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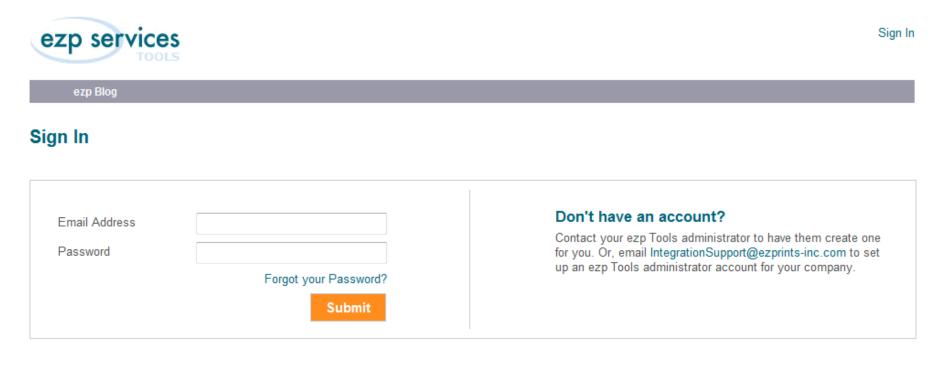
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EZP Order Admin Tool

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e Introduction error **Order Admin Demo** http://tools-portal.ezpservices.com/Presentation Files/index.html

ezprints EZP Admin TooPrints ezpr Log In Page



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http://tools.ezpservices.com/Login.aspx

ezprints Order Information ints ezpr Order Just Received

Product Center Design Center Manage	Orders Account Settings ezp Blog		-
	Enter an order number	Last 7 days - Find	
ezprints Customer Order 355587		What do you want to do?	
ezprints Order 00001-201209051126-45	5720		
Received 9/5/2012 11:27 AM		Upgrade Shipping Method	
Click here to show line item deta	ils	Change Shipping Address	
Shipment 16220203: 1 of 1 - Expr	ess	Cancel This Order	
JOHN DUCAS 1890 BEAVER RIDGE CIR STE A SUITE A NORCROSS GA, 30071-3843 USA jwducas@gmail.com		Request Refund	;Z
Received Sep 5 2012 11:27AM			
24x36 Matte Print (1 line items / 1 units)			

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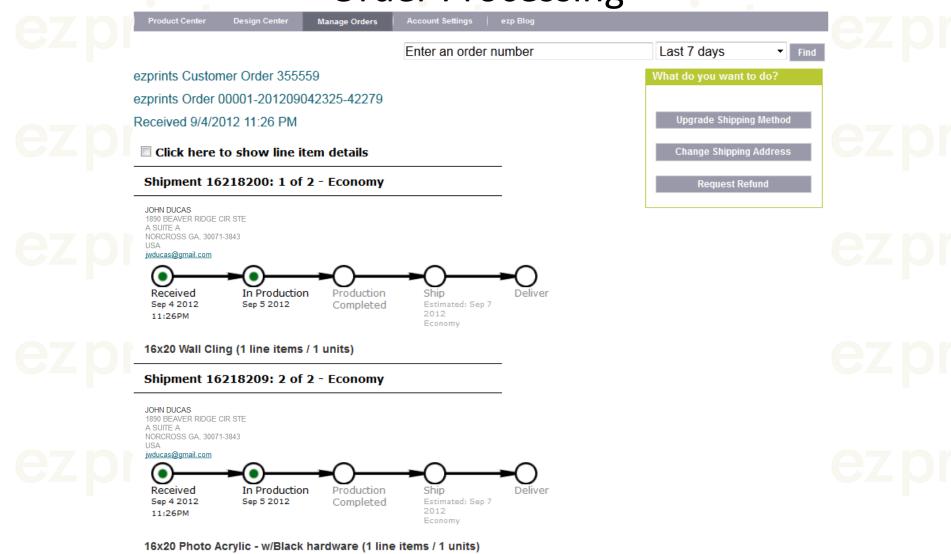
ezprints Order Information ints ezp

Order Just Received Interpretation

- The order admin tool displays the following:
 - Order number
 - Shipping Method
 - Customer information
 - The address displayed is the shipping address.
 - The order date
 - The products ordered
 - You can view the ordered images by checking the "Click here to show line item details"
- The "Cancel This Order" option is only briefly available after an order has been received. If the option is not visible the order cannot be cancelled.

zprints Order Information Ints ezpl

Order Processing



ezprints Order Information ezpr Order Processing Interpretation

- When an order has entered production, the following information is displayed in addition to the previous information:
 - The date the order entered production
 - The date production was completed
- If an order is going to be shipped in multiple shipments, the products included in each shipment will be displayed.

