Using Web-to-Print

How to Place an Online Order

At Sphinx, we want to make your ordering experience as easy as possible. Customer ordering sites or "portals" are a great way to make business cards and many other frequently purchased products accessible to many people within your organization. And placing your orders online is a big time saver.

Our new web-to-print system is very flexible and will look familiar to anyone who has ordered online. Just to make sure that all of your questions are answered, we've put together this training document to help you get familiar with the process. We've also built a demo portal just to show you how things work. If you like what you see and would like to develop an ordering site for your company, just let us know.
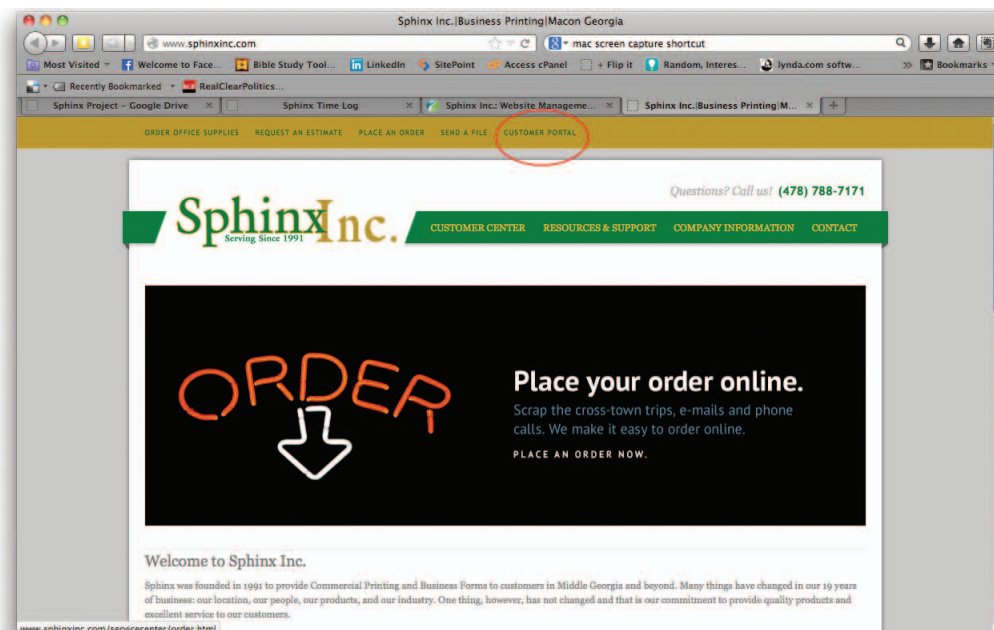

Sphinx Home Page

We'll start on the Sphinx home page at www.sphinxinc.com. Click on the Customer Portal link in the gold bar at the top of the page or in the "Our Services" list at the bottom of the page. These links take you to the Customer Portal login page pictured on the next page. Use the following User name and Password to login to the Sphinx demo portal:

