

See separate step-by-step guides for more detailed instructions on all of these steps.

Create a new order

1. Log into new.metroadsondemand.com with your Metro password.
2. Select "New Order" from the Order menu. If you need multiple versions of your ad, select "New Order with Multiple Options".
3. Fill out the Create Order form with your ad specs, copy, instructions, and upload any necessary files.
4. Click "Submit".
5. A Notification Message window will come up where you can type any last notes to us then click "Create & Submit".

You will receive an email confirmation and your order will show up in the Work in Progress tab of the Order Monitor.

If you forgot something or made a mistake, you can go into the Order Manager (click the "Edit an Order" icon from the Order Monitor) and make the changes then click "Revise Order" under the Order menu.

****4:00pm local time is the deadline to submit jobs for delivery by 9:00am the next business morning. Orders submitted after the deadline may require an extra day.****

OTHER OPTIONS

Save your order: click the "Save" button to save your work (this will not submit the order). To retrieve it, go to the "Not Started" tab in your Order Monitor.

Request additional versions: click the "Start a Campaign" button to request multiple versions of an ad or a combination of print and Web ads.

Review your proof

You will receive an email confirmation when the proof is ready and you will see a thumbnail of the ad in the "Proof" tab of the Order Monitor.

To review the proof, do any of the following to open the job in the Order Manager:

- Click the "Edit an Order" icon from the Order Monitor.
- Click the link in the email (click "login" if you aren't already logged in). Enable pop-ups in your Web browser if this doesn't work.
- From the Order Manager, you can click the "View PDF" link below the preview.

Share your proof with your advertiser

Do any of the following to share your job with your advertiser:

- From the Order Manager, click "View PDF" below the preview and print a PDF proof or save it and attach it to an email.
- From the Order Manager, click "Share Link" below the preview. Copy the link then paste it into an email to your advertiser. The link will take them to a Review Proof screen. This is the best option for sharing Digital ads, as the preview will look just as it will on your Web site.
- Forward our email confirmation to your advertiser (we recommend removing the order form, material previews, and our contact information before sending). They can click the link in the email (make sure popups are allowed for www.new.metroadsondemand.com) to get to a Review Proof screen.

Revise your order (if needed)

To make changes to your job, select “Revise Order” from the Order menu, do any of the applicable actions from the list below, then click the "Revise Order" button. Your job will then show up in the Work in Progress tab.

- Type changes/instructions in the “Notification Message” box.
- Mark up your PDF with the changes, save it to your drive and upload it into the "Files" tab.
- Upload any files that you need us to use to the "Files" tab.
- Change the size, color preference, or ad type/format of your job in the “Design” tab.

Release your order (request a high resolution PDF for print or SWF, JPG or GIF for Web)

Once your job is approved by your advertiser and no further changes are needed, you can release it by selecting “Release” under the Order menu. If you have a quick change to make and want a final without seeing another proof first, choose “Release with changes”. Releasing the job releases Metro of any responsibility for errors so please review your job carefully.

Download your order (high resolution PDF for print or SWF, JPG or GIF for Web)

You will get an email notification when the final version of your order is ready and it will be in the "Final" tab of your Order Monitor.

Do any of these to download your order:

- From the Order Monitor, click the green arrow for your order.
- From the Order Manager, choose “Download” from the “Order” menu.
- From the Order Manager, click the “Download PDF” link below the preview (print ads only).

After downloading, the order will be moved to the “Done” tab. You will have 24 hours to make any last minute changes/corrections free of charge.

Turnaround Times

First versions (new orders and pickups):

Times based on job orders submitted by 4:00pm local time, Mon-Thurs.

Jobs submitted Friday will be delivered the next business day.

Orders submitted after the deadline or without all of the required materials may require an extra day.

- Print, Static, Animated & Video Digital Ads - Next morning by 9:00am local time (may be later in the morning during the trial period).
- Interactive/Custom Digital Ads - up to 4 days (may vary depending on request; not included in the free trial).

Revisions: (8:30am - 7:00pm ET, Mon-Fri)

- Print and Static Digital Ads - 2 hours
- Animated Digital Ads - 4 hours
- Video and Interactive/Custom Digital Ads - Next day

Releases: (8:30am - 7:00pm ET, Mon-Fri)

- Before 12:00pm ET - 1 hour
- After 12:00pm ET - 20 minutes

ADS On Demand Quick Start Guide

Holiday Closings: Presidents Day • Memorial Day • Independence Day • Labor Day • Thanksgiving • Christmas Day • New Year's Day

Access AOD from your Smartphone!

1. Log into new.metroadsondemand.com from your Web browser to view the mobile version of the Order Monitor.
2. After selecting a menu option, you'll see thumbnails for each of your orders.
3. Tap on a proof to view the details.
4. Tap "View Preview" to download a PDF proof.
5. Click the "Action" menu to Resubmit your order with changes or to Release it. If you Resubmit, type your changes in the box and click Resubmit Order. If you emailed any additional files to us that are needed for the revisions, select "Materials Sent".

Need Help?

Need help using the system, have questions or want to set up new users? Call Metro's Client Relations team at **(800)-223-1600** (M-F, 8:45am-5:45pm ET).

You can also email service@metro-email.com (your email will be replied to within 24 hours).

If you have questions about an order after our business hours, want to check the status of an order or alert us to a rush job, you can email design2@metro-email.com.

System Requirements

Supported Desktop Browsers:

Firefox 3.6, 10* or above

Safari 5, 6* or above

Chrome 25* or above

*Minimum recommended version

Mobile Requirements:

iPhone, Android - Most current browsers