

***efi*** | Web-to-Print Solutions  
VERSION 3.0



**User Guide**

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# Basic Skills

## Basic Skills

This section will cover the basic skills you need to use the service. You will learn how to:

- [Access the Service](#)
- [Register to Use the Service](#)
- [Login to Your Account](#)
- [Recover a Forgotten Password](#)
- [View Your Order History](#)
- [View the Status of Orders Pending Approval](#)
- [Go to the Site Home Page](#)
- [Logout of the Service](#)
- [Contact Customer Support](#)

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**See also:**

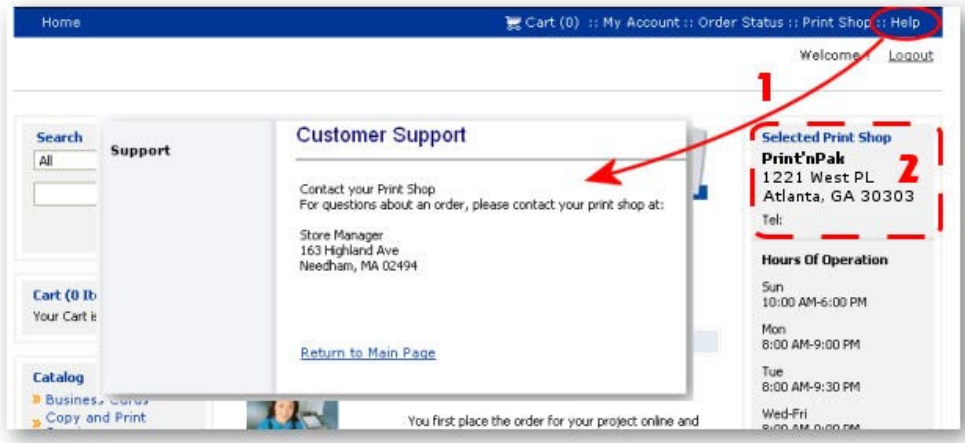
- [Manage Your Account](#)
- [Order Print Services](#)

## Contact Customer Support

At times you may need to contact the site's customer support staff. The **Site Contact** page contains contact information for various support sources.

### How to find contact information for Customer Support:

- Click the **Help** link on the main menu to open the **Customer Support** page (see 1 on the image below).



The contact information for the Print Shop site will usually be displayed on the **Selected Print Shop** panel as well (see 2 on the image above).

- Locate the contact information for the appropriate customer support person.

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**See also:**

- [Access the Service](#)
- [Logout of the Service](#)
- [Register to Set Up an Account](#)
- [Recover a Forgotten Password](#)
- [Login to the Service](#)
- [Go to Site Home Page](#)
  
- [Basic Skills Page](#)
- [Tutorial Main Page](#)

## Accessing the Print Service Web Site

The print service web site is accessible from a web browser (such as Internet Explorer, Mozilla FireFox, or Netscape Navigator). This section covers how to access the service.

### To access the service

- Connect to the Internet and launch your web browser.
- Enter the URL or web address for the service in the browser **Address** field.
- Click the **Enter** key on your keyboard or the **Go** button on your browser.

**Result:** The home page of the print services web site (the storefront) will open.

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**See also:**

- [Register to Set Up an Account](#)
- [Login to the Service](#)
- [Recover a Forgotten Password](#)
- [Go to Site Home Page](#)
- [Logout of the Service](#)
- [Basic Skills Page](#)
- [Tutorial Main Page](#)

## Go to Home Page

Follow the step below to return to the Home page from any page on the site.

### *How to go to the site Home page*

- Click the **Home** tab on the top navigation bar.

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**See also:**

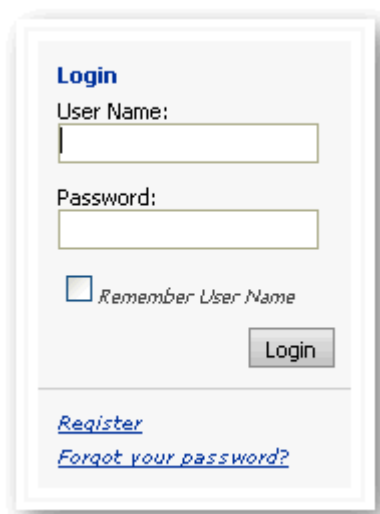
- [Access the Service](#)
- [Login to the Service](#)
- [Contact Customer Support](#)
- [Recover a Forgotten Password](#)
- [Register to Set Up an Account](#)
- [Logout of the Service](#)
- [Print Services Page](#)
- [Tutorial Main Page](#)

## Login

This section covers how to login to the service if you have an existing account. If you do not have an account, click [here](#) to learn how to register an account.

### How to login to the service

- On the main page, enter your **User Name** and **Password** in the **Login** panel.



The image shows a login form titled "Login". It contains the following elements:

- A label "User Name:" followed by a text input field.
- A label "Password:" followed by a text input field.
- A checkbox labeled "Remember User Name".
- A "Login" button.
- Two links at the bottom: "[Register](#)" and "[Forgot your password?](#)".

Check the **Remember User Name** box if you want the system to remember your user name (but not your password).

- Click the **Login** button to open the main page.

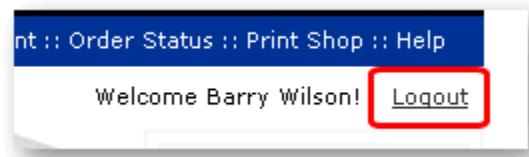
- 
- See also:**
- [Access the Service](#)
  - [Logout of the Service](#)
  - [Contact Customer Support](#)
  - [Go to Site Home Page](#)
  - [Register to Set Up an Account](#)
  - [View Your Order History](#)
  - [Recover a Forgotten Password](#)
  - [View the Status of Orders Pending Approval](#)
  - [Basic Skills Page](#)
  - [Tutorial Main Page](#)

## Logout

This section covers how to logout of the service. To learn how to login to the service, click [here](#) .

### *How to logout of the service*

- Click the **Logout** link at the top right-hand corner of your screen.



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**See also:**

- [Access the Service](#)
- [Contact Customer Support](#)
- [Register to Set Up an Account](#)
- [Recover a Forgotten Password](#)
- [Basic Skills Page](#)
- [Tutorial Main Page](#)
- [Login to the Service](#)
- [Go to Site Home Page](#)
- [View Your Order History](#)
- [View the Status of Orders Pending Approval](#)

# Account Management

## Manage Your Account

This section covers how to manage your account. The various tasks include:

- [Change Your Password](#)
- [Change Your Print Shop](#)
- [Change or Update Your Profile](#)
- [Add \(or Change\) Your Address Book](#)
- [Recover a Forgotten Password](#)
- [Upload Files to Your Personal File Library](#)
- [View & Access Your Saved Jobs](#)
- [View Your Order History & Status](#)
- [View the Status of Orders Pending Approval](#)

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**See also:**

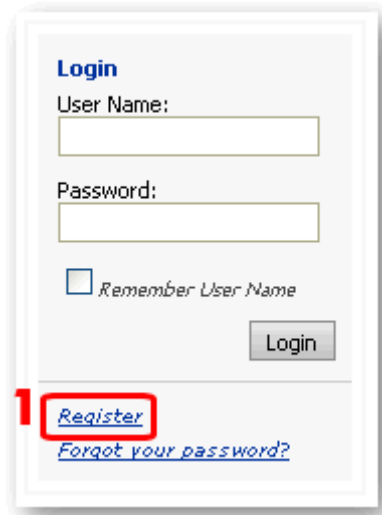
- [Basic Skills](#)
- [Print Services](#)
- [Help Home Page](#)

## Register to Set Up an Account

You must register to open an account before you can order products and checkout using the shopping cart. This section covers how to open an account on the service. If you already have an account, click [here](#) to learn how to login to your existing account.

### How to set up an account

- **1:** On the site's home page, click the **Register** link in the login box that contains the **User Name** and **Password** fields.



The image shows a login form titled "Login". It contains two input fields: "User Name:" and "Password:". Below the password field is a checkbox labeled "Remember User Name". A "Login" button is positioned to the right of the checkbox. At the bottom of the form, there is a blue link labeled "Register" which is highlighted with a red box, and a blue link labeled "Forgot your password?".

- **2:** On the **Step 1 of 2** page:

All fields marked with an asterisk \* are required.

- Complete the registration form in the **Contact Information** section.
- Complete the required fields in the **Account Information** section.
  - The **Security Question** is a question you will be prompted to answer in case you forget your password.
  - The **Security Answer** is the answer you must provide when prompted in the password recovery process.

The answer you provide is case-sensitive. Therefore, say you enter **Baker** in the **Security Answer** field. If you ever need to recover your password and the system prompts you for your security answer you must enter the answer exactly as you entered it in this field (with a capital **B**). The system will reject non-matching forms of the answer such as **baker** or **BAKER** or **BaKeR**.

