



dokshop USER GUIDE

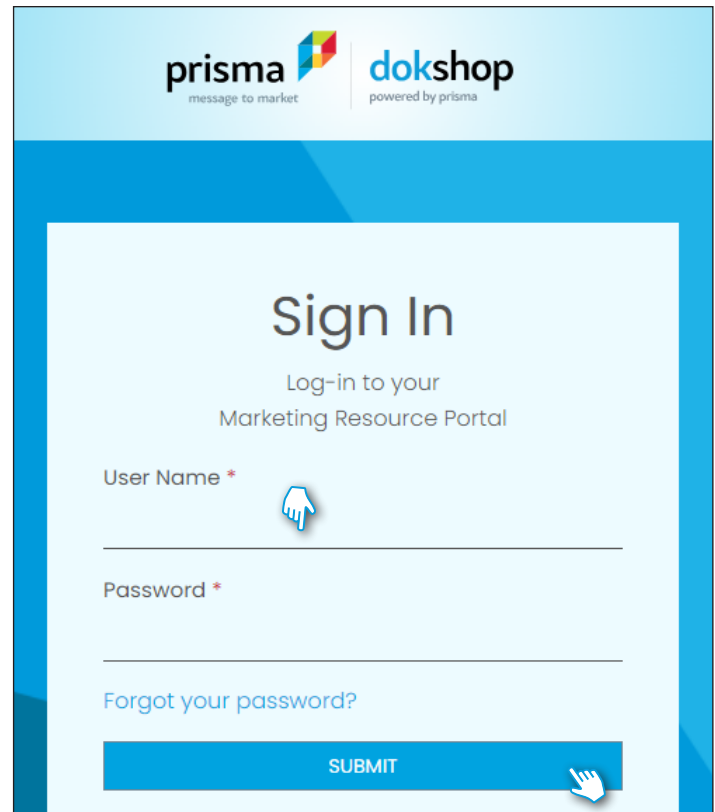
dokshop
powered by prisma

The customer service team at Prisma is here to help.
If you need technical assistance, please reach out to us.

T 888-365-7411
E dokshop@poweredbyprisma.com
2937 East Broadway Road, Phoenix, Arizona 85040
M-F, 8am-5pm (MST)

LOGIN

Visit prismaemp.dokshop.com to log into your dokshop account. Then fill in your username and password supplied to you.



The screenshot shows the 'Sign In' page for the Marketing Resource Portal. At the top, there are logos for 'prisma message to market' and 'dokshop powered by prisma'. The main heading is 'Sign In' with the subtext 'Log-in to your Marketing Resource Portal'. Below this, there are two input fields: 'User Name *' and 'Password *'. A hand cursor is positioned over the 'User Name' field. Below the password field, there is a link that says 'Forgot your password?'. At the bottom, there is a blue 'SUBMIT' button with a hand cursor over it.