Order Information Into Ezp

Order Shipped

Product Center Design Center Manage Orders	Account Settings ezp Blog		
	Enter an order number	Last 7 days Find 	
ezprints Customer Order 355393		What do you want to do?	
ezprints Order 00001-201209032039-28839	1		
Received 9/3/2012 8:40 PM		Resend Order	
☑ Click here to show line item details		Request RMA Number	
Shipment 16210026: 1 of 1 - UPS Sure 1ZWR8754YW02477742	ePost	Request Refund	
Shipping History Date Carrier Service Weight 9/4/2012 UPS SurePost 0.3125	t Tracking Number 1ZWR8754YW02477742		
JOHN DUCAS 1890 BEAVER RIDGE CIR STE A SUITE A NORCROSS GA, 30071-3843 USA			
jwducas@gmail.com Received Sep 3 2012 8:40PM	Sep 4 2012		
11x14 Glossy Print (1 line items / 1 units)			
10091 198829352 1 11x14 Glossy Print			
img_317744360.jpg Original Image Location: http://apps.ezprints.com/ac-4	I51b-a0c4-aacfc20246eb		
1;MainPhotoRegion img_317744364.jpg Original Image Location:			

http://ezprints.com/myPro...&login=egclifford@aol.com

ezprints Order Information ints ezpr Order Shipped Interpretation

- Once an order has shipped the previous information is still listed in addition to:
 - The shipping carrier and tracking number, if available.
 - The date shipped.
 - In some cases, the expected delivery date.
- More shipping details can be viewed by clicking on the "Shipping History" link.

Shipping Information Ship Types and Expected Delivery Times

Shipping Category	Possible Shipping Carriers/Methods Used	Expected Delivery Time
	Domestic : UPS Mail Innovations, USPS First Class,	
znrint	UPS Surepost	Domestic: 7 to 10 Business Days
		International: 7 to 14 Business
Economy (FC)	International: Access World Wide International	Days
Express (PM)	Domestic: USPS Priority Mail, UPS Ground Delivery	2 to 5 Business Days
7 nrint	Domestic: UPS 2 Business day delivery, UPS Ground	nrints 07
	Delivery	Domestic: 2 Business Days
2-3 Day Option (SD)	International: UPS International Economy	International: 3-5 Business Days
Next Business Day	•	•
(ON)	Domestic: UPS Standard Overnight	1 Business Day

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Shipping Information Tracking Information Per Ship Type

Carrier	Tracking capability
USPS First Class Mail	No tracking numbers provided
USPS Priority Mail	
(www.usps.com)	Tracking numbers provided. ie: 9405510200881266555550
znrints e	From pick up at ezprints to hand off to USPS, we can track
UPS Mail Innovations	the package using our ezprints order #. No delivery
(www.packagetrackr.com)	confirmation is provided.
UPS SurePost	
(www.ups.com)	UPS tracking number provided. ie 1ZWR8754YW00952698
UPS Ground	
(www.ups.com)	UPS tracking number provided. ie 1ZWR8754YW00951234
UPS 2 Day	znrints eznrints ezr
(www.ups.com)	UPS tracking number provided. ie 1ZWR8754YW00925475
UPS Overnight	
(www.ups.com)	UPS tracking number provided. ie 1ZWR8754YW00953269

•Access World Wide and USPS First Class are not traceable.

EZOTIONS Order Actions Pre Shipment Action Options

What do you want to do?