UserName:	Sphinxdemo
Password:	sphinxuser1
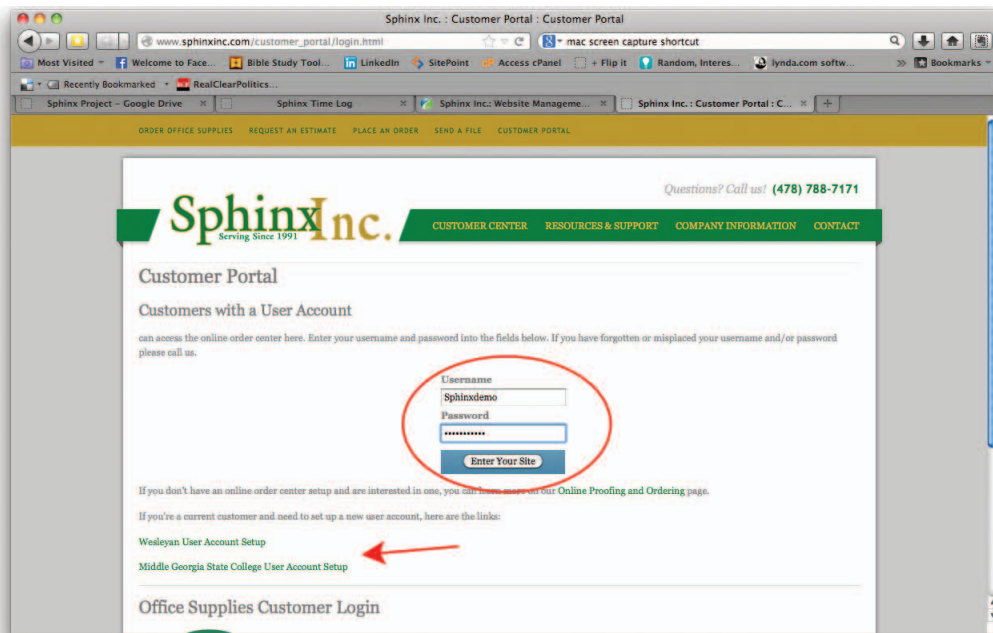
Customer Portal Login Page

If your company only has a few users who will be ordering on your portal, we can assign user names and passwords for you. Alternately, if many people in your organization will be using the site, we'll create a separate registration page where your users can sign up. Links for two of our college customers are indicated by the red arrow in the illustration. We'll set up a process to approve their registration and they'll usually be able to sign on within 24 hours. We can also set up an order approval process if this is required by your company.


Customer Portal Welcome Page

After login, the first screen you'll see will be the Customer Portal Welcome page. On the left hand side of the page you'll find a menu with several useful options. For example, you can request an estimate for a new project, receive a proof, or transmit artwork files from these menu links. You can also reorder a previous order from the Order History link. To create a new order, click on the "Document Library" option indicated by the red arrow. This will take you to he product catalog (or catalogs) for your company.

Document Library/Product Catalog Page

The Document Library / Catalog Page is where you'll create and submit your order. Step 1 is to select the product and quantity that you'd like to order. Some products, like the letterhead on the Sphinx demo site, are static products. They're the same for every order. You'll be able to view a proof sample of these products online, but we'll print from the art we have on file, unless you tell us otherwise.

Other products are variable products. You'll provide us with information that will be incorporated into the art and you'll be able to proof these products online. The business cards on the Sphinx demo site are a variable product, so we'll use them as our example.
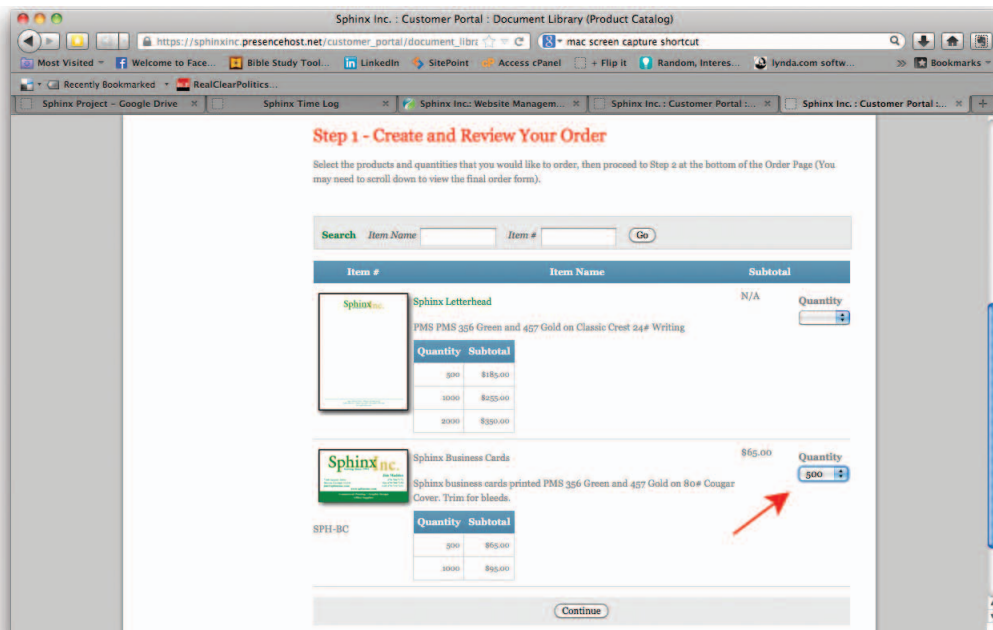
Document Library/Product Catalog Page – Item List