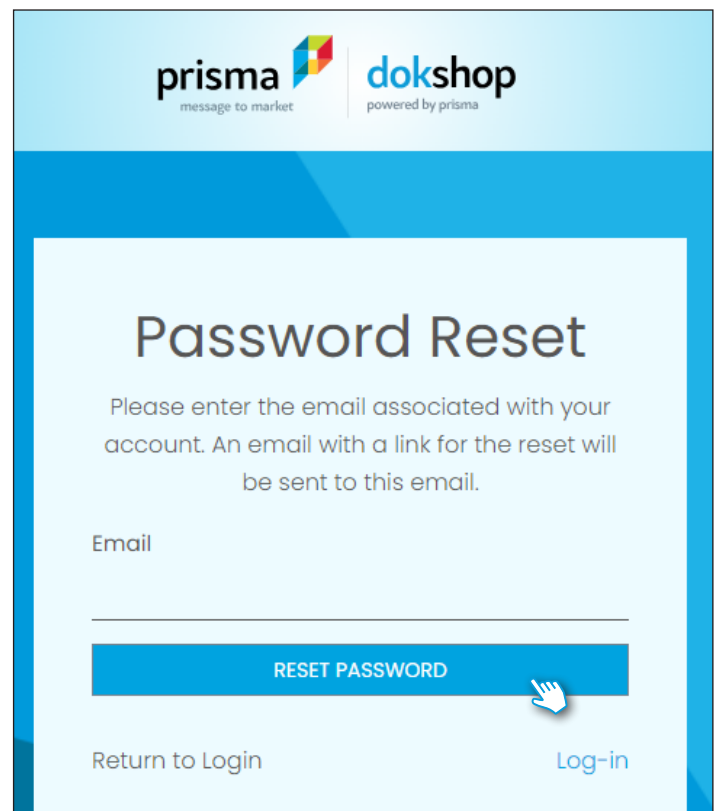
FORGOT/RESET PASSWORD

If you have forgotten your password you can reset it on the login screen. Located above the navy submit button, select [Forgot your password?](#)

You will then be instructed to enter the email linked to your dokshop account. Once entered, select [Reset Password](#).

Once submitted, the system will confirm the entered email is attached to an active account. You will receive a password reset email once confirmed. Open the email and click the link to reset/change your password. Make sure to record your new password where you will have access to it.

Go back to the login screen and enter your new password.

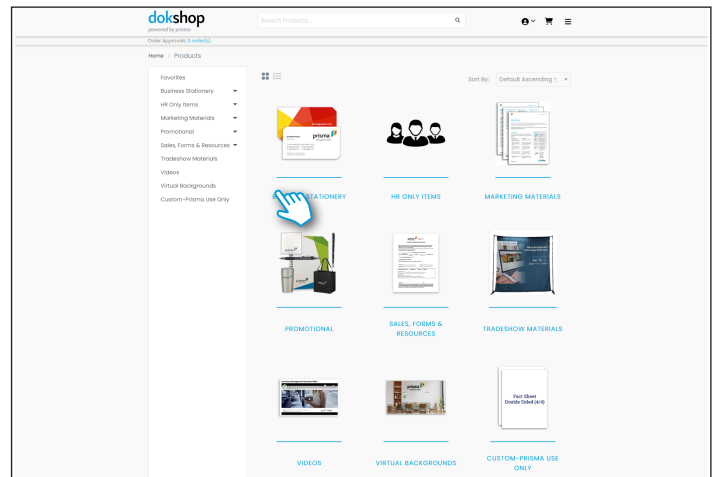
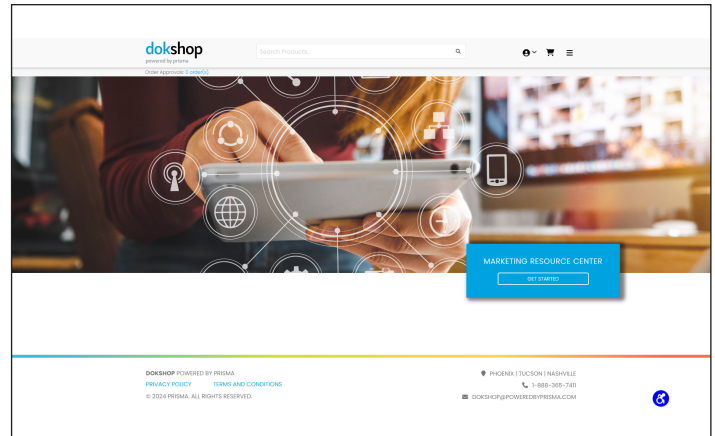


The screenshot shows the 'Password Reset' page. At the top, there are logos for 'prisma message to market' and 'dokshop powered by prisma'. The main heading is 'Password Reset' with the subtext 'Please enter the email associated with your account. An email with a link for the reset will be sent to this email.' Below this, there is an 'Email' input field. At the bottom, there is a blue 'RESET PASSWORD' button with a hand cursor over it. At the very bottom, there are two links: 'Return to Login' and 'Log-in'.