Upgrade Shipping Method

Change Shipping Address

Cancel This Order

Request Refund

- Upgrade Shipping Available to upgrade the shipping method for delayed or problem orders.
- Change Shipping Address Allows us to change or make corrections to the shipping address submitted.
- Cancel Order This option is only briefly available between the time an order is submitted until it has entered production. If the option is not available the order cannot be cancelled.
- **Refund Request** This request is sent to our accounting department to request a refund for an order. If only a portion of the order is being refunded, un-check the "apply to whole order" box and check the box beside the items affected . Include details in the "Comments" box.

Order Actions EZO Post Shipment Action Options

What do you want to do? Resend Order Request RMA Number Request RMA Number Request Refund

ezprints ezp

• **Resend Order** – This is a reprint request for orders not received, orders missing items, or damaged orders. You can reprint the entire order, by leaving the "apply to whole order" box checked, or individual items ,by unchecking the "apply to whole order" box and checking the specific items. You can also change the shipping address and upgrade the shipping method.

• **Request RMA** – This is a request to send the customer a return shipping label. These are only used for large value orders that are damaged, processed incorrectly, or unwanted. You can apply to the entire order or specific items as above. We receive these requests and send the label to the e-mail address listed in the order.

•Request Refund – Same as previous slide.

Order Actions Resend Order Order Admin Tool Resend Video Example http://screencast.com/t/iVfftYc6iDm1

Order Actions Clints ezpl

Selecting A Specific Item

	Enter an order number	Last 7 days - Find
ezprints Customer Order 355399		Request Refund
ezprints Order 00001-201209032108-29177		By requesting an order to be refunded, you acknowledge that your request
Received 9/3/2012 9:09 PM		may be denied.
Click here to show line item details		✓ I agree to the <u>terms of service</u>
Shipment 16210200: 1 of 1 - UPS MI E	xpedited	Apply to whole order
Irregular <u>16210200</u> Shipping History		Uncheck to choose individual line items.
JOHN DUCAS 1890 BEAVER RIDGE CIR STE A SUITE A NORCROSS GA, 30071-3843 USA		Apply Shipping Charge
	 O	Problem Type Misapplied promotional code 👻
Received In Production Production Sep 3 2012 Sep 3 2012 Complete 9:09PM Sep 4 2012	Shipped Deliver Sep 5 2012 UPS MI Expedited	3
_	Irregular	Comments
10x15 Glossy Print (2 line items / 2 units)		5% off 5x7 promotion was not applied. Please refund appropriately.
🗏 4 Wallet Prints - Glossy (1 line items / 1 unit	ts)	
•		

ezprints ezpriavs ezprints ezpr

Address Verification System

- ezprints has an Address Verification System (AVS) in place to check the shipping address of orders for inaccuracies prior to the order entering production. Below are the steps in the AVS process if an order fails address verification
 - 1. An e-mail notification is sent to the partner.
 - 2. A notification is created by the partner and sent to the customer.
 - 3. The customer replies with confirmation of the address or an updated address.
 - The action to resolve is selected by the partner the Admin Tool.

ezprints ezprints ezprints ezpr

E-mail Notification Sent From EZP

From: support@ezprints-inc.com

Subject: Problem Order 355530(EZP Reference 00001-201209042207-41455)

Dear Partner,

This order has been placed on hold for the following reason and requires an action from you.

A shipping address in this order failed address verification.

We will delete the order within 10 business days of this notice if it has not been resolved.

To resolve the issue, please visit <u>The EZ Prints Order Administrator</u>

Please do not reply to this email; it is an automatic notification.

Sincerely, The Customer Care Team

ezprints ezprints ezprints ezpr

ezprints ezpriAVS ezprints ezpr Admin Tool Resolutions View

address for this shipment What would you like to do? Ship as is resolve	Request	Problem Type	Items Affected	Requestor	Comments	Status	Date Submitte
		Shipping - AVS	<u>16217616</u>	avs	a problem verifying the address for this	Pending	9/4/2012 10:28:55 PM
	What w	ould you like to d	o? Ship as is	6	res	olve	
Fix this by							
Ship as is Cancel order							

What do you want to do?	Z	
Upgrade Shipping Method		
Change Shipping Address		
Request Refund		

