

Online Business Card Ordering Instructions

The Detroit
Public Schools
Print Center



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The Online Business Card Ordering System

Welcome to the Hatteras Printing Online Business card ordering system. This system allows you to order printed products, like business cards and letterhead. From the convenience of your desk, you can personalize the text of each item, and view an exact proof of what the final product will look like.

The sections below will outline the step-by-step process of accessing the Business card ordering website, setting up a user name, logging in, and placing an order.

Accessing the online business card ordering site

The online ordering site can be found at: <http://www.nationsprint.com/clients/4hatteras>

Upon navigating to the ordering site you will be taken to the login page for the business card site. This page is shown in Figure 1 below.

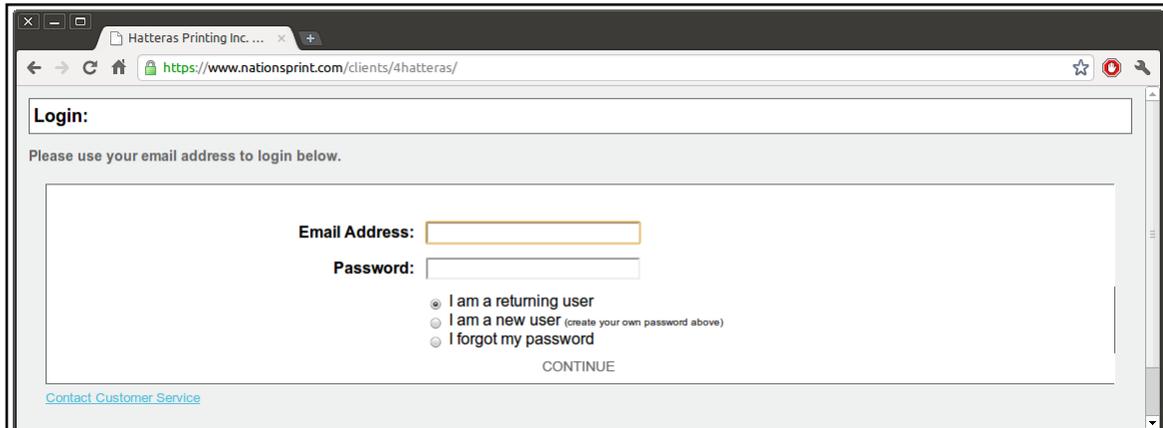


Figure 1: The login page

How to obtain a user name and password to access the site

If you have already been provided a user name and password, you may skip this section and proceed to the next section. If you have not been provided with a user name and password, the following instructions will allow you to obtain one. Please refer to Figure 1 above for an example of the page's appearance.

- Step 1: Enter your email address into the box labeled "Email Address."
- Step 2: Enter your desired password into the box labeled "Password."