WELCOME

On the welcome page, you have access to the following:

- **Products** - View available categories and order products.
- **Saved Carts** - Find saved carts from previous shopping sessions.
- **Contact** - Contact the dokshop Customer Service Team for support.
- **Profile** - Select the "Profile" tab to view details.
- **Search** - Find items by keyword.
- **Shopping Cart** - Select the shopping cart to view items in your open cart.



PRODUCTS

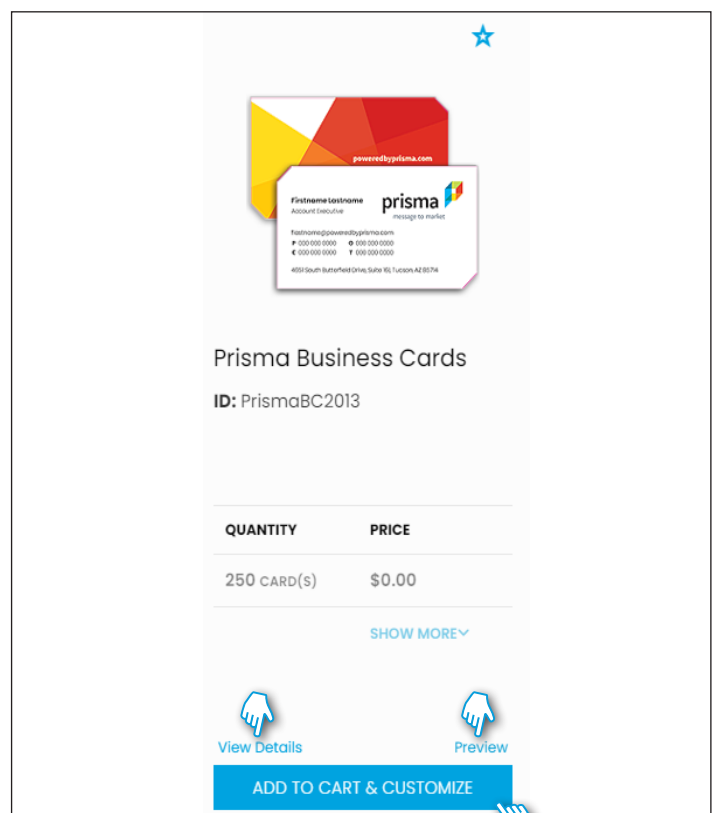
On the top level of a product, you can see the product name and other descriptions.

Select the **Preview** link to view a larger proof.

You can also select **View Details** to see production information, expanded pricing and your order history for that product.

If you wish to order an item that does not require personalization, select **Add to Cart** to proceed to the **Order** page.

If you do not see a product that you need, please reach out the the **dokshop Customer Service Team** to request adjustments to your account.



PRODUCTS - INVENTORY

Inventory products are items that are pre-produced and typically ship within 1-2 business days.



Large Dokshop Business
Card Boxes

ID: LARGE_DOKSHOP_BC_BOXES

PRODUCTS - STATIC POD

Static POD (print on demand) items are non-customizable products that need to be produced before they are shipped. These items typically take 3-5 business days to produce and ship.



Packaging Solutions
Marketing Brochure

ID: PACKAGING_BROCHURE

PRODUCTS - DYNAMIC POD

Dynamic POD (print on demand) items are customizable products that need to be produced before they are shipped. These items typically take 3-5 business days to produce and ship.



Prisma Chalkboard Cube
Sign

ID: Chalkboard_CubeSign

PRODUCTS - CUSTOMIZE PAGE

Select the **Add to Cart & Customize** to proceed the personalization page.

Select and fill out required and/or optional fields on the customization page.

*indicates a required field.

Once you have filled out the form page, click **Generate Proof** to view your proof.

