Express Press
INCORPORATED ®

Gene B. Glick
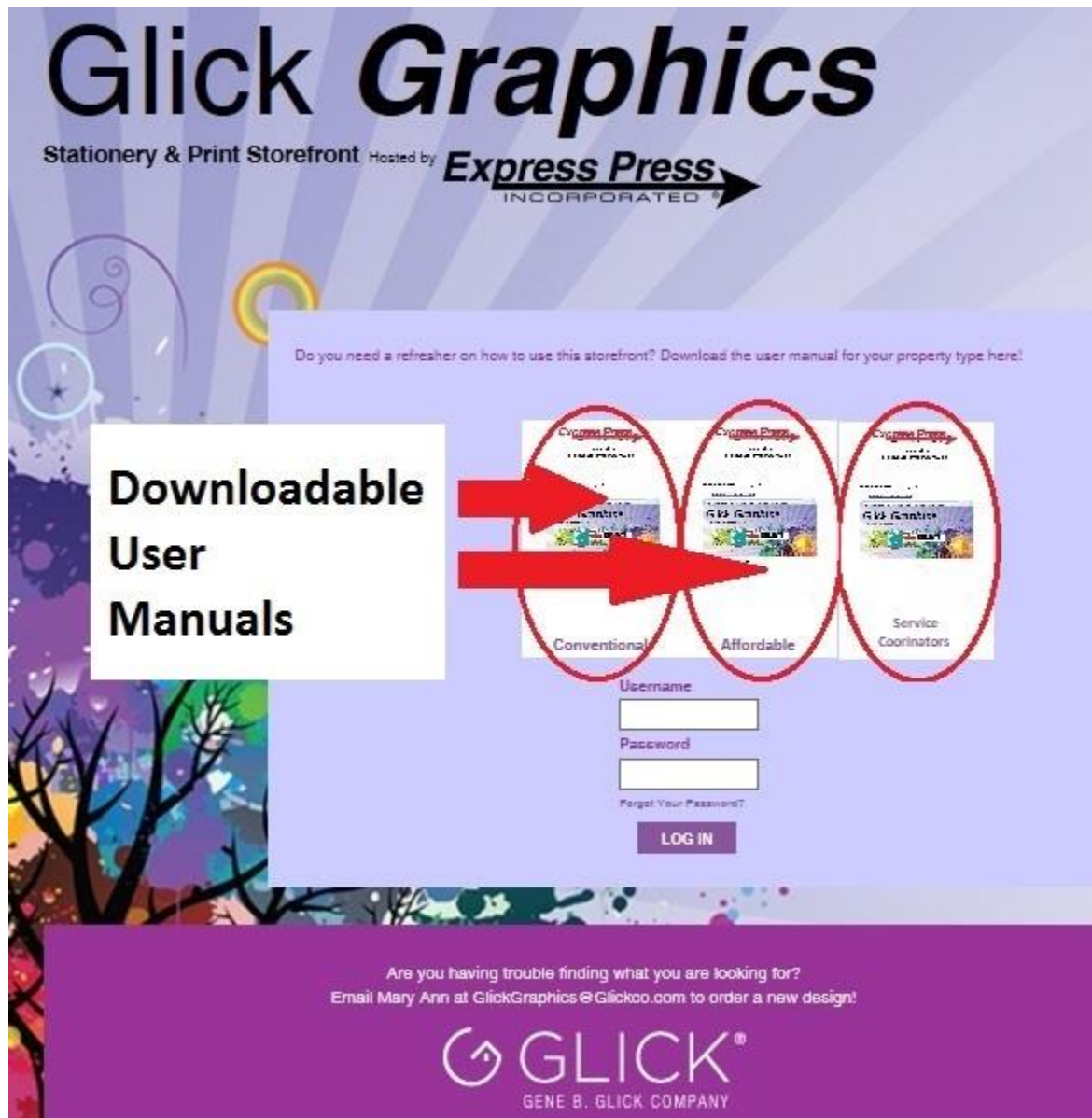## Printing Storefront User Guide
SERVICE COORDINATORS

LOGIN SCREEN – access by going to:

http://glickgraphics.com/

**Select the "Stationery & Print" link**

This will take you to a login screen for the storefront that looks like this:


There are now downloadable versions of this manual at the login page in case you need a refresher on how this works the next time you need to order.

