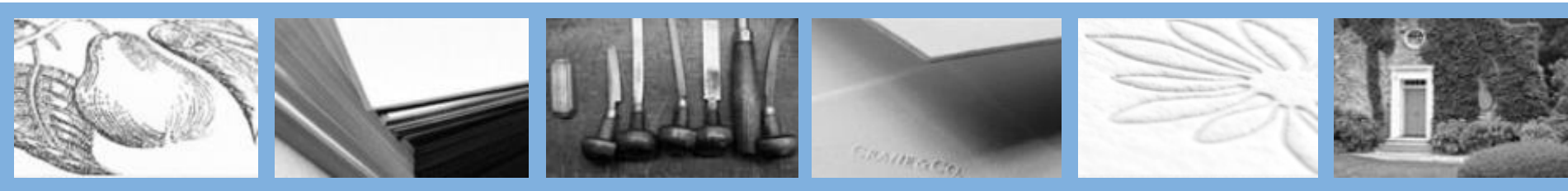


C R A N E

S T A T I O N E R Y



# Crane Retailer Portal

Training Overview

## Retailer Portal – Key Functionality

---

- Boxed Online Order System
- Personalized Order Status
- E-Proofs
- Electronic File Submissions
- Link to Personalized Design Studio (PDS)
- Resources:
  - Printable Catalogs and Order Forms
  - Promotions & Retailer Communications
  - Retailer Assets & Marketing Collateral
  - Training Videos and Materials

# Retailer Portal Login

1. Click on the Sign In link: <http://retailer.crane.com/> or use the link emailed to you
2. Enter your username and password on the login page
  - Forgot your password? Click on the **Forgot Password link** and follow the instructions
  - New to the portal? Use password reset to create your password.

Registered Customers

---

If you have an account, sign in with your email address.

Email

Password

Remember Me What's this?

[SIGN IN](#) [Forgot Your Password?](#)

3. You will be redirected to the Retailer Portal Dashboard after successfully logging in

## Retailer Dashboard

Boxed Order New Order	Boxed Order History	Personalized Order Status
E-Proofs	Electronic Submissions	PDS
Resources		

# Retailer Portal Dashboard

## Boxed Order New Order

- Place boxed orders online quickly and easily

## Boxed Order History

- Review boxed order history (of orders placed on the Portal)
- Print order details/order confirmation
- Obtain and print order invoice

## Personalized Order Status

- Search by order number or PO
- View order status and estimated ship date
- Displays active and recently shipped orders
- View items details for each order
- Tracking number link to carrier
- Ship method

## E-Proofs

- View color proofs online
- Use interactive tools to mark up the proof
- Send proof responses and remove outstanding proofs from pending
- View history of past proofs and proof responses
- Download PDF of unmarked proof
- Email proof to customer
- Print actual size proofs

## Electronic Submissions

- Upload electronic file submissions such as
  - Supplied art
  - New orders
  - Wedding program templates
  - And more
- Link new submissions by PO to other orders or files already submitted
- Website provides immediate feedback when art file is uploaded

## PDS

- Link to the PDS system
- Separate registration for PDS is required

## Resources

- Boxed product catalogs, price lists and order forms
- Order form downloads
- Album PDFs, design elements information, custom information and supplied art guidelines
- Promotion details, marketing collateral, album imagery, and brand logos
- Archive of training materials for PDS, Retailer Portal and the Universal Order Form

## Boxed Orders –New Boxed Order or View Boxed Order History

---

- From the Portal Dashboard click on the **Boxed Order New Order** button to place a new order. Or, click on the **Boxed Order History** button to view past orders.
- To learn more about Boxed ordering and Boxed order History, click here:  
<http://emarketing.crane.com/retailer-portal/Retailer-Portal-Boxed-Ordering-Quick-Reference.pdf>

## Link to PDS

---

- The retailer portal contains a link to Crane's Personalized Design Studio (PDS) where you can design and submit personalized orders.
- To use the PDS you'll need a separate account. Please contact your Account Manager for assistance in creating a PDS account if you do not currently have one.
  - Please note: **PDS requires the use of Internet Explorer browser.**