- **3:** Complete the registration form then read the terms in the license agreement. You must check the **I accept the terms in the license agreement** checkbox to register.

**Step 1 of 2**

**Contact Information**

**2** \* Indicates Required Field.

\* First Name:

Middle Name:

\* Last Name:

\* Address 1:

Address 2:

\* City:

\* State/Province/Region: Alabama

\* Zip/Postal Code:

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**Terms and Conditions**

ACCESS TERMS AND CONDITIONS  
PLEASE READ THE ACCESS TERMS AND CONDITIONS (AGREEMENT)  
CAREFULLY. ANY PERSON (INDIVIDUAL AND/OR ENTITY) WHO WISHES  
TO USE THE APPLICATION AND/OR HAVE ACCESS THERETO (AS THOSE  
TERMS ARE DEFINED BELOW) MUST AGREE TO THIS AGREEMENT. THIS  
AGREEMENT IS A LEGAL AGREEMENT BETWEEN YOU AND ELECTRONICS

**3**  I accept the terms in the license agreement.

**4**

Cancel Continue

- Click the **Continue** button.
- On the **Step 2 of 2** page, click the radio button to select the print shop you want to use. The print shop you select is the one with which you will do business (e.g., order products and services).
- Click the **Register** button.
- An account creation confirmation screen will open giving you any special instructions you need and alerting you that an e-mail confirmation was sent to the e-mail address you provided when creating your account.
- Click the **Get Started** button.
- **Result:** You will be taken to the storefront home page (and already logged in).

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**See also:**

- [Use the Address Book](#)
- [Change Your Password](#)
- [Basic Skills Page](#)
- [Tutorial Main Page](#)
- [Change Your Location](#)
- [Manage Your Account Page](#)

## Change Your User Profile

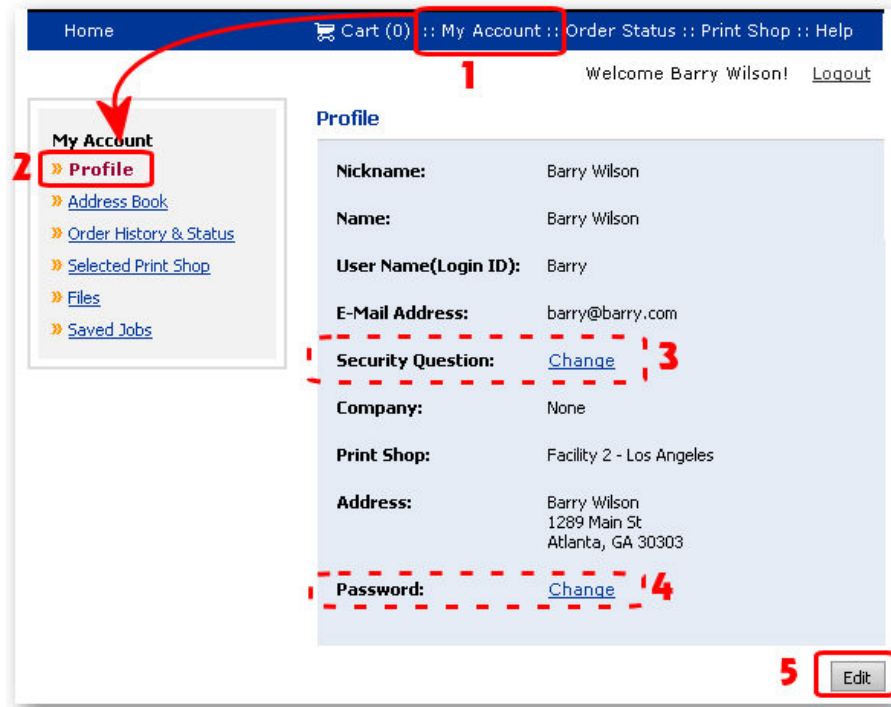
This section covers how to view and change your account profile.

If you have not yet registered to set up an account, click [here](#).

### *How to view and change your user profile*

- **1:** On the main page, click the **My Account** link in the top navigation bar.
  - **2:** Click the **Profile** link on the **My Account** menu.
    - Your user profile will display.
  - **3:** To change your **Security Question**, click the **Change** link.
    - On the **Change Security Question** page, enter:
      - **Your Current Password**
      - **New Security Question**
      - **New Security Answer**
- The answer you provide is case-sensitive. Therefore, say you enter **Baker** in the **Security Answer** field. If you ever need to recover your password and the system prompts you for your security answer you must enter the answer exactly as you entered it in this field (with a capital **B**). The system will reject non-matching forms of the answer such as **baker** or **BAKER** or **BaKeR**.
- Click **Save** to change keep any changes you made to your security question.
- **4:** To change your **Password**, click the **Change** link.
  - On the **Change Password** page, enter:
    - **Current Password**
    - **New Password**
    - **Confirm New Password**

- Click the **Save Changes** button to keep the changes you made to your password.



**5:** To change/edit your profile, click the **Edit** button at the bottom of the page.

- Update or change any fields on this page, then click the **Save** button at the bottom of the page to save your changes or **Cancel** if you do not wish to save your changes.

**See also:**

- [Use the Address Book](#)
- [Change Your Password](#)
- [Basic Skills Page](#)
- [Tutorial Main Page](#)
- [Change Your Location](#)
- [Manage Your Account Page](#)

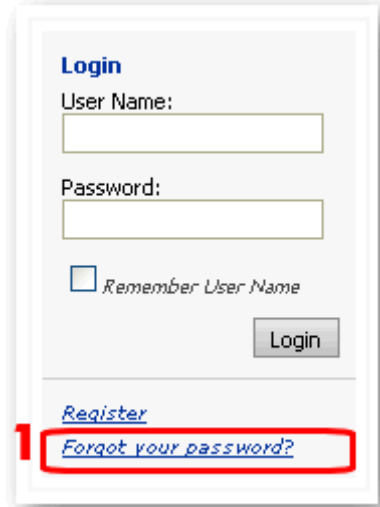
## Recover a Forgotten Password

This section covers how to recover a forgotten password. If you simply want to change your password, click [here](#).

**NOTE** It is a good idea to write down your password and store it in a secure place.

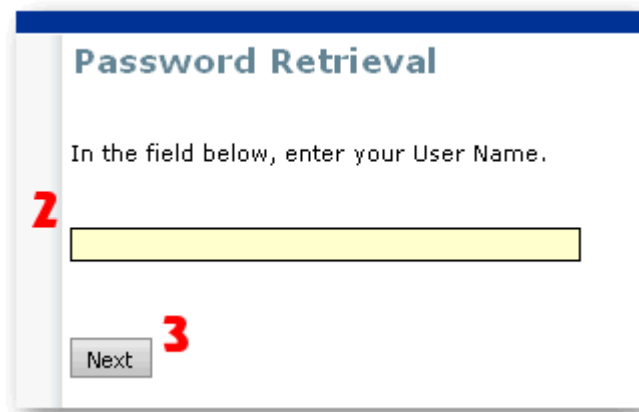
### How to recover a forgotten password

- **1:** On the main page, in the **Login** panel, click the **Forgot your password?** link to open the **Password Retrieval** page.



The screenshot shows a 'Login' form with the following elements: a 'User Name:' label and an empty text box; a 'Password:' label and an empty text box; a checkbox labeled 'Remember User Name'; and a 'Login' button. Below the form, there are two links: 'Register' and 'Forgot your password?'. The 'Forgot your password?' link is highlighted with a red box and a red number '1' to its left.

- **2:** On the **Password Retrieval** page, type the user name your account is registered under in the text box.
- **3:** Click the **Next** button.



The screenshot shows the 'Password Retrieval' page with the following elements: a title 'Password Retrieval'; a text prompt 'In the field below, enter your User Name.'; a large empty text box; and a 'Next' button. A red number '2' is placed to the left of the text box, and a red number '3' is placed to the left of the 'Next' button.

- **4:** Type the answer to the secret question that you entered when you registered.

**Note:** The answer is case sensitive.

The screenshot shows a web form titled "Password Retrieval". The text reads: "This is the secret question that was entered during registration. Please answer the Submit button to continue." Below this is a question: "Question: What high school did you graduate from?" and an answer field containing "Central". A red box with the number "4" is around the answer field. Below the question is a "Submit" button, which is circled in red with the number "5". Further down, there is a section for changing the password: "In the fields below, make changes to your password. Click the Save Password button when you are done. You will be sent to the login page once you have saved your". Below this are two yellow password input fields: "New Password:" and "Confirm New Password:". A red box with the number "6" is around the "New Password:" field. At the bottom is a "Save Password" button, which is circled in red with the number "7".

