Introduction

NetCardPrint is an online service to the **Printing Industry.** This service was built to help printers process their clients orders quickly & efficiently over the internet. It utilizes the **PDF Print Engine.** This technology is a product of ThermoSoft Solutions....*Serving the Printing Industry Since 1980.*

The purpose of NetCardPrint is to make processing business cards more efficient for print dealers & more convenient for their clients. It does so by allowing the client to pull up their layout, submit info, view a proof, edit the proof and approve the order...ALL online! No typesetting...No proof charges!

Features

- ✔ Each account is "custom built" based on the clients layout & typical order specifications.
- ✔ The printer can have as many products (and layouts) built for their clients as necessary.
- ✔ The client is able to submit their information, and view a PDF proof INSTANTLY online.
- ✔ The proof is displayed with ALL of the clients information, artwork and fonts in place!
- ✔ On the proof, the client can EDIT their proof as much as necessary until it's just right!
- ✔ Orders can be placed on HOLD for 15 days (while they wait for associates to approve).
- ✔ Administrators have the option to receive copies of each approved order (for monitoring).
- ✔ Common addresses can be "preset" to make ordering fast & easy (and minimize errors).
- ✔ Status reports are available for administrators to review any of the activity on their account.
- ✔ Controls are available to require "approval" on orders first (before proceeding with production).

Benefits

- ✔ The client saves time and benefits from the convenience of viewing their proofs instantly.
- ✔ The client saves money on proof charges. There are NO proof charges using NetCardPrint.
- ✔ The client has total control of the product. They create their proof, edit and approve their order.
- ✔ The client can place orders quickly using the "Preset Locations" (also minimizing what they type).
- ✔ The printer is able to process orders more efficiently, while reducing the chance for layout errors.
- ✔ The printer minimizes order handling, and avoids the delays that can occur with normal proofing.
- ✔ The printer strengthens their services by offering the convenience & reliability of online ordering.
- ✔ The orders do not have to be re-typeset! The clients layout is production ready (direct-to-plate!).
- ✔ There is **NO CHARGE** for using NetCardPrint! It is a free service printers can offer their clients.
- ✔ There is no minimum requirement to use NetCardPrint. It simply needs to be a "repeat account".

New Accounts

Only authorized print dealers can set up accounts for their clients. Clients interested in the service need to go through their normal print dealer. The print dealer will also manage the clients account. Any questions about setting up an account can be emailed to: **newaccounts@netcardprint.com**

Client User Guide

For more details on NetCardPrint, please review the next few pages of this user guide:

Instructions for Placing Orders ....Pages 2 to 3
Administrative Controls Available ....Pages 4 to 6

For any other questions, feel free to email them to: **questions@netcardprint.com** ***Thank You!***

IMPORTANT! Clients should be advised of the following system requirements:

A current web browser is required for using NetCardPrint. We recommend either **Internet Explorer** (version 6+), or **Netscape Navigator** (version 7+). See download links below for updates.

You will also need to have **Adobe Reader** (version 7) installed on your computer. Adobe Reader works with your web browser to display your proof (as a PDF). You can get updates **FREE** here:

- ✔ Internet Explorer Updates: **http://www.microsoft.com/downloads**
- ✔ Netscape Navigator Updates: **http://wp.netscape.com/computing/download**
- ✔ Adobe Acrobat Reader Updates: **http://www.adobe.com/products/acrobat/readstep.html**

Proofs Note: If your proof comes up **BLANK**, please refer to **NetCardPrint Support** (see page 6).

Passwords Note: Each NetCardPrint account has (3) different passwords (for different levels of access). The passwords are discussed in more detail on page 4 (under **Administrative Controls**).

Instructions for Placing Orders

1) Using your web browser go to: **http://www.netcardprint.com**

2) From the home page, click on **Start Here** to log into your account.

3) On the login page, enter your username & password (provided by print dealer).

Multiple Products: If your account has multiple products on it, the first page will ask which product you want to order (Business Cards / Letterheads / Envelopes). Just select the product to proceed.

Multiple Layouts: If a product has multiple layouts available, the next page will display the layout choices (Standard BC / Executive BC / Calendar BC). Just select the appropriate layout to proceed.

4) On the order entry page, you will FIRST select a **Preset Location**, then click **Choose Location**. This will "pre-enter" any common information (address, web site, etc.) into the entry fields on the left.

✔ Simply complete **YOUR** specific information (name / title / phone / email), and follow the "format" provided with the preset. This will ensure that your layout is consistent with company standards.

Using the Presets: The presets are located under the "contact info" shown on the lower right side of the entry page. We strongly recommend using the presets. The presets make placing your order much faster, and help minimize errors. Please DO NOT make changes to the format of the preset.

