

Crane's Personalized Design Studio (PDS)

Below is a list of frequently asked questions. You can click the question to jump to the answer.

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What is the PDS?

PDS is the Personalized Design Studio. This is an online application that enables you to compose and complete a customer's order at your computer (from selecting the stock and entering text, to adding design personalized design elements). This tool provides an "instant view" of the stationery item as it would be printed. The PDS also allows for precise order tracking through the entire production and shipping processes.

The Power of PDS

Among the many advantages of using the PDS are:

1. PDS automatically prices the order in the Order Summary
2. PDS provides more accuracy in placing personalized stationery orders. Risk of human error is reduced by eliminating the need to decipher handwritten orders
3. PDS allows your customers to immediately visualize their order, helping them make purchasing decisions with greater confidence, particularly when suggesting upgrades (multi-color, multi-process) or additional items
4. PDS automatically prompts you about additional elements of an order, such as envelopes, liners and many other options
5. PDS renders an instant proof for your customers to view their stationery exactly as the finished product will be presented
6. PDS generated proofs can be downloaded for your records and emailed to your customer
7. PDS captures the data electronically, thus eliminating manual order entry and typesetting, speeding the order through the production phase
8. PDS tracks in-house orders through the production process
9. PDS tracks shipping
10. PDS maintains customer and order history in a database for future orders

System Requirements

Crane's PDS requires a PC (Windows Operating System) and only compatible with the Internet Explorer browser. (This application is not compatible with Macintosh computers).

Logging into PDS

1. Visit www.cranespds.com and sign in with your credentials. Alternately, if you are already logged into Crane's Retailer Portal, the Retailer Dashboard has a quick link to the PDS.



A login form titled "LOGIN" with a dark blue header. It contains three input fields: "Account ID:", "Username:", and "Password:". To the right of the "Password:" field is a dark blue button labeled "LOGIN".

2. Click the Crane Stationery PDS logo to enter



3. Verify that you see the options below the PDS logo. Then, hover over each menu choice to ensure that you can see the dropdown lists.



HELPFUL HINT

If you do not see the dropdown lists when you hover over each menu choice, follow these simple steps to resolve it:

- In Internet Explorer, click on Tools ---> Compatibility View Settings
- You will see "cranespds.com" in the box, click "Add" and it moves to the bottom section
- Click "Close"

This should resolve the issue, however, you may be asked to login again.

Creating a Stationery Order

1. Select Item or Stock

The PDS provides several ways to locate a stock or product.

- Browse Album
- Search for Product

a. Browse an Album to view items as they are displayed in the albums

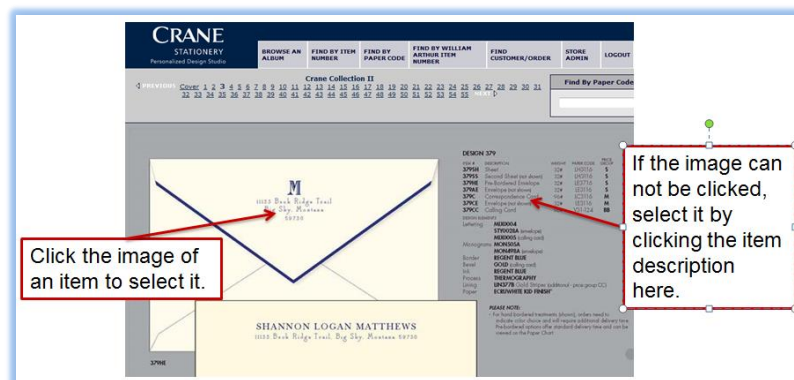
Hover over “Browse an Album” then choose the album you want to browse by clicking its name in the dropdown list.

Select the Album



Page through the Album as you Browse

When you see the item you want, click it.



b. Search for Product to enter the Item Number (Crane Design Number), Paper Code (Crane), or William Arthur Item Number.



Search the Crane Item (Design) Number

CRANE STATIONERY
Personalized Design Studio

BROWSE AN ALBUM FIND BY ITEM NUMBER FIND BY WILLIAM ARTHUR ITEM

Find By Item Number

Enter Item Number:

Item Number: 1561N **FIND**

Items Found You searched for: Item Number: 1561N

1 Items Found

1561N Wedding - Pg. 40 - 1561N

Click the item to select it

Search the Crane Paper Code

CRANE STATIONERY
Personalized Design Studio

BROWSE AN ALBUM FIND BY ITEM NUMBER FIND BY WILLIAM ARTHUR ITEM NUMBER FIND CUSTOMER/ORDER STORE ADMIN LOGOUT

Find Paper Code

Step One: Enter Paper Code

Stock Number: LC3116 **FIND**

Step Two: Narrow Your Selections (optional)

Occasion: Stationery Use: Card **FIND**

Results You searched for Paper Code: LC3116 Occasion: Stationery Use: Card

7 Results

LC3116/C 96 lb. Scrivshite Kent Card Horizontal Crane Business Essentials - 17

LC3116/C 96 lb. Scrivshite Kent Card Horizontal Crane Business Essentials - 18

LC3116/C 96 lb. Scrivshite Kent Card Horizontal Crane Business Essentials - 24

LC3116/V/C 96 lb. Scrivshite Kent Card Vertical Crane Business Essentials - 19

LC3116/V/C 96 lb. Scrivshite Kent Card - Overside

LC3116/V/C 96 lb. Scrivshite Kent Card - Overside

Click the item to select it

2. Optional Template

- After clicking an item to select it, this pop-up window may appear. If a template is available for the item selected, you may choose to use the template. Templates are a starting point for composing your customer's order; they automatically pull in the design shown in the album, including process, letterstyle, ink color, and text.

Message from webpage

?

This item has a template associated with it. The template will automatically format your item to appear the same as the item you selected on this album page. Would you like to apply the template?

OK **Cancel**

- If you choose "Cancel" you will be prompted to define the "Occasion and Use" of the item you have selected. This important step determines the correct pricing and production time of your order. Use the dropdown menus to select occasion, use and orientation. Click Done.

CRANE STATIONERY
Personalized Design Studio

Occasion and Use **CANCEL** **DONE**

Choose Occasion: Wedding

Choose Use: Correspondence Card

Choose Orientation: Horizontal

3. Customize Item Screen

Upon selecting the item, you will be brought to the “Customize Item” screen. This is where you compose the item by choosing the Print Process, Ink Color, Lettering Style, Motifs, Monograms, Frames, Borders and any other component, such as a Supplied Die. (If a template was imported, it will import the text shown in the sample. You can view the layout of the item; simply scroll down.)

CRANE
STATIONERY

CUSTOMIZE ITEM

QUICK SAVECHANGEMATCHING ENVELOPES

LC3116.C - 96 lb. Ecruwhite Kent Card
Stationery/Card - Item Number 379C

Wording and Styles

SPECIAL CHARACTERS

TEXT TOOLS

ETIQUETTE HELP

Del/Add Lines

APPLY TEMPLATE

PREVIEW

Main Text (Center Center)

Bottom Left

Bottom Right

Top Center

Bottom Center

Top Left

Top Right

Left Center

Right Center

YOUR SELECTIONS

Lettering Style: LIT501 LIT501
Process: Engraved
Ink Color: Black

CUSTOMIZE BY LINE

EDIT WORDING

CANCEL

Options

Motif 1

Motif 2

Motif 3

Monogram
MON505A

Frame

Border Color
Regent Blue

Supplied Die

ITEM COMMENTS

Proofing

PRINT PROOF

EMAIL PROOF

☐ Typesetting Proof Required
(stock conditions apply)

Ordering

☐ Use Crane's Discretion:

Quantity:

CONTINUE

a. Customize Item Screen Details

The screenshot shows the 'CUSTOMIZE ITEM' interface for 'LC3116.C - 96 lb. Ecrwhite Kent Card'. The interface includes a 'Wording and Styles' section with 'SPECIAL CHARACTERS', 'TEXT TOOLS', and 'ETIQUETTE HELP'. Below this are 'Del/Add Lines', 'APPLY TEMPLATE', and 'PREVIEW' buttons. The 'Main Text (Center Center)' section has a text input field with a 'MOVE' button. To the right, 'YOUR SELECTIONS' shows 'Lettering Style: LETS01 LETS01', 'Process: Engraved', and 'Ink Color: Black'. A 'CUSTOMIZE BY LINE' button is also present. Annotations with red arrows point to various elements:

- Stock Description**: Points to the item name and number.
- Special Tools for Wording Adjustments**: Points to the 'TEXT TOOLS' icon.
- One click to change attributes of all printed elements**: Points to the 'CHANGE FOR ALL' button, which includes 'LETTERING STYLE', 'PROCESS', and 'COLOR' options.
- Type personalized text line by line**: Points to the 'Main Text (Center Center)' input field.
- Verify Letterstyle, Process and Color (if template is selected, these will be as shown in album)**: Points to the 'YOUR SELECTIONS' area.
- To apply changes to one line at a time**: Points to the 'CUSTOMIZE BY LINE' button.

4. Design the Item

a. Specify Printed Text Location and Copy

In this section, type the personalized text line by line. Specify the location on the stock where the text should appear by typing the text in that line. If no text should be printed in a line, leave it blank. If you imported a template, replace the template text with the actual text. Be sure to remove any brackets surrounding words that are not being changed. All characters shown on the line will be printed.