- **5:** Click the **Submit** button.
- **6:** Type your new password and confirm it.
- **7:** Click the **Save Password** button.  
**Result:** Your password will be changed and the **Main Page** will open so you can login.

- 
- See also:**
- [Access the Service](#)
  - [Logout of the Service](#)
  - [Register to Set Up an Account](#)
  - [Go to Site Home Page](#)
  - [Login to the Service](#)
  - [Basic Skills Page](#)
  - [Tutorial Main Page](#)

## Address Book

This section covers how to add or change an address book entry.



An address book is a handy tool to help you keep track of important contacts, such as the people you send orders to. This will prevent you from having to enter information each time you want to ship an order to someone; you will simply select the person from the address book during the order checkout process.

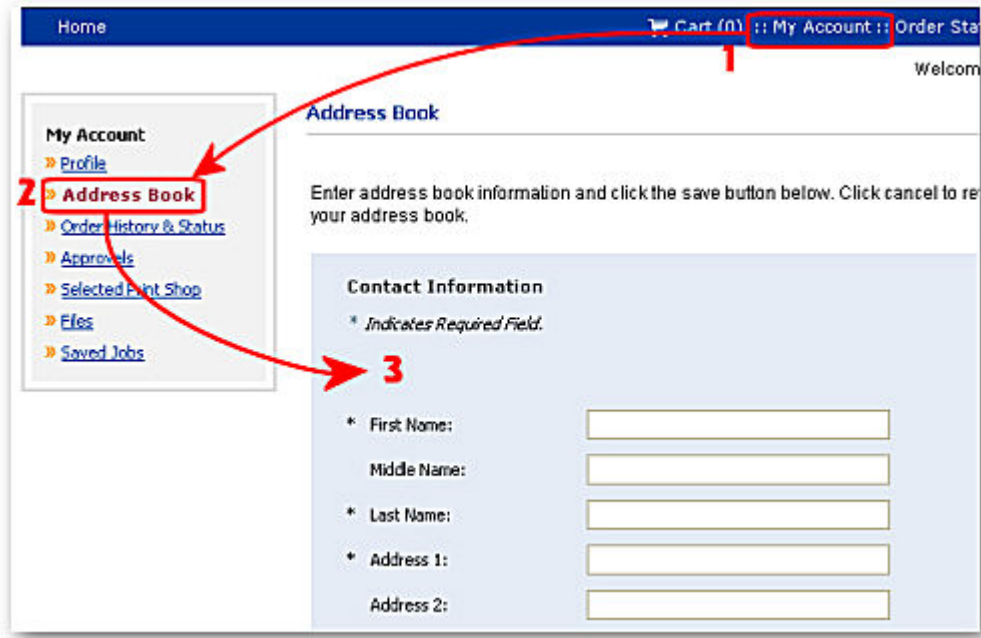
### How to add an address book entry

- **1:** On the main page, click the **My Account** link in the top navigation bar.
- **2:** Click the **Address Book** link on the **My Account** menu.
  - Your address book will display.

The screenshot shows the 'Address Book' page. In the top navigation bar, 'My Account' is highlighted with a red box and a red arrow labeled '1'. On the left, the 'My Account' menu has 'Address Book' highlighted with a red box and a red arrow labeled '2'. The main content area is titled 'Address Book' and contains a form for adding a new entry. The form has a section for 'Contact Information' with fields for First Name, Middle Name, Last Name, Address 1, and Address 2. All fields are marked with an asterisk (\*) to indicate they are required. A red arrow labeled '3' points to the 'Add New' button in the form.


- To add an entry to your address book, click the **Add New** button.
- **3:** Enter contact information for the address book entry.

All fields marked with an asterisk \* are required.




- **4:** Click the **Save** button to save your new entry, or click the **Cancel** button to discard your changes and return to your address book. **Note:** The address book entry will display immediately in the **Address Book**.

#### **How to change an address book entry**

- On the main page, click the **My Account** link in the top navigation bar, then click the **Address Book** link on the **My Account** menu.
  - Your address book will display with all entries listed in a table.
  - Select an entry from the list (by clicking its radio button), or enter a name or partial name in the **Search By Name** field and click the search icon  to locate an entry.
  - With the entry you want to edit selected, click the **Edit** button.
  - Change information as needed. (Remember that required fields are marked with an asterisk \*).
  - Click the **Save** button to save your changes, or click the **Cancel** button to discard your changes and return to your address book.

#### **How to remove an address book entry**

- On the main page, click the **My Account** link in the top navigation bar, then click the **Address Book** link on the **My Account** menu.
  - Your address book will display with all entries listed in a table.
  - Select an entry from the list, or enter a name or partial name in the **Search By Name** field and click the search icon  to locate an entry.
  - With the entry you want to edit selected, click the **Remove** button.

---

**See also:**

- [Change Your Print Shop](#)
- [Change Your Password](#)
- [Basic Skills Page](#)
- [Tutorial Main Page](#)
- [Update Your User Profile](#)
- [Manage Your Account Page](#)

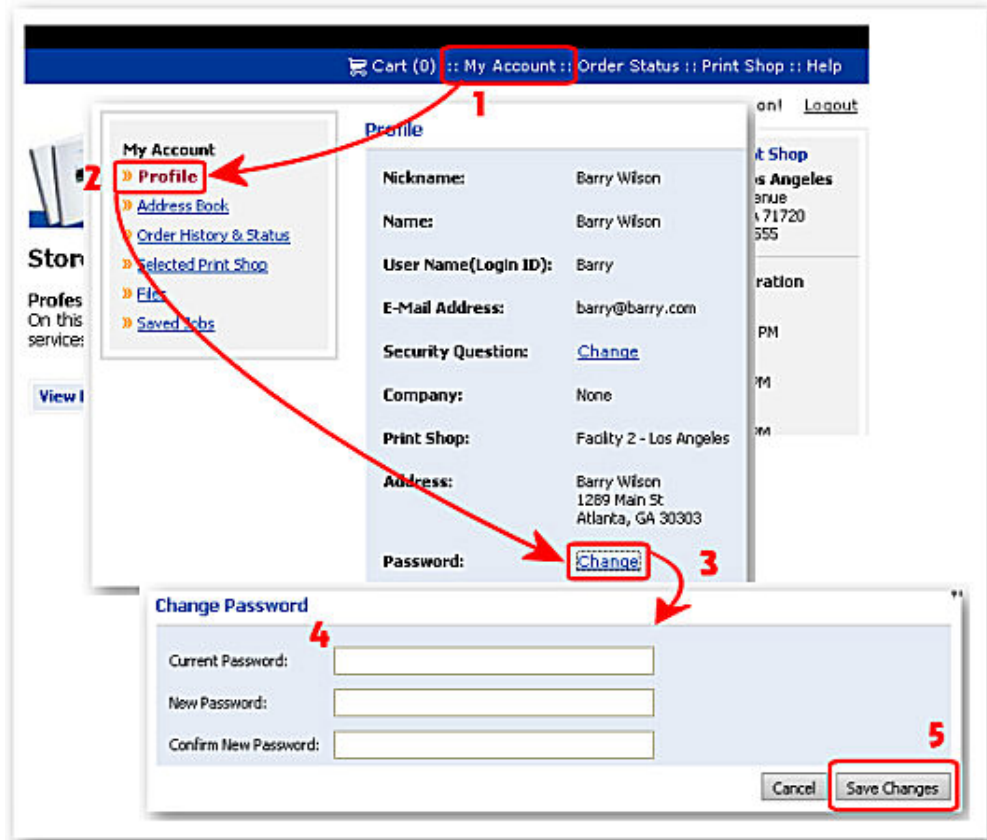
## Change Password

This section covers how to change your password for the service. If you have forgotten your password, click [here](#) to learn how to recover it before attempting to change your password.

It is a good idea to write down your password and store it in a secure place.

### How to change your password

- 1: Select **My Account** from the main menu.
- 2: Click **Profile** on the **My Account** menu.
- 3: Click **Change** on the **Profile** page.
- 4: Enter your current password and new password (twice) in the appropriate fields.
- 5: Click **Save Changes**.



**See also:**

- [Update Your User Profile](#)
- [Login to the Service](#)
- [Recover a Forgotten Password](#)
- [Manage Your Account Page](#)
  
- [Basic Skills Page](#)
- [Tutorial Main Page](#)

## How to Change Your Selected Print Shop

A "print shop" is a physical order fulfillment location, such as a print center, copy shop, in-plant print facility, retail store, or warehouse. If your print storefront site has more than one print shop, you can change your active print shop (perhaps to one that is closer to where you live or work).

**NOTE** You might wish to place orders with a facility closer to your home (to make pick-up more convenient or keep shipping costs lower).