# Personalized Order Status

- View the status of your order after it is received and entered by our Graphic Services team.
- Order status will be updated as your order moves through the fulfillment process and is provided in real time when you first access the status page. When you click to view Order Status on the Portal, the data is pulled from our internal order management system. Refresh the browser page to refresh the data in real time.
- Orders are grouped into “Open” and “Shipped” tabs , each displaying 15 records at a time
  - Click the page number at the bottom to view more orders
- Search by Order # or PO
  - Includes partial value match in addition to exact match
- Due date: Due Date is the expected ship date range that begins after proof approval. This reflects any extended turn times that we may have.
- Order Details displays items, quantities, print process, design elements and any other features currently entered for that item
  - Please allow up to 48 hours for order details to reflect the most current information when submitting a new order, proof response or other communication regarding the order details.
- Shipped view will display orders that shipped in the last 14 days
- Shipped orders will list shipment carrier, method and tracking number.
- Tracking numbers are linked directly to carrier’s tracking website (UPS and FedEx)

## Open Orders

Order #	PO	Estimated Ship Date	Expected Ship Method	Status	Order Details
D865	100	SHIPPED	UPS NDA	SHIPPING	<a href="#">View</a>
D866	C10	03/05/2019 - 03/07/2019	UPS GROUND	FINISHING	<a href="#">View</a>
B426	C10	03/01/2019 - 03/05/2019	UPS GROUND	PRODUCTION	<a href="#">View</a>
D862	C10	02/27/2019 - 03/01/2019	UPS GROUND	PRE-PRESS	<a href="#">View</a>
D867	100	02/27/2019 - 03/01/2019	UPS GROUND	PRE-PRESS	<a href="#">View</a>
D867	100	02/26/2019 - 02/28/2019	UPS GROUND	PRE-PRESS	<a href="#">View</a>
D866	C10	02/25/2019 - 02/27/2019	UPS GROUND	PRODUCTION	<a href="#">View</a>
D867	100	02/25/2019 - 02/27/2019	UPS GROUND	PRODUCTION	<a href="#">View</a>
D867	100	02/25/2019 - 02/27/2019	UPS 2DA	PRODUCTION	<a href="#">View</a>
D866	c10	02/22/2019 - 02/26/2019	UPS GROUND	PRE-PRESS	<a href="#">View</a>
D867	100	02/22/2019 - 02/26/2019	UPS GROUND	PRE-PRESS	<a href="#">View</a>
D867	100	02/22/2019 - 02/26/2019	UPS GROUND	PRE-PRESS	<a href="#">View</a>
D867	100	02/22/2019 - 02/26/2019	UPS GROUND	PRODUCTION	<a href="#">View</a>
B420	C10	02/22/2019 - 02/26/2019	UPS GROUND	PRE-PRESS	<a href="#">View</a>
B428	C10	02/22/2019 - 02/26/2019	UPS GROUND	PRE-PRESS	<a href="#">View</a>

1 2 3 4 5 6 7 8 9 10 ... Page 1 of 11, items 1 to 15 of 156.

## Shipped Orders

Order #	PO	Actual Ship Date	Actual Carrier	Actual Ship Method	Tracking #	Order Details
D86	1000068	02/15/2019	UPS	UPS Ground	1Z0135070303817100	<a href="#">View</a>
B43:	1000068	02/15/2019	UPS	UPS Next Day Air Saver	1Z0135071303817065	<a href="#">View</a>
B43:	1000066:	02/15/2019	UPS	UPS Next Day Air Saver	1Z0135071303817225	<a href="#">View</a>
D86	1000068:	02/15/2019	UPS	UPS Ground	1Z0135070303817824	<a href="#">View</a>
D86	1000069:	02/15/2019	UPS	UPS Ground	1Z0135070303817664	<a href="#">View</a>
D86	1000069:	02/15/2019	UPS	UPS Ground	1Z0135070303817968	<a href="#">View</a>
D86	1000069:	02/15/2019	UPS	UPS Ground	1Z0135070303817388	<a href="#">View</a>
D86	1000069:	02/15/2019	UPS	UPS 2nd Day Air	1Z0135070203817148	<a href="#">View</a>
D86	1000069:	02/15/2019	UPS	UPS Ground	1Z0135070303817557	<a href="#">View</a>
D86	1000069:	02/15/2019	UPS	UPS Ground	1Z0135070303817646	<a href="#">View</a>
D86	1000069:	02/15/2019	UPS	UPS Ground	1Z0135070303817753	<a href="#">View</a>
D86	C1000071	02/15/2019	UPS	UPS Ground	1Z0135070303817717	<a href="#">View</a>
D86	1000070:	02/15/2019	UPS	UPS 2nd Day Air	1Z0135070203817353	<a href="#">View</a>
D86	1000068:	02/15/2019	UPS	UPS Ground	1Z0135070303817655	<a href="#">View</a>