This screenshot shows a vertical list of text input fields for specifying printed text locations. Each field has a 'MOVE' button to its right. The locations are:

- Main Text (Center Center)**: Four input fields.
- Bottom Left**: One input field.
- Bottom Right**: One input field.
- Top Center**: One input field.
- Bottom Center**: One input field.
- Top Left**: One input field.
- Top Right**: One input field.

b. Adjust the Text Lines

Click to insert special characters

Click the – to remove a line

Click to add a new line above the selected line

Click to add a new line below the selected line

The screenshot shows the 'Wording and Styles' panel with the 'SPECIAL CHARACTERS' tab selected. It features a 'Main Text (Center Center)' section with a list of text lines. Each line has a minus sign (-) to its left for removal and plus signs (+) above and below for adding new lines. A 'MOVE' button is at the top right. A 'PREVIEW' button is at the bottom right.

c. Add Special Characters

Click to insert special characters

Click the special character to add it to the text line you are composing

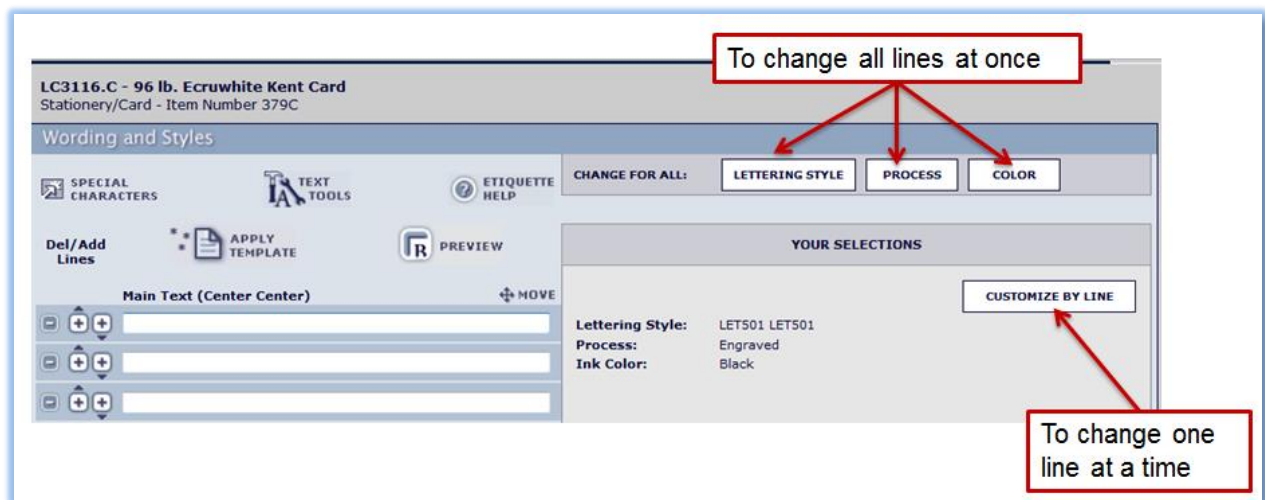
The screenshot shows the 'Special Character Availability' dialog box. It contains a grid of special characters including accented vowels (à, á, â, ã, ä, å, Ä, Å, è, é, ê, É, ì, í, î, ï, ò, ó, ô, õ, Ö, Ù, û, ü, ÿ, ñ, Ñ, ç, ã, ç, †, ®, ©, °, %, □, •, ♦, ', β, I, II, III, V, X, I, II, III, IV, V, X, 1, 2, 3). A red arrow points from a text line in the 'Wording and Styles' panel to the 'ñ' character in the grid.

Special characters may display as code in the text line but the character will display in the item preview.

The screenshot shows the 'Wording and Styles' panel with the 'SPECIAL CHARACTERS' tab selected. It displays several text lines with different alignment options: Top Center, Bottom Center, Top Left, Top Right, Left Center, and Right Center. Each line has a minus sign (-) to its left and plus signs (+) above and below. A red arrow points from the 'Peña' text in the 'Top Center' line to the 'Peña' text in the 'Preview' section at the bottom.

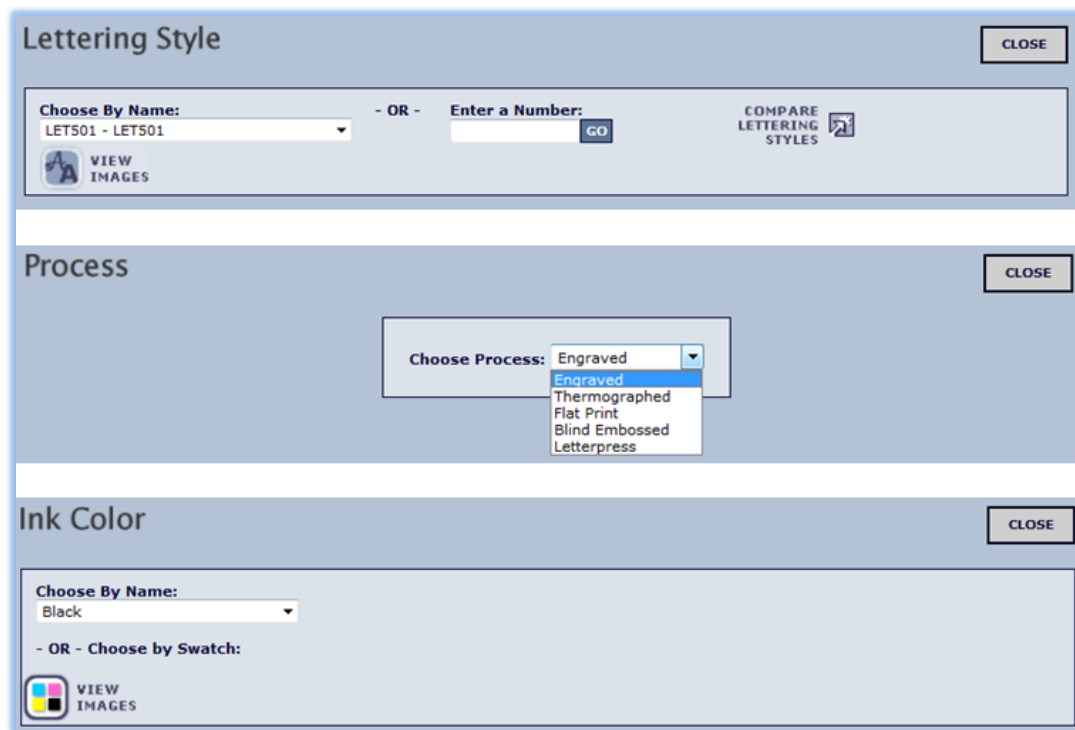
d. Customize the Text

Once your text is entered, you can change the lettering style, process and ink color. You may change all lines at once or one by one.



- **Change for All**

This option enables you to quickly change the lettering style, process and ink color of all printed text on the item.



HELPFUL HINT:

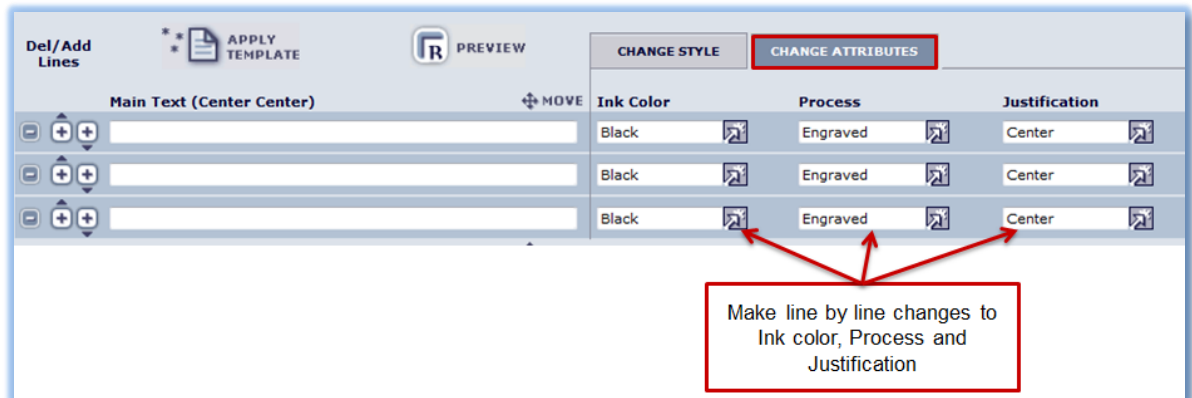
The PDS system will only display the changes that are possible.

Example: If a print method, ink color or other design element is unavailable for the item selected, it will not display as an option.

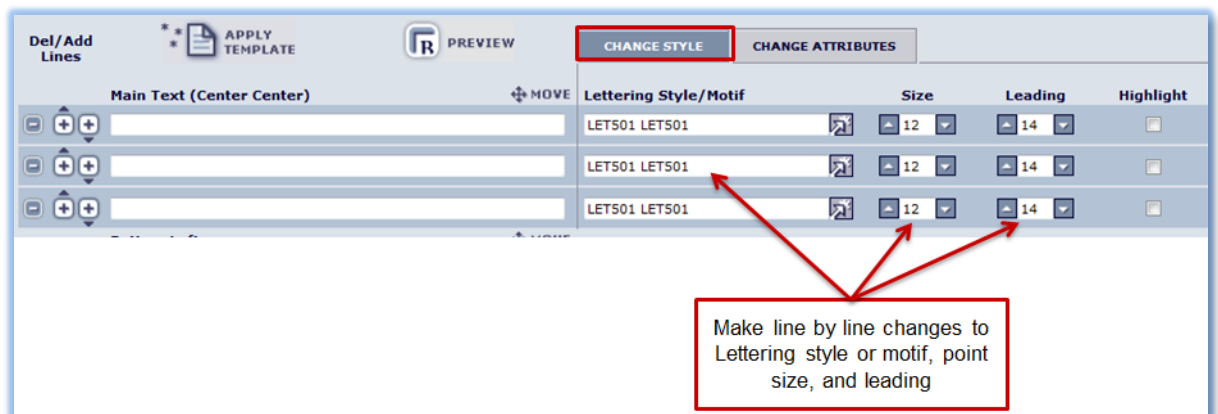
- **Customize by Line**

When “Customize by Line” is selected, you can choose to “Change Attributes” or “Change Style” to change each line one at a time.