You'll see that quantitnes and pricing are provided on the catalog page. To begin an order, choose the quantity from the pulldown menu indicated by the arrow and then click the "Continue" button at the bottom of the page.

Data Entry Screen

The next screen you'll see is the data entry form for the product you've selected. You'll only see this screen for variable products where information is required. The red type on the Name field indicates that this is a required field. Fill out the requested information and click the "Preview" button at the bottom of the form to view a proof of your business card.

Proof Screen

The Proof page is very important. The information you see here is what we will print, so make sure to check everything carefully. If you need to make changes, you can click the "Modify" button indicated by the red arrow on the bottom right. Our system also allows you to generate a printable .pdf proof. Double click the image to access a .pdf file that can be opened with Adobe Acrobat. When you click the "Order" button, you're indicating that you have approved the proof.

.pdf Proof

A word about proofing: The previews and thumbnails that appear on the proof screen and in the catalog are not detailed. You may also see color differences or fuzziness that is a result of low resolution images that are generated for the screen. Printable .pdf proofs can be generated by clicking on the proof image for variable products. For static products, a .pdf can be generated by clicking on the product name in the catalog list. PDF files will provide a clearer image of the product. (*Please note: color may vary significantly between computer monitors and desktop printers. For more information about proofing, see our* Proof Policy *page.*)
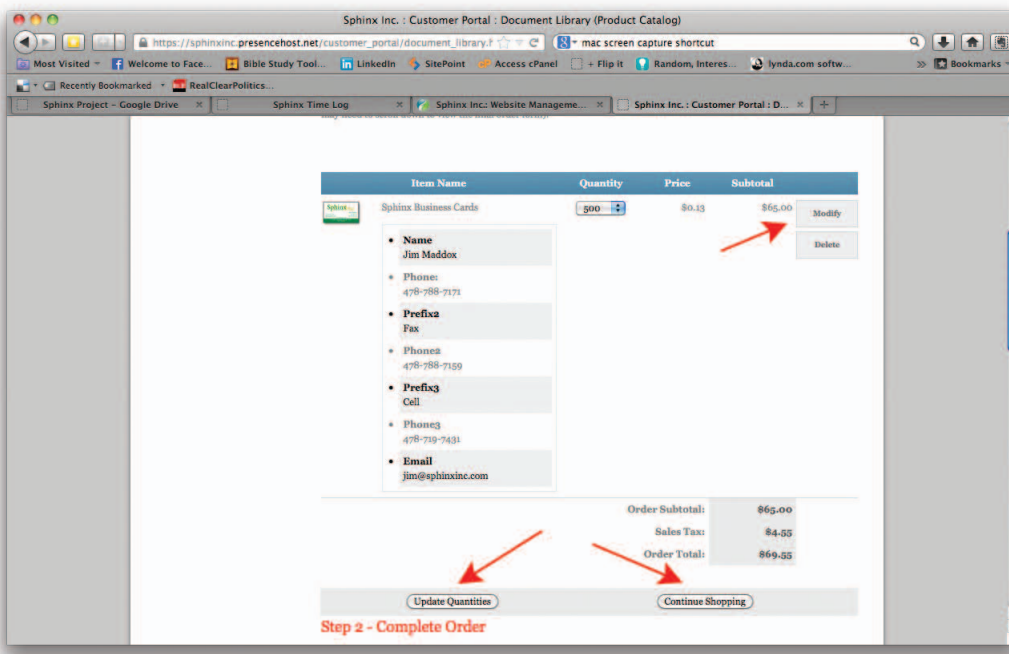
Document Library/Product Catalog Page – Order Verification

After approving your proof, you'll return to the Document Library/Product Catalog page where you can review your order. If you need to make changes to a variable product, click the "Modify" button on the right hand side of the page. You can add another product by clicking the "Continue Shopping" button and also change the quantity in the pulldown menu and save it by clicking "Update Quantities."