**Tip: Choosing a good password**

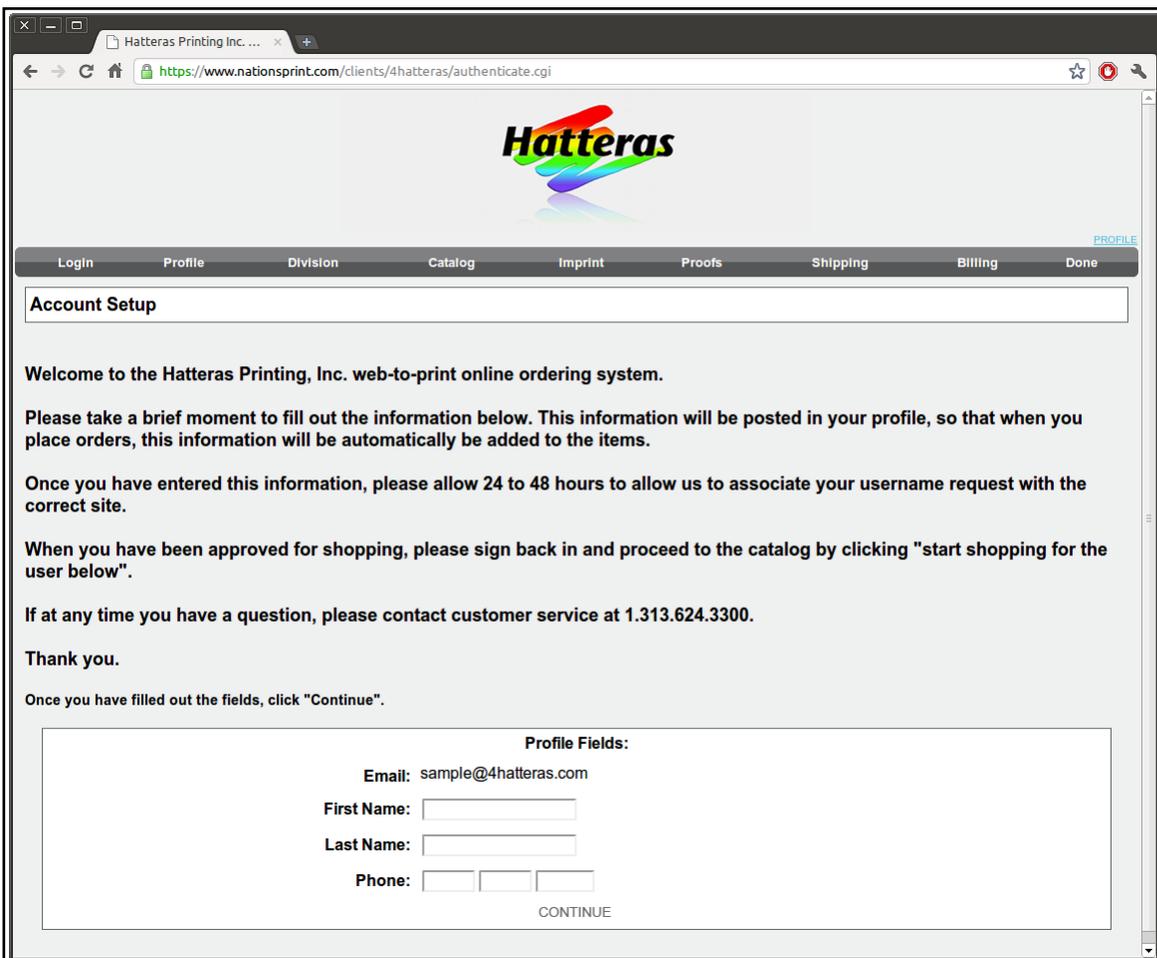
Choosing a good password will prevent others from guessing your password and accessing your account. In general, a good password will have a mix of lower- and upper-case characters, numbers, and punctuation marks, and should be at least 6 characters long.

Step 3: As you can see in Figure 1 above, there are three options below the email address and password box:

- I am a returning user
- I am a new user (create your own password above)
- I forgot my password

Since you do not yet have a user name or password assigned to you, select the second option, "I am a new user."

Step 4: Click the button labeled "Continue." Once you complete this task, you will see the page shown in Figure 2 below.



The screenshot shows a web browser window with the URL <https://www.nationsprint.com/clients/4hatteras/authenticate.cgi>. The page features the Hatteras logo at the top center. Below the logo is a navigation menu with links for Login, Profile, Division, Catalog, Imprint, Proofs, Shipping, Billing, and Done. A "PROFILE" link is also visible in the top right corner. The main content area is titled "Account Setup" and contains the following text:

Welcome to the Hatteras Printing, Inc. web-to-print online ordering system.

Please take a brief moment to fill out the information below. This information will be posted in your profile, so that when you place orders, this information will be automatically be added to the items.

Once you have entered this information, please allow 24 to 48 hours to allow us to associate your username request with the correct site.

When you have been approved for shopping, please sign back in and proceed to the catalog by clicking "start shopping for the user below".

If at any time you have a question, please contact customer service at 1.313.624.3300.

Thank you.

Once you have filled out the fields, click "Continue".

The "Profile Fields" section contains the following form:

Email: sample@4hatteras.com

First Name:

Last Name:

Phone:

At the bottom of the form is a "CONTINUE" button.

Figure 2: The user information page

- Step 5: Enter your first and last name, phone number, and website into the fields shown on this page.
- Step 6: Click the “Continue” button. Once you complete this task, you will see the screen shown in Figure 3 below. This is the user profile page.