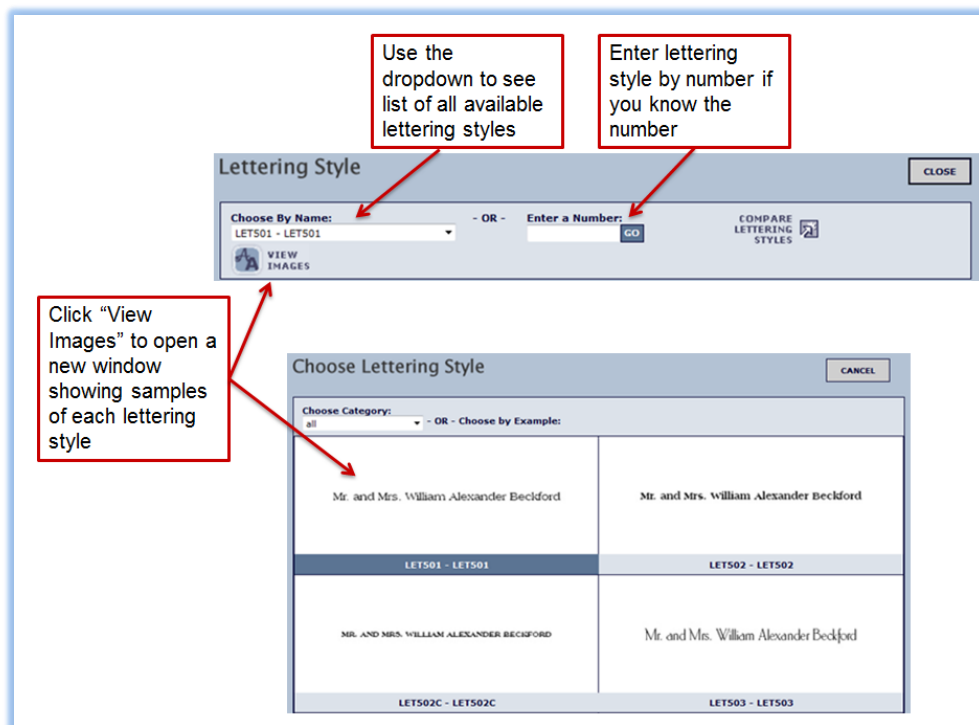
Change Attributes: This will enable you to alternate Ink Color, Process and Justification by line.



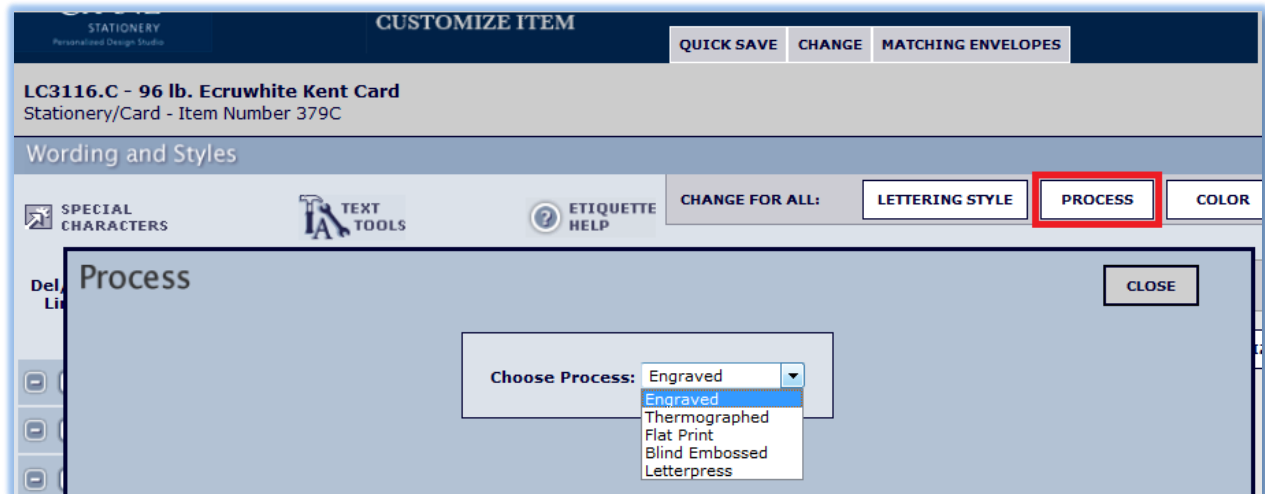
Change Style: This will enable you to alter Lettering Style, Point Size or Leading by line.



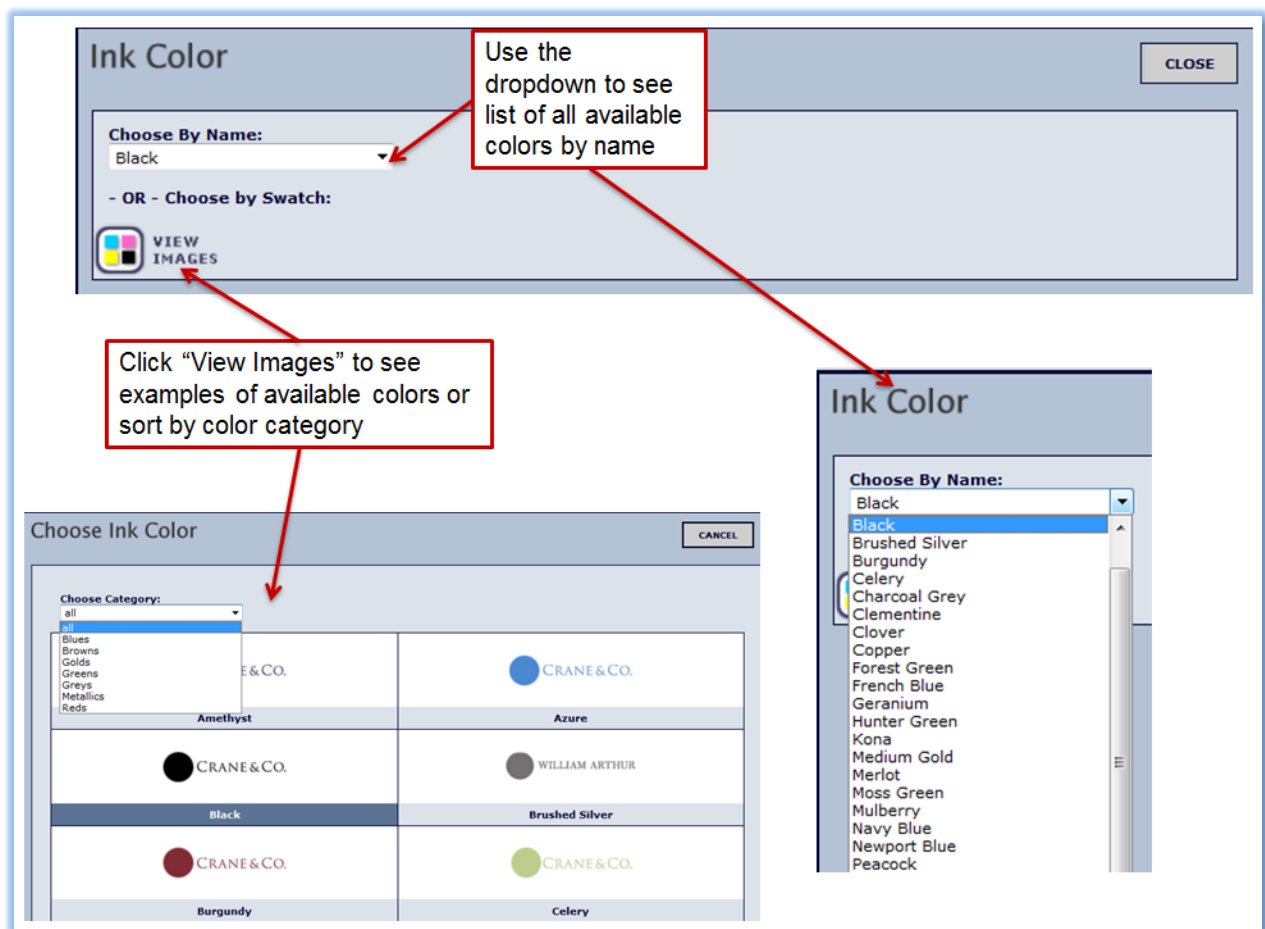
- **Lettering Style**



- Process



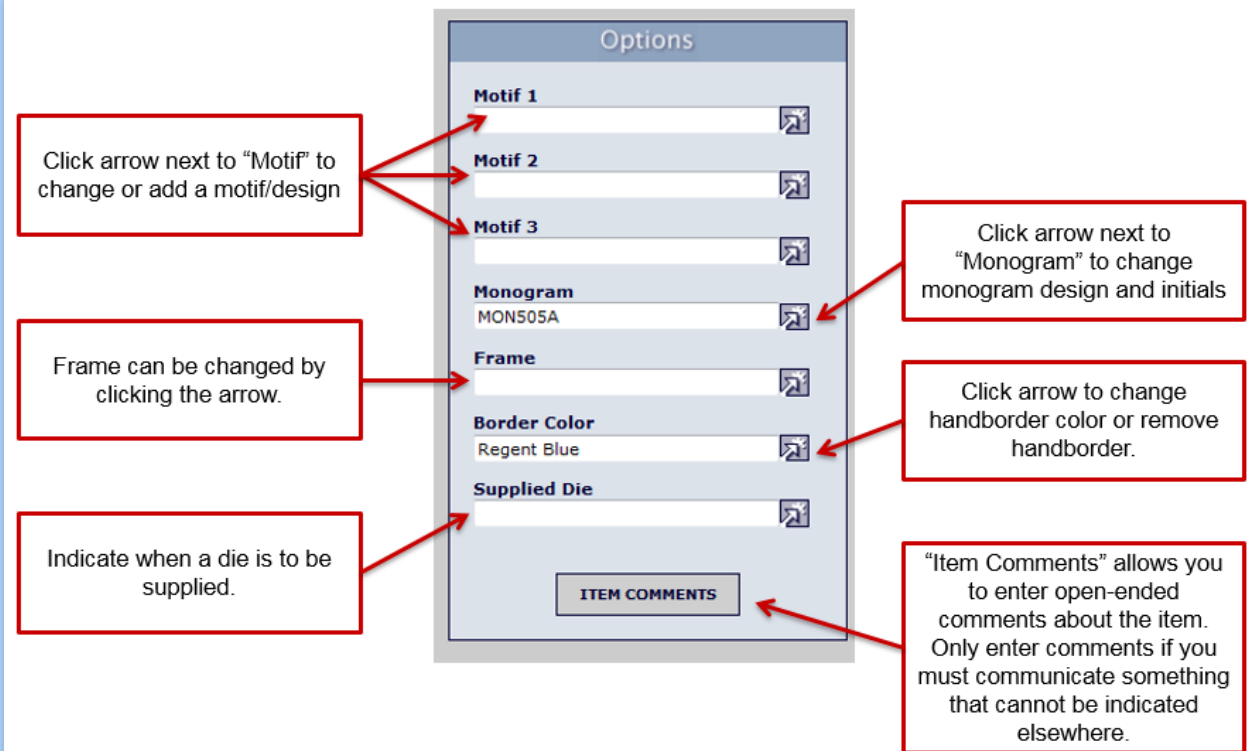
- Color



e. Select Additional Design Options

This section allows you to add design elements (in addition to, or in place of, text).