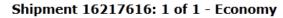
ezprints Customer Order 355530

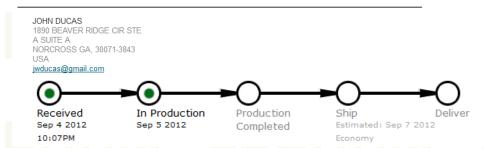
ezprints Order 00001-201209042207-41455

Received 9/4/2012 10:07 PM

1st notification 9/4/2012

Click here to show line item details





zpr

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ezprints ezpriAVS ezprints ezpr

Resolution Action Descriptions

- Ship as Is: The order will be shipped to the address as it is listed.
- Cancel Order: We will cancel the entire order.
- Cancel Affected Items: Not Applicable
- Update Shipping: We will ship the order to the updated address.
 - Important Note: The shipping confirmation e-mail is preformatted and will not display the updated address.

ezprints ezprints ezprints ezpr On Hold Orders

- An order is usually placed on hold due to a lab exception, i.e. the top of someone's head is cropped off. These issues are resolved in the same fashion as AVS orders.
 - 1. An e-mail notification is sent to the partner.
 - 2. A notification is created by the partner and sent to the customer.
 - 3. The customer replies with the desired course of action.
 - 4. The action to resolve is selected by the partner the Admin Tool.

ezprints ezprints ezprints ezpr

E-mail Notification Sent From EZP

From: support@ezprints-inc.com

Problem Order 355260(EZP Reference 00001-201209020047-08374)

Dear Partner,

This order has been placed on hold for the following reason and requires an action from you.

Cropping

We will delete the order within 10 business days of this notice if it has not been resolved.

To resolve the issue, please visit The EZ Prints Order Administrator

Please do not reply to this email; it is an automatic notification.

Sincerely, The Customer Care Team

ezprints ezprints ezprints ezpr

Zorints On Hold Orders CZP Admin Tool Resolutions and Image Preview

Request	Problem Type	Items Affected	Requestor	Comments	Status	Date Submitte
Generate Problem	Other	<u>198694020</u>	fsims@ezprints- inc.com	Aspect ratio	Pending	9/4/2012 11:53:50 AM
What we	ould you like to do	o? Ship as	is	✓ resolve	e	

What do you want to do?	
Upgrade Shipping Method	
Change Shipping Address	
analige ampping rudious	
Resend Order	
Request Refund	
Request Keluliu	

* It can sometimes take up to an hour for changes made in this tool to propagate to our fulfillment system. Items will appear in this list until they have been successfully updated in our fulfillment system.

ezprints Customer Order 355260

ezprints Order 00001-201209020047-08374

Received 9/2/2012 12:48 AM

1st notification 9/4/2012

1st notification 9/4/2012

Click here to show line item details

Shipment 16198908: 1 of 1 - Economy

JOHN DUCAS 1890 BEAVER RIDGE CIR STE A SUITE A NORCROSS GA, 30071-3843 USA ivducas@gmail.com

10x12 Lustre Print (1 line items / 1 units)

50039 198694019 1 10x12 Lustre Print



sibling1.jpg img_317416092.jpg Original Image Location: http://ezprints.com/myPro..login=nikog%40charter.net

5x7 Matte Print (1 line items / 1 units)

Aspect ratio

10053 198694020 1 5x7 Matte Print Issue:Other



sibling13.jpg img_317416094.jpg Original Image Location: <u>http://ezprints.com/myPro...login=nikog%40charter.net</u>

ezprints On Hold Orders ints ezpr Resolution Action Descriptions

- Ship as Is: We will ship the entire order as it printed.
- Cancel Order: We will cancel the entire order.
- Cancel Affected Items: We will only cancel the affected items and ship the remainder of the order.
- Update Shipping: Not Applicable

ezprints ezprints ezprints ezpr

ezprints ezpReturnsezprints ezpr

Carrier Returns

- Occasionally orders will be returned by the carrier due to the package being undeliverable. These issues are resolved in the same fashion as AVS and On Hold orders.
 - 1. An e-mail notification is sent to the partner.
 - 2. The partner will acknowledge the return in the Admin Tool
 - 3. A notification is created by the partner and sent to the customer.
 - 4. The customer replies with confirmation of the address or an updated address.
 - The action to resolve is selected by the partner the Admin Tool.

ezprints ezpReturnsezprints ezpr

E-mail Notification Sent From EZP

From: support@ezprints-inc.com

Subject: Problem Order 616650(EZP Reference 814940142815358598)

Dear Partner,

This order has been placed on hold for the following reason and requires an action from you. Undeliverable.