**Tip: Fill Out Your Profile**

By clicking on the “Edit Profile” button on the user profile page, you can fill out additional information about yourself and your department. While this is not absolutely necessary to place orders, the website will use this information to automatically fill in many of the fields used in the ordering process. This can save you time, and prevent you from making mistakes when you type.

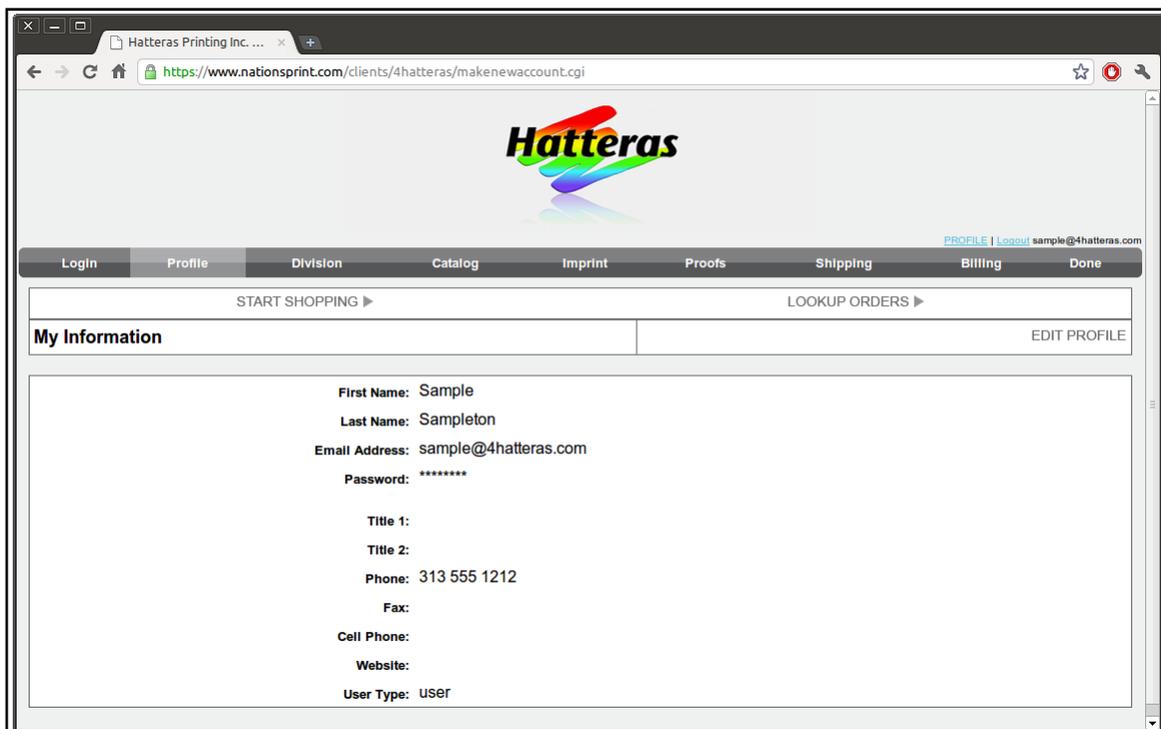


Figure 3: The user profile page

- Step 7: To complete the registration process, click on the button labeled “Start Shopping”. You will see the welcome page shown in Figure 4 below.