Options Window Overview



The Options window is a vertical panel with a title bar. It contains several sections, each with a text field and a small arrow icon to its right. The sections are: Motif 1, Motif 2, Motif 3, Monogram (with text MON505A), Frame, Border Color (with text Regent Blue), and Supplied Die. At the bottom is a button labeled ITEM COMMENTS. Red arrows point from text boxes to these elements: 'Click arrow next to "Motif" to change or add a motif/design' points to the arrows next to Motif 1, 2, and 3; 'Frame can be changed by clicking the arrow.' points to the arrow next to the Frame field; 'Indicate when a die is to be supplied.' points to the arrow next to the Supplied Die field; 'Click arrow next to "Monogram" to change monogram design and initials' points to the arrow next to the Monogram field; 'Click arrow to change handborder color or remove handborder.' points to the arrow next to the Border Color field; and '"Item Comments" allows you to enter open-ended comments about the item. Only enter comments if you must communicate something that cannot be indicated elsewhere.' points to the ITEM COMMENTS button.

Click arrow next to "Motif" to change or add a motif/design

Frame can be changed by clicking the arrow.

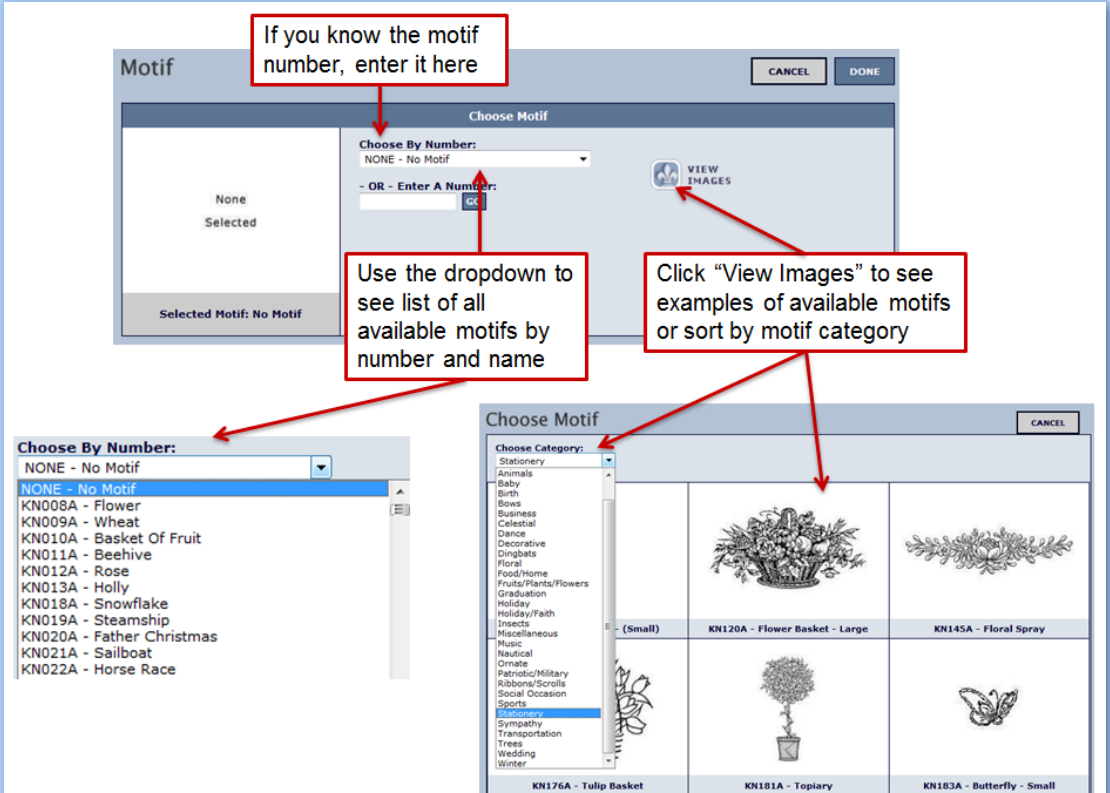
Indicate when a die is to be supplied.

Click arrow next to "Monogram" to change monogram design and initials

Click arrow to change handborder color or remove handborder.

"Item Comments" allows you to enter open-ended comments about the item. Only enter comments if you must communicate something that cannot be indicated elsewhere.

Motif



The Motif window has a title bar with CANCEL and DONE buttons. It contains a 'Choose Motif' section with a 'Choose By Number:' dropdown menu (currently set to 'NONE - No Motif') and a '- OR - Enter A Number:' text field. A 'VIEW IMAGES' button is to the right. Below the dropdown is a list of motifs. A red arrow points from a text box to the dropdown: 'If you know the motif number, enter it here'. Another red arrow points from a text box to the list: 'Use the dropdown to see list of all available motifs by number and name'. A third red arrow points from a text box to the 'VIEW IMAGES' button: 'Click "View Images" to see examples of available motifs or sort by motif category'. Below the main window, two smaller windows are shown. The first shows the 'Choose By Number:' dropdown with a list of motifs including 'NONE - No Motif', 'KN008A - Flower', 'KN009A - Wheat', 'KN010A - Basket Of Fruit', 'KN011A - Beehive', 'KN012A - Rose', 'KN013A - Holly', 'KN018A - Snowflake', 'KN019A - Steamship', 'KN020A - Father Christmas', 'KN021A - Sailboat', and 'KN022A - Horse Race'. The second shows the 'Choose Motif' window with a 'Choose Category:' dropdown menu (currently set to 'Stationery') and a grid of motif images. The grid includes 'KN120A - Flower Basket - Large', 'KN145A - Floral Spray', 'KN176A - Tulip Basket', 'KN181A - Topiary', and 'KN183A - Butterfly - Small'.

If you know the motif number, enter it here

Use the dropdown to see list of all available motifs by number and name

Click "View Images" to see examples of available motifs or sort by motif category

Choose By Number:
NONE - No Motif
NONE - No Motif
KN008A - Flower
KN009A - Wheat
KN010A - Basket Of Fruit
KN011A - Beehive
KN012A - Rose
KN013A - Holly
KN018A - Snowflake
KN019A - Steamship
KN020A - Father Christmas
KN021A - Sailboat
KN022A - Horse Race

Choose Motif
Choose Category:
Stationery
Animals
Baby
Birth
Bows
Business
Celestial
Dance
Decorative
Drapery
Floral
Food/Home
Fruits/Plants/Flowers
Graduation
Holiday
Holiday/Faith
Insects
Miscellaneous
Music
Nautical
Ornate
Patriotic/Military
Ribbons/Scrolls
Social Occasion
Sports
Symmetry
Sympathy
Transportation
Trees
Wedding
Winter

KN120A - Flower Basket - Large
KN145A - Floral Spray
KN176A - Tulip Basket
KN181A - Topiary
KN183A - Butterfly - Small

- **Monogram**

The screenshot shows the 'Monogram' selection interface. It includes a 'Choose Monogram' section with a 'Choose By Number' dropdown (set to MON50SA) and a 'VIEW IMAGES' button. Below this is an 'Enter Initials' section with fields for First Name Initial (S), Middle Name Initial (M), and Last Name Initial (L). The 'Choose Position' section offers 'General Positioning' (a 3x3 grid) and 'Precise Positioning' (inches, maximum of 4 inches). The 'Choose Process' section lists available processes: Thermographed, Engraved, Thermographed (selected), Flat Print, and Letterpress. The 'Choose Ink Color' section shows 'Ink Color For: MON50SA' and 'Choose By Name' (Regent Blue) with a 'VIEW IMAGES' button. Annotations with red arrows point to these specific elements.

Enter Monogram by number code, use the dropdown to view list of monograms, or click "View Images" to see examples of available monograms

Enter Monogram initials: First, Middle, Last

Indicate General Position of printed monogram by clicking in the grid, or precisely position by making adjustments in inches

Use dropdown to select Monogram print process

Enter Ink Color by name or click "View Images" to see examples of available colors

HELPFUL HINT:

If using a template, be sure to change the initials of the monogram.

The PDS will always place the initials in the correct order, based on the type of monogram selected. Always enter the initials in order (first, middle, last) and allow the system to correctly place them for you.

- **Frame**

The screenshot shows the 'Frame' selection interface. It includes a 'Choose Frame' section with a 'Choose Frame Size' dropdown (set to Largest size for stock), a 'Choose By Number' dropdown (set to NONE), and a 'GO' button. Below this is a 'Choose by Example' section with a 'None Selected' placeholder. The 'Selected Frame: No Frame' is displayed at the bottom. Annotations with red arrows point to the 'Choose By Number' dropdown, the 'GO' button, and the 'Choose by Example' section.

Enter Frame by number code or use the dropdown to view list of available frames

Scroll down to view available frames

- **Border**

Border Color [CLOSE]

Choose By Name:

- OR - Choose by Swatch:

VIEW IMAGES

Use the dropdown to see list of all available border colors by name

Click "View Images" to see examples of available border colors

Choose Ink Color [CANCEL]

Choose Category: all

CRANE & CO.	CRANE & CO.
Amethyst	Azure
CRANE & CO.	WILLIAM ARTHUR
Black	Brushed Silver
CRANE & CO.	CRANE & CO.
Burgundy	Charcoal Grey

Border Color

Choose By Name:

- Amethyst
- Azure
- Black
- Brushed Silver
- Burgundy
- Charcoal Grey
- Clementine
- Celery
- Copper
- French Blue
- Forest Green
- Geranium
- Hunter Green
- Kona
- Medium Gold
- Moss Green
- Mulberry
- Navy Blue
- Newport Blue

- **Supplied Die**

Supplied Die [CANCEL] [ADD ANOTHER] [DONE]

Specify Die(s) For This Item

Die Information:

Enter Die Description:

Choose Method for Supplying Die:

Enter Die Number: (not required)

When Complete:

Supplied Die(s):

Description	Method	Number	Delete

Choose Position

☐	☐	☐
☐	☐	☐
☐	☐	☐

Selected Position: No Position

Choose Process

Available Processes:

- Engraved
- Blind Embossed
- Letterpress

Describe the die (ex. Monogram, address, etc.)