### How to change your print shop

- **1:** On the main page, click the **My Account** link in the top navigation bar.
- **2:** Click the **Selected Print Shop** link on the **My Account** menu.
  - The **Selected Print Shop** page will display.
- **3:** On the **Selected Print Shop** page, locate the print shop you want to make your selected print shop from the table. You can use the **Show** field to limit the number of print shops that display per page and use the page finder to go to the next or previous page (if the print shop list is on more than one page). Select the radio button to select the print shop from the table.
- **4:** Click the **Save** button to change your selected print shop.

The screenshot shows the 'Selected Print Shop' page. At the top, the navigation bar includes 'Cart (0)', 'My Account', 'Order Status', 'Print Shop', and 'Help'. A red box labeled '1' highlights the 'My Account' link. Below the navigation bar, the 'Selected Print Shop' section is visible, showing the current selection: 'Facility 2 - Los Angeles'. On the left, the 'My Account' menu has a red box labeled '2' around the 'Selected Print Shop' link. The main content area contains instructions and a table of print shops. A red box labeled '3' highlights the table, and a red box labeled '4' highlights the 'Save' button at the bottom of the table.

Name	Address	City	State	Zip/Postal Code
<input type="radio"/> 0200 - Staples 163 Highland Ave.	163 Highland Ave	Needham	MA	02494
<input type="radio"/> Facility 1 - Sharon - Mass	123 Sample Avenue	Sharon	MA	01433
<input checked="" type="radio"/> Facility 2 - Los Angeles	123 Sample Avenue	Los Angeles	MA	71720

#### See also:

- [Access the Service](#)
- [Login to the Service](#)
- [Recover a Forgotten Password](#)
- [Go to Site Home Page](#)
- [Logout of the Service](#)
- [View your Order history](#)

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○ [Basic Skills Page](#)

○ [Tutorial Main Page](#)



# Print Services

## Print Services

This section covers common tasks you will use to order print services.

You can enter jobs in the system in three ways:

- [Upload print jobs](#) directly to the site
- [Create an order ticket for a hardcopy job](#) (i.e., create a job order ticket for a document you will bring to the print facility).
- [Submit print jobs using the Print Messenger print driver](#) to submit the job from an application such as Microsoft Word in which you are creating your document and set printing options.

You can also [order items from the online catalog](#).

**Click one of these links to get detailed help:**

- [Upload Print Jobs Online](#)
- [Create and order ticket for a harcopy job](#)
- [Submit Print Jobs Using the Print Messenger Print Driver](#)
- [Order an Item from the Online Catalog](#)

---

**See also:**

- [Add Offline Material to the Service](#)
- [Submit Jobs Using the Print Messenger Print Driver](#)
- [How to Use the Shopping Cart](#)
- [Add Offline Material to the Service](#)
- [Basic Skills Page](#)
- [Tutorial Main Page](#)

## Create a Ticket for Jobs with Offline Material

This section covers how to create an order tickets for an item (such as a hardcopy document) that you will carry into the print shop. After adding the ticket, you can then specify how you want the job to be formatted and produced.

**NOTE** If you want to upload a file to the service and order print services online, click [here](#). If you want to install and use the Print Messenger print driver, click [here](#).


### How to create an order ticket (for a hard copy job):

- On the storefront home page (to get to the home page, click the **Home** link in the upper left-hand section of the screen just below the banner), select the category that is most similar to the type of print product you want to order (e.g., Copies).
  - To learn more about a product, click the name of the product or category for a more complete description of the product or category.
  - When you are ready to begin the order process, click the **Begin** button.
- On the **Progress** page:


1

- **Add Files:**

Field	Action	Notes
<b>Job Name</b>	Enter a name for your job.	The job name does not have to be the name of the file, but should be a name that enables you to identify the job quickly.
<b>Quantity</b>	Enter the number of copies of the job you want to have printed.	
<b>Unit Price</b>	Click this link to get a running estimate of the price of your job (unit price and subtotal).	Note that this price is an estimate based on the type of job you have selected.
<b>Offline Material</b> tab	In the <b>Offline Material</b> dialog, enter: <ul style="list-style-type: none"> <li>○ <b>Type:</b> Select the type of offline material you want to create a job ticket for.</li> <li>○ CD/DVD</li> <li>○ Floppy/Removable Disk</li> </ul>	

	<ul style="list-style-type: none"> <li>○ Portable Drive</li> <li>○ Hardcopy(s) in Bag</li> <li>○ Hardcopy(s) in Box</li> <li>○ Hardcopy(s) in Envelope</li> <li>○ Other (not listed)</li> <li>○ <b>File Name:</b> Enter a name for the file.</li> <li>○ <b>Page(s) (optional):</b> Specify the number of pages, if applicable.</li> <li>○ <b>Delivery instruction for hardcopy file(s):</b> Enter any special delivery instructions for the material.</li> <li>○ Click the <b>Add</b> button.</li> </ul>	
	<p><b>Review</b> the information on the file you uploaded in the right-hand panel to ensure that you have correctly specified the material.</p>	<p>To remove the entry, click the .</p>
<b>Next</b>	<p>Click to go to <b>2: Print Options</b>.</p>	

- 2 **Print Options:**
  - Define formatting options for the product you are creating in your order by clicking on the various options (such as paper/media, collation, color printing, binding, folding, etc.). Note that the available options will vary based on the type of product you have selected. For example, if you selected the "Book" product, you would see a "Binding" option pull-down list and tabs for each section of the book you are creating (e.g., front cover, content, back cover).
  - To add special pages, click the **Add Special Page(s)** button.
    - **By File** - This will cause all the special pages options to be applied to all the pages in the selected file. You would use this in a multi-file job if you had a file for the cover, for instance, that you wanted to be printed in color, whereas the body of the document (in another file) would be printed in black-and-white.

- **By Page(s)** - This option lets you specify certain pages in the document for special pages formatting. You could use this, for example, in a single file job. You can specify pages (e.g., 3, 6) and page ranges (e.g., 3-6, 8, 10-12), separated by commas (,).
- **Paper/Media** - Specifies the paper on which the special pages will be printed.
- **Scale to Fit** - This will automatically adjust the contents on the special pages (text and graphics) to be sized to fit the selected paper/media size.
- **Print In Color** - Specifies whether the special pages are printed in color or in black and white.
- **Sides** - Specifies whether the special pages should be printed on one or both sides of the paper.
- Click **Save**.
- Click **Save My Job** to save your job.
- Click **Next**.
-  **Review:**
  - The **Review** page displays detailed information about the product you are ordering, including all the formatting options and services you selected in the previous steps.
  - Review the information very carefully. Note that options, features, and services marked with an asterisk (\*) are not represented in the Flash preview of the product.
  - You can click the **Edit** links in the **Print Options** and **File(s)** sections to make changes and adjustments to the order.
  - Click the **View Pricing Summary** button (if it's enabled) to see a pricing summary based on the options you selected.
- If you are ready to place your order, click the **Add to Cart** button.
- For information on using the shopping cart and checking out, see the topic [How to Use the Shopping Cart](#).

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**See also:**

- [Upload Digital Files for Print Jobs](#)
- [Submit Jobs Using the Print Messenger Print Driver](#)
- [How to Use the Shopping Cart](#)

- 
- [Print Services Page](#)
  - [Tutorial Main Page](#)

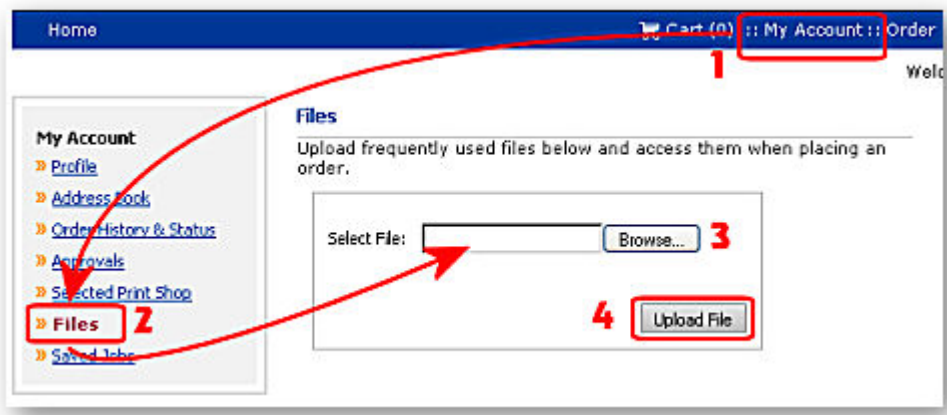
## Upload Files to Your Personal Files Library

This section covers how to upload a file to your personal file library on the service, e.g., to upload files for a print job you want to order. If you want to order a print product but do not have a digital file or will be supplying material later, see [How to Create an Order Ticket](#).


