encode information which are recommended by search engines to ensure that your business is found in search listings are\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **(DESIGN) HD Cards and GEO site maps**

**86.** **Fill in the blank**

 It can take \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for changes you make on your Local search Profile to be fully distributed and show up in results. **(PRODUCT)**

**6 – 10 weeks**

**87.** **Fill in the blank**

Altogether, your listing with Local search profiles will be distributed to more than \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ search sites.  **(PRODUCTS) 100**

**88.** What’s the cost to sign up for Local search profile? **(SALES) FREE**

**89.** **True or False**

Email marketing Campaign can match business cards but not websites? **(DESIGN) False**

**90.** **Fill in the blank**

Vistaprint has a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Spam Policy for email marketing.  **(PRODUCT) NO Tolerance**

 **91.** How often can a customer send to their contact list for Email Marketing? **(PRODUCTS)** **up to six times per month**

**92.** How long does it take to create an Email Marketing campaign? **(DESIGN)** **Under an hour.**

**93.** If I sign up for the standard package for email marketing, how many emails can I send each month?  **(PRODUCTS) 3000**

**94.** What are the 3 packages offered for email marketing?  **(PRODUCTS)**

**Starter, Standard and Unlimited**

**95.** What is cost to sign up for a standard package for email marketing on the US locale? **(SALES) Free, $9.99 after trial**

**96.** How many email addresses can a customer create on the standard package for a Website Subscription on the new tier?  **(PRODUCTS) 12**

**97.** How many email addresses can a customer create on the basic package for a Website Subscription on the new tier?  **(PRODUCTS) 1**

**98.** How many email addresses can a customer create on the Premium package for a Website Subscription on the new tier? **(PRODUCTS) unlimited**

**99.** How many domain names can I point to a basic website subscription on the new tier?  **(PRODUCTS) 1**

 **100.** What is Online Search Profile?  **(PRODUCTS)**

**Is a subscription provided via electronic services program that allows the subscriber to create a profile and we distribute it to online directories via the localeze small business listings database**

**101.** What is Business Email Address?  **(PRODUCTS)**

**Is a stand alone subscription provided via the electronic services program. Customers are provided with a custom domain name and a variable amount of mailboxes depending on package level**

**102.** What does the Acronym; ADT stand for? **(DESIGN)**

**Advanced Design Tools**

**103.** What does the Acronym; LSP stand for**(PRODUCTS)**

**Local Search Profile**

**104.** What is Search Engine Optimizer?  **(PRODUCTS)**

**This is the detailed process of bringing organic search results to top ranking spots within search engines**

**105.** What does the Acronym; SEO stand for? **(PRODUCTS)**

**Search engine Optimizer**

**106.** **Fill in the blank**

 A standalone product that allows customers to send targeted email campaigns to their contact lists \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **(PRODUCTS) Email Marketing**

**107.** What does the acronym; FTP stand for?  **(DESIGN)**

**FileTransfer Protocol**

**108.** What does the acronym; ISP stands for? **(MARKETING)**

**Internet Service Provider**

**109.** What is a Browser?  **(MARKETING)**

**A browser is an application software that is used to visit websites and access the internet**

**110.** What does the acronym; HTTP stand for?  **(MARKETING)**

**Hyper Text Transfer Protocol**

**111.** When was Website Bundle launched in EU? **(PRODUCTS)**

 **18th of January 2012**

**112.** When did Vistaprint acquire WEBS?

 **(MARKETING)** **December 19, 2011**

**113.** Where is WEBS headquarter? **(MARKETING)**

 **Silver Spring, Maryland, USA**

**114.** What are the name servers customers should enter when pointing a domain name to Vistaprint? **(MARKETING)**

**ns2.vpweb.com, ns3.vpweb.com, ns4.vpweb.com**

**115.** When did Vistaprint introduce websites? **(PRODUCTS)**

**April 1, 2008**

**116. True or False**

Brilliant finishes are only available to NA customers. **(PRODUCTS) False**

**117. Of the three brilliant finishes that vistaprint offers, which is not available for ANZ customers? Mettalic Finish**

**118. True or False**

Metallic finish is produced in Windsor for NA customers and Deer Park for ANZ customers. **(DESIGN) False**

**119. True or False**

DIFY design services is available for all products. **(DESIGN) False**

**120.** List the in-voluntary deductions? **(MARKETING)**

**PAYE, NHT, NIS and ETAX**

**121**. Vacation entitlement for eligible employees for each vacation year is based upon the length of service. What are they? **(MARKETING)**