1 2 3 4 5 6 7 8 9 10 ... Page 1 of 22, items 1 to 15 of 326.

# Personalized Order Status Guide

## 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 layering.

## 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.



# E-Proofs

- Color proofs will be delivered to the Retailer Portal.
- When a proof is ready you will be notified via email and directed to log into the Retailer Portal to view a list of proofs requiring your feedback and approval.
- New Proofs will be sent to “Pending”. Proofs that you respond to will be moved to archives for each proof response type.

## VIEW OUTSTANDING EPROOFS

Outstanding eProof Correspondences

**RESET** **SEARCH**

Status

- Pending
- Pending**
- Proof Approval - No Changes
- Proof Approval - With Changes
- New Proof Required
- Remove Outstanding Proof From Portal
- All

Created On	Order #	PO	Proof File	Status
02/14/2019 11:36 AM	<u>D862</u>	<u>5652</u>	D862297_20191402113601101.PDF	Pending
02/08/2019 02:07 PM	<u>D865</u>	<u>8505</u>	D865768_20190802140738706.PDF	Pending
12/18/2018 01:24 PM	<u>B410</u>	<u>2501</u>	B410077_20181812132409081.PDF	Pending
09/11/2018 09:33 AM	<u>B411</u>	<u>6</u>	B411337_20181109093324703.PDF	Pending

# E-Proof – Proof Details

- On the Proof Details page you can view the proof and provide feedback.
- Feedback options include:
  - Proof Approval – No Changes
  - Proof Approval – With Changes
  - New Proof Required
  - Remove Outstanding Proof from Portal (choose this when you want to remove the proof from the portal without sending a response to Crane, for example when an order is canceled, or when a proof response is sent via email or fax)
- Use the comments box to request changes that apply to the overall order (not to a specific item). For example, request a shipping upgrade on the order, or add a drop ship address.
  - Note: click to select a proof response type to see the empty comments box.

- Proof Approval - No Changes
- Proof Approval - With Changes
- New Proof Required (Additional charges apply)
- Remove Outstanding Proof From Portal



**SUBMIT**

# E-Proof – Forward to Consumer

- You can forward the proof directly to your consumer using our online form.
- Enter the recipient’s email address and a brief message and we’ll share the proof directly to your consumer.
- Your account’s email address will be used as the From and all replies will automatically go back to your account’s email address and not the portal.
- You can also download the proof and attach it to an email using your regular email client.

## E-PROOF PREVIEW

Account  
000

Order #  
1297

PO Number  
55652

Please note: do not use the "attach a file" tool in the Comments window. Instead please submit your files using the [Electronic Submission](#) page.

DOWNLOAD E-PROOFEMAIL E-PROOF

# Electronic File Submissions

- All print ready files may be uploaded through the Retailer Portal by choosing Upload Artwork.
- Other files that may be submitted are listed in the dropdown menu shown below.
  - Guest Addressing templates should be submitted by choosing Upload Variable Data Template.
- To learn more about Electronic File Submissions, click here:  
<http://emarketing.crane.com/retailer-portal/Retailer-Portal-Electronic-File-Submission.pdf>

## New Electronic Submission Form

Submission type:

▼

Upload Artwork

Upload Electronic Order Form

Upload Wedding Program Template

Upload Sample to Match

Upload Additional Typed Text

Upload Sample Request Form

Upload Variable Data Template

File Name  No file chosen

File Name  No file chosen

File Name  No file chosen

File Name  No file chosen

This website does not validate your image for print quality. Please review our [Artwork Guidelines](#).

NOTE: Please remove all spaces and special characters from your file name before uploading.

**UPLOAD**

# 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