If you want to create an order ticket for a hardcopy document you will bring to the print shop, click [here](#). If you want to install and use the service's dedicated print driver, click [here](#).

### How to upload a digital file to your personal file library on the server

- **1:** On the main page, click the **My Account** link in the top navigation bar.
- **2:** Click the **Files** link on the **My Account** menu.
  - The **Files** page will open.



- **3:** In the **Select File** field, click the **Browse...** button to select the file you want to upload from the **File Upload** dialog.
  - Locate and select the file you want to upload.
  - Click the **Open** button.
  - Check **Convert to PDF (recommended)** to have the system automatically convert your file from its original format into a print-ready PDF.
  - Leave this box unchecked to leave your file in its original format (e.g., .doc, .ai, .cdr) if, for example, you have been instructed to do so because your file needs special handling.
- **4:** Click the **Upload File** button to upload your file to the service.
- Click the name of your file to open and preview it.
- The file is now available to use in product building and ordering.

 To remove an item from your personal file library on the service, click the **X** icon for the item.

- 
- See also:**
- [Add Offline Material to the Service](#)
  - [Basic Skills Page](#)
  - [How to Use the Shopping Cart](#)
  - [Tutorial Main Page](#)
  - [Submit Jobs Using the Print Messenger Print Driver](#)

## How to Install & Submit Jobs through the PrintMessenger Print Driver

Submitting a job to the service can be as easy as sending a job to your printer from the application in which you created a document (e.g., Microsoft Word or Adobe InDesign).

- Your first step is to install the appropriate print driver.
- There is a print driver for Windows-based computers and one for MAC OSX-based computers.
- Then you can begin submitting print jobs to the system either from an application (such as Microsoft Word or Adobe PhotoShop) or using the shortcut to drag-and-drop files.

### *How to download and use the storefront's print driver*

- You can install the appropriate print driver from the site **Home** page.
- This section will show you how to install the driver from the **Home** page.
- Click the **Home** link on the main navigation menu (at the top of all pages on the site).
- The PrintMessenger driver installation panel will display near the bottom of the page marked with **Install Driver**.
- **Before you click, select the correct link for your computer:**
  - **Option 1:** Click the "**Windows**" link to install the Print Messenger print driver to a computer running the following operating systems: **Windows, NT, 2000, or XP**.
  - **Option 2:** Click the "**Mac**" link to install the Print Messenger print driver to a computer running the following operating system: **MAC OS 10.3 and 10.4**.
- Click **Open** (or **Run**) to launch the installation from the PrintMessenger on the site server, or click **Save** to save the PrintMessenger and install it from your local system. **Result:** A new window **PrintMessenger Setup** will open. MAC OS users will launch the setup from their desktop. The **PrintMessenger** installation wizard will open.
- Click **Install** then follow the instructions on the installation wizard to install the print driver.

**Note:** You will be prompted to restart your computer during installation. The installation process will complete after you restart your computer.


### *How to use the print shop's Print Driver (PrintMessenger) from a program*

- In the application in which you have created the document you want to upload to the print shop, select **File | Print** from the main menu.
- From the list of available printers, select **Digital StoreFront**.

- Click **OK** to submit your file, then wait as the system converts your file to PDF format.
- The PrintMessenger main screen displaying your document will open.
- (Optional) If you want to upload another file, follow steps 1 through 4 above. The additional files will appear on the PrintMessenger main screen.

The table below describes elements on the screen:

- 
- 

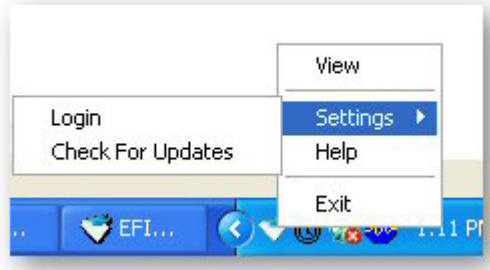
Item	Description
<b>Document</b>	The name of the document. Note that during conversion the file is converted to a PDF file. The original file is not altered in any way.
<b>Pages</b>	The number of pages in the document.
<b>Status</b>	The status of the file (e.g., "Ready", "Error").
	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>A: Editable document name.</b> This is the name of the file as it will appear in your "My Files" area on the Web service.</li> <li><input type="checkbox"/> <b>B: Delete.</b> Removes the file from the PrintMessenger.</li> <li><input type="checkbox"/> <b>C: Preview.</b> Opens a print preview of the selected file.</li> <li><input type="checkbox"/> <b>D: Sort.</b> Click the up or down arrow to move the selected file up or down in the list. This will also determine the order in which files occur in a merged (multiple document) file.</li> </ul> 

- 

*If you have selected two or more documents to upload to the service, PrintMessenger gives you two options:*

- **Upload Individually:** You can upload each file individually.

- **Upload As One File:** You can merge the files into one PDF (e.g., if it is a multi-chapter document with a separate file for each chapter). If you select this option, you must assign the new merged file a new name. To do this, simply place your cursor in the filename field and type a new name over the stock "merged\_file" text.
- **If this is the first time you have used PrintMessenger,** right-click the PrintMessenger icon in the Windows tool tray (at the bottom right-hand corner of the screen).

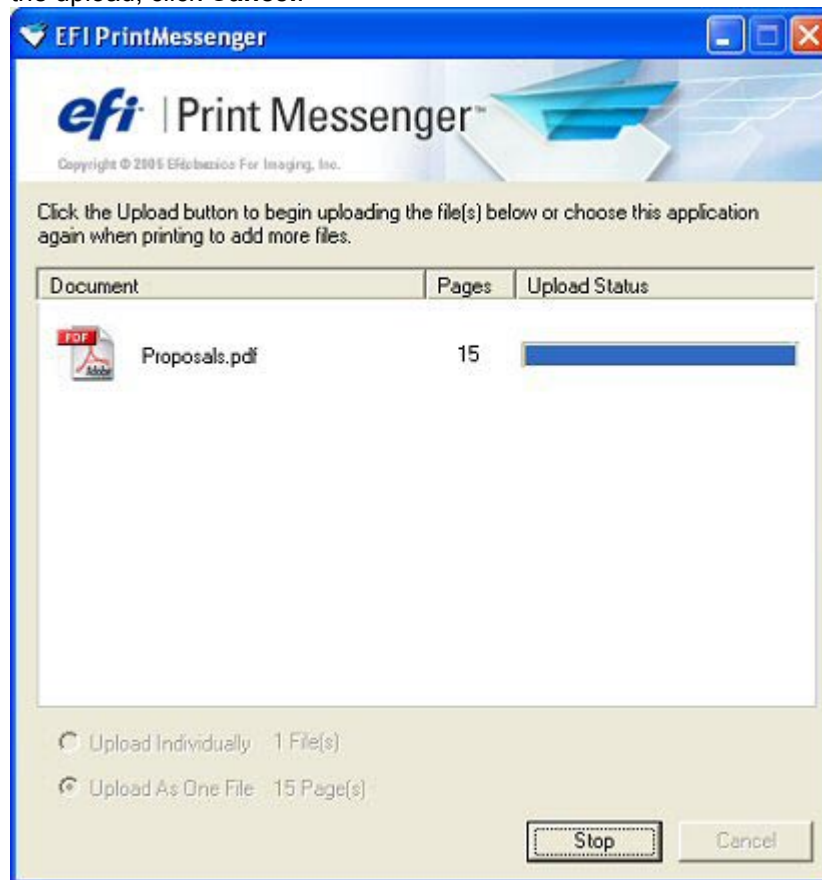


- Click **Settings - Login** to open the PrintMessenger login dialog.

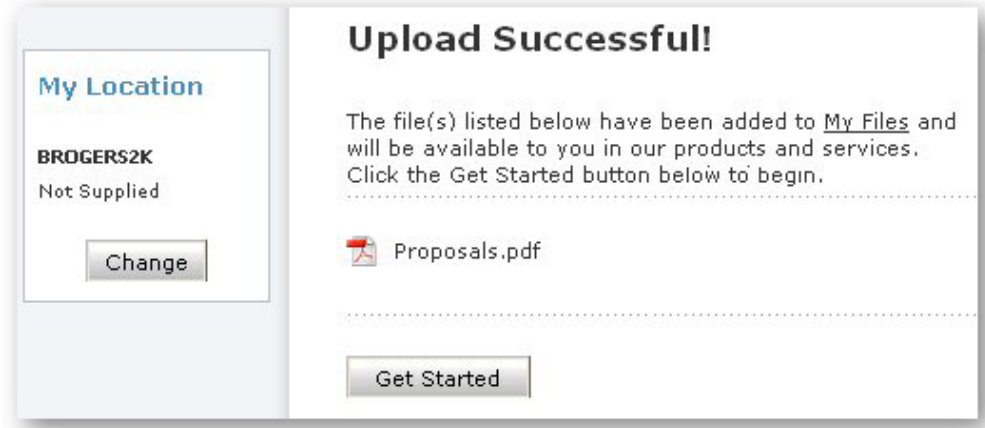


- Enter your account credentials (username and password) for the system if you have already established an account (if you have not yet established account, click the "Open An Account" link and create your account on the **Create an Account** page (for details, see [How to Set Up an Account](#)).
- Check the **Save Password** option to save your password for future sessions.
- Check the **Auto-Login** option to have PrintMessenger automatically log you in using the saved credentials during future file upload sessions. Click **Login**.

