



Partner Order Administration Tool

Administrator Operating Guide

Contents

| | |
|---------------------------------|---|
| Getting Started | 2 |
| Searching for an Order | 2 |
| Order Status | 2 |
| Order Cancellation | 3 |
| Refund Request | 4 |
| Returns | 5 |
| Resend Request | 5 |
| Update Shipping Address | 5 |
| Upgrade Shipping Method Request | 5 |
| Workflow Notes | 6 |

Getting Started

URL: <http://orderadmin.ezpservices.com/login>

To log in use the username and password that was provided to you from the ezprints team. Once logged in you will be able to reset your password; to do so click on the "My Account" tab at the top of the home page, this will take you to the account info page where you can reset your password.

Searching for an Order

From the search bar, located at the top of the Home screen, you can search for orders using a wide range of customer information; such as first/last name, email address or order number. Simply type in your search criteria and click "Find".

For a more detailed search option you can click "Manage your orders" and "Find order"; here you will be able to include the status of your order.

Order Status

Once you have reached the order details page you are able to view the status. Each shipment has an order status bar; example below following with definition to each status:



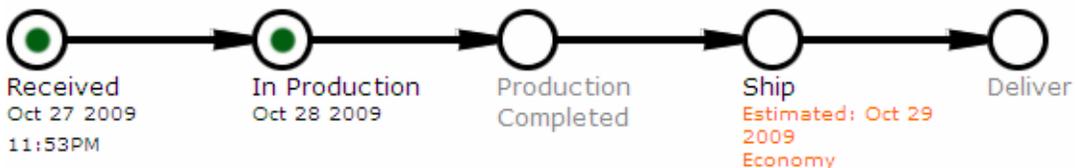
Received means that the order has been received by ezprints

In Production means that the order is waiting to be manufactured

Production Complete means that the order is waiting to be shipped

Shipped means that the order has been processed through the shipping station and is waiting to be picked up by the carrier service; prior to the status being complete there will be an estimated ship date based on the received date

- If the order passes the estimated ship date it will be highlighted in red to give emphasis to the order being out of SLA. Most of the time this is the result of an exception to the order. Example below:



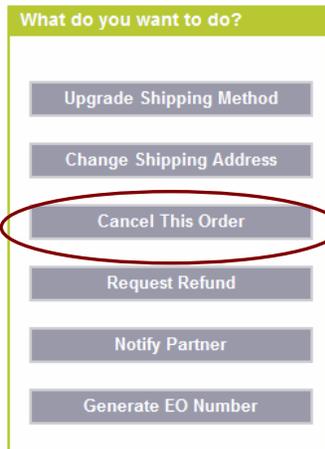
Delivered is when the order is expected to reach its destination; this is an estimated date which is calculated by the Shipped date and shipping method

- Once the order is shipped you will be given an estimated delivery date based on the ship date and shipping method. Example below:



Order Cancellations

To cancel an order, click on the "Cancel This Order" action button in the "What do you want to do?" box on the order details page, fill out the prompted form and click "Cancel Order".



Note that once a cancel request is submitted the order is automatically canceled.

If the "Cancel This Order" option is not available in the "What do you want to do?" box then the order is too far into the production process to be canceled. The customer would then have to wait to receive the order and then return for a refund.

Refund Request

To request a refund click on the "Request Refund" action button in the "What do you want to do?" box on the order details page, fill out the prompted form and click "Request Refund".

The form will allow you to "apply to whole order" or select specific orderlines to have refunded. You will also have the option to include shipping charges or request a refund on the shipping charges only.

When requesting a refund on specific orders lines first you will need to click the check box "Click here to show line item details" then un-check the "apply to whole order" check box on the "Request Refund" form; this will allow you to select specific orderlines.

After selecting all associated orderlines and filling the form you can "Request Refund".

ezprints Order 00392-200911021556-17699
Received 11/2/2009 3:57 PM
ezprints Order 00392-200911021556-17699
Received 11/2/2009 3:57 PM

Click here to show line item details
[Click here to open this order in the legacy Order Admin tool...](#)

Shipment 8247997: 1 of 1 - Economy

JANE DOE
1234 TANNER ST
ATLANTA, GA 30019

Received Nov 2 2009 3:57 PM → In Production → Production Completed → Ship Estimated: Nov 4 2009 Economy → Deliver

Mouse Pad (2 line items / 2 units)

10101 105554884 1 Mouse Pad

Your Image Here
img_119943631.jpg
Original Image Location:
http://ezprints_385111180-1421173573.jpg

10101 105554884 1 Mouse Pad

Your Image Here
img_119943632.jpg
Original Image Location:
http://ezprints_385111186-1421173574.jpg

< Previous Order Next Order >

Request Refund

By requesting an order to be refunded, you acknowledge that your request may be denied.

I agree to the [terms of service](#)

Apply to whole order
Uncheck to choose individual line items.

Apply Shipping Charge

Problem Type
Please select...

Comments

Request Refund

Ignore Changes

Returns

To request return information you can click on the "Request RMA Number" in the "What do you want to do?" box on the order details page, fill out the prompted form and click "Resend Order".

Once the request is submitted the ezprints team will return your RMA number to have the package shipped back.

Resend Request

To request a resend click on the "Resend Order" action button in the "What do you want to do?" box on the order details page, fill out the prompted form and click "Resend Order".

This form gives you the option to specify the orderlines that need to be reprinted, change the shipping address, override shipping address if necessary as well as upgrade the shipping method.

Why would you override the shipping address? All address changes go through the Address Verification System (AVS) and there are times that this system will reject the address before the request is submitted. If this is the case you should confirm the address change with the customer and check the "Override Address Verification" box and submit the resend request.

Update Shipping Address

To make changes to the shipping address click on the "Change Shipping Address" action button in the "What do you want to do?" box on the order details page, fill out the prompted form and click "Upgrade Shipping".

If this action is not available then the order has shipped already and the shipping address can not be updated. If not successfully delivered the order will be returned to the shipper and the address will be updated and reshipped.

This action will run the address back through our Address Verification System (AVS). If the change is not accepted by the AVS you will get an error. To override this step you have the option to "Override Address Verification". Before doing this, be sure to confirm the address change, check the "Override Address Verification" box and resubmit the change.

Upgrade Shipping Method Request

To request for the shipping to be upgraded click on the "Upgrade Shipping Method" action button in the "What do you want to do?" box on the order details page, fill out the prompted form and click "Upgrade Shipping".

With this request the EO agent will upgrade the shipping method one level unless noted differently in the Comments section of the request form.

Workflow Notes

For all requests, other than shipping address change or canceling an order, the request will be sent to the ezprints EO team. They will then evaluate the request and take action. The request will be in a pending state until approved or rejected. There is an 8 business hour SLA for the request to be approved or rejected.

Need further training or assistance on the Partner Order Administration Tool?

If further assistance is needed on using the Partner Order Administration Tool you can view the tutorial at http://orderadmin.ezpservices.com/Presentation_Files/index.html and if additional assistance is needed beyond that you can reach out to the ezprints team by clicking on the [contact us](#) link that is located on the home page.