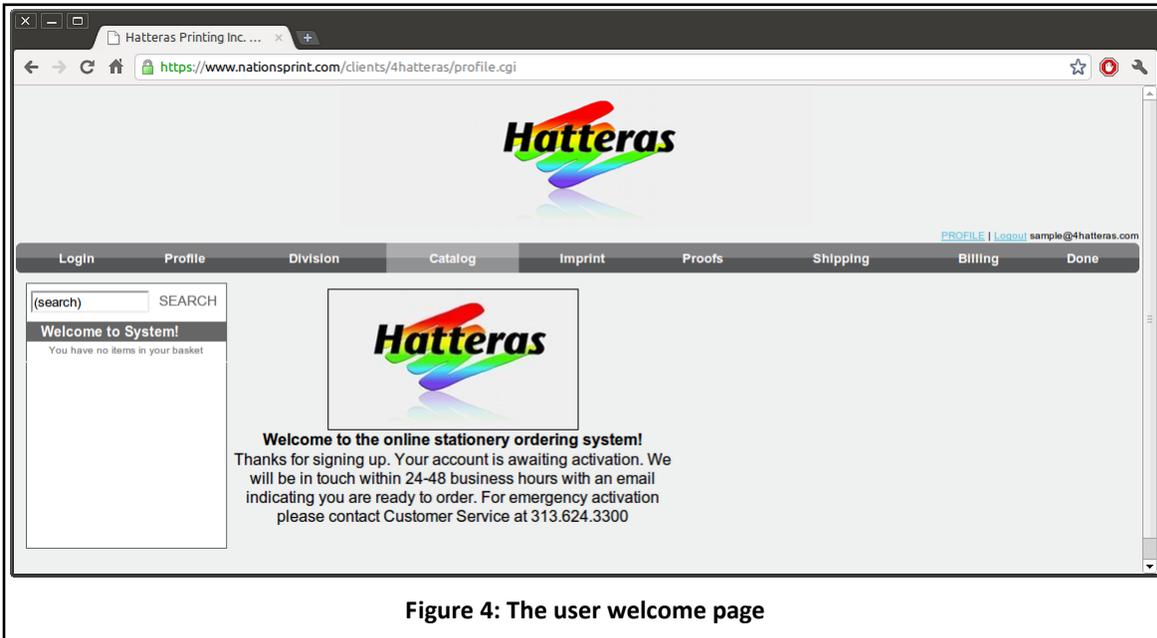


Figure 4: The user welcome page

At this point, your registration process is complete, and a notification has been sent to the Hatteras system administrators. You will not be able to begin ordering items until your account has been activated. The Hatteras administrators must now activate your account, and ensure that your account is set up properly. This process will normally take between 24 and 48 hours. You will receive an email from the Hatteras staff once this process is complete.



Help! I Need It Now!
 If you urgently need to have access to the site immediately, please call Hatteras Customer Service at (313) 624-3300, and setup process will be expedited for you.

Logging in to the business card ordering system.

Once you have a user name and password, use the following instructions to access the site. Please refer to Figure 1 above for an example of the page's appearance.

- Step 1: Enter your email address into the box labeled "Email Address."
- Step 2: Enter your chosen password into the box labeled "Password."
- Step 3: As you can see in Figure 1 above, there are three options below the email address and password box:
 - I am a returning user
 - I am a new user (create your own password above)
 - I forgot my password

Select the first option, “I am a returning user.”

Step 4: Click the button labeled “Continue.” You will now see the user profile page, shown in Figure 3 above. You are now logged in to the system.