Use the login & password provided to you by the Glick Marketing Department at that screen

Once you've logged in, you'll arrive at a screen like this. Click on Online "Ordering":
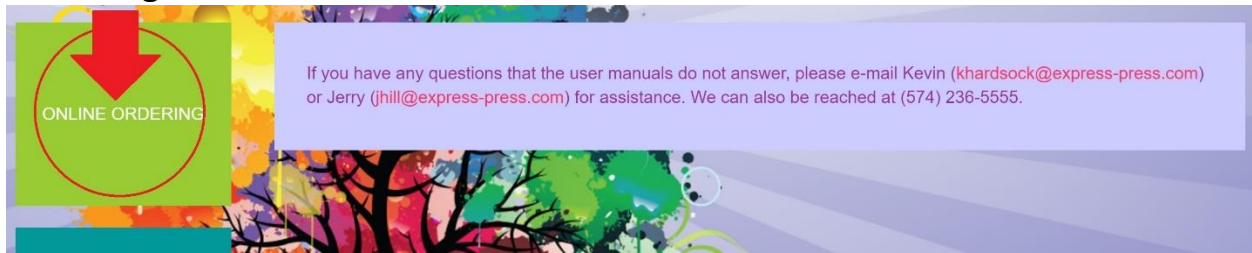
**And it will show you your available materials to order:**
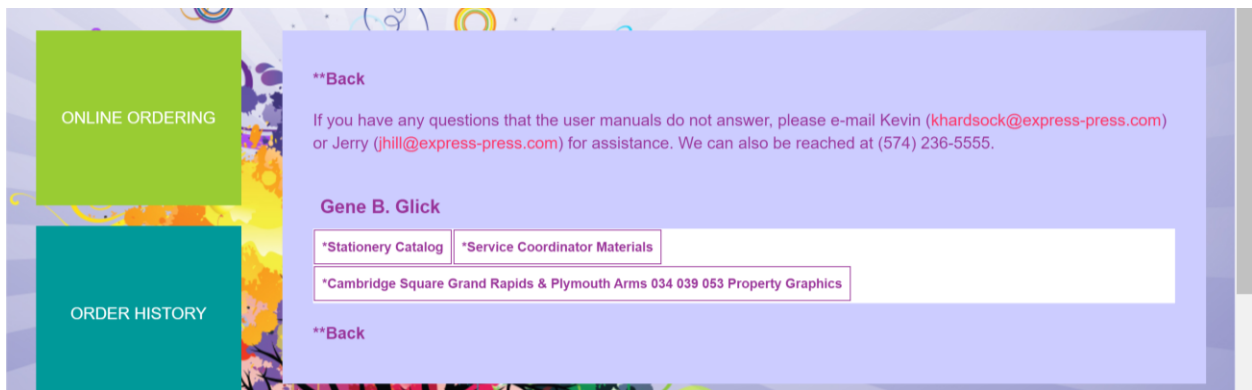
"Stationery Catalog" – clicking on Stationery Catalog will take you to all of your stationery-related items (such as Letterhead, Business cards, envelopes, folders, notecards) where you will select which property you want to order for in pull-down menus on each individual item

"Service Coordinator Materials" – clicking on Service Coordinator Materials will take you to all of the available materials geared specifically for Service Coordinators

