

## Mortgage Returns by Ellie Mae Holiday Card Program Frequently Asked Questions

**Q: How do I order Holiday Cards?**

A: Please submit the [Holiday Card order request form](#) to indicate which Holiday Card you would like to send and which record type(s) it should be sent to. We will then send you an order form that will require your signature to complete the order.

**Q: When will I receive my order form for signature?**

A: You will receive an order form within three business days of submitting your request form. Included with your order form will be a proof of your selected card and a total cost based on your current record count. You will need to return the signed order form to process your order.

**Q: How much do the Holiday Cards cost?**

A: Enterprise orders are \$1.60/each. We also offer Holiday Postcards in addition to folded cards. Please contact your CRM Account Manager for further details.

**Q: What is the delivery method and schedule for the Holiday Cards?**

Card Type	Order Due Date	Mail Type	Estimated Mail Drop Date	Estimated Delivery Date to Your Contacts
Holiday Cards	11/09/2018	Standard Presort	Week of November 19	12/10/2018 – 12/17/2018

**Q: Can I receive a copy of my Holiday Card in the mail?**

A: Yes, you can receive a copy of your Holiday Card by simply adding yourself as record in your database.

**Q: Can I see a proof of my card?**

A: Yes, proofs are sent for approval with your order form within three business days after you submit your request. You will have the opportunity to review, approve, and make corrections to your Holiday Card at that time.

**Q: Can I select individual records that should/shouldn't be included in the Holiday Card mailings?**

A: Yes, but only if you use the Excel template located [here](#), or you send a special request to [MR\\_MarketingHelp@elliemae.com](mailto:MR_MarketingHelp@elliemae.com).

**Q: When will I be billed for my Holiday Cards?**

A: Orders will be invoiced within five business days of receipt of your signed order form. Payment must be received on or before November 9, 2018, for all Holiday Cards. If payment is not received within the specified timeframe, your order will not be processed.

**Q: Will I receive a receipt of my order?**

A: You will receive an invoice via email that can be saved and used as a receipt.

**Q: Can I customize the Holiday Cards in any way?**

A: Unfortunately, customization is not supported through this mailing program for individual Loan Officer orders. Customization is only approved for enterprise orders. If your company is interested in customizing their cards, please contact [MR\\_MarketingHelp@elliemae.com](mailto:MR_MarketingHelp@elliemae.com). Customization fees and minimum quantities will apply.

**Q: Is it possible for the Holiday Cards to be printed and then mailed directly to me?**

A: Yes, we can ship you a bulk order of Holiday Cards. Bulk orders can be placed using the same process as our direct mail orders. Bulk Holiday Card orders are shipped via FedEx with the card of your choice and envelopes; they will not be addressed or stamped.

**Q: Can I order different cards for different records types?**

A: Yes, you can order a different card for each of your record types. Also, multiple card orders can be completed in one transaction. You cannot order different cards for the same record type unless you send these in separate Excel sheets using the Excel sheet located [here](#).