Select "Mail" or "On File"

Select "Send with Order" or "Send to Store"

Click grid to specify position where die will be printed

Choose print process for supplied die

Choose click to add multiple supplied dies

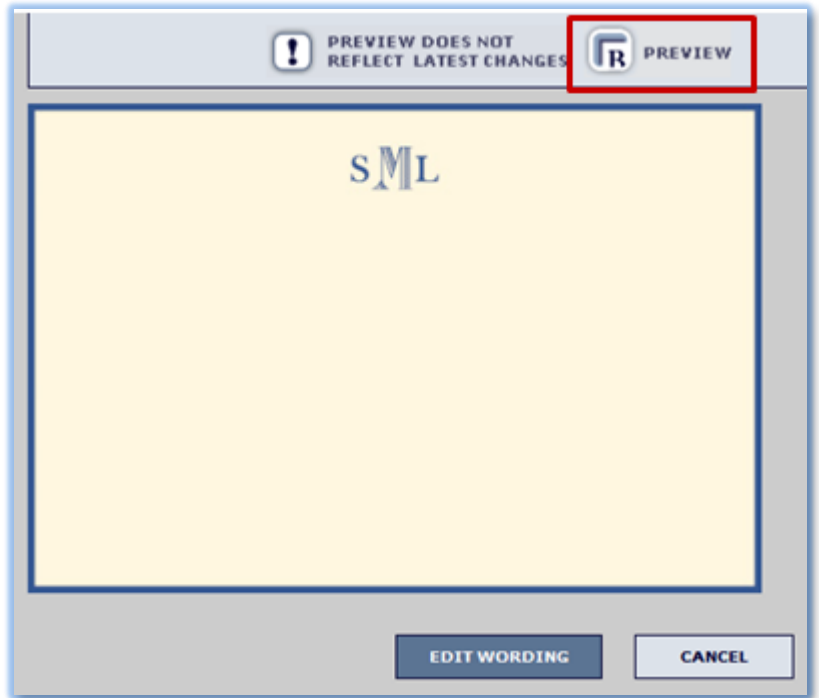
HELPFUL HINT:

Once you have entered information in the fields shown above, and the process has been chosen, the window will expand to ask you for the ink color.

f. Item Preview

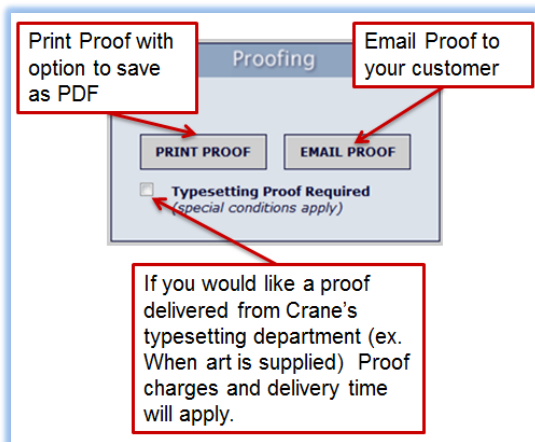
This displays the item as it will be printed, based on the selections made in the previous steps. If a template is selected, the preview will automatically appear with the template text and designs elements. If a monogram is selected, the initial must be changed. If a supplied die is selected, the item will appear blank (unless other elements are to be added).

The preview display does not update as changes are made (to prevent system delays when making multiple changes at once). To refresh the preview when making changes to the item, click "Preview".



5. Proofing

Before adding another item to the order or moving on to the Order Summary, you may Print or Email a proof of the first item entered. As you continue to add items to your order, you will have the opportunity to print a proof of each additional item.



Email Proof [SEND] [CLOSE]

To share this proof, complete the form below and click send.

Please enter the following information:

To: Enter recipient's name
(e.g. John Jones)

Email: Enter recipient's email address
(e.g. j.jones@earthlink.com)

From: Will default to your PDS Account Name

Your Email: Will default to your PDS Account email address

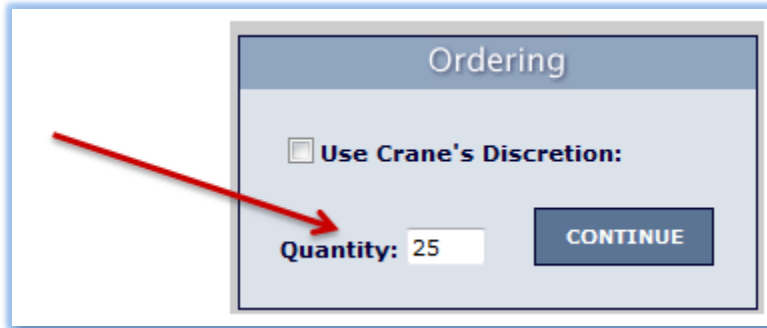
Subject: Your Crane & Co. Proof Image
☒ Send JPEG ☐ Send PDF Default setting (may be changed)

Your Message: Include personal message (optional)

6. Specify Item Quantity

Enter the item quantity in the "Quantity" field.

- If this is the only item being ordered, or final item in the order, click Continue to go to the Order Summary page. Go to Step 10 "Order Summary Screen".
- If you are adding printed envelopes to the order, go to Step 7 "Add Matching Printed Envelopes" and do not click Continue.



Ordering

☐ Use Crane's Discretion:

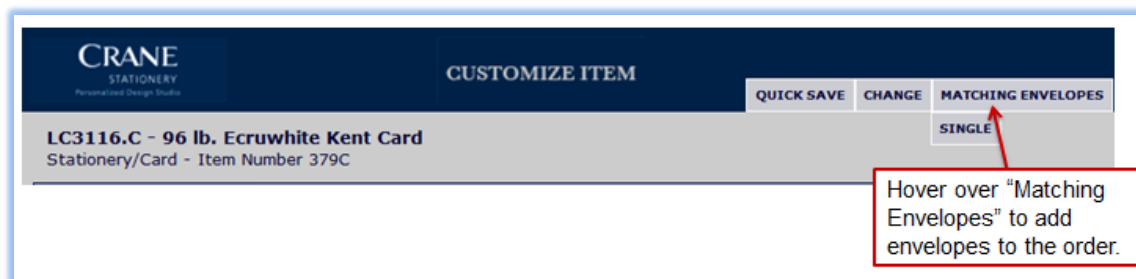
Quantity: 25

CONTINUE

7. Add Matching Printed Envelopes

Envelopes are easily added to any item. Only the available envelope options will be displayed.

- Scroll to the top of the Customize Item screen
- Hover over "Matching Envelopes"
- Click desired envelope selection to add



CRANE STATIONERY Personalized Design Studio

CUSTOMIZE ITEM

QUICK SAVE CHANGE MATCHING ENVELOPES

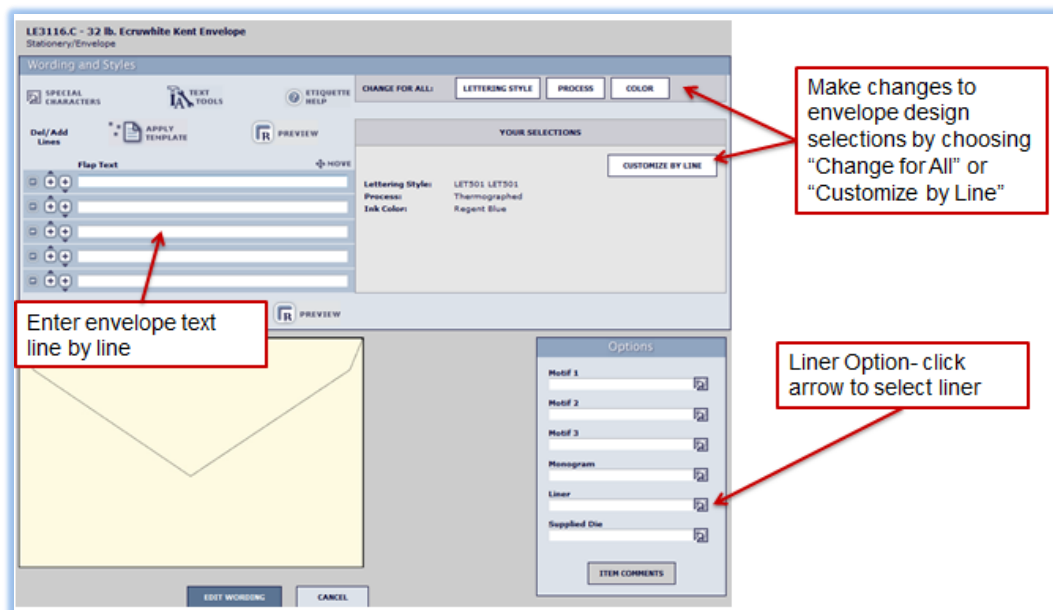
LC3116.C - 96 lb. Ecruwhite Kent Card
Stationery/Card - Item Number 379C

SINGLE

Hover over "Matching Envelopes" to add envelopes to the order.

8. Specify Envelope Instructions

Enter line by line text and specify lettering style, process and color for the envelopes, just as you did for the card. Notice that the "Options" panel shows options that apply to envelopes, such as liners.



