

# Using Ordant Storefront

Thank you for using Ordant Storefront. Below are detailed instructions to help you enter your first orders. Because the Storefront is so easy to use, you won't need these instructions for long! **Note:** **Storefront does not work well on Internet Explorer. Please use Chrome or Firefox instead.**

Please don't hesitate to call Diane if you have problems or questions. We can come to your office and place an order with you if that will help.

Again, thanks for using Storefront. I'm very hopeful that it will save you and us some time!

## Register for a Storefront Account:

You can register for a Storefront account by going to <http://palomar-store.ordant.com/>:

- Click on 'Login' in the upper right corner. On the bottom right side of the dialog box, select 'Sign Up Here'. Fill out the form and click on the button to Continue. In the first field of the billing address, enter your department and main delivery location in the first field, i.e. Print Services, MD-114A. Fill in the city, state and zip code boxes. Click Continue.
- Click on the checkbox 'Same as billing address', check the 'I'm not a robot' box, and when it is finished processing, click on 'Sign Up'. You will then be taken to a thank you for registering page, and someone from Print Services will be in contact with you shortly. If you don't hear from anyone, please call Diane at Ext. 2754 or Margie at Ext. 3088.

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Follow the login directions, and you will be able to change your password if you wish.

## Log In:

Click on this link: <http://palomar-store.ordant.com/> and log into the site. Your User ID is your Palomar email, i.e. jsmith@palomar.edu

Take some time to look around on the site. It includes information about Print Services and the products and services we offer. On each page on the bottom left side there is a green 'Feedback' tab. Please use this to send comments, suggestions, compliments and complaints to us about this site.

At the top right corner of the page there is a link that says 'Hi (your name)'. When you click on that you have 4 options:

- My Account – Here you can update your password as well as your phone number, billing and shipping addresses.
- Estimate History – Any estimates you have saved will be listed here. You can open them and create an order from them. If a template was used for this product, a link in the right cell has a link to approve artwork. When you click on that link, it takes you to the template so that the fields can be filled in. If no template was used, the link will ask you to upload documents.
- Order History – Your current and past orders and their creation dates, due dates and status are listed on this page. If you open an order, more information is provided about the order. In the upper right corner are icons that give you the option to duplicate the order or print the invoice.
- Log Out

### Place an order:

Click the 'Products' tab and select a product type. Many of the products have the option of using a template form for your order. If you chose one of those products, follow the instructions under "Using Templates". Select the product you would like to order from those listed.

There are ordering instructions on each product. Once you have entered the required information, the buttons at the bottom give you two choices:

Calculate Price – Gives you an estimate of the cost of your order as entered. You may change the quantity and update this price as needed.

Next: Artwork – When you're ready to place your order, click this button

If you are not using a template, you are given the choice to upload your files or skip this step. If you skip this step you may upload your files later in your cart or send the files to Creative Services by any other method you choose. If you do not attach your files to the job, be sure to make a note of how they are being sent in one of the Notes boxes in the order.

When you choose to upload, you are taken to the file uploader which lists the file size and type specifications. If you need to send a larger file or one that is of a type that is not listed, you may zip your files and upload them. See the instructions below for zipping files.

The next step is the shopping cart:

1. Enter the project name, a minimum of 4 characters.
2. At the bottom, enter your copy code or budget string for billing. **We prefer the copy code because it expedites the billing process**, but if you don't have a copy code associated with the budget string to be used, enter the budget string.
3. You may also change the quantity in your shopping cart. Be sure to click on the update arrows to the right of the quantity field and Storefront will update the price for you.
4. At the bottom are three buttons.
  - Continue Shopping – We prefer to have separate orders for each product. However, if, for instance, you are ordering two products that will be based on the same art, you can use this option and all products will be on one order.
  - Save as Estimate – If you select this, your job will be saved as an estimate. When you are ready to order, just open the estimate, make changes to the quality if needed, upload files, and click 'Apply to Cart'.
  - Checkout – See the instructions below.

**Please note:** If you have orders in your shopping cart and then leave Storefront, they will be deleted. If you get interrupted while placing orders or just plan to place your orders later, be sure to save them as estimates. They will then be available when you return to Storefront.

### Checkout:

1. Select a service under 'Service Via'—Pickup or Deliver. If you select 'Deliver', enter the location to which the job should be delivered in the top 'Shipping Address' field next to your department name. Check the other fields to make sure the information is correct. The 'Company' is your department.
2. You can check 'Save for Future' so the information you entered will be saved for future orders.
3. Click 'Continue'.
4. The next step is to confirm the order. Look the information over to make sure everything is correct. When you are happy with the order, click 'Confirm Order'.
5. The 'Thank you' dialog box opens summarizing your order. There is a link in the Artwork field on the right that gives you another opportunity to upload files.

6. Invoices can be printed by click on your name in the top right corner, choose order history and select the job. Click on the printer icon at the top right side of the page. Your invoice includes the job number. Please use this number on any correspondence with us about your job.

### Estimates and Order History:

Click on the dropdown icon near your name (upper right corner). You have four options listed which are defined in the section 'Log In'.

- Estimate History – You can use one of your saved estimates to create a new order. Just open the estimate, click on the link under 'Artwork' (right column), and either fill out the template and approve it or download your files. Then click on 'Apply to Cart' and complete your order.
- Order History – Your current and past orders and their creation dates, due dates and status are listed on this page. You may:
  - Check on the status of your current orders.
  - Open any of these jobs and click on the 'Duplicate' icon at the top right corner to create a new order.

### Using templates:

Many of the products have the option of using a template form for your order.

**PLEASE NOTE:** When you use a template, you will be approving your proof online when you submit the job. If you need to discuss anything with your designer before the job is printed, please indicate this on your order in one of the note fields.

Fill in the fields for the template and press 'Update' to view your text in the sample. Once you have made all of your edits, click on 'Preview and Approve'. In the next panel you are given another opportunity to view and proof your order. If you find errors, click 'Cancel' and you will be taken back to the edit page. When you are ready to approve your order, enter your name, click the checkbox saying that you agree with the terms and conditions, and click 'Approve'.

When you approve your order, you are approving the proof and authorizing us to print the order as submitted. If you need to discuss anything with your designer before the job is printed, please indicate this on your order in one of the note fields. If any errors are found that require that the job be reprinted, you are responsible for the cost of the reprint.

### **Zip/Unzip Files**

To zip (compress) a file -

1. Locate the file or folder that you want to zip.
2. Press and hold (or right-click) the file or folder, select (or point to) **Send to**, and then select **Compressed (zipped) folder**.
3. A new zipped folder with the same name is created in the same location. To rename it, press and hold (or right-click) the folder, select **Rename**, and then type the new name.

To unzip (extract) files -

1. Locate the zipped folder that you want to unzip (extract) files or folders from.
2. Do one of the following:
3. To unzip a single file or folder, open the zipped folder, then drag the file or folder from the zipped folder to a new location.
4. To unzip all the contents of the zipped folder, press and hold (or right-click) the folder, select Extract **All**, and then follow the instructions.

Zip/unzip files on a Mac -

Compress a file or folder: Control-click it or tap it using two fingers, then choose Compress from the shortcut menu.

If you compress a single item, the compressed file has the name of the original item with the .zip extension. If you compress multiple items at once, the compressed file is called Archive.zip.