A proof of the product will be displayed for your review. **Please note that this proof is an exact representation of what will print on the final product. Customized products cannot be returned, so please review your proof carefully before accepting.**

You may select **Back** to make edits. If you are happy with your proof, select **Accept Proof** to continue.

PLEASE NOTE: There is an approval process, so all your orders need to be approved before going to production. This may include waiting period.

Use the format 999 999 9999

Toll Free Number
None

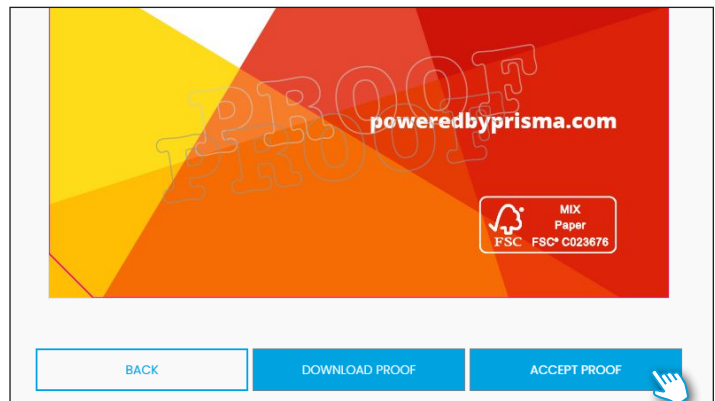
Fax Number
Fax

Use the format 999 999 9999

Email Address
Email Address

Select an Address: *
None

BACK GENERATE PROOF



LINE DESCRIPTION & QUANTITY

After selecting and/or personalizing an item, you will go to the **Order** page. On this page, you can enter the **Item Description** and choose your desired **Quantity**.

The **Item Description** will be your choice of how you want to describe your item to differentiate other products in your order.

When finished, select **Add to Cart**.

Item Description & Quantity

Item Description *
Business Cards

Quantity
250 cards - 1 box

PRICE
\$0.00

BACK ADD TO CART

CART

Once in your shopping cart, you may **Continue Shopping, Close and Save for Later** to finish later (accessible from Saved for Later link), or **Checkout**.

Home / Cart #1298257

Item	Price	
Business Cards ID: PrismaBC2013 Quantity: 250	0.00	EDIT SHOW PROOF REMOVE
Subtotal		\$0.00

CONTINUE SHOPPING X CLOSE AND SAVE FOR LATER CHECKOUT

SHIPPING DESTINATION

When you select **Checkout**, from the cart, you will see the Shipping Destination page.

If you have an address connected to your account, it will populate under the shipping address. Click **Edit** if you'd like to input another shipping address.

You can also **Move Item to New Ship-To Destination** if you want to send different line items to different destinations.


Select **Continue** to review your order shipping methods.

Shipping Destination Shipping Method Billing/Payment Order Confirmation

Cart #1296257

Ship-To Destination 1

Shipping Address: Prisma Graphic
Attn: -AAA Prisma User
2909 E Broadway Rd
Phoenix, AZ 85040
US

ITEM	QUANTITY	PRICE
 Business Cards ID: PrismaBC2013	250 card(s)	0.00

BACK CONTINUE

SHIPPING METHOD

Review and select your desired shipping method.

Select **Continue** to go to the billing/payment page.

Shipping Destination Shipping Method Billing/Payment Order Confirmation

Shipping Address #1

Shipping Address: Prisma Graphic, Attn: -AAA Prisma User 2909 E Broadway Rd Phoenix, AZ 85040 US

Shipping Method
FedEx - Ground Service - Business (\$15.24)

To change the shipping method, please select the method from the drop-down.

1 box at 2 pounds each:
ID: PrismaBC2013 - Prisma Business Cards
Quantity: 250 card(s)
Item Type: Production (Can take 1 to 2 days to produce)

BACK CONTINUE

MULTIPLE SHIPMENTS

PLEASE NOTE: Depending on the products you order, you may see more than one shipment and also, separate prices for these shipments. This is due to certain items shipping from different departments within Prisma.