"Property Graphics" – clicking on your property's Property Graphics catalog will take you to items that may only pertain to your property, such as floor plans, flyers, or brochures for items or services that your property offers that don't apply to some of the other properties.
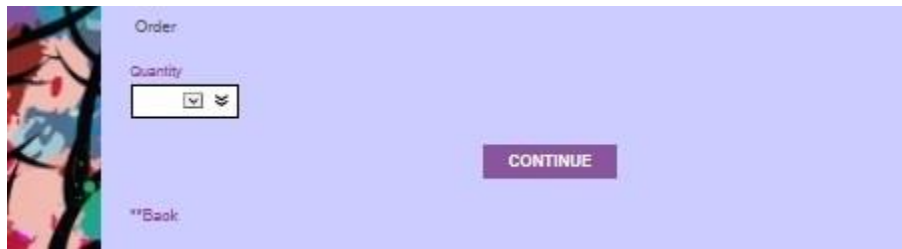
Clicking any of the three options listed on the previous page will take you to a screen that visually itemizes all available items in that catalog
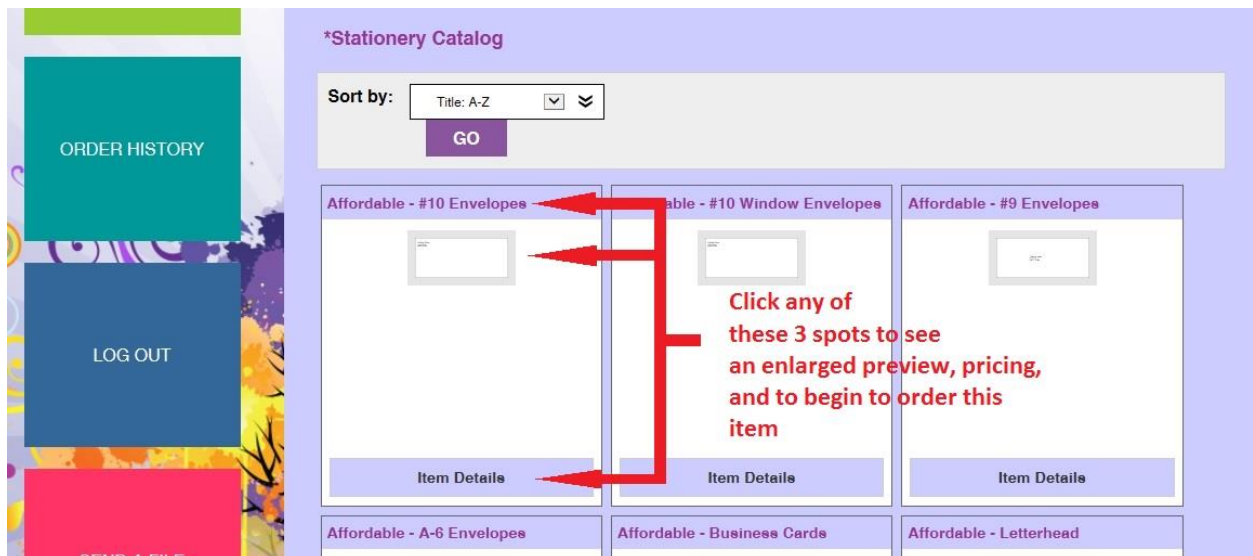
Clicking on any of the three above-indicated spots on any item will take you to a screen where you can see an enlarged preview of the item, see the pricing breakdown for various quantities, and select the quantity you wish to order:
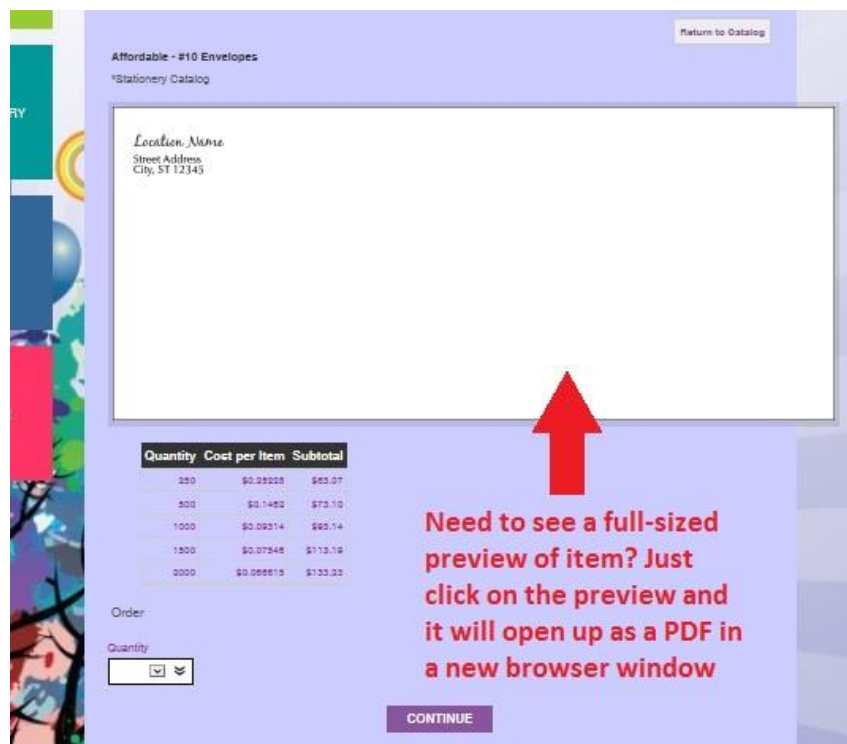
Select the quantity you want to order from the pull down in the bottom left of this screen, then click the purple CONTINUE button:
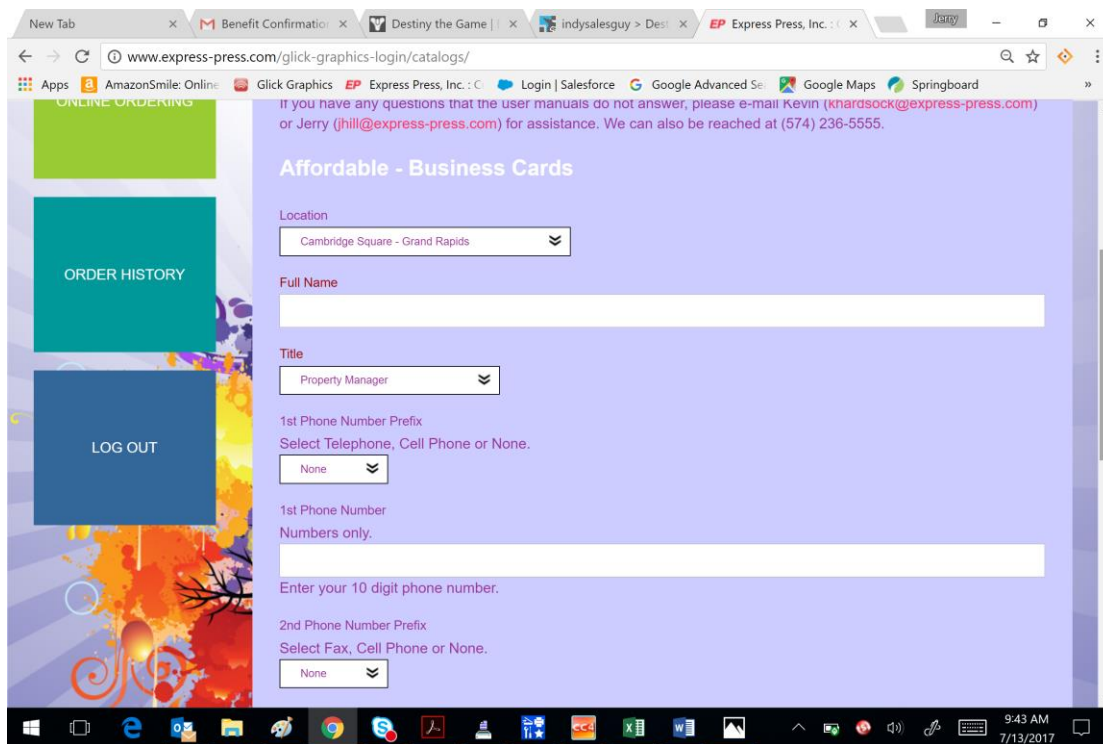