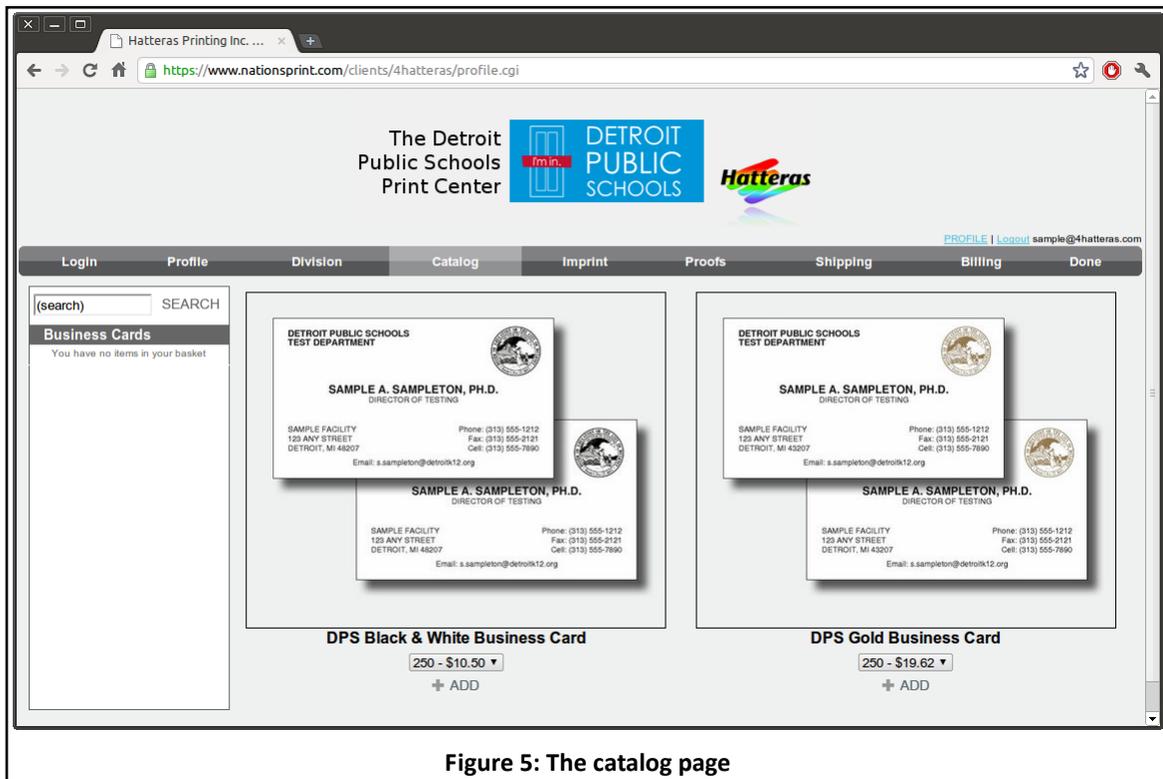
Help! I Forgot My Password
If you forget your password, enter your username, select the “I forgot my password” item, and click on the button labeled “Continue.” Your password will be emailed to you.



Tip: Fill Out Your Profile
By clicking on the “Edit Profile” button on the user profile page, you can fill out additional information about yourself and your department. While this is not absolutely necessary to place orders, the website will use this information to automatically fill in many of the fields used in the ordering process. This can save you time, and prevent you from making mistakes when you type.

Step 5: To begin to select items to order, click on the button labeled “Start Shopping.” You will then see the catalog page shown in Figure 5 below.

The next section will cover how to select and purchase items from the catalog.