LE3116.C - 32 lb. Ecruwhite Kent Envelope
Stationery/Envelope

Wording and Styles

SPECIAL CHARACTERS TEXT TOOLS ETIQUETTE HELP

CHANGE FOR ALL: LETTERING STYLE PROCESS COLOR

Del/Add Lines APPLY TEMPLATE PREVIEW

Flap Text

Lettering Style: LETS01 LETS01
Process: Thermographed
Ink Color: Regent Blue

YOUR SELECTIONS

CUSTOMIZE BY LINE

Options

Motif 1 Motif 2 Motif 3 Monogram Liner Supplied Die

ITEM COMMENTS

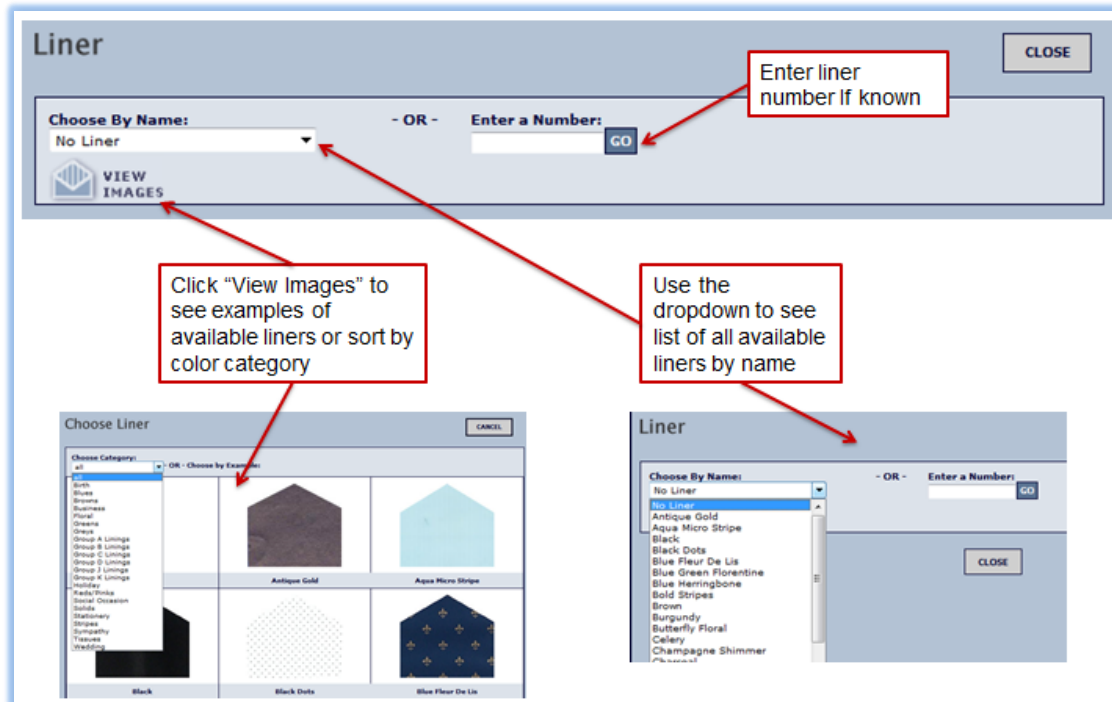
EDIT WORDING CANCEL

Enter envelope text line by line

Make changes to envelope design selections by choosing "Change for All" or "Customize by Line"

Liner Option- click arrow to select liner

- **Add Liners**



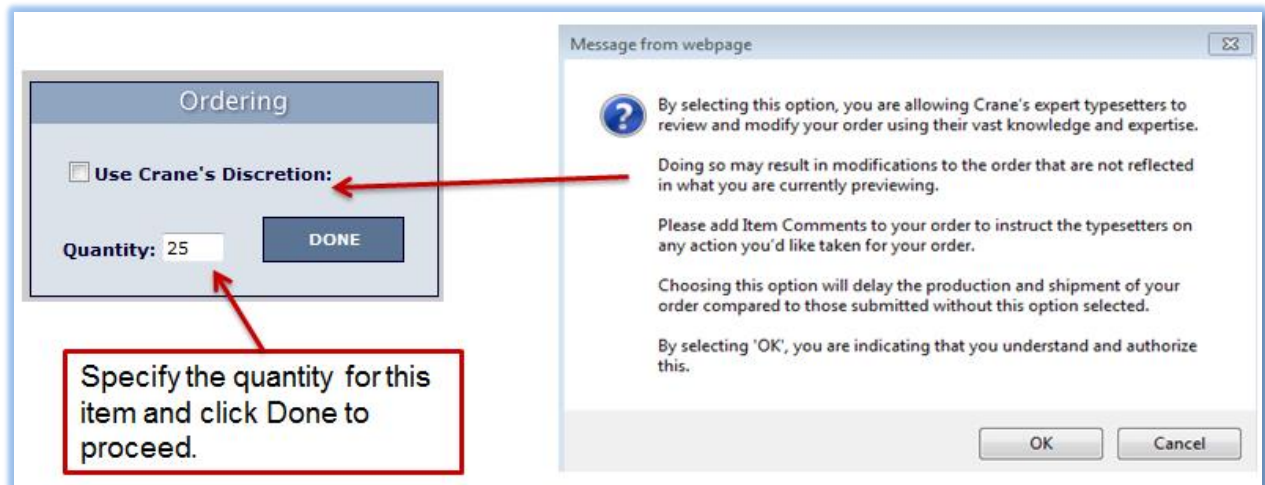
9. Complete the Item Entry

Once envelope printing and liners have been defined, scroll down to the "Ordering" section.

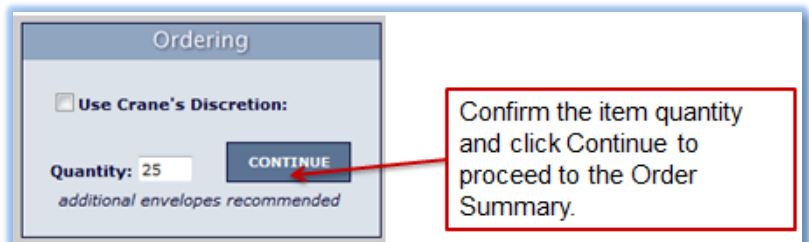
- **Specify Quantity under Ordering**

Ensure that you have confirmed the quantity for your final item, and then click "Done".

You will be returned to the Customize Item screen for the item that is paired with the matching envelopes.



Once returned to the Customize Item screen, again confirm your item quantity and click "Continue" to proceed to the Order Summary screen.



- **Add Related Items**

If the item you selected is part of a suite, a list of Related Items may display to add matching items to the order

The item currently selected has a check next to it. To add another item to the order, click the check box next to that item; you will be brought directly to the Customize Item screen for the item selected.

Related Items

Related Item Numbers for: **156IN.110 lb. Ecruwhite Lettra Embassy Card - Oversize**

Choose Related Items

- ☒ **Wedding - Pg. 40 - 156IN - 156IN**

- ☐ **Single Envelope - 156E**

- ☐ **Response Card - 156RS**


If you do not want to add more items from the Related Items screen, scroll to the bottom of the page and click

DONE

10. Order Summary Screen

*****NOTE: Order has NOT been saved at this point.*****

Review the order details and make adjustments if necessary.

- Add more items to the order by selecting “Browse an Album” or “Find by Item Number”.
- On Crane orders, an item may be copied to produce a duplicate item (Ex. When personalized stationery is ordered for multiple individuals and the only difference is the name or monogram personalization.) Copying the item will pull all design elements into the duplicate. This makes it easier to enter multiple items that share similar features, when only the name or monogram initials need to be changed. This feature is not available on William Arthur or Vera Wang orders, and the option will not display.
- If changes are not being made, click Continue to proceed with saving and submitting the order. Skip to Step 14 “Submit Order Screen”.

The screenshot shows the 'Order Summary' screen for a William Arthur Wedding order. At the top, there are four tabs: 'BROWSE AN ALBUM', 'FIND BY ITEM NUMBER', 'FIND BY PAPER CODE', and 'FIND BY WILLIAM ARTHUR ITEM NUMBER'. Below these is a banner for 'Buy 75 Get 25 Promo - William Arthur Wedding'. The main section is titled 'Order Summary' and includes an 'ORDER NUMBER: D600940' and 'PDS Test Account1'. A table lists items with columns for QTY, PROCESS, PROOF, PAPER CODE, PRICE, SHOW DETAILS, and CHANGE. The table contains two items: 'LC3116 - 96 lb. Ecruwhite Kent Card Stationery Card' and 'LE3116 - 32 lb. Ecruwhite Kent Envelope Stationery Envelope'. To the right of the table are buttons for 'EDIT', 'REMOVE', and 'Copy Item'. Below the table is an 'Order Comments' field. At the bottom right is a 'TOTALS' section showing 'SUBTOTAL: 130.00', 'SALES TAX: 6.50', 'SHIPPING: 12.00', and 'ORDER TOTAL: 148.50'. There are also buttons for 'UPDATE', 'EMAIL PROOFS', 'CANCEL THIS ORDER', and 'CONTINUE'. Red arrows point from text boxes to various elements on the screen.

Add items to the order by selecting one of the product search methods below

Banner displays current promotions. See promotion details for order eligibility.

Click to Edit to make any final changes to an item or click Remove to delete an item.

Click “Copy Item” to create a duplicate of that item.

Click Update if changes have been made on this screen.

Click Continue to proceed with saving and submitting the order.

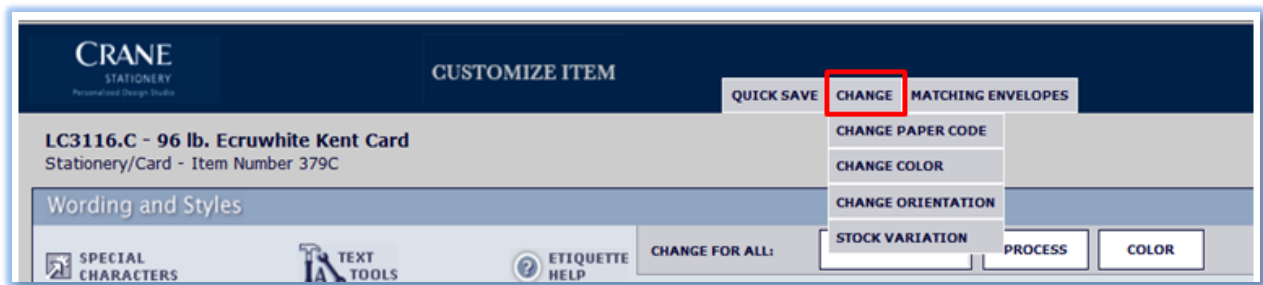
When additional information must be provided on the order, use this open-ended field.

View pricing for the items currently entered on the order.

11. To Make Changes to an Item

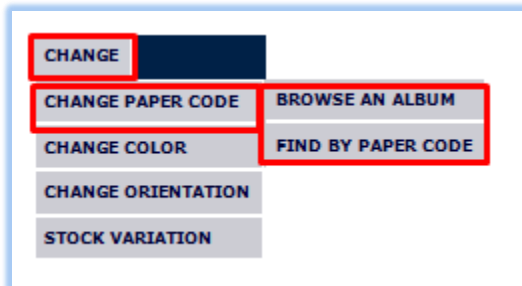
Changes can be made while working on an item for the first time or after reviewing it in the Order Summary.