5) After entering your specific information, you will select the **Quantity** for your product. If the print dealer has made it available - the **Price** of your product can also be displayed (next to quantity).

6) Click the **Look at Proof** button. A sample of your layout will be created as a PDF instantly!

Note: The PDF of your layout will be opened automatically using **Acrobat Reader**. The speed in which your proof opens depends on the speed of your internet connection (dial-up or broadband).

7) Once your proof opens, you will see the following buttons as options: **Approve** / **Edit** / **Hold:**

✔ **Approve:** This will take you to the confirmation page for approving your order (go to step 8).
✔ **Edit:** This allows you to return to the entry page, edit your information and view another proof.
✔ **Hold:** This allows you to place your order on hold, and pull it back up later (held for 15 days).

Backside: If your product has printing on "both sides", a **Backside** button will appear on your proof. When you click the Backside button, NetCardPrint will display a sample of your backside layout.

Buttons Note: DO NOT use the "Back" and "Forward" buttons on your web browser when viewing your proofs & editing. Always use the buttons provided by NetCardPrint to "View" and "Edit" proofs.

Proofs Note: Always examine your proof very carefully! Once you approve the proof, your product will be printed "exactly" as submitted. What you see, is what you get! **SO BE CAREFUL!**

Email Proofs: Clients can email proofs to their associates (then HOLD for approval). **Note!** If you get a "blank page" after emailing a proof - just click "refresh" on your browser & proceed (see pg 6).

Hold Note: If you place an order on hold, you will receive a "hold number" from NetCardPrint. We recommend that you PRINT that page with your hold number. To pull the layout back up (off hold), you will login with your normal username, but use the hold number as the "password".

8) Once you click **Approve** on the proof, a confirmation page will appear saying, "Are you sure you want to place this order?". This is your LAST chance to click "Edit". Otherwise, click "Approve".

Approval Note: It is very important to click APPROVE on the confirmation page for the order to be submitted properly. If you do not see that final confirmation page, please contact your administrator!

9) After approving your order, you will return to the login page. That's it! If you need to place more orders, simply click **Re-enter Using Same Login**. This makes it easy to place "multiple orders".

Order Submission: Once you have approved of your order, it is automatically emailed to your print dealer for production. Administrators also have the option to receive "extra copies" of the orders.

Questions about Ordering?

Your normal print dealer will be your FIRST contact for support. If you do not have a regular printer, please email your company information (name / address / phone) to the email below, and we will send you a list of print dealers in your area. Email inquiries to: **questions@netcardprint.com**

Administrative Controls

Each NetCardPrint account has its own **Admin Section**. The Admin section allows the print dealer (or client administrator) to set up “controls” for their account (ie...approval requirements, etc.).

Login & Passwords

Each account on NetCardPrint has (1) username and (3) passwords (for different levels of access):

- ✔ **General Password:** Normally used by the “client” for placing orders (that require approval).
- ✔ **Approval Password:** Used by the administrator to either “place orders” or “approve orders”.
- ✔ **Admin Password:** Used by the administrator to set up the various “controls” on the account.

We recommend that administrators start out entering ALL ORDERS (using the approval password). Once familiar with the ordering process, they can give the “general” password out to associates, etc.

Admin Main Window

When you first log into the Admin section, you will see a sample of the layout on the right. Below the sample, you will see your print dealers contact information. To the left of the sample, you will see a list of “links”. These links are the controls of the Admin section (as described below):

Administrators Email

This control allows the client administrator to receive copies of all approved orders for monitoring purposes. To use this feature, the administrator simply enters their email address, and clicks “yes” (next to their email address). Then, click “save changes” to activate the feature.

Approval Requirement

This control activates the approval requirement feature when orders are placed with the “general” password. This allows administrators to automate the ordering process (as described below):

Example: John Smith places an order for his business cards (using the general password). Once he approves his order, the administrator is sent an email notification indicating that John's order is awaiting approval. The administrator simply logs in, views the order and makes the final approval!

The approval feature will also allow administrators to select whether the end-client, or print dealer, will be notified for approving orders, etc. To activate the approval feature, the administrator would simply click “yes” for approval requirement, select the administrator and “save approval choice”.

Select Required Fields

This control allows administrators to set up Required Fields (like P.O. Number) to help validate orders being approved for production. These fields are “required” before the order can proceed.

When using this control, the administrator has a choice of fields commonly used for authorizing orders (ie...P.O. Number, Item Number, Job Number, etc). When approval requirement is active, the required fields will ONLY appear for the person using the “approval” password (not general users).

To activate a required field, the administrator would simply select the required field necessary, and click “save choice”. **Note!** A maximum of (4) required fields may be activated for any given layout.

View / Edit Passwords
This control allows administrators to view (or change) any of the three passwords assigned to their account: **general** / **approval** / **admin**. This feature allows administrators to change the passwords whenever they deem it necessary (for security purposes, or employee turnover, etc.).