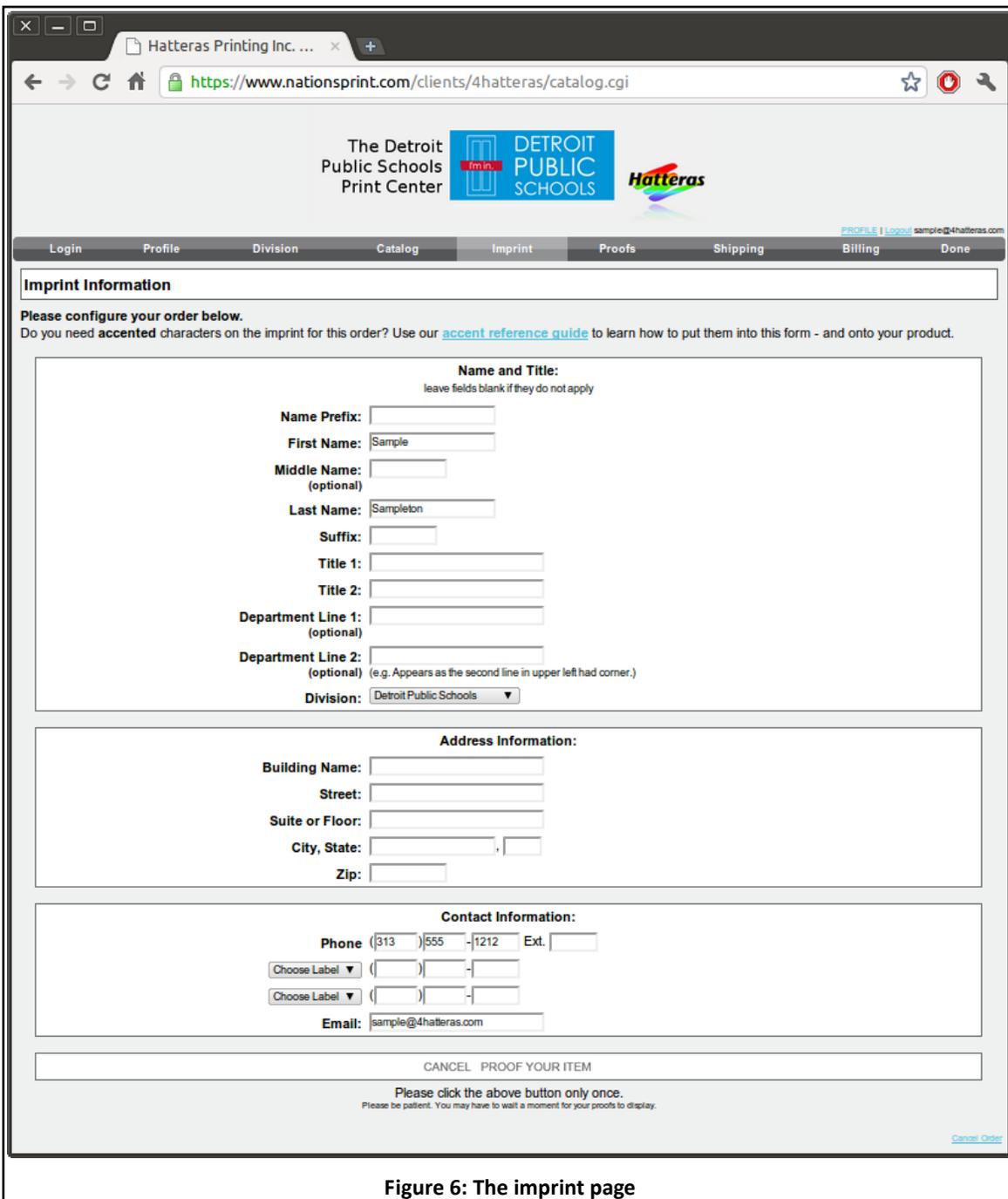
The screenshot shows a web browser window with the URL <https://www.nationsprint.com/clients/4hatteras/profile.cgi>. The page header includes logos for 'The Detroit Public Schools Print Center', 'DETROIT PUBLIC SCHOOLS', and 'Hatteras'. A navigation bar contains links for 'Login', 'Profile', 'Division', 'Catalog', 'Imprint', 'Proofs', 'Shipping', 'Billing', and 'Done'. The main content area displays two business card products. The first is 'DPS Black & White Business Card' with a price of \$10.50. The second is 'DPS Gold Business Card' with a price of \$19.62. Both cards feature the name 'SAMPLE A. SAMPLETON, PH.D., DIRECTOR OF TESTING' and contact information for 'SAMPLE FACILITY, 125 ANY STREET, DETROIT, MI 48207'. Each product listing includes an 'ADD' button.

Figure 5: The catalog page

Selecting items from the catalog.

You will now see the catalog page, shown in Figure 5 above. A list of business card types will be on the left hand side. Clicking on one of these business card options allows you to see the list of items within that category. For example, in Figure 5, Facility cards category is selected, and there are four different types of business cards within that category.

To select a particular item, first choose the desired order quantity from the drop down box that corresponds with that item. You can then proceed with that order by selecting the “Add” button corresponding with that item.



The screenshot shows a web browser window with the URL <https://www.nationsprint.com/clients/4hatteras/catalog.cgi>. The page header includes the Detroit Public Schools Print Center logo and the Hatteras logo. A navigation menu at the top contains: Login, Profile, Division, Catalog (selected), Imprint, Proofs, Shipping, Billing, Done.

Imprint Information

Please configure your order below.
Do you need accented characters on the imprint for this order? Use our [accent reference guide](#) to learn how to put them into this form - and onto your product.

Name and Title:
leave fields blank if they do not apply

Name Prefix:
 First Name:
 Middle Name:
 (optional)
 Last Name:
 Suffix:
 Title 1:
 Title 2:
 Department Line 1:
 (optional)
 Department Line 2:
 (optional) (e.g. Appears as the second line in upper left had corner.)
 Division:

Address Information:

Building Name:
 Street:
 Suite or Floor:
 City, State: ,
 Zip:

Contact Information:

Phone (313) 555 - 1212 Ext.
 Choose Label ▾ () -
 Choose Label ▾ () -
 Email:

CANCEL PROOF YOUR ITEM

Please click the above button only once.
Please be patient. You may have to wait a moment for your proofs to display.