IF YOU'RE ORDERING A BUSINESS CARD OR ITEM THAT REQUIRES PERSONALIZATION OR CUSTOMIZATION, you will be diverted to an interim screen where you can build your item & proof it in real time, or for items like envelopes you may just need to select your property name from a pull-down.

For more customizable items, such as business cards you'll have the ability to:
- **Select your property location from the "Location Name" menu**
- **Enter the name for the cards**
- **Select the title for the person you're building the card for. NOTE: if the title you select calls for a different set of phone #'s or a different address, they will change automatically**
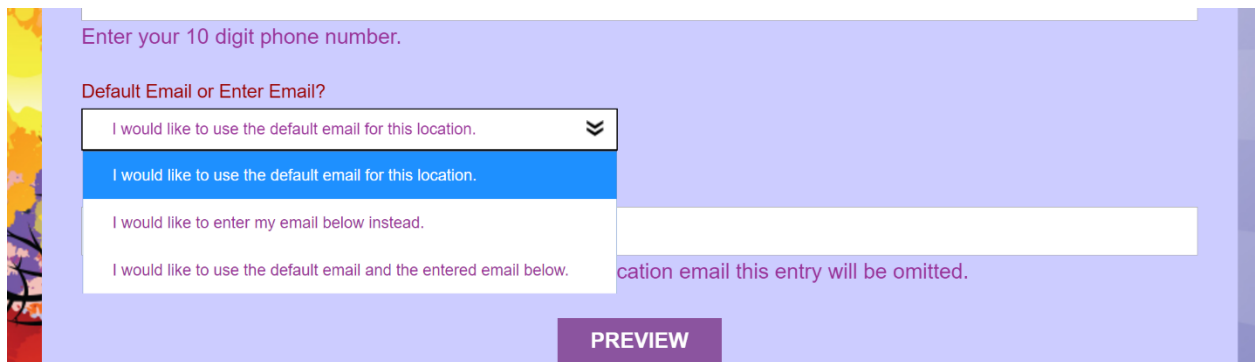
show up accurately in the preview (but may not change in the fields shown on this screen. Trust the proof preview, not the fields in these instances).

- **If your property has a TDD #, enter it in the supplied field**

- **You have 2 options when entering the e-mail address for your e-mail:**

a) Select "I would like to use the default e-mail for this location" will auto-populate the property's default generic e-mail address. You will not have to enter it in the e-mail field if you select this option.

b) Selecting "I would like to enter my e-mail below instead" will let you enter in whatever e-mail address you wish.   will populate your card with your property's generic property-named e-mail address.

c) Selecting "I would like to use the default email and the entered e-mail below" will put both addresses on the card

- (NOTE: Some properties have 2 locations on site/that they manage. These properties may have a template in their Stationery Folder for a 2-SIDED Business Card which will display one property on the front of the card, and the other property on the back. It works the same as above, the difference being that:

a) Name and title will populate the same on both sides of the card

b) If you enter your own e-mail it will use that e-mail on both sides

c) If you select the default location e-mail it will use the default property e-mail address for property A on the first side and the default property e-mail address for property B on the back side

- Some of these dual-location properties may also have each property listed by itself in the Single-sided template as well, in case that is ever needed.