We will delete the order within 10 business days of this notice if it has not been resolved.

To resolve the issue, please visit The EZ Prints Order Administrator

Please do not reply to this email; it is an automatic notification.

Sincerely, The Customer Care Team

ezprints ezpReturnsezprints ezpr Admin Tool Return View

ou want to do?

Resend Order

quest RMA Number

Request Refund

RequestProblem TypeItems AffectedRequestorCommentsStatusDate SubmittedGenerate ProblemUndeliverableallkfelixUndeliverable.Pending5/31/2012 11:54:49 AMWhat w-u like to do:Ship as isstatusstatusstatusGenerate ProblemOrder Returnedalladmin kfelixUndeliverable.Approved By admin kfelix5/31/2012 11:54:45 AM	🛕 Is	Issues or Pending actions*						
Problem Undeliverable all Ktelix Undeliverable. Pending 11:54:49 AM What would you like to do? Ship as is resolve Generate Problem Order Returned all admin kfelix Undeliverable. Approved By admin 5/31/2012 11:54:45 AM	Request	Problem Type	Items Affected	Requestor	Comments	Status	Date Submitted	
Generate Problem Order Returned all admin kfelix Undeliverable. Approved By 5/31/2012 admin		Undeliverable	all	kfelix	Undeliverable.	Pending		
Generate Problem Order Returned all admin kfelix Undeliverable. By admin 5/31/2012 11:54:45 AM	What wo	ould you like to do	Ship as is	S	▼ re	solve		
		Order Returned	all		Undeliverable.	By		

Resolution:Acknowledge Return5/31/2012 12:16:49 PM by admin kfelix Outcome: Approved 5/31/2012 12:16 PM by kfelix

- If an order has been returned more than once from the same address, an alternate address is needed to reship the order.
- Acknowledging the return is to confirm the e-mail notification was received.

ezprints ezpReturnsezprints ezpr Customer Returns

- When a customer returns an order, we make a note in our admin tool and an e-mail notification is sent to our partner. There are two possible actions for a customer return. A reprint or a refund.
 - A reprint is for the exact item ordered. Reprints are usually used for damaged orders or orders not received.
 - We are not able to make any changes to the items in an order once it has been submitted.
 - If changes to the order are required by the customer, a new order will need to be submitted.
 - ezprints will keep the images in an order for 45 days. After 45 days the order will expire and will not be available to reprint.
 - ezprints will refund our partner for orders damaged in processing or shipping. ezprints cannot be responsible for low resolution images or images submitted with incorrect cropping.

ezprints ezprints ezprints ezpr Escalation Paths

- Below are steps for communication/escalation paths in the event an agent needs to reach out to ezprints.
 - The Admin tool is usually the right place to ask any order specific questions. On the main page, you will see a button at the bottom right hand corner. This will allow you to add comments about particular order.
 - You can also email directly to <u>support@certifiedcustomercare.com</u>. Our agents will help resolve any escalations if they cannot be completed in the portal.
 - ezprints can also be reached by phone at (888) 267-7574
 - Monday Friday 8am-7pm EST

ezprints ezprints ezprints ezpr Helpful Links

- EZP Admin Tool
 - <u>http://tools.ezpservices.com/Login.aspx</u>
 - Integration Documentation
 - <u>http://tools.ezpservices.com/Documentation/</u>
 - Product Catalog
 - <u>http://tools.ezpservices.com/Documentation/Get</u>
 <u>File.aspx?File=ezprintsProductCatalog.pdf</u>
 - Product Shots
 - <u>http://prodshots.ezprints.com/</u>