

AZ SmartMeetings FAQ

Q – What is the lead time for printing and mailing the invites?

Q - How many agenda items can I add to my invites?

Q- Is there a character limitation on meeting title?

Q - Is there a character limitation on ‘title of session’ and ‘Speaker details’?

Q - How do I get the latest template to upload my data?

Q - Are there limits on the number of records I can upload?

Q - Can I change or amend my list once uploaded?

Q - The system has rejected my list, what do I do?

Q - I notice an error on my on-screen proof, can I change it?

Q - Will I lose my data if I go back and amend?

Q - I have been side-tracked by a call, do I need to start again?

Q - I’ve submitted my order, and need to change something, what can I do?

Q – How does the response collection work?

Q – Does the system hold the mailing and response data for all historic jobs?

Q - Can I add a speaker biography to the invite?

Q – What is the lead time for printing and mailing the invites?

A – From submission of order, Xerox will print and mail the invites within 5 working days. This applies to all invite types, i.e. 4pp, 6pp and 8pp versions.

Q - How many agenda items can I add to my invites?

A - The 4pp and 6pp invites have a maximum of 8 agenda slots. The 8pp has 16 agenda slots

Q- Is there a character limitation on meeting title?

A - Yes, this is limited to 95 characters

Q - Is there a character limitation on ‘title of session’ and ‘Speaker details’?

A - Yes, this is 100 and 193 characters respectively.

*** We have provided an .xls template to enter data prior to loading on the system. This may assist in constructing the invite prior to entering the data on the system, as it advises of character limits. You can find the template in the 'Downloads' tab.*

Q - How do I get the latest template to upload my data?

A - You can download a data template at the step where you upload your list. Just click the button 'Download recipient list template' to open the correct .xls template.

You can also access the template in the 'Downloads' section on the top control bar on the home screen

Q - Are there limits on the number of records I can upload?

The minimum number is 25 and the maximum is 1250 target records

Q - Can I change or amend my list once uploaded?

A - As long as you have not submitted your order, you can back navigate using the 'Back' buttons at the foot of the screen (NOT the browser back button), and select 'Change recipient list' .

Q - The system has rejected my list, what do I do?

A - On list rejection, an error message in red type will be displayed. Common issues to check are;

- **Incorrect file format of list**, please check you are using the correct format. If the columns are different the system will reject it, as it will lead to incorrect placement of copy on the finished item. Please download the correct template, drop your data in and re-submit.
- **Missing data** – If a line has data missing in mandatory fields (i.e. name, address 1) it will be rejected. Please review your data and correct.
- **Field lengths exceeded** – Limits are placed on some fields, such as practice name and address to 75 characters, to ensure they fit in a window envelope. Check for excessively long fields and shorten as necessary.
- **Data too short/long** – lower limit is 25 records and max is 1250.

Q - I notice an error on my on-screen proof, can I change it?

A - Yes, just select the 'Back' buttons at the foot of the page and amend the necessary fields

Q - Will I lose my data if I go back and amend?

A - No, the system retains your existing data and information.

Q - I have been side-tracked by a call, do I need to start again?

A - No. The system will add your order to a drafts folder. Click 'Drafts' on the top RH of the home screen and press the 'Continue' button to recommence where you left off.

Q - I've submitted my order, and need to change something, what can I do?

A - The system operates a direct to print model with no manual intervention. If you recognise your error quickly, please contact the Xerox account team who may be able to stop the order from printing. You will then need to re-raise the meeting request.

Q – How does the response collection work?

A – for 6pp and 8pp invites, returned reply slips are received by Xerox's mail handler. They access the system, navigate to the order number, access the data and enter the details of the person accepting the invite.

The AZ originator can view this file by navigating to 'Order list' on the main toolbar, then clicking the relevant order number.

Q – Does the system hold the mailing and response data for all historic jobs?

A – No. Mailing data is automatically deleted from the system 15 days after the date of the meeting to comply with data privacy law. So if you need to record response data please do so promptly after the meeting date.

Q - Can I add a speaker biography to the invite?

A - This is under review by AZ, so currently no.