



University
of Essex



Background

CDP is an award-winning Communications, Design and Print company established since 1974. We are committed to delivering and enhancing operations and customer experience, whilst working to reducing cost base. We provide the complete range of print services as well as signage, hybrid mail and scanning solutions.

CDP specialise in working with public sector organisations such as NHS Trusts, Local Authorities, Social Housing Providers, Further Education and Blue Light Services. Our success in this area lies in our strong customer service commitment and high-quality products and services that we deliver to our clients evidenced by our 98% customer renewal rate since 2010.

All of our operational procedures including quality, security and data protection processes are underpinned by our ISO certifications:

- **ISO 9001 Quality Management System**
- **ISO 27001 Information Security Management**
- **ISO 14001 Environmental Management**
- **ISO 22301 Business Continuity**
- **ICO Registered**
- **Cyber Essentials +**

We are members of the IPIA and adhere to all industry standards to ensure print quality through the production process. Furthermore, our Managing Director sits on the council of an industry trade body, and on their environmental subcommittee.

The University of Essex will be supported by CDPs dedicated Account Management Team, led by your account manager Clare Syers and CDPs Business Development Manager Simon Gill.

We will work with the University's key stakeholders through regular monthly review meetings to ensure agreed KPIs and SLAs are met, identify methods to improve, recognise important new requests and discuss upgrades.

CDP have the experience, resources, technical knowledge and systems to provide The University with the services required whilst also offering innovations to streamline processes and achieve cost efficiencies.

CDP Communications & Ordering Guide

University of Essex

Purpose: This guide explains how University of Essex staff should raise print and design orders and what service levels to expect.

1. Your First Point of Contact

For all print, design and direct mail enquiries, please contact your dedicated Account Manager first.

Primary Contact

Clare Syers – Account Manager

Email: Clare.Syers@cdp.co.uk

Telephone: 0151 724 7036

(If Clare is ever unavailable e.g. A/L)

Sue Burgess - Deputy Account Manager

Email: Sue.Burgess@cdp.co.uk

Telephone: 0151 724 7024

Clare will coordinate your request from enquiry through to delivery.

2. How to Raise a Print Order

Provide: Purchase Order (PO), quantity, specification, delivery address, required date, artwork due by date, and any special instructions.

CDP will acknowledge your request, confirm the PO, obtain quotations, confirm timescales, arrange proofing and manage production through to delivery.

Production cannot commence without a valid PO.

3. How to Raise a Design Request

Provide: project brief, purpose, format/size, copy, logos/images, brand guidelines if applicable, deadline and PO number.

CDP will review the brief, confirm timescales, produce artwork, amend where required and obtain approval before production.

Quote

Purchase
Order

Received

Artwork/
Proof

Approval

Production

Quality
Check

Delivery

Invoice

4. Frequently Asked Questions

- Who do I contact? Clare Syers.
- Can I order without a PO? No.
- Response time? Within 24 working hours.
- How are production and delivery updates provided? Email or telephone.
- When will I receive my order? Schedule to be agreed between both parties, depending on job specifics.
- Artwork changes after approval may affect cost and delivery.
- CDP manages deliveries and provide updates.
- Urgent orders should be highlighted when raised.

5. Service Level Commitments

Acknowledgement: within 4 working hours.

Quotation: within 24 working hours (complex jobs may take longer).

Order acknowledgement: within 24 working hours.

Artwork proofs: agreed by project.

Delivery updates: throughout production.

Invoice queries: within 24 working hours.

6. Order Process

Enquiry → Quote → Purchase Order Received

→ Artwork/Proof → Approval → Production

→ Quality Check → Delivery → Invoice

What we do...



**Easypost
Hybrid Mail &
Direct Mail**



Print Audit



**Digital &
Lithographic
Printing**



**Stock
Management**



**Web to Print
Services**



**Design and
Creative
Services**

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**Exhibitions &
Displays**



**Corporate
Literature**



**Promotional
Merchandise**



**Speciality
Print**



**Envelopes &
Label
Solutions**



**Sign Print
& Graphic
Display**

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CDP Organisational Chart

Your Account Management Team

Simon Gill
- Business Development
Manager
07415 126560
Simon.Gill@cdp.co.uk

Clare Syers
- Account Manager
0151 724 7036
Clare.Syers@cdp.co.uk

Sue Burgess
- Deputy Account Manager
(for support if Clare is
ever unavailable e.g. A/L)
0151 724 7024
Sue.Burgess@cdp.co.uk

Additional Support

Faye McMahon - Tender Executive
0151 724 7044
Faye.McMahon@cdp.co.uk

Jonathon O'Dette - IT Manager
0151 724 7029
Jonathon.ODette@cdp.co.uk

Frank Roby - Finance Manager
0151 724 7041
Frank.Roby@cdp.co.uk

Stephen Gibson - Signage Specialist
07415 646609
Stephen.Gibson@cdp.co.uk

Escalation

Louise Buxton - Contract Manager
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