Create New Presets
This feature is used for creating **Preset Locations**. This allows administrators to "pre-enter" any information to be used "repetitively" on any given layout (common addresses, web site, etc.).

✔ **Creating a Preset:** First, the administrator names the new preset using a "Location Label". This label will appear on a list called, "Preset Locations" (when the client places their order). Next, the administrator enters any information considered "constant" on the layout. To save, click "Insert Info".

✔ **Using Preset Locations:** When the client places their order, they will FIRST select a preset by clicking on the "Preset Locations", and choosing a location (sample layout). Then, the "pre-entered" information will appear in the entry fields. The client will simply complete their specific information.

The main objective of the Preset Locations is for clients to ONLY have to type their OWN information (ie...name, title, phone). This speeds up the ordering process, and helps avoid common mistakes.

Preset Locations List
This control allows administrators to view a LIST of the Preset Locations (for the selected layout).

✔ **Editing Presets:** Click "edit" (next to the preset), make any changes and click "save".
✔ **Deleting Presets:** Click "delete" (next to the preset), and confirm "yes" to delete.

Quickview of Presets
This control allows administrators to have a quickview of the information stored within each preset (for the selected layout). The presets can also be edited and deleted from the blocks (see above).

Layout Status Report
This report allows administrators to view orders on hold and orders approved (for a specific layout selected). This report can also be accessed from the Entry page, but ONLY when the user logs in with the "approval" password. Below are the features of the **Layout Status Report**:

Orders on Hold: Shows any orders that have been placed on hold (within 15 days).
Hold List Detail: The "orders on hold" are displayed with the following details:
Name / **Password** / **Quantity** / **Date Entered** / **Status** / **P.O. Number** / **View Order** / **Delete Order**

Approved Orders: Shows any orders that have been approved (within 2 months).
Approved Orders Detail: The "approved orders" are displayed with the following details:
Order # / **Quantity** / **Name** / **Date Approved** / **P.O. Number** / **Tracking #** / **View Order Form**

The Layout Status Report allows administrators to view order detail, download copies of orders, delete orders on hold, and maintain an overview of the order activity (for the layout selected). The administrator can also input a "date range" - allowing them to view a list of approved orders by date.

Company Status Report
This report allows administrators to view orders on hold, and orders approved for **ALL** of the layouts on their account (at once). This report can also be accessed from the Entry page, but ONLY when the user logs in with the “approval” password. General users DO NOT have access to the reports.

The features of both status reports are nearly identical. The main exception is that copies of orders can only be “downloaded” from the Layout Status Report. The “date range” query can be useful to administrators needing to print out a monthly summary of the activity on their account overall.

Exit Admin Section
This is how administrators EXIT the Admin section. It is important that the administrator always selects “exit admin section” to be properly logged out. Otherwise, unauthorized users may be allowed access to the controls and status reports available for the administrators account.

Once the administrator exits, they can simply click the “re-enter” button, and log back into the Admin section (for setting up the controls on another layout). **Layouts Note:** Please be aware that each layout on NetCardPrint is “individually controlled”. Be sure to review the controls on ALL layouts!

NetCardPrint Support

When you need assistance with your NetCardPrint account, always contact your print dealer **FIRST**. The print dealer will be your primary contact for support. If you have technical questions, or need to make adjustments to your layout, you can email NCP support at: **support@netcardprint.com**

Blank Proof: If your proof comes up BLANK, this means that your computer is missing a “plug-in” for Acrobat that allows your web browser to open the PDF proof. Here’s the immediate solution:

*** **Immediate Solution:**
- ✔ EXIT your web browser. Open Acrobat Reader, go to “Edit” and choose “Preferences”.
- ✔ Under the Preferences, go to “General” and choose “Options” (or “Internet” on version 6+).
- ✔ Under the Internet preference, **un-check** “Display PDF in Web Browser” option (if selected).
- ✔ Click “OK” and EXIT Acrobat Reader. Next, restart Reader (first) and your web browser (last).

Download Adobe Acrobat Reader 7: http://www.adobe.com/products/acrobat/readstep.html

Quotation Marks: There is an issue if using “quotation marks” in the order entry fields. If you put an order on HOLD (with “quotation marks” in any field) - the data in that field will NOT be saved.

Blank Page Issue: If you get a "blank web page" AFTER your proof, you can simply click “refresh” on your browser to proceed. The blank page occurs when clients have not updated to **Acrobat vs 7**.

PDF File Name: When orders are approved on NetCardPrint, a PDF file is emailed to the printer for production. It is important to leave the ORDER NUMBER on the file name (to avoid lost orders).

✔ **For more information on the PDF Print Engine visit: http://www.thermosoftsolutions.com**