**1-5 years two weeks ( 10 working days)**

**6-15 years three weeks ( 15 working days)**

**16 years & over 4 weeks (20 working days)**

**122. Fill in the blank**

\_\_\_\_\_\_\_\_\_\_\_Must be provided if you are absent 3 consecutive working Days **(MARKETING) Doctor’s Certificate**

**123.** Sleeping on the job for the first occurrence warrants a suspension or termination.  **(MARKETING) Suspension**

**124. Fill in the blank**

\_\_\_\_\_\_\_\_\_\_\_\_ includes HRBP, agent, Supervisor or and manager and a representative of the agents choice.**(MARKETING) Disciplinary Hearing**

**125. Fill in the blank**

Paid time off must be taken within\_\_\_\_\_\_\_**(MARKETING) the calendar year in which it is earned**

**126. Fill in the blank**

Employees earn \_\_\_\_\_\_\_\_leave with pay for every \_\_\_\_\_\_\_\_days worked.

**(MARKETING)** **one day's leave with pay for every 22 days worked.**

**127. Fill in the blank**

Employees become eligible for five additional vacation days having completed\_\_\_\_\_\_\_ of employment. **(MARKETING) 5 years**

**128.** In detail, when does your 5 additional vacation days become available? **(MARKETING) It becomes available on January 1 following**

**The five year anniversary date.**

**129.** Who is responsible to investigate complaints of illegal harassment?

**(MARKETING)** **Kristin Caplice**

**130.** List two prohibited activities under the Computer Use policy. **(MARKETING)**  **Improper use and Misuse of software**

**131. Fill in the blank**

Employees are responsible for safeguarding their \_\_\_ \_\_\_\_\_\_\_ for access to the Computer Resources.  **(MARKETING) passwords**

**132.** This process allows the customer to upload a non-Vistaprint business card and we recreate it. **(DESIGN) SNAP-2-3**

**133.** **True or False**

Webs customers can be assisted by any digital agent. **(SOFT SKILLS) False**

**134. True or False**

On the US version of the website, polo shirts are being offered in 10 different colors including black, white and navy blue.  **(PRODUCTS) False**

**135.** We are offering 3 new Brilliant Finishes for Premium Business Cards. Name all 3 **(PRODUCTS) Raised Print, Spot Glass, Mettalic Finish**

**136.** What 2 file formats are most recommendedfor uploads? **(DESIGN)**

**Pdf, psd, ai**

**137.** What two countries are our T-shirts made in? **(PRODUCTS)**

**Nicaragua and Honduras**

**138.** **Fill in the blank**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the ability to do something or produce something without wasting materials, time or energy. **(SOFT SKILLS) Efficiency**

**139.** What is the dimension of the Desk Business Cardholder? **(PRODUCTS)** **3.70" x 2.30" or 94 x 58mm**

**140.** In what time frame are customers advised that their website will be available in Search Engines? **(PRODUCTS) 2-4 weeks**

**141.** What does the acronym; HTML stands for? **(DESIGN)**

 **HyperText Markup Language**

**142.** Name 4 Social Media Tools that can be used across different Electronic Services products. **(TOOLS) Follow widget, Feed widget, Facebook Like widget, Facebook Fan widget.**

**143.** List 3 domain extensions that require a sign up process upon ordering a Website. **(PRODUCTS) .ca | co.uk | .com.au**

**144.** **True or False**

Vistaprint allows registration of all levels of domain names. **(MARKETING) False**

**145. True or False**

A customer can point all domain extensions to their Vistaprint Website.  **(PRODUCTS) False**

**146.** What does the acronym ccTLD means?  **(MARKETING)**

 **country-code top-level domains**

**147.** What are country-code top-level domains? **(MARKETING)**

 **Two letter domains established for countries or territories**

**148.** What is the Format Wizard? **(DESIGN)**

 **This is a wizard which will present format options for a custom email**

**149.** **True or False**

 Pending Verification means, the domain name is verifying **(MARKETING) False**

**150.** **True or False**

A domain name can be transferred when the status says, Client Hold.  **(MARKETING) False**

**151.** Name the acceptable file types for image uploads in the Sitebuilder. **(DESIGN)** **GIF, JPG, PNG**

**152. True or False**

Customers should use images that are 1720 x 900 pixels for background images in sitebuilder.  **(DESIGN) False**