[Cancel Order](#)

Figure 6: The imprint page

Once you complete this task, you will proceed to the imprint page, where you will be able to customize the selected item.

Customizing items on the imprint page

A sample of the imprint page is shown in Figure 6 above. The imprint page will have a series of text boxes or other selections that will allow you to customize your selected item. The exact items that you must fill in will depend upon the item you selected.

Some of the text boxes will already contain information. This information is automatically added from your user profile. If it is not correct, you can alter or add to the information as appropriate. You may leave any unnecessary fields blank.

Proofing your items

On the proofing page, you will be shown an exact image of what your business card will look like. Please review the proof carefully to ensure that all the information is correct.

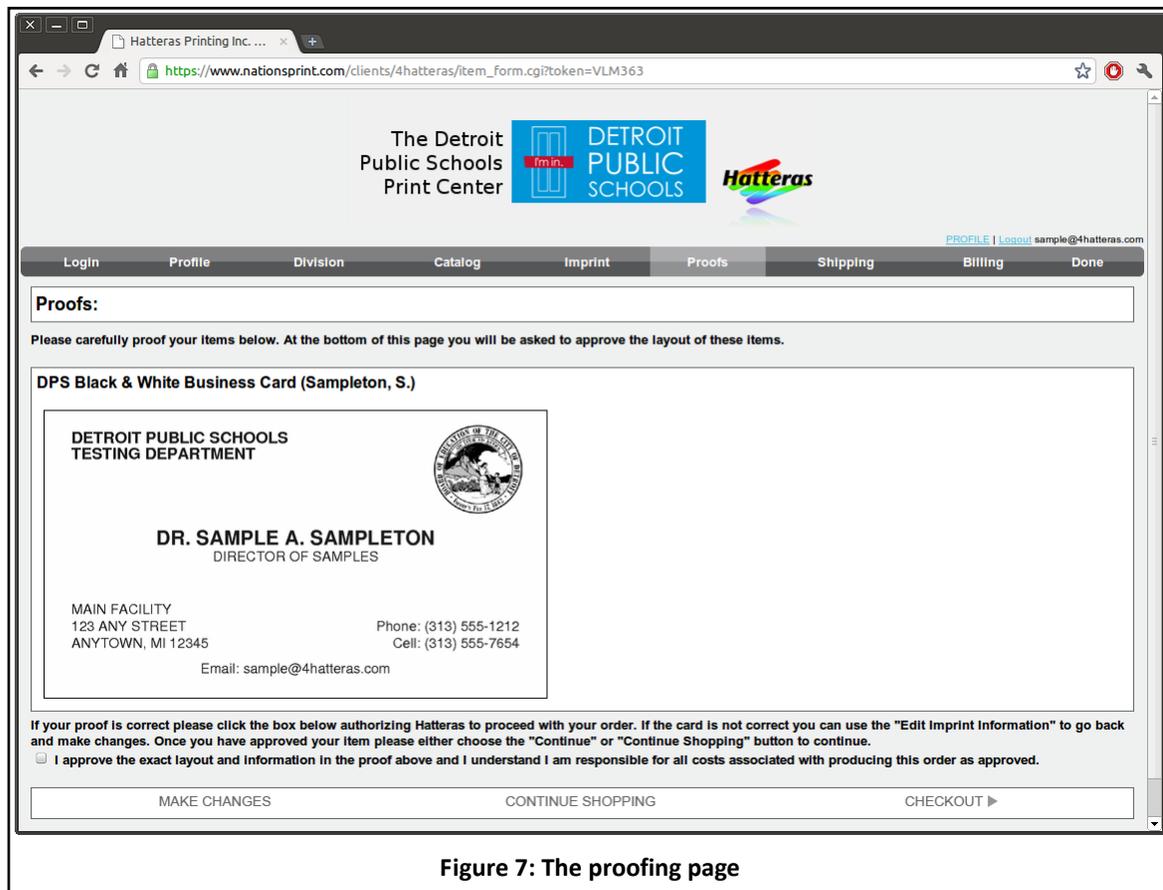


Figure 7: The proofing page

**Tip: Check your Proof Carefully**

You need to take the time to review your proof carefully, letter by letter. Your final item will appear exactly as it is on the screen. Hatteras cannot detect any errors you may make in the proof, and you will be responsible for the cost of the item, even if it is not correct.