Once correct info has been entered, click the purple "Preview" at the bottom of the screen. This will bring up a real-time merged proof of your BC using the information you entered in the previous screen (NOTE: if you want to see a high resolution full-sized proof in a separate screen, click on the on-screen thumbnail of the proof):
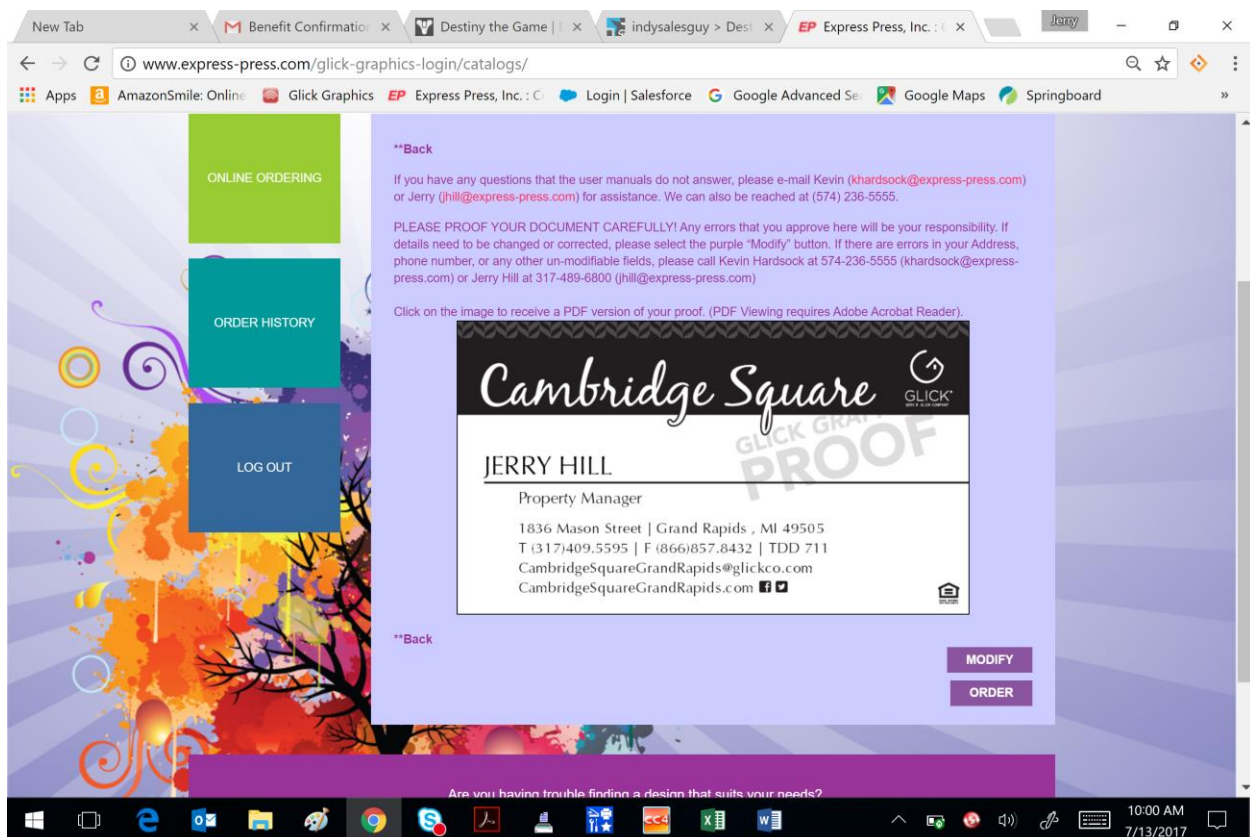
PLEASE PROOF YOUR CARD CAREFULLY! Any errors that you approve here will be your responsibility. If details need to be changed or corrected, please select the purple "Modify" button in the bottom right of the screen. This will take you back to the screen where you change the information entered in the fields & re-proof.

If the proof is correct as-is, select the purple "Order" button.

Selecting "Order" on an item will take you to an order review/checkout screen:

Here you have the following options:
a) Delete any of the items you selected to order

b) Modify the copy (on items like business cards or marketing flyers)

c) Change quantities for any/all items. NOTE: if you change quantities, you must click on the purple "Update Quantities" button shown above once you're finished

d) View the pre-tax total of your order

e) If you've realized you need to order more items – click the purple "Continue Shopping" button and it will let you go back and add more to your order.

If all is in order, scroll further down the page, and fill in any contact info and/or special instructions that are labeled in red (most, if not all, should be already filled out for you). You will also have the option to ship your entire order to the place of your choosing or have Express Press keep it in inventory for you if storage space at your site is limited.

Phone Number

616-458-2690

Fax Number

E-mail Address

sc053@glickco.com

Inventory or Ship this order?

