Virtual Sample Tool Q & A

SanMar's Virtual Samples are created through a web-based drag-and-drop tool, powered by live product data, designed to quickly and easily present digital samples of decorated apparel with logos you provide and the SanMar products of your choice.

Q: How do I access the virtual sample tool?
A: Virtual samples are now a part of SanMar Design Studio and linked to your SanMar.com account. Log in at SanMar.com using your normal username and password. To launch Design Studio, go to **Marketing** and click on **Design Studio**, then click **Get Started**.

Q: Are my logos from Design Studio already loaded?
A: Yes, the library of logos you can place on virtual samples is shared with Design Studio. Any logos you've already saved there can be used for a virtual sample.

Q: Where can I find the images I've uploaded?
A: All the logos and other images you upload to Design Studio are stored in the Images section on the left, under "My Uploads."

Q: Which image formats are supported for virtual samples?
A: All images used in your marketing materials must be in either JPG, PNG or TIFF format.

Q: How can logos be manipulated on virtual samples?
A: You can change the size, color and rotation of logos you've uploaded in the virtual sample tool, as well as removing a white background or applying different imprint methods to change its appearance.

Q: Can I save changes I've made to a logo?
A: Yes! Once you have manipulated a logo to your liking click on the More Options button in the lower right and you will be presented with options to Update Original Logo or Save as a New Logo.

Q: How can I find a specific logo?
A: Logos in your library may be searched for based on the original file name.

Q: Will new SanMar catalog products be available in the virtual sample tool?
A: Yes. All existing products in the SanMar catalog will be available at launch, and new products will be added periodically on an ongoing basis.

Q: How do I add products?
A: Any product currently available in the SanMar catalog can be added. Click Add Product to search for a specific piece. Products can be searched for by their style number, a keyword, or sorted by category and brand. Once you find the one you want to add, click Add to place this product.

Q: Can I place a logo anywhere on a product?
A: Yes! The virtual sample tool will initially place the logo into the primary recommended location for the product, but you can click on the logo, drag to move it anywhere you'd like and let go to place it where your cursor is located. While you move the logo around, the primary location will remain highlighted for reference.

Q: Can I add text as well as logos?
A: Yes! Text may be added and edited in the virtual sample tool, with many built-in typefaces. You can also manipulate text size, rotation, color and warping effects.

Q: Can logos and text be contoured to match the shape of the apparel?
A: There are limited options to alter a logo or text element to match the angle on the apparel itself. This feature will be improved upon in future enhancements to the virtual sample tool.

Q: Can I add product color variations?
A: Yes! Each additional sample you create for a project is added as a new page. Click the "Duplicate" button to the right of the product photo to add a new page with the same product and logo placement, then change the product color on the new page.

Q: How many pages can I add to my sample project?
A: Each sample project can support up to 50 pages. Click on "Manage Pages" to add and arrange your pages in the right-hand sidebar. The grey bar at the bottom of the screen also allows you to navigate to different pages or add new ones.

Q: How do I save my work?
A: Click the Save & Publish button to make sure the work you've done is saved in the system. We recommend you save every few minutes to make sure your most recent work is preserved.

Q: Can virtual samples I create be added to flyers in Design Studio?
A: Not yet. This is a planned feature for future enhancements to the Design Studio flyer creation tool. For now, you can download a virtual sample as a PNG and insert it as an image in Design Studio.

Q: I'm ready to show my samples. Which formats will the tool provide for me to distribute them?
A: Once you're done creating your samples, you have two options for different methods of sharing it.
- **Download**: Exports a high-resolution PDF, which will include one page for each sample you have created. You can also download each individual image in PNG or TIFF format.
- **Share**: Provides a unique URL link that you can send via email or text message, or HTML code you can use to display your sample on a website.

Q: I'm having technical difficulties with the virtual sample tool. Is there someone who can help?
A: If you need technical assistance, please call our customer tech support team at 800-426-6399, and use extension 4830. Technical support is available Monday-Friday, from 6am to 5pm, Pacific time.

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