**153.** What is a lightbox? **(DESIGN)**

**A "lightbox" is an enhanced link to a fullscreen version of an image.**

**154.** **True or False**

I can sign up for Pro Advantage as many times as I want.  **(PRODUCT) False**

**155.** What is the acronym for Canonical Name Record. **(MARKETING)**

**CNAME Record**

**156.** Explain the term SIM?  **(MARKETING)**

**This method allows a connection to an e-commerce Web site in order to submit credit card transactions**

**157.** What is a Zone file?  **(MARKETING)**

 **An entry in your DNS table that maps a domain name to an IP Address**

**158.** What Electronic Service Product do we get from Pagemodo? **(PRODUCT) Facebook business page builder**

**159.** **True or False**

 Customers can use their personal profile with the Facebook Business Page Builder.  **(PRODUCT) False**

**160. True or False**

Internet Marketing Packages are available on all locales. **(PRODUCT)**

**False**

**162.** What Google feature is used with the Google Directory Listing in the Online Guide? **(MARKETING)** **Google Places**

**163.** **True or False**

A customer can’t upload photos to notebook? **(PRODUCT) False**

**164.** What is the available mail storage per mailbox for a Business Email Professional Package: **(PRODUCT) 5120mb**

**165.**  **True or False**

Vistaprint provides Website sample text for 30 business industries.  **(PRODUCT)True**

**166.** How many set up wizards are available for electronic services.  **(PRODUCT) 5**

**167.** How many common mistakes do customers make when creating their Website? **(DESIGN) 10**

**168.** What is the mailbox to be provided to customers that have uploading issues?  **(DESIGN) imageupload@vistaprint.com**

**169**. List the four products being offered as part of our DIFY Services?

**(PRODUCT) Business Cards, Postcards, Logo and Websites**

 **170. True or False**

We offer maps on digital products?  **(PRODUCT) True**

**171.** Name 3 key accounts for Business Solutions? **(MARKETING)**

**Pure Romance, Stella & Dot, Zumba, Norwex, Miche**

**Jamberry Nails, Tupperware and Amway**

**172.** What is the name of the designated representative for content violation? **(MARKETING)** **Victoria Clifford**

**173.** What is the maximum upload size for Rack Cards?  **(DESIGN)**

 **8mb**

**174.** In what release did Vistaprint launch the Website Bundle? **(PRODUCT) Release 22.6**

**175.** On what date did Vistaprint launch the Website Bundle in the top 4 EU countries? **(PRODUCT) 18th of January 2012**

**176.** **True or False**

 The webmail storage limit is 5120 GB.  **(Marketing) False**

**177.**  **True or False**

If you update your Mailbox from a Basic Domain name to a Premium Domain name, the contents of your mail box will automatically get transferred. **(PRODUCT) False**

**178.** **True or False**

A customer’s webmail may be suspended up to 10 times for policy violation.  **(PRODUCT) False**

**179.** **True or False**

A customer can send unlimited amount of emails from his/her webmail per day. **(PRODUCT) False**

**180.** Name the 3 reasons why a customer’s electronic service can be suspended **(PRODUCT)**

**Billing issue, copyright violation and resource usage violation**

**181.** **True or False**

Vistaprint customers can select Google AdSense through us**(MARKETING)**

**False**

**182. True or False**

Starter Package holders are not eligible for search engine submissions.  **(PRODUCT) True**

**183**. What company did Vistaprint use for Website services up to April 2011?  **(MARKETING) Homestead**

**184.** **True or False**

A customer can access their Website and Webmail while their account is frozen.  **(PRODUCT)False**

**185.** In what month and year did Vistaprint offer a forever free Website? **(PRODUCT) July 2011**

**186.** What is Bandwidth?  **(PRODUCT)**

**Bandwidth is a website feature that describes how much information can be transferred from a website.**

**187.** What is the name of OUR Local Search Profile partner? **(MARKETING) Localeze**

**188.** What are the names of the DIFY Website Packages?  **(PRODUCT)**

**Business Pro & Business Pro Plus**

**191. True or False**

Affinity Express will provide customers with the option to do FTP.  **(MARKETING) False**

**192.** **True or False**

If a customer orders The Business Pro Package they can downgrade when they feel like? **(PRODUCT)** **False**

**193.** When did Robert Keane unveil BHAG? **(MARKETING)**

**September 2010**

**194.** Give the name of the new recording tool currently used by the QA department.**(TOOLS) NICE**

**195.** Where can you find Monthly Promotion Codes for NA customers: **(TOOLS)** **North America Promo Calendar**

**196.** What is the expectation set by DIFY from the time the customer uploads images of their business card to the time they are recreated? **(DESIGN) 1-3 Business Days**

**198.** In what release did we launch Right Sized Business Cards for NA customers? **(PRODUCT)**  **27.1**

**200.** **True or False**

Vistaprint does not have the authority to enforce restrictions on subscriptions that may result in inability to pay for a due payment. **(PRODUCT) False**