

Retailer Portal FAQs 2019

General Questions

Q: How do I log into the Retailer Portal?

A: Using an Internet Browser go to retailer.crane.com. Once you are on the home page, enter your email address and password to sign in.

For assistance, email us at retailerportal@crane.com. Please include your name, your store name and account number, and a phone number where we can reach you.

Q: I forgot my password. How do I reset my password?

A: You can reset your password at any time by following the below instructions:

Password Reset Instructions

1. Go to retailer.crane.com and click on the **Forgot Your Password?** link.
2. On the Password Reset page enter your email address associated with the portal. Then click on the **Reset My Password** button.
3. You will receive an email asking that you follow the steps to change your password.

Q: How do I find the status of an order in-house?

A: You can retrieve the current status of your order using the Personalized Order Status functionality. We will report on the status of all personalized orders from when they are entered through shipment. The status tells you where your order is in the production process. Please note that Estimated Ship Date is the estimated ship date range that begins after proof approval. All order status is provided in real time, and the date range will reflect any extended turn times that we may have.

Order Status Glossary

Received

- Your order has been received and is awaiting Order Entry.

Pre-Press

- Your proof or order is in the design phase or nearing production.

Estimating

- We are in the process of quoting your order.

Proof Pending

- A proof has been sent to you and we are awaiting your response.

Question Pending

- A question has been sent to you regarding your order and we are awaiting your response.

Press

- Your order has been assigned to Press. It is either currently printing or nearing the printing operation.

Assembly

- Your order requires post-press assembly, such as one of the following services: envelope liners, ribbons or special cutting.

Finishing

- Your order is in the Inspection Department being inspected, finalized and packaged for shipment.

Shipping

- Your order has shipped. A tracking number, carrier and method of shipping selected for your order has been provided.

Frequently Asked Questions

Q: Can I place a personalized order on the Retailer Portal?

A: Yes. You can place a personalized order via the portal by using the Electronic Submissions tool to upload an electronic order form and other order-related files.

Q: When will my personalized order appear in the Order Status? A: Your order will first appear in the Order Status after our system receives it. It will then be tracked through fulfillment. Shipped orders will include carrier, method and tracking number for your convenience.

Q: Will I be able to check the status of all personalized orders regardless of how submitted?

A: Yes. You will be able to track the status of all personalized orders as they are fulfilled. On the Retailer Portal Dashboard, click on the **Personalized Order Status** button.

Q: Can I change the shipping method of a personalized order at any time?

A: Please contact Customer Service if you would like to change the shipping method.

PDS

Q: Can I use my portal user credentials (username + password) to log into the PDS linked from the Retailer Portal?

A: No, these systems are different. It is possible, but not required, that you have the same username and password for both systems.

Q: How do I sign up for a PDS account?

A: Please contact your Account Manager if you do not know your PDS login or if you would like to create one. A PDS sign up form and instructions is located in the "Resources" section on the portal. Please fill out and forward these documents to Valerie Peterson at vapeterson@crane.com.

Electronic Submissions

Q: What kind of files can I submit as artwork?

A: Please view our Artwork Guidelines: <http://emarketing.crane.com/retailer-portal/Supplied-Artwork-Guidelines.pdf>

Q: Can I still email my supplied artwork or do I need to upload through the portal?

A: Submission through the Retailer Portal is the preferred method, however, you can continue to send your artwork to Crane by email at suppliedart@crane.com.

Resources

Q: What resources are available on the portal?

A: You will be able to access the following resources:

Boxed Products & Ordering

Boxed product catalogs, price lists and order forms

Personalized Products & Ordering

Electronic order form and wedding program template downloads

Album PDFs, design elements information, custom information and supplied art guidelines

Marketing Tools & Promotions

Promotion details, marketing collateral, album imagery, and brand logos

Retailer Communications

Archive of email communications about service levels, product and pricing announcements, monthly marketing emails and more

Training

Upcoming training calendar and sign-up details

Archive of training materials for PDS, Retailer Portal and the Universal Order Form

Contact Us

Account Manager contact list, and Customer Service, PDS and Retailer Portal Support contact information and hours of operation