

# Custom Size or Custom Multi-Opening Online Ordering Guide



## the basics: read this first

- ⇒ This guide applies to any custom size or layout UP TO 30x40 frame size. Orders for sizes larger than 30x40 cannot be ordered online and need to be handled by phone or email.
- ⇒ Frame size does NOT include the width of any moulding. Frame size is the frame opening measurement, measured from the back of the frame.
- ⇒ The viewable area of any mat opening will be 1/4" less on EACH SIDE for standard image placement. Example: 10x10 opening will be viewable 9 1/2 x 9 1/2. This applies to ALL openings no matter how small or large. When ordering, we will calculate this allowance, you just need to give us the photo measurement.
- ⇒ When quoting mat opening measurements to GNP, let us know if you need an exact opening. Example: if you order an 8x10 opening, you will receive 7 1/2 x 9 1/2 actual opening. If you order and EXACT 8x10 opening, you will receive an 8x10 actual opening.
- ⇒ All frames are cut with 1/8" placement allowance. That means if you order a 10x10 frame, the opening at the back will be 10 1/8 x 10 1/8 to allow you to get the glass/image/mat in and out of the opening. If you need an EXACT 10x10 let us know when you order.
- ⇒ We do not stock glass or museum glass over 20x24.
- ⇒ If you need a custom size or layout and know that you will be ordering it on a repeat basis, please let us know and we will do our best to add the size or layout to our standard site listings.

# Frame Only / Empty Frame / NO MAT



Free Shipping  
FedEx Ground  
1-888-372-6346  
Toll free 888-FRAME-GNP



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The screenshot shows the 'Designer' page on the GNP Frame website. The interface includes a navigation menu at the top, a product list on the left, a central design area, and a configuration panel on the right. Red circles and numbers highlight specific elements: 1. A question mark icon in the 'Login' section. 2. The 'Show our products' link in the left sidebar. 3. The 'Choose size' dropdown in the configuration panel. 4. The 'Add ons' section, including 'Glazing' and 'Print assembly' options. 5. The 'Add to Cart' button in the top right of the design area.

1. Sign in with your account number and password.
2. Click on the just a frame option from the shop our products list.
3. Step #1 Choose size. From the drop down list of sizes, choose the next size up in BOTH dimensions from your required size. Example: 25x29 required, 26x30 selected.
  - 3.1. Step #2 Choose moulding.
  - 3.2. Step #4 Upload your **already custom sized**, cropped and color corrected image ONLY if you require print assembly (this step is optional).
4. Don't forget the add ons. Click the help button of you are unsure about these.
5. Click Add To Cart button at the top of the page.

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# Frame with Single Opening Mat



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1. Sign in with your account number and password.
2. Click on the frame with single opening mat option from the shop our products list.
3. Step #1 Choose size. From the drop down list of sizes, choose the next size up in BOTH dimensions from your required FRAME size. Example 1: 10x20 print in a 23x29 frame required, 18x24 in a 26x30 selected. Example 2: 18x24 print in a 22x28 frame required, 18x24 in a 26x30 selected.
  - 3.1. Step #2 Choose moulding.
  - 3.2 Step #3 Choose your mat colors. Custom combo XYZ is at the end of the mat list.
  - 3.3. Step #4 Upload your **already custom sized**, cropped and color corrected image ONLY if you require print assembly (this step is optional).
4. Don't forget the add ons. Click the help button of you are unsure about these.
5. Click Add To Cart button at the top of the page.

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# Frame with Multi Opening Mat

The screenshot shows the 'Wall Collage' product page. On the left, the 'Shop our products' sidebar lists various frame options, with 'Frame with Multiple Opening Double Matting (Wall Collage)' circled in red and labeled '2'. The main content area features a 'Configuration' section with four steps: 'Step #1 Choose size', 'Step #2 Choose moulding', 'Step #3 Choose matting', and 'Step #4 Upload and assign image'. The 'Add To Cart' button is circled in red and labeled '4'. The 'Login' button in the right sidebar is circled in red and labeled '1'. The 'Add To Cart' button at the top of the main content area is also circled in red and labeled '4'.

1. Sign in with your account number and password.
2. Click on the frame with MULTI opening mat option from the shop our products list.
3. Step #1 Choose size. From the list of sizes and predesigned layouts, choose the next size up in BOTH dimensions from your required FRAME size AND the same number of openings or next number up.  
Example 1: 10x20 frame required with 3 5x6 vertical openings, Select #63 10x20 with 3 5x7's.  
Example 2: 12x24 frame required with 2 10x8 openings, select #32 16x24 with 2 10x8's.  
Example 3: 16x16 frame required with 6 custom size openings, select #85 16x16.
- 3.1. Step #2 Choose moulding.
- 3.2 Step #3 Choose your mat colors. Custom combo XYZ is at the end of the mat list.
- 3.3. Step #4 Upload your **already custom sized**, cropped and color corrected image/s ONLY if you require print assembly (this step is optional). Do not worry about the on screen openings not matching your design, this section is just to enable us to get your sized files for printing.
4. Don't forget the add ons. Click the help button of you are unsure about these.
5. Click Add To Cart button at the top of the page.

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# I added it to my cart, what next?

The image shows a three-part process for adding a product to a cart and checking out. On the left is the product configuration page for a 'Wall Collage' (SKU: SP85PBWBPI). It features a pink frame with five photo openings. A 'Special instructions?' field is visible at the bottom of the configuration page. In the middle is the shopping cart, showing the item with a 'Special instructions?' field and a 'Save Notes' button. On the right is the checkout page, showing a 'Checkout' button. Red circles highlight the 'Special instructions?' field and the 'Save Notes' button.

1. Once you add an item to your cart, you will see the special instructions box appear. There is no restriction to how much you can write in this space, but it does need to be done all at once and for the whole order. (you cannot write instructions per order item). Enter the special size requirements for each item in this field.

If you are ordering an custom multi opening mat it is helpful if you can email us a sketch of the layout required. Put in the special instructions that the item will need to have custom size changes and that you will be emailing a layout. Once you receive your order email confirmation , simply reply to the email and attach the drawing for our reference. If your custom item requires print assembly, the drawing you email will also need to have the image thumbnails in it as our assembly services guide.

2. When you are satisfied all your size requirements and instructions have been entered, click the save notes button to assign them to the order..

3. If you are done adding items to your cart, click the check out button and proceed through the checkout process as normal.

At the confirm order page (where you will click “place order”) you should see your special instructions right above the place order button. If you do not see them, you can enter them in the special instructions box.

When you have clicked place order you will see an order confirmation number and order summary on the screen. You will also receive an email confirmation to the email address you entered in the check out process. Please review the order and instructions and notify us immediately of any changes you wish to make.