- While working on an item for the first time, it's possible to change the paper type, color, orientation and stock variation when available (ex. oversized) by clicking on the “Change” button indicated below.
- From the Order Summary screen (shown above) click “Edit” next to an item to return to the Customize Item screen.

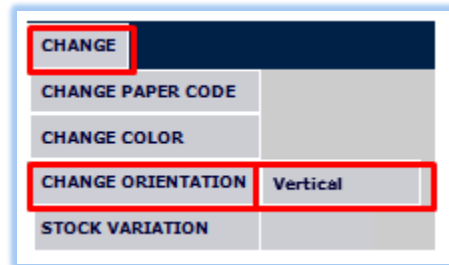


Changes can be made by selecting the applicable change options. Only available changes will be displayed.

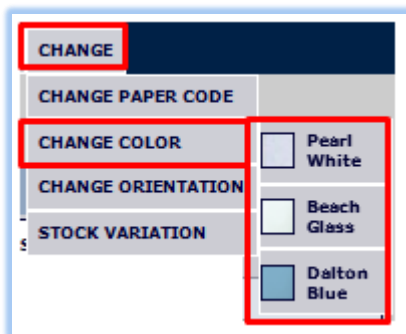
Change Paper Code



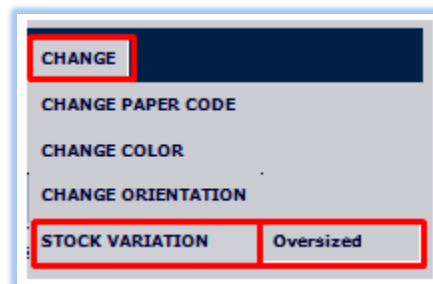
Change Orientation



Change Paper Color

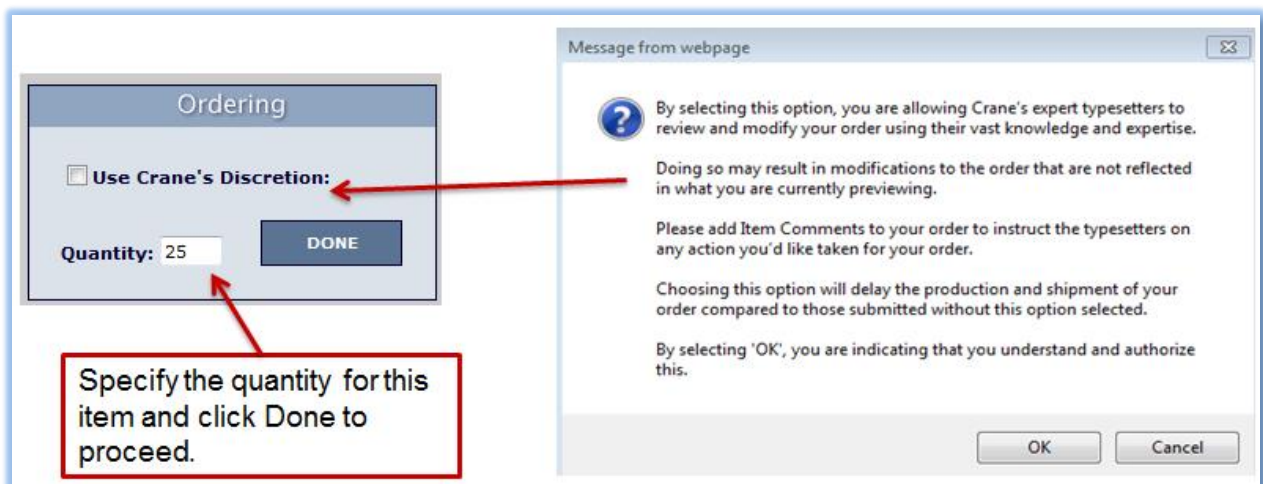


Change Stock



12. Changes are Complete

When all items have been entered, ensure that you have assigned a quantity for the last item entered, then click "Done" proceed to the Order Summary.



13. Return to Order Summary

After making changes, return to order summary screen and click “Continue” to proceed with saving and submitting the order.

Buy 75 Get 25 Promo - William Arthur Wedding

Purchase 75 sets of qualifying William Arthur personalized wedding stationery and receive an additional 25 free. These items will be automatically added when your order is produced. There is no need to request the 25 free in the order comments.

Order Summary

ORDER NUMBER: D600940
PDS Test Account1

CHANGE FOR ALL
Quantity: **GO**

UPDATE
CANCEL THIS ORDER
CONTINUE

QTY	PROCESS	PROOF	PAPER CODE	PRICE	SHOW DETAILS	CHANGE
25	Thermographed	☐	LC3116 - 96 lb. Ecrwhite Kent Card Stationery Card	96.00		EDIT REMOVE Copy Item
Border Color				20.00		
25		☐	LE3116 - 32 lb. Ecrwhite Kent Envelope Stationery Envelope	14.00		EDIT REMOVE Copy Item

Order Comments:

TOTALS

SUBTOTAL:	130.00
☒ SALES TAX:	6.50
☒ SHIPPING:	12.00
ORDER TOTAL:	148.50

UPDATE
EMAIL PROOFS
CANCEL THIS ORDER
CONTINUE

14. Submit Order Screen

At this point, you may return to the Order Summary screen, cancel the order, or proceed with saving and submitting.

To save and submit, enter the ship method and choose either “Find Customer” or “New Customer”

- Find customer= customer information is already in the PDS because it was saved on a past order
- New Customer= this is the first PDS order for this customer

Submit Order

Order Info

Order Number: D600940
PO Number:
Order Description:
Sales Associate: Test Test **CHANGE SIGN IN**
Sales Associate Note:
Call back from Customer Services requested: ☐

Customer Info

Choose One:
FIND CUSTOMER **NEW CUSTOMER**

Shipping Info

Ship Method: Ground: \$12.00
This order will ship to PDS Test Account1 unless drop ship is checked.

BACK **CANCEL ORDER**

Please offer special promotions for the month

BACK **CANCEL ORDER**

- Add New Customer

The 'Customer Info' form contains the following fields and controls:

- Title:** Dropdown menu
- First Name:** Text input (marked with a red asterisk)
- Middle Initial:** Text input
- Last Name:** Text input (marked with a red asterisk)
- Suffix:** Dropdown menu
- Company Name:** Text input (marked with a red asterisk)
- Address 1:** Text input
- Address 2:** Text input
- City:** Text input
- State:** Dropdown menu (currently set to Massachusetts)
- Zip Code 1:** Text input (marked with a red asterisk)
- Zip Code 2:** Text input
- Country:** Dropdown menu (currently set to UNITED STATES)
- Phone:** Text input
- Fax:** Text input
- Email:** Text input
- Comments:** Text area
- Buttons:** CANCEL and SAVE CUSTOMER INFO

Annotations:

- A red box with the text "Enter details for new customer" has an arrow pointing to the Address 1 and Address 2 fields.
- A red box with the text "Click to save customer information for future orders and to view order history" has an arrow pointing to the SAVE CUSTOMER INFO button.

- Find Existing Customer

The 'Customer Lookup' form is divided into two main sections: SEARCH BY and RESULTS.

SEARCH BY Section:

- Customer Name:** Includes fields for Last Name (pre-filled with 'smith'), First Name, and Zip Code 1, with a FIND button.
- OR -**
- Company Name:** Includes fields for Company Name and Zip Code 1, with a FIND button.

RESULTS Section:

- Header: RESULTS
- Text: You Searched For: Customer Name: smith
- Table of results:

SELECT	Customer Name	Zip Code
SELECT	Smith, Joe	MA 01247
SELECT	Smith, John	MA 01247

Annotations:

- A red box with the text "Enter existing customer's information" has two arrows pointing to the FIND buttons in the Customer Name and Company Name sections.
- A red box with the text "Click 'Select' to save order to the customer" has two arrows pointing to the SELECT buttons in the RESULTS table.

15. Save or Submit Order

Once you have entered the new customer's information or have selected an existing customer, you can save the order or submit it. Saved orders may be later retrieved, modified and submitted.

To submit an order, click "Submit".

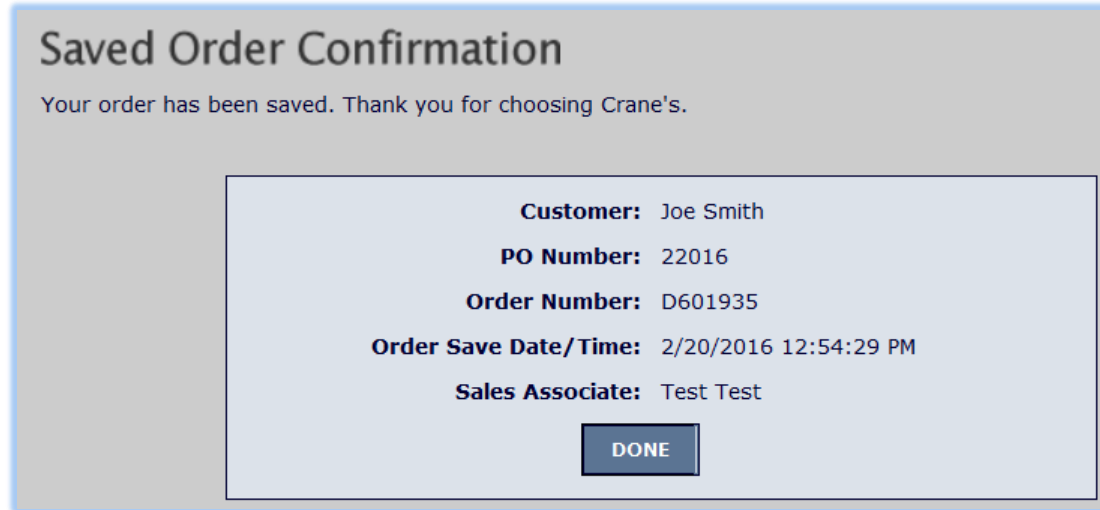
The screenshot shows the 'Submit Order' form with the following sections and annotations:

- Order Info Section:**
 - Buttons: BACK, CANCEL ORDER, PRINT, SAVE ORDER, SUBMIT ORDER.
 - Order Number: D600940
 - PO Number: [Empty field]
 - Order Description: [Empty field]
 - Sales Associate: Test Test
 - Sales Associate Note: [Empty field]
 - Call back from Customer Services requested: ☐
 - Annotation: "Save order (order can be retrieved and worked on later)" points to the SAVE ORDER button.
 - Annotation: "Submit order when all fields are complete" points to the SUBMIT ORDER button.
- Customer Info Section:**
 - First Name and Last Name OR Company Name required fields
 - * = required fields
 - Title: [Dropdown menu]
 - First Name: Joe
 - Middle Initial: [Empty field]
 - Last Name: Smith
 - Suffix: [Dropdown menu]
 - Company Name: [Empty field]
 - Address 1: [Empty field]
 - Address 2: [Empty field]
 - City: [Empty field]
 - State: Massachusetts
 - Zip: 01247
 - Zip2: [Empty field]
 - Country: UNITED STATES
 - Phone: [Empty field]
 - Fax: [Empty field]
 - Email: [Empty field]
 - FIND CUSTOMER button
 - Annotation: "Verify customer information and add missing data" points to the State and Zip fields.
- Shipping Info Section:**
 - Ship Method: Ground: \$12.00
 - This order will ship to PDS Test Account1 unless drop ship is checked.
 - Drop Ship checkbox
 - Annotation: "Select ship method and check box if drop shipping" points to the Ship Method dropdown and the Drop Ship checkbox.

