

NVO

FTP GUIDELINES

1 There are no “open accounts on our FTP server. Therefore if a client request to send us files via FTP, you or the client must contact the appropriate customer service representative in order to obtain the address, and login information. Do not confuse open accounts with permanent accounts. Permanent accounts may be set up if the customer will be utilizing our site on a regular basis. This will be determined on a case, by case basis.

2 Files being sent should be compressed using either ZIP (on the pc side), or STUFFIT (on the Mac side) and we need to know what type of file is being sent. If the client attempts to send a large file that is **not compressed** the connection may be terminated.

3 If you have customers who are not familiar with the FTP processes, but would like to learn we are here to help. I have down loaded, and evaluated several **free** FTP clients for both Mac, and pc. I will be happy to send them the software, and walk them through the entire process of installing, and using FTP.

This outline only represents a rough guide and is not intended to be the final word. As different needs, and issues arise, we will need to make changes. Some of the procedures may seem somewhat strict, but they are designed to protect not only NVO, but our clients as well. If I can be of any assistance to you or your client do not hesitate to get in touch with me.