

# Customer Portal

## Your Gateway To Round The Clock Service

### Welcome to your Customer Portal.

Your special, password-protected Web site within our Web site is designed to assist you in doing business with us. Now that you have this powerful tool, let's get started. This special service was designed to be user friendly and make it easier to do business with us. Know that this certainly doesn't replace our personalized service so feel free to call us anytime.

### Using your Customer Portal is easy:

- Simply go to our Web site at [www.abc123printing.com](http://www.abc123printing.com).
- Click on the "Customer Log-In" button located conveniently on the front page.
- Enter your username and password. If you've forgotten, give us a call or e-mail us by using the contact button located at the bottom of every page of our site.

Now that you've entered your Customer Portal, allow us to give you a tour. On the front page you'll find your own special greeting with the contact information of your customer service representative as well as several useful tools:

### Document Library

Your document library is a collection of your frequently ordered documents that we've uploaded. From here you'll be able to view past orders and quickly place reorders by simply entering a quantity. The forms are already completed with your contact information. We can also track inventory that we keep in stock for you in our store.

### Business Package Ordering System

This feature is especially designed for companies that purchase business cards, letterhead and envelopes with the same basic layout but with variable name and address information. From your Document Library you'll be able to enter the variable data, proof the document instantly and place your order with us, all in a matter of minutes.

### Request An Estimate

If you have a new job you'd like us to price, go to the Request An Estimate section of your Customer Portal. Notice that we've already prepopulated all of your contact information already prepopulated for you. All you have to do is enter the job specifications, submit the request and we'll respond in a timely manner.



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123 Main Street  
Anytown, NY 012345  
(111) 222-3333  
fax (111) 222-3334  
[www.abc123printing.com](http://www.abc123printing.com)

### Place A New Order

Much like the estimate feature, the contact information is already filled out on the order form, just complete the job specifications. We'll acknowledge receipt of the order, produce the job and deliver it to your door, unless you'd like to come see us.

### Send A File

The Send A File feature is possibly one of your biggest time saving features. From here, you can send us a file and we'll be on the other end ready to handle the job. While e-mail is convenient, sometimes files can transfer incorrectly. Our system, using Web site technology, ensures your files get to us error free. As your files are uploaded to our site, the system compresses them automatically. But to ensure absolute file integrity, we recommend that you compress your larger files prior to sending them. For free file compression software, visit the Resources and Support section on our Web site.

### View A Proof

No more leaving your office or waiting for a delivery driver. Now when you have a proof ready, you'll receive an e-mail notifying you to check your proof area. You can download the document, make changes using Acrobat and e-mailing it to us. Or, simply print out the proof and fax it. We'll get the job right back into production so there's no delay in your delivery time.

### Online Payments

Have an outstanding invoice you'd like to pay without using a stamp? You can prearrange to have a credit card on file in our office or an automatic withdrawal from your checking account. Through our secure server, simply tell us which invoice you're wanting to pay, and we'll process your account.

In order to work with our new Web site, we recommend you download Adobe Acrobat so you can easily view proofs and past documents. This is a free software program that you most likely have on your computer already. If you find that you're having difficulty in viewing your documents, you can download Acrobat from our Web site or give us a call and we'll assist you.

We appreciate your continued business and hope you find our Web site useful. If you have any suggestions for improving our site, please give us a call at 555-555-5555.