- When you are ready to upload your file(s) to the service, click **Upload**. To cancel the upload, click **Cancel**.



- **Note:** One of two things will happen depending on whether or not you are already logged into the print service's web site.  
**A.** If you are already logged into the print service site, the **Upload Successful** page will open in your Web browser.



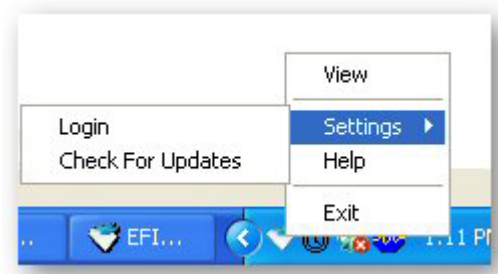
**B.** If you are not already logged in, you must login to the web service before uploading. After you login, the **Upload Successful** page will open in your Web browser.

- To change the location to upload the file(s) to, click **Change** and select the location.
- To begin formatting your file(s) for printing, click **Get Started** to open the **Print Services** page.

**Note:** The product formatting options are covered in the [How to Order Print Services](#) section of this tutorial.

**How to update the PrintMessenger print driver:**

- In the application in which you have created the document you want to upload to the service, select **File | Print** from the main menu.
- From the list of available printers, select **Digital StoreFront**.
- Click **OK** to submit your file, then wait as the system converts your file to PDF format.
- Right-click the PrintMessenger icon in the Windows tool tray (at the bottom right-hand corner of the screen).



- Click **Settings - Check for Updates**.



- Click **Update**.

**Note:** If you want to be alerted when PrintMessenger updates become available, check the **Alert me...** box.

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**See also:**

- [Create a Product Description for a Hardcopy Job](#)
- [Upload Print Jobs](#)
- [Print Services Page](#)
- [Tutorial Main Page](#)

## Approvals

If you are a designated approver (for a company or print shop) you must review and act on any pending approvals. When you login, the system will display a **Pending Approvals** link in the top navigation bar.

### *How to view and act (approve or decline) on pending approvals:*

- On the main page, click the **My Account** link in the top navigation bar, then click the **Approvals** link on the **My Account** menu.
  - You pending approvals will display.

You can also click the **Pending Approvals** link in the top navigation bar to open the **Approvals** page.

- Click the **Order Number** link for an order to open the **Order Confirmation** page with the approval panel at the top.
- Review the price quote you received from the print shop.
- To approve the order, click the **Approve** button in the **Accept Quote** area.
- To decline the order, enter a reason in the text box, then click the **Decline** button in the **Decline Quote** area.
- Click the **Close Window** button to return to the **Approvals** page.

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**See also:**

- [Use the Online Catalog](#)
- [Basic Skills Page](#)
- [Tutorial Main Page](#)
- [Manage Your Account](#)

## How to Order Non-Printed Products from the Online Catalog

This section covers common tasks you will use to search for and order products in the storefront catalog. These "static" products might include such items as a case of paper, a package of pencils, or a coffee mug. Tasks covered include how to use the search engine to locate files, how to select files by category using the **View by Category** quick links, and how to purchase documents.

### *How to order non-printed products*

- On the storefront home page (to get to the home page, click the **Home** link in the upper left-hand section of the screen just below the banner), select the category that contains the type of product you want to order.
  - To learn more about a product, click the name of the product or category for a more complete description of the product or category.
  - When you are ready to begin the order process, click the **Add to Cart** button and follow the steps listed in the topic [How to Use the Shopping Cart & Checkout](#).

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**See also:**

- [How to Use the Shopping Cart](#)
- [Submit Jobs Using the Print Messenger Print Driver](#)
- [Add Offline Material to the Service](#)
- [Basic Skills Page](#)
- [Tutorial Main Page](#)

## How to Use the Shopping Cart & Checkout


The print shop storefront provides powerful online ordering capabilities. This section covers how to identify elements of the **Shopping Cart** page and how to checkout once you have ordered a product/s.

This section covers how to use the shopping cart and check out once you have ordered a product (for instructions on ordering products in the system, see one of the "How to Order...Products" sections.

### How to use the Shopping Cart

- To view the contents of your shopping cart, click the **Cart** link at the top of the page to open your **Shopping Cart**, or click the **Go To Cart!** button in the shopping cart panel. The number in parentheses beside the cart indicates the number of items in your cart.
- View the contents of your shopping cart. Consult the table below the graphic for descriptions of the fields on this page.



If the item you are ordering requires a quote, the **Total Cost** column will display "Requires quote." The print shop will contact you via e-mail shortly with a quote, which you can either either approve or decline. For instructions on checking the status of an order, click [here](#).

Item	Description
Requested Ship Date and Time	The date and time you are requesting your order to be shipped. Click the calendar button  to open the calendar utility.

Item	Description																																																
	<div data-bbox="545 285 1341 989" style="border: 1px solid gray; padding: 5px;"> <p><b>Choose a Requested Due Date &amp; Time</b> <span style="float: right;">X</span></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p><b>Date</b></p> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <p style="text-align: center;">December 2006 ▶</p> <p style="text-align: center;">S M T W T F S</p> <table style="width: 100%; text-align: center; border-collapse: collapse;"> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td><td>2</td></tr> <tr><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td></td></tr> <tr><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td style="background-color: #d3d3d3;">15</td><td style="background-color: #d3d3d3;">16</td><td></td></tr> <tr><td style="border: 1px solid gray;">17</td><td style="border: 1px solid gray;">18</td><td style="border: 1px solid gray;">19</td><td style="border: 1px solid gray;">20</td><td style="border: 1px solid gray;">21</td><td style="border: 1px solid gray;">22</td><td style="border: 1px solid gray;">23</td><td></td></tr> <tr><td style="border: 1px solid gray;">24</td><td style="border: 1px solid gray;">25</td><td style="border: 1px solid gray;">26</td><td style="border: 1px solid gray;">27</td><td style="border: 1px solid gray;">28</td><td style="border: 1px solid gray;">29</td><td style="border: 1px solid gray;">30</td><td></td></tr> <tr><td style="border: 1px solid gray;">31</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table> </div> <div style="width: 45%;"> <p><b>Time</b></p> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <p style="text-align: center;">Eastern Standard Time</p> <p style="text-align: center;">2:30 PM <span style="float: right;">▼</span></p> </div> </div> </div> <div style="border: 1px solid gray; padding: 5px; margin-top: 5px;"> <p style="text-align: center;">Ready for pick-up, shipping, or delivery by</p> <p style="text-align: center;"><b>Friday, December 15, 2006 at 2:30 PM</b> <span style="float: right; border: 1px solid gray; padding: 2px 5px;">Save</span></p> </div> </div> <ul style="list-style-type: none"> <li>In the <b>Date</b> picker, select the month (using the ▶ button to advance to the next month if necessary), then select the day (by clicking on it).</li> <li>In the <b>Time</b> picker, select a time from the pull-down menu.</li> <li>Click the <b>Save</b> button.</li> </ul> </div>							1	2	3	4	5	6	7	8	9		10	11	12	13	14	15	16		17	18	19	20	21	22	23		24	25	26	27	28	29	30		31							
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Change Print Shop	To change the print shop you want to process the order, click the <b>Change Print Shop</b> button and select the print shop from the list, then click <b>OK</b> .																																																
Product	This area lists the names of the items in your shopping cart. Click any item name link to open the ticket (where you defined the options for the job) and make changes as needed. To see a preview of any files associated with the job, click the link to the file to view a PDF preview of it.																																																
Remove	Click the <b>Remove</b> link to remove an item from your shopping cart.																																																
Quantity	Specify the number of each item in your shopping cart. Enter a number to change the quantity, if needed, then click the <b>Update Price</b> link to update the shopping cart.																																																
Recipient	<p>The recipient area is where you will specify how and to whom the order will be delivered.</p> <ul style="list-style-type: none"> <li><b>Method</b> - Select the delivery method from the available options in the pull-down list. (Note: If you select any method other than "Customer Pick-Up" you will be required to enter an address to</li> </ul>																																																