16. Confirmations

Saved Order Confirmation

When an order is successfully saved, this screen will appear.



Submitted Order Confirmation

When an order is successfully submitted, you will be provided with an order confirmation. It is suggested that the order confirmation be printed for the customer's file.

To Retrieve a Saved Order

If an order has been saved but not yet submitted, follow these steps to open the order for additional changes or to proceed with submitting the order.

From the main menu, hover over "Account Management" and then click "Find Customer/ Order"



Choose **ONE** lookup method from the options below

Customer/Order Lookup

Look up by ONE of these methods

By Customer Name	By Company Name
Last Name:	Company Name:
First Name:	Zip Code 1:
Zip Code 1:	FIND

By Order Number	By PO Number
Order Number:	PO Number:
FIND	FIND

- **By Order Number or PO Number**
Searching by a number unique to the order will open the Order Summary screen belonging to a Saved the order.
- **By Customer Name or Company Name**
Yields a list of all customers or companies with matching names

Customer/Order Lookup

Look up by ONE of these methods

By Customer Name	By Company Name
Last Name: smith	Company Name:
First Name:	Zip Code 1:
Zip Code 1:	FIND

By Order Number	By PO Number
Order Number:	PO Number:
FIND	FIND

Results You Searched For: Customer Name: smith

ORDER INFO	Smith, Joe	MA 01247
EDIT	Smith, John	MA 01247
ORDER INFO		

Click Order Info to see a list of all orders belonging to this customer

Click to Edit to open the Customer Information screen

Order Info

The Order Info screen lists all orders belonging to this customer. From this list, you can choose the following:

Summary: To view the Order Summary screen belonging to the order. Choose this option to continue work on the order.

Details: To view the Order Detail screen for the selected order

Order Info

CUSTOMER INFO

Joe Smith
MA 01247

ORDER NUMBER	DESCRIPTION	STATUS	PO NUMBER	
D601935	Test Order	Saved - 2/20/2016	22016	SUMMARY DETAILS
D592865	WA Wedding	Saved - 1/20/2016	Test	SUMMARY DETAILS

Click to view the Order Summary screen

Click to view Order Detail

Order Detail

This is an example of order detail on a Saved Order:

Order Detail

BACK

PRINT

SUMMARY

CUSTOMER INFO
Joe Smith
MA 01247
USA

This order will ship to PDS Test Account1

SHIPPING INFO
Ship Method: Ground

ORDER INFO
Order Number: D601935
PO Number: 22016
Order Submit Date: Not Submitted
Sales Associate: Test Test
Order Status: Saved

Order Description:
Test Order

View Saved Order Status- this identifies that the order has not been submitted

QTY	PROCESS	PROOF	PAPER CODE	PRICE	SHOW DETAILS
25	Thermographed	No	LC3116 - 96 lb. Ecrwhite Kent Card Stationery Card	96.00	
			Border Color	96.00	
				20.00	
25		No	LE3116 - 32 lb. Ecrwhite Kent Envelope Stationery Envelope	14.00	
			Type 'B' Liner	14.00	
				24.00	
25	Thermographed	No	LC3116 - 96 lb. Ecrwhite Kent Card Stationery Card	96.00	
			Border Color	96.00	
				20.00	
25		No	LE3116 - 32 lb. Ecrwhite Kent Envelope Stationery Envelope	14.00	
				14.00	

Order Comments:

TOTALS
SUBTOTAL: 284.00
SALES TAX: 14.20
SHIPPING: 12.00
ORDER TOTAL: 310.20

BACK

PRINT

SUMMARY

Click to show Item Info, Options and Preview

Click to view the Order Summary screen

To Reorder a Completed and Shipped Order

Follow the previous search steps to locate an order. When “Order Info” and “Details” are selected for a shipped order, you will see the Order Detail screen.

Click “Reorder” to start a new order for the same items. You may edit the items to remove an item from the order, or to make changes to the item, such as ink color, quantity, and more.

Order Detail

Any modifications to this order after it was submitted to Crane are not reflected here.

CUSTOMER INFO

Andrea Smith
New York, NY 10021
USA

Drop Ship Info:
Andrea Smith
New York, NY 10021 USA

SHIPPING INFO

Tracking Number: 1Z013507
Actual Ship Date: 6/20/2006 12:00:00 AM
Ship Method: UPS GR

ORDER INFO

Order Number: [REDACTED]
PO Number: W118725
Order Submit Date: 6/12/2006
Sales Associate: [REDACTED]
Order Status: Final Shipment

Order Description: Stationery

Shipping address and tracking information

QTY	PROCESS	PROO		PRICE	SHOW DETAILS
100	Thermographed	No	V30-0016 - 96 lb. Ecu Square Card Stationery Calling Card	80.00 80.00	
50	Thermographed	No	V94-128 - 64 lb. White Miss Calling Card Stationery Calling Card	73.00 73.00	
50	Thermographed	No	V94-128 - 64 lb. White Miss Calling Card Stationery Calling Card	73.00 73.00	
50	Thermographed	No	LC3532 - 96 lb. Cambridge Blue Kent Card Stationery Card	83.00 83.00	
50	Thermographed	No	LE3532 - 32 lb. Cambridge Blue Kent Envelope Stationery Envelope	85.00 85.00	

Order Comments:

TOTALS

SUBTOTAL: 394.00
SALES TAX: 0.00
SHIPPING: 0.00
ORDER TOTAL: 394.00

Click to create a reorder of this order

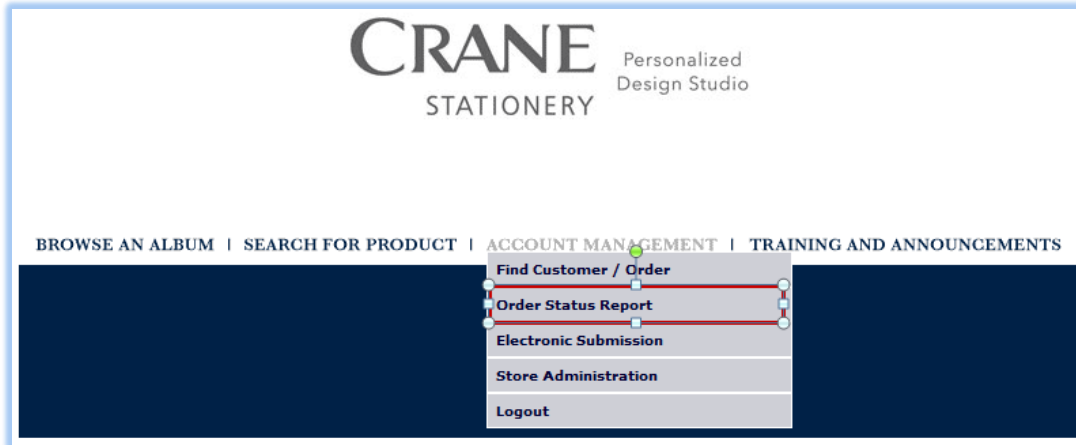
HELPFUL HINT:

The Crane design element offering was updated in January 2013, and the old design elements were removed from the PDS system. For this reason, the Reorder function will be “grayed-out” for any order placed prior to January 2013.

View Order Status

Order status of all orders can be viewed on the PDS system. This tool can be used to view orders submitted via PDS, Retailer Portal, email or fax.

From the main menu, hover over "Account Management", and then click "Order Status Report"



Open orders are shown at the top of the list. Scroll down the page to view Shipped orders.

Status of Open Orders

Order Status						Close	Print
Open Orders							
ORDER NUMBER	PO NUMBER	EXPECTED SHIP DATE	EXPECTED SHIP METHOD	STATUS	PROCESS		
A74	jsc	06/01/2012	UPS GROUND	PRE-PRESS	NONE		
B24	0182	TBD	UPS GROUND	CHANGE HOLD	Letterpress		
D59	1849	02/18/2016 - 02/19/2016	UPS GROUND	PRESS	Thermography		
D59	1873	02/18/2016 - 02/19/2016	UPS GROUND	PRESS	Thermography		
D59	1880	02/18/2016 - 02/19/2016	UPS GROUND	PRESS	Thermography		
D59	1882	02/18/2016 - 02/19/2016	UPS GROUND	PRESS	Thermography		
D59	1892	02/18/2016 - 02/19/2016	UPS GROUND	PRESS	Thermography		

Status of Shipped orders

Shipped Orders							
INVOICE NUMBER	PO NUMBER	SHIP DATE	SHIP METHOD	SHIPPING CARRIER	TRACKING NUMBER	SHIPPING CHARGE	TOTAL
D595	1190	02/08/2016	UPS Ground	UPS	1Z0135070302059244		\$83.50
D595	1197	02/08/2016	UPS Ground	UPS	1Z0135070302060698		\$59.25
D596	1201	02/08/2016	UPS Ground	UPS	1Z0135070302061062		\$51.00
D596	1218	02/08/2016	UPS Ground	UPS	1Z0135070302059799		\$82.00
D596	1221	02/08/2016	UPS Ground	UPS	1Z0135070302060447	\$12.00	\$100.00