Express Press can hold your items for you in an inventory storeroom so you can order higher quantities for lower prices even if you do not have the space to store them. If you would like to inventory part of this order, please click the "Inventory" button. If you have ordered several items, please indicate which items you would like to have in and how many of each item. Please keep in mind, when you need to pull items from your inventory in the future you will need to email khardsock@express-press.com and describe how many of each item you would like shipped to you. Each time you pull something from your inventory you will be charged a flat fee of $15.50 to have the items pulled regardless of quantity pulled. If you are located outside of the Indianapolis area, you will also be charged for shipping. Questions about this feature can be directed to Jerry Hill at (317) 409-5595 or jhill@express-press.com.

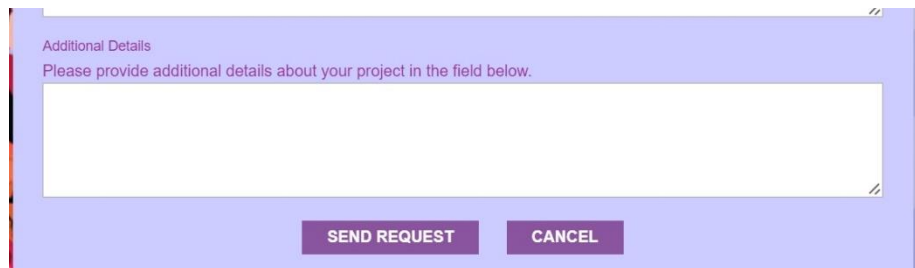⚪ Inventory my order at Express Press   ⚪ Ship my order to the address indicated

Inventory Details

Indicate which item(s) you want inventoried (if ordering multiple items) and include quantity(s) you want inventoried for each item
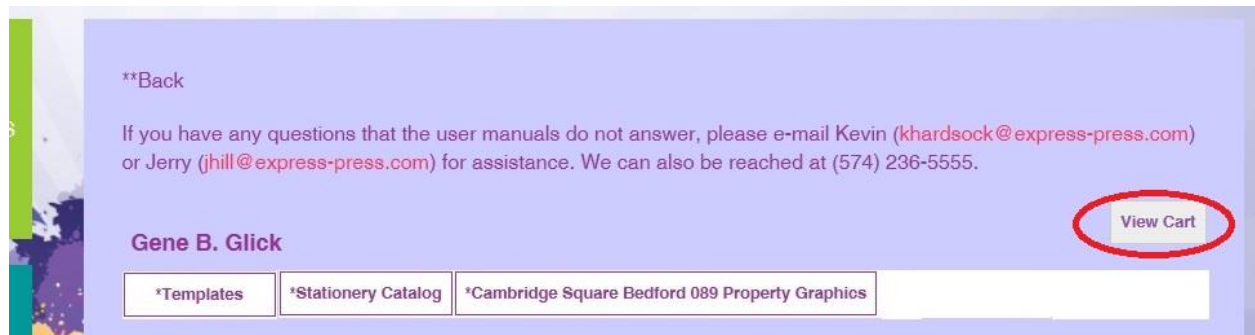
Additional Details

Please provide additional details about your project in the field below.

Once you've entered the needed info into the above fields, click the "Submit Request" button to finalize your order.

IMPORTANT NOTE: If you fail to click this button, your order will not be received and as a result will not be processed. You can however re-access those items and finalize your order. If you click on the Order Online Items box (big green box near the upper left), or log back in at a later time, you'll see a new little "View Cart" buttom has appeared in the first screen after log in in:

Clicking on this button will take you back to the checkout screen where all of your items will be waiting for you to finalize the order.

When you click the purple "Send Request" button during checkout it will
a) send Express Press a notification via e-mail that an order is waiting to be processed
b) it will send you an e-mail notification that your order has been submitted & received
c) you will see a screen in your web browser like this:

If you have questions or problems with anything on your property's material templates, please contact Jerry Hill at (317) 409-5595 / jhill@express-press.com or Kevin Hardsock at (574) 277-3355 / khardsock@express-press.com.