Item	Description
	<p>which the order is to be shipped.)</p> <ul style="list-style-type: none"> <li>• <b>Address</b> - You can either select a recipient from the <b>Address Book</b> or specify an addressee: <ul style="list-style-type: none"> <li>• Select from Address Book: Click the <b>Address Book</b> button and select a recipient from the <b>Address Book</b> dialog, then click <b>OK</b> and proceed with the next step.</li> <li>• Enter a recipient's address (ship-to) information in the address fields. Note that all fields shaded in yellow are required. To save the new address to your <b>Address Book</b>, check the <b>Save to My Address Book</b> box.</li> </ul> </li> </ul>
Delivery Instructions	Enter any special delivery instructions in this text box.
Add Another Recipient	<p>If you want to add another recipient (for instance, if you want to ship the order to two recipients):</p> <ul style="list-style-type: none"> <li>• Click the <b>Add Another Recipient</b> button. Click the <b>Save</b> button. <p><b>Note:</b> The first recipient's name and address will be listed as <b>Recipient # 1</b>. You can click the recipient name link to edit the recipient's summary information, or click the <b>Remove</b> link to remove the recipient from the order.</p> </li> <li>• The second recipient's summary information will be listed beneath the first recipient's summary information. Repeat the steps above to specify, the delivery <b>Method</b>, <b>Address</b>, and <b>Delivery Instructions</b>. Then click the <b>Save</b> button. <p><b>Note:</b> By default, the system assumes that all quantities of the various items in the order will be sent to Recipient # 1. You will need to manually enter the number of each item in the order to be sent to each additional recipient (after Recipient # 1) in the quantity boxes.</p> <p><b>Note:</b> The quantities you list in these boxes will be the basis upon which pricing for the order will be calculated.</p> </li> <li>• Click the <b>Update Pricing</b> link to get updated pricing based on the current quantities you specified for all recipients.</li> </ul>
Clear Cart	Clears all contents from your shopping cart.
Continue Shopping	Saves the current shopping cart with the options you selected and enables to continue shopping (i.e., so you can browse and add items and check out later).
Checkout	When you are ready to checkout, click the <b>Checkout</b> button. If you have specified multiple recipients, you will be prompted to double-check your order quantities and pricing before going on. Click <b>OK</b> to continue and checkout.

*How to checkout*

- On the **Checkout**  **Payment** page:
  - Select a payment method (how you will pay for the order) from the **Payment Method** pull-down list.
  - Enter any information requested based on the payment method you selected (if applicable).
  - Click the **Next** button.
  
- On the **Checkout**  **Review** page:
  - Review your order information.
  - If necessary, change:
    - Payment Method
    - Recipient (shipping) Information
  - Click the **Place My Order** button or the **Request Quote** button (if your order contains items that require a quote) when you are ready to complete checkout.

If the site accepts credit card payments, a security alert will display informing you that you are entering a secure site. Click **OK** to continue.

- **Result:** The "Thank you for your order" page will open. This page contains your order confirmation. Click the **Print this Page** button to print a copy of the order confirmation for your records.
- Click the **Continue Shopping** button or the **Home** tab to return to the home page.

- 
- See also:**
- [Order Print Services](#)
  - [Use the Online Catalog](#)
  - [Submit Jobs Using the Print Messenger Print Driver](#)
  - [Manage Your Account](#)
  - [Basic Skills Page](#)
  - [Tutorial Main Page](#)

## Order History & Status & Pending Approvals

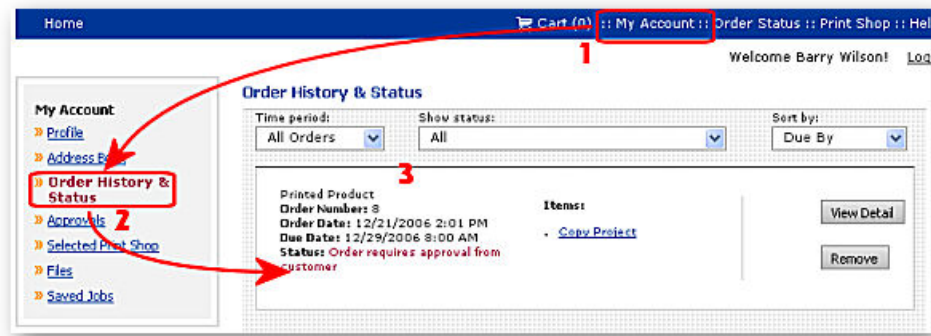
You can view your order history and approve or reject orders that are pending approval.

If you want instructions for viewing the order approval status of an order, click [here](#).

### Order History

#### How to view your Order History

- **1:** On the main page, click the **My Account** link in the top navigation bar.
- **2:** Click the **Order History & Status** link on the **My Account** menu.
- Your order history & status will display.



- **3:** View your order history and status.
  - In the **Time period** field, select **All Orders** to view all orders placed for your account, or select a specific date range, such as the previous **Six Months**.
  - You can use the **Show status** filter to view only orders in a particular status (e.g., approved, shipped, canceled).
  - You can use the **Sort by** filter to select the display order for the orders: Due By, Order Date, Order Number, Status, Total Cost).
  - Click the **View Detail** button beside the order to view its details.  
**Result:** The **Order Confirmation** page will open.
  - View your order history. Consult the table shown below for descriptions of the columns on this table.

Item	Description
Order Number	The system-assigned number for the order.
Requested Due Date	The due date and time you requested for the order.
Submitted on	The date and time on which the order was placed.

Item	Description
Submitted by	Name of the person who placed the order.
Order Status	The current status of the order as of the time date and time listed. The Print Shop and its telephone number are also listed here in case you need to contact the shop regarding the order.
Products	The name of the product. This is the job name you specified in the order process.
Quantity	The number of copies of the job you ordered.
Recipients	The recipient(s) specified to receive the order; lists address and other contact information.
Payment	The method of payment specified for the order.
Method	Delivery/shipping method selected for the order (e.g., customer pick-up).

- If you click the **Reorder** link, the **Shopping Cart** page will open.

For instructions on using the Shopping Cart and checking out, see the topic [How to Use the Shopping Cart](#).

- Click the **Print this Page** button to print a copy of the Order Confirmation.
- Click the **Close Window** button when you are finished to return to your **Order History & Status** page.

#### ***How to view the status of an order in your Order History & Status***

- On the main page, click the **My Account** link in the top navigation bar, then click the **Order History & Status** link on the **My Account** menu.
  - Your order history & status will display.
  - Click the **Remove** button corresponding to the order you want to remove.

#### ***How to remove an order from your Order History & Status***

- On the main page, click the **My Account** link in the top navigation bar, then click the **Order History & Status** link on the **My Account** menu.
  - Your order history & status will display.
  - The order summary will display the status in the **Status** field.

## Managing Orders Pending Approval

In some cases in the order fulfillment process you will have to approve the order for it to continue being processed. For instance, if you have ordered a product that requires a manual quote from the print shop, you will be notified when the quote is in. A manual quote is necessary, for example, if the file you are submitting requires special handling the system's automated pricing system will not be able to estimate the price. In this case, the print shop staff will evaluate the job and provide you with a quote by e-mail. You will have the option of either accepting or declining the quote. The steps below tell you how to view your order approval status for orders that require a manual quote. |

If you want to review your order history, click [here](#).

### How to view the approval status of orders you have submitted:

- On the main page, click the **My Account** link in the top navigation bar, then click the **Address Book** link on the **My Account** menu.
  - Your approvals will display.
  - The **Status** area will provide you with the current status of your order. For example, if the price quote for the job requires your approval, the status field will contain a message such as **Order requires approval from customer**.

Order approval requests are typically sent to you via e-mail, but you can always check them following the steps in this section, even if you do not have an e-mail message.

- To respond to the approval request, click the **View Detail** button.
- The quote approval panel will display at the top of the **Order Confirmation** page.
  - Review the price quote you received from the print shop.
  - To accept the quote, click the **Approve** button in the **Accept Quote** area.
  - To decline the quote, provide a reason for declining the quote in the text box (this information can often help the print shop provide better customer service), then click the **Decline** button in the **Decline Quote** area.
  - If you selected **Approve** to accept the quote, you will be taken to the **Make Payment** screen where you will select the method of payment for the order in the **Payment Method** field.
  - Click the **Please make payment for your approved order** button.
    - If the order was placed through company or print shop that requires that a designated person approve the order, you will be taken to an **Approval** screen.
    - Select the approver from the list and click the **Please make payment for your approved order** button.
    - The **Order Confirmation** displaying details of the order will open.
    - Click the **Close Window** button.
    - The **Status** of the order on the **Order History & Status** page will now be **Approval required**.

- Once the order is approved you will receive a notification. You will then be able to complete your order in the shopping cart.