Document Library/Product Catalog Page – Completing the Order

To complete your order, scroll down the page to Step 2. Here you will be asked to verify your deliver address and contact information.

Document Library/Product Catalog Page – Special Instructions

There are two very important text boxes to complete at the bottom of the page. The first allows you to specify any changes that need to be made to the art. *Occasionally, you may not be able to format a variable item correctly, or there may be a change or addition to a variable or static product that is needed. Just let us know in this box.* We'll send you a final proof for your approval. Please note that design charges may be incurred for these changes.

If there are special delivery instructions for your order, you can let us know by completing the second text box. Below the Delivery Instructions text box you may see two radio buttons to allow selection of payment options. This selection may not be available for all accounts. Finally, click the "Submit Order" button at the bottom of the page to place your order.
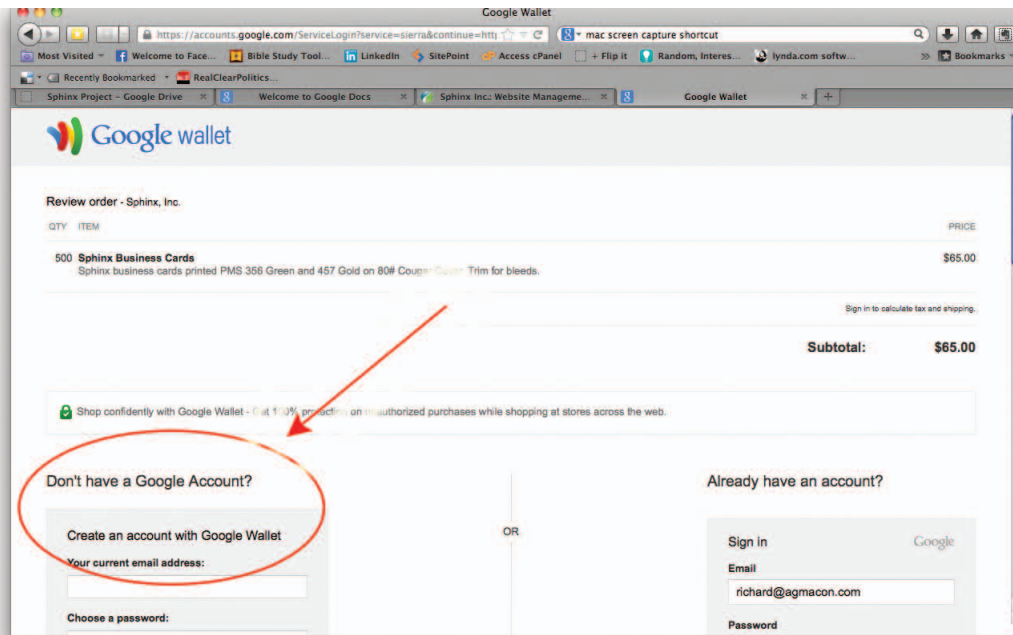
Google Checkout

If you will be paying by credit card, you'll be transferred to "Google Wallet" for checkout. The initial screen is just a little confusing. If you already have a Google account, you may see your email address on the right side of the window. *Important: You will need a Google Wallet account to pay by credit card. Google Wallet will not work with your regular Google logon.* The fields on the left side of the screen indicated by the arrow and circle will let you create a new Google Wallet account if you don't already have one. You will also enter your credit card information on this form. Once you sign in to Google Wallet, you'll see a final order summary that includes tax (if applicable). To process payment click the blue "Place Order Now" box at the bottom of the screen.