Inventory items come from our warehouse and will ship from that department.

Static and dynamic print on demand items are produced by one of our production departments and will ship together.

We are unable to combine shipments from separate departments.

Shipping Address #1

Shipping Address: DokShop (TEST ORDER), Attn: Daniel Bautista 2909 E Broadway Rd Phoenix, AZ 85040 US

Shipping Method
FedEx - Ground Service - Business (\$5.00)

To change the shipping method, please select the method from the drop-down.

1 box at 1.35 pounds each:
ID: PIN_0324_BC - Business Card
Quantity: 100 each(s)
Item Type: Production (Can take 1 to 2 days to produce)

Shipping Method
FedEx - Ground Service - Business (\$5.00)

To change the shipping method, please select the method from the drop-down.

1 box at 14 pounds each:
ID: PIN_A-FrameHardware - A-Frame Hardware
Quantity: 1 each(s)
Item Type: Fulfillment (usually ships within 24 to 48 hours)

BILLING/PAYMENT

Your order will be summarized for your review.

You must enter an order description (used in your order history).

Verify your contact information. If you wish to send order and shipping confirmations to multiple email addresses, separate with a ",".

Once completed, select **Submit Order**.

Payment Options		Total	
Payment Type		SUB TOTAL	0.00
Net Terms		TAX	0.00
		POSTAGE	0.00
		ESTIMATED SHIPPING	15.24
		Order Total	15.24

Billing Information	
Company	Attention To
Prisma Graphic	Accounts Payable
Line 1 *	Line 2
2937 E. Broadway Rd.	Address 2
Country *	City *
United States of America	Phoenix
State/Region *	Zip/Postal Code *
Arizona	85040

CONFIRMATION

An order confirmation will display and be emailed to the order email address. In addition, a shipping confirmation with tracking information will be emailed when your order is on its way.

Please note that all orders go through an approval process. If you need an update please reach out to dokshop@poweredbyprisma.com

Thank you for your order! Your order has been submitted for processing. However, this order contains items that need to be reviewed and approved before the entire order can be produced and shipped.

You will be receiving another confirmation when your order is reviewed. This next email message will contain the order's approval status and instructions if any further action is required on your part. Finally, you will receive a final email message when your order ships.

If you have questions and/or comments about this order, please contact us.

Order Detail

Order Number: 1296257
Order Confirmation #: 1296257PRISM726HM
Company Name: Prisma Graphic
Order Description: Test Order
Order Created on: 07/09/2024 10:02 AM
Order Submitted on: 07/09/2024 10:35 AM
Order Submitted by: ~AAA Prisma User (phone: 6023053973)

Line Item Detail

Item: PrismaBC2013
Line Item #: 3124297
Description: Business Cards
Order Qty: 250 card
Sell Price: 0.00
Tax: 0.00
Delivery Print and Ship Type.

ORDER HISTORY

You can check your order's progress via the **Orders** section under the Profile tab. Select **Manage** to access a detailed order summary with order contents, current order status, and tracking information.

If you wish to order a previously ordered product, select the **Reorder** button. If the item is customizable, you will have a chance to review and update any details before viewing a new proof and adding it to your cart.

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Order Approvals: 0 order(s)

Home / Orders

Orders

Order Status * All Order Age * Last 15 Days

Order Number 0 User * ~AAA Prisma User

Item Description
Enter your item description

Size 25 Orders * entries Sort Field Order Number * entries Sort Descending * entries

SEARCH

Result - Orders

Action	Order Number	Status	Order Desc	Created by	Created	Sub
Manage	1296257	Pending Approval	Test Order	~AAA Prisma User	07/09/2024	07/09/2024
Reorder	1296257	Shipped	July 2024 Newsletter	Jill Sanders	07/09/2024	07/09/2024



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