For information on using the shopping Cart and checking out, click [here](#).

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**See also:**

- [View Order Approval Status](#)
- [Use the Online Catalog](#)
- [Manage Your Account](#)
- [Basic Skills Page](#)
- [Tutorial Main Page](#)
-



# Glossary

## A

**Add to Cart:** Adds a product to the system's shopping cart.

**Additional Services:** Term that describes various post-print services performed on a printed job (i.e., trimming, folding, drilling, stapling, laminating, perforating).

**Address Book:** Page in the My Account section of the storefront that displays the name, phone number, and e-mail address of the your contacts.

**Approval:** Indicates that a designated person (as configured for the Print Shop) has reviewed and authorized the transaction.

## B

**Back Cover:** The stock for the back cover of the document (usually bound) (e.g., 100 lb. satin).

**Bind/Binding:** How the pages of a print job are held together (wire binding, comb binding, glue binding, etc.).

## C

**Call to Discuss:** Buyer request to have the Print Shop call before producing the job.

**Cart:** The virtual shopping basket to which buyers add items they intend to buy.

**Clear Cart:** Removes all items from the Shopping Cart.

**Collate:** Assembles outputs sheets, sections, and other components of a printed job together in sets in correct sequence (as for binding); e.g., for an order that included 3 copies of a 3-page document, selecting collation would cause the output device to produce three sets of documents, each ordered Page 1, Page 2, Page 3.

**Convert to PDF:** Converts a file in a native application format (e.g., MS Word, Adobe Illustrator, or Corel PhotoPaint) into a print-ready PDF file.

**Cover:** The front, back, and spine of a bound printed document.

**Cover Material:** The type of paper/media the user specifies for the cover of a printed document.

**Cut:** Specifies the type of cut or trim required for a print job.

## D

**Delivery:** The method by which a purchased item or order is delivered locally to the buyer.

**Drill:** Specifies the type of drilling for a printed job (e.g., 3 holes on left side--as for a three-ring binder).

**Due Date & Time:** The user-requested date and time for the finished order to be produced (ready for pick-up or shipping).

## F

**File:** A named file in electronic (native or PDF) or hardcopy format. Generally speaking, it is content.

**File Format:** Specifies the format of an offline material: Flash drive, CD/DVD, hardcopy, mixed, other.

**File Upload:** The process of porting a copy of a file from the user/buyer's computer to a folder on the site.

**Finished Height:** The user-specified height of the finished product.

**Finished Width:** The user-specified width of the finished product.

**Fold:** How the print job will be folded (e.g., fold in half, bi-fold, tri-fold, z-fold, accordion).

**Front Cover:** The stock for the front cover of the document (usually bound) (e.g., 100 lb. satin).

## G

**Go to Cart:** Button that takes a buyer to the shopping cart if the shopping cart is not empty when the user logs in.

**Grommet:** A ring or eyelet (typically made of metal, rubber, or plastic) that lines a hole in a banner to reinforce the hole for hanging the banner (e.g., by hook or halyard).

## H

**Hardcopy:** A document in printed format (vs. electronic format) that is delivered to the print shop for printing, finishing, and/or binding (i.e., offline material).

**Help:** Opens a customer service page or launches the online Help module.

## I

**I Approve:** Checkbox by which a buyer assumes responsibility for the job/order if it is produced in accordance with the selected services and other options.

**Item Price:** The price for one (1) unit of a particular item in an order.

**Item Total:** The item price x the quantity of a particular item in an order.

## J

**Job:** A discrete print or finishing product or service within an order; essentially it is content (such as a document) and the specifications for what to do with it (ticket specifications). An order can include a single job or multiple jobs. Job is a product with its associated job ticket. A product is something you could buy; a product becomes a job when it is ordered (i.e., placed in the cart). Job is a set of instructions (Job Ticket) for a Product and possibly the associated content for producing the product (might not be the case in a non-print item like a coffee mug). Line item in the cart is now a Job.

## L

**Lamination:** The type of laminate (translucent film) applied to a sheet for durability and/or appearance (e.g., gloss or matte finish, 1.5, 3, 5, or 10 mil widths).

**Lgo in:** Gain access to the service by entering a User Name and Password.

**Logout:** End a session on the service.

## M

**My Account:** The section of the storefront that enables users to access account-specific information, such as: Address Book, Files, Selected Print Shop, Profile, Order History & Status, and Approvals.

## O

**Offline Material:** An item in a non-digital format (e.g., CD/DVD, Floppy/Removable Disk, Portable Drive, Hardcopy document, etc.) that will be used in the production of a product order.

**Order:** A shopping cart transaction. Order is a transaction from the Shopping Cart which may include multiple jobs. Due dates and times are set at the Order Level.

**Order History & Status:** (1) Page in the My Account section of the storefront (buyer-side) that displays the buyer's orders with the status information (see 2). (2) The status of a buyer's order. The statuses are: Approval Required, Approved, Canceled, Deleted, In Production, Order requires approval from customer, Order requires manual quote, Printed, Rejected, Shipped, User approved.

**Orientation:** Specifies whether an image is printed with the short side of the media up (portrait) or the with the long side of the media up (landscape).

## P

**Page Count:** Total number of pages in a document.

**Paper/Media:** The substrate (material) on which a printing job is imaged (such as paper-bond, cover, glossy, vinyl, canvas).

**Payment:** The method by which a buyer will pay for an order product or service (e.g., COD, credit card, pay at store).

**Pick-Up:** A job that a print buyer will pick up at the print shop that fills the order (and does not need to be shipped or delivered).

**Place My Order:**

**Preview:** See a representation of a finished job.

**Preview PDF:** Launches a PDF of the file (as for Preview PDF (Selected File)) or all files in the job (as for Preview PDF (All)).

**Print in Color:** Produces the job using one or more colors (rather than in black only).

**Print Services:** A range of buyer-specified choices for producing a job.

**Print Shop:** (1) Page in the My Account section of the storefront (buyer-side) that displays information about the print shop associated with the user's account. (2) The actual print shop that produces the job and fills the order.

**Product:** A product is an item (or set of items: jobs, files, or documents) that is a discrete and orderable or can be combined into a kit (as a part of a kitted product). Products can be static (offered for ordering and not modifiable) or ad hoc (assembled by a buyer); something that can be ordered from the site.

**Profile:** Page in the My Account section of the storefront (buyer-side) that displays information about the user's account and contact information such as: Nickname, Account Name, User Name(Login ID), E-Mail Address, Security Question.

## Q

**Quantity:** Number (e.g., specifies how many units in a job or order).

**Quote:** Price estimate for a job with certain specifications.

## R

**Recipient:** The buyer-specified person or entity to which an order or part thereof is to be delivered.

**Remove:** Removes the specified item from the order/job/Shopping Cart.

**Request Proof:** Specifies that the user elects to receive a proof copy of the job before ordering; the proof copy is a representation of what a printed job should look like; can be either printed or digital (the latter in the case of an on-screen preview--in PDF or Flash).

**Review:** A summary page that enables print buyers to preview their job and view the specifications for a job they are ordering and verify that the specifications (for printing and finishing) are accurate before adding it to the cart.

## S

**Saved Files:** Page in the My Account section of the storefront (buyer-side) that (1) displays any files (with name and upload date and time) the user has uploaded previously and (2) enables buyers to use the upload utility to upload digital files for use in product ordering or define offline material (e.g., CD/DVD, Floppy/Removable Disk, Portable Drive, Hardcopy(s) in Bag, Hardcopy(s) in Box, Hardcopy(s) in Envelope, Other (not listed).

**Scale to Fit:** Buyer option that enables automatic resizing of an image to fit the size of the selected output media.

**Shown in Preview:** A field on the Review page that list services reflected in the preview.

**Sides:** Specifies whether a job is single-sided or double-sided.

**Slip Sheet:** A sheet placed between stacked proofs to separate them for identification or, in the case of ink printing, to prevent offsetting of ink to the next print.

**Special Instructions:** Buyer-specified instructions on how the job should be produced.

**Special Pages:** A page range within a document that will printed/produced with print requirements that are different from the rest of the document.

**Staple/Stapling:** Binding method that joins the sheets of a print job by means of stitching with wire staples in a particular manner (e.g., booklet, upper left corner, etc.).

**Subtotal:** Price of an order (or item within an order) minus taxes, shipping, and handling fees.

## T

**Tabs:** The edge of a divider sheet that extends beyond the trim size of the document, used for labeling sections of a document.

## U

**Upload Method:** Indicates the method by which the buyer got the material to the Print Shop: uploaded via Web page, uploaded via print driver, delivered as offline material.

## W

**Web Storefront:** A print shop or fulfillment center's web site that provides e-commerce (online shopping) and other opportunities for online customers.



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