Please note that your order will not be submitted to Sphinx if the credit card processing is incomplete. If you leave the Google Wallet site, you can return to your order by clicking the "View Cart" button under Step One on the Document Library / Product Catalog Page.

Thank You Message

If you selected the "Pay Later (Bill My Account)" option to complete your order, you'll see this final "Thank You" page indicating that we've received your order. You will also receive a confirmation email.
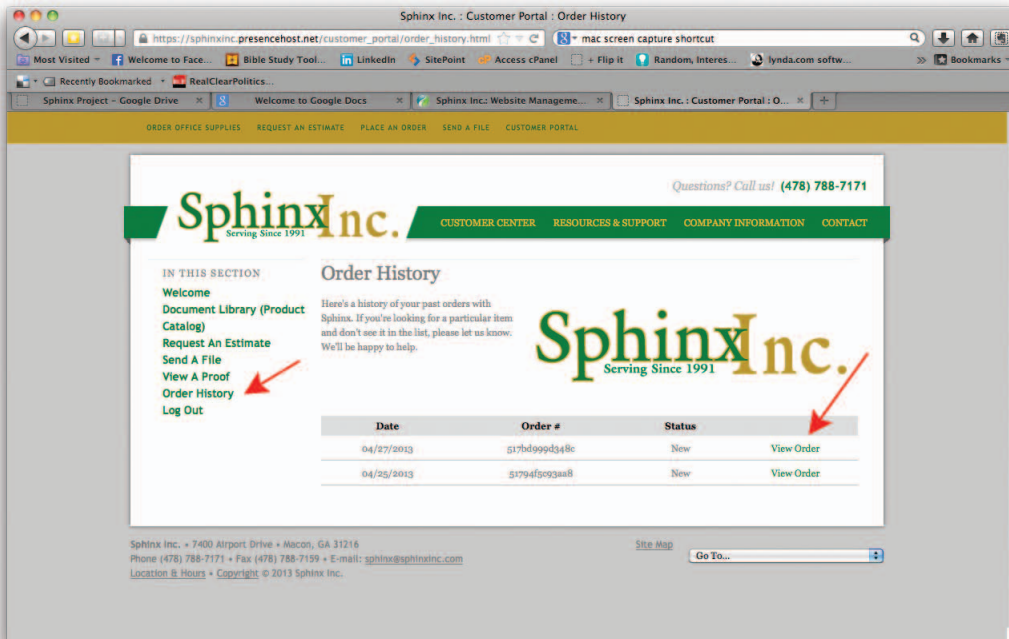
Order History Page

Reorders Are Easy

All of your orders are archived in our system. Just click "Order History" from the left hand menu in the Customer Portal. If you've already created a variable business card, you don't have to reinvent the wheel. Just look up your last order. If corrections are needed, you'll be able to modify the art and approve a new proof, before placing your reorder.

Let us know what you think . . .

We'd really appreciate your feedback about our online capabilities. If you're a current customer who is already using a customer portal, let us know if there are products that you'd like us to add for you. Your catalog site doesn't have to be limited to print. If there are ad specialties, wearables, or other items that are available to members of your company or organization, Sphinx can certainly handle them for you and include them in your customer portal.

If you're new to online ordering and have any difficulties, please don't hesitate to give us a call. We'll be glad to walk you through the process or get you back on track. Our contact information is at the bottom of the page.

We hope you enjoy using your web-to-print site and ordering from your online catalog. We really appreciate your business relationship with Sphinx, Inc. Please call us as new projects come up or if you need any information about print or print-related services. We're here to help and we want to make sure that doing business with Sphinx is as easy as possible for you and your associates.

7400 Airport Drive • Macon, GA 31216

Phone (478) 788-7171 • Fax (478) 788-7159

Email: sphinx@sphinxinc.com

www.sphinxinc.com