New Partner Introduction Guide

ezprints

EZP Order Admin Tool

I. Order Admin Demo
II. Order Information
III. Shipping Information
IV. Order Actions
V. AVS
VI. On Hold Orders
VII. Returns
VIII. Escalation Paths
IX. Helpful Links

ezprints

Introduction

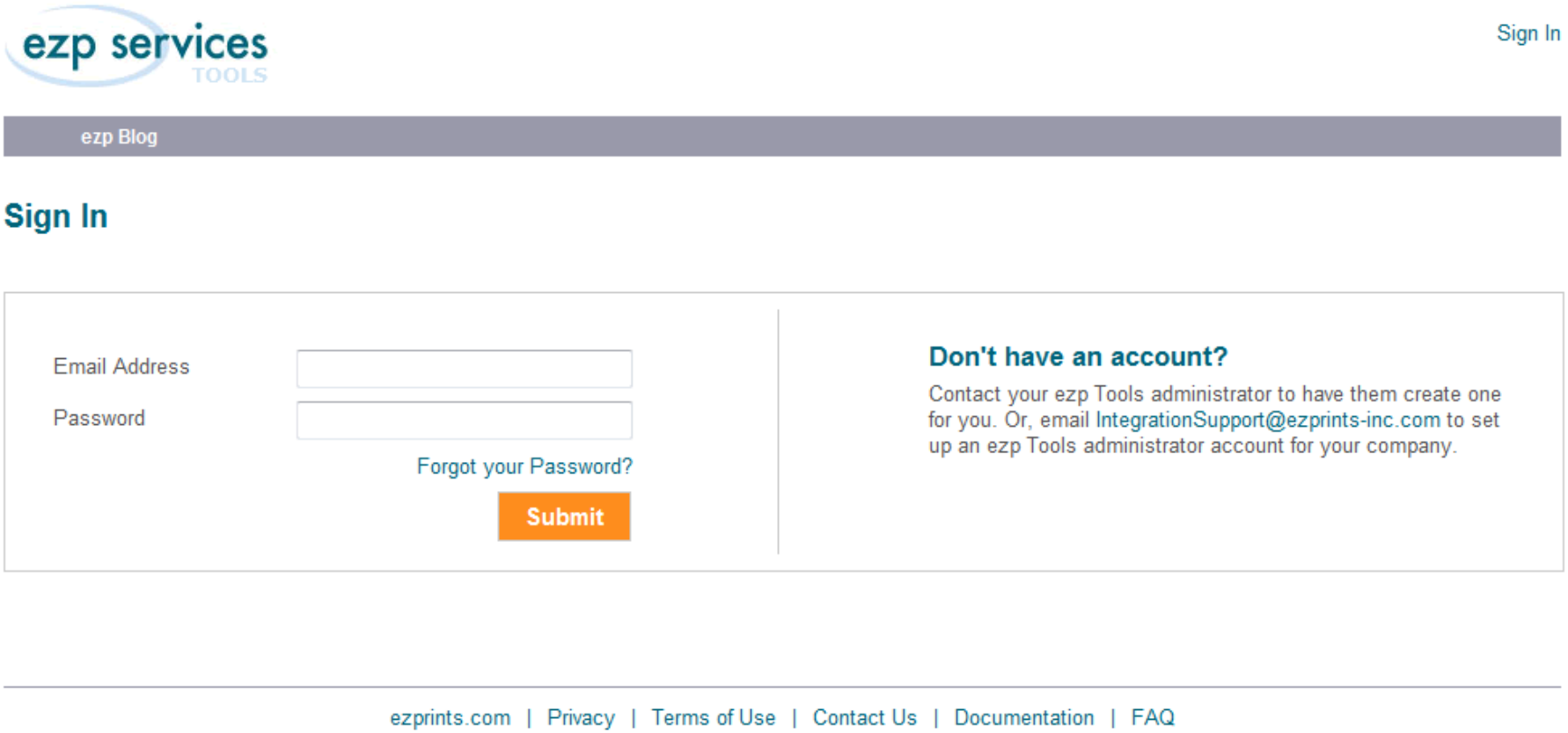
Order Admin Demo

http://tools-portal.ezpservices.com/Presentation_Files/index.html

ezprints ezprints ezprints ezpr

EZP Admin Tool

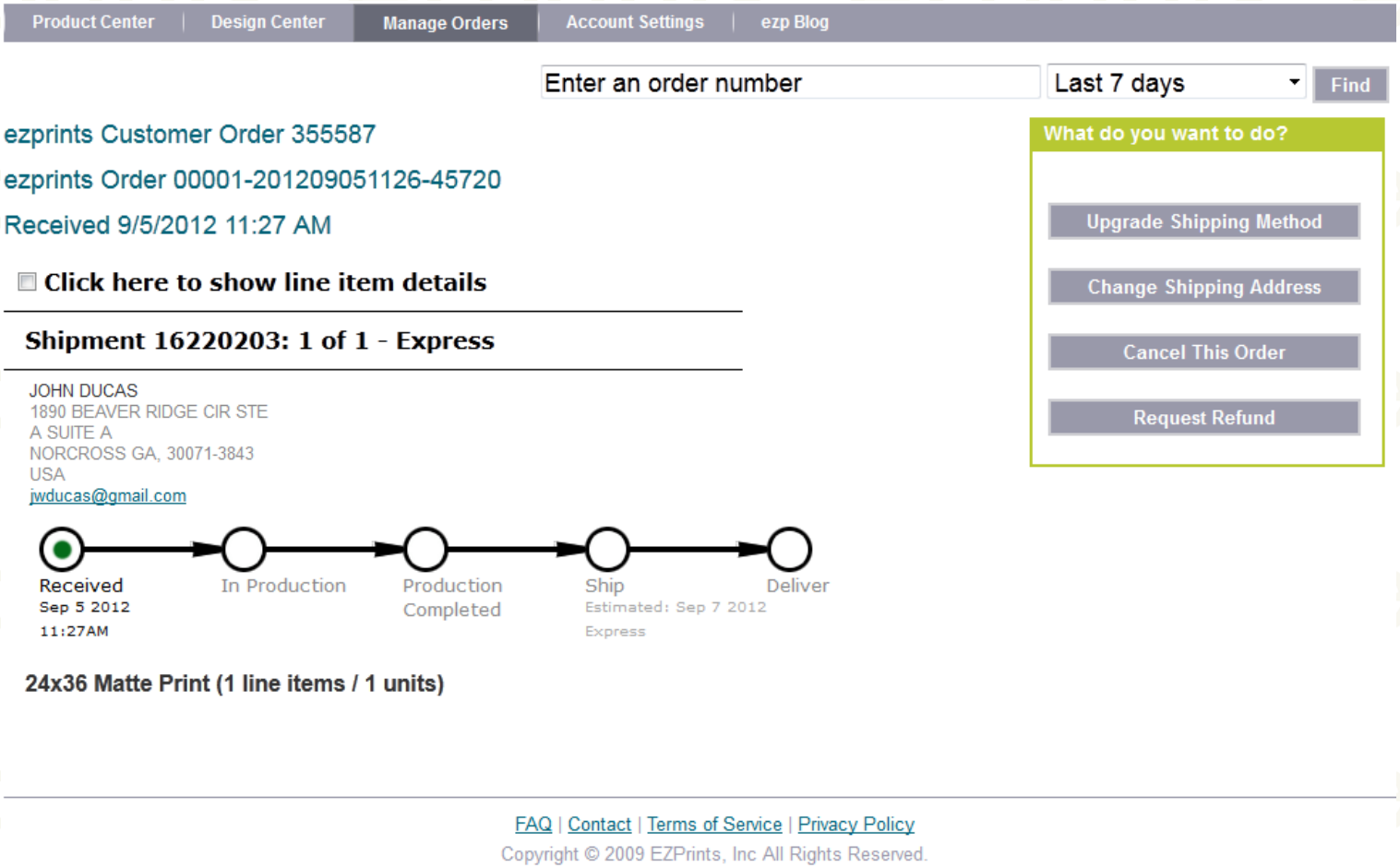
Log In Page



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

Order Information

Order Just Received



Order Information