If you find errors in your proof that need to be corrected, you can go back to the imprint page by clicking on the “Make Changes” button. The process for editing the information is identical to what is described in the “Customize items on the imprint page” section above.

If the proof is correct, please read the authorization message that states:

“I approve the exact layout and information in the proof above, and I understand that I am responsible for all costs associated with producing this order as approved.”

If you agree with this message, click on the check box to the left of the message.

Once you have done this, you have two choices. If you need to include additional items in your order, click the “Continue Shopping” button. This button will place the item in your shopping basket, and take you back the catalog page, where you may select additional stationery items. If you have selected all of the items that you require, click on the “Checkout” button to begin the process of completing your order. This process is described below.

The checkout process – enter shipping information

After selecting “Continue”, you will see the shipping page. This page is shown in Figure 8 below.

In the uppermost section of the shipping page, you can do the following.

- Alter the quantities of the items you orders, by selecting a new quantity from the drop down box, and clicking on the “Update” button.
- Remove items from the basket, by selecting the “Drop” checkbox, and clicking on the “Update” button.
- Add more items to your basket, by clicking on the “Add Products” button. This button will take you back to the catalog page.

Once you are satisfied that your order is correct, confirm that the information in the requestor section is correct. (It should be correct, as it is automatically pulled from your user profile.)

Figure 8: The shipping page

Finally, in the last section you can add any comments or special instructions in the area provided. Once this is complete, click the “Billing Info” button to proceed to the billing page.



Tip: Only click the “Billing Info” button once

Only click the “Billing Info” button a single time. There may be a delay prior to your order being accepted. If you click it multiple times, you could place duplicate orders.

The checkout process – enter billing information

The billing page is shown in Figure 9 below. On the billing page you are required to enter the following information.

- Purchase Order # / Cost Center

Note: Cost center numbers need to be in the format ##-####.

If you see something wrong with your order or you would like to make changes, you should click on the “MAKE CHANGES” button at the bottom of the Billing screen.

Once all of the appropriate information has been entered into the text boxes you may click “Send Order” to complete your order.



Tip: Only click the “Send Order” button once

Only click the “Send Order” button a single time. There may be a delay prior to your order being accepted. If you click it multiple times, you could place duplicate orders.

Confirmation

Once you have sent your order from the billing screen you will be sent a confirmation email that details your order. Please print out the confirmation, as the order number is necessary for us to track your order.

If you have any problems or concerns, please contact Hatteras Customer Service at (313) 624-3300.

Thank you for using the Hatteras Printing Online Business card ordering system.

The Detroit Public Schools Print Center

DETROIT PUBLIC SCHOOLS

Hatteras

PROFILE | Logout sample@4hatteras.com

Login Profile Division Catalog Imprint Proofs Shipping Billing Done

Billing:

Following is a summary of your order. Please verify that the items and quantities are correct. Then, enter your cost center number to complete your order.

Item	Quantity	Price
DPS Black & White Business Card (Sampleton, S.)	250	\$10.50
Shipping:	DPS Courier Service - \$0.00	
Total Price:		\$10.50

Payment Information:

Choose Billing Method: Account Number/Purchase Order

Please select a payment method above.

If you are charging this order to a DPS account, enter the 39 digit account number below. We will verify your account has sufficient funds prior to starting the order.

If you are paying by check, please make checks payable to Hatteras Printing. The check needs to be delivered to the print center before we will begin producing your order.

If you are paying by credit card, please call 1-313-624-3300 and ask for Monica. We will take your credit card information by phone.

Account Number:
(if applicable)

SEND ORDER

Please click this button **only once**.

Figure 9: The billing page

Hatteras Printing, Inc.

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Phone (313) 624-3300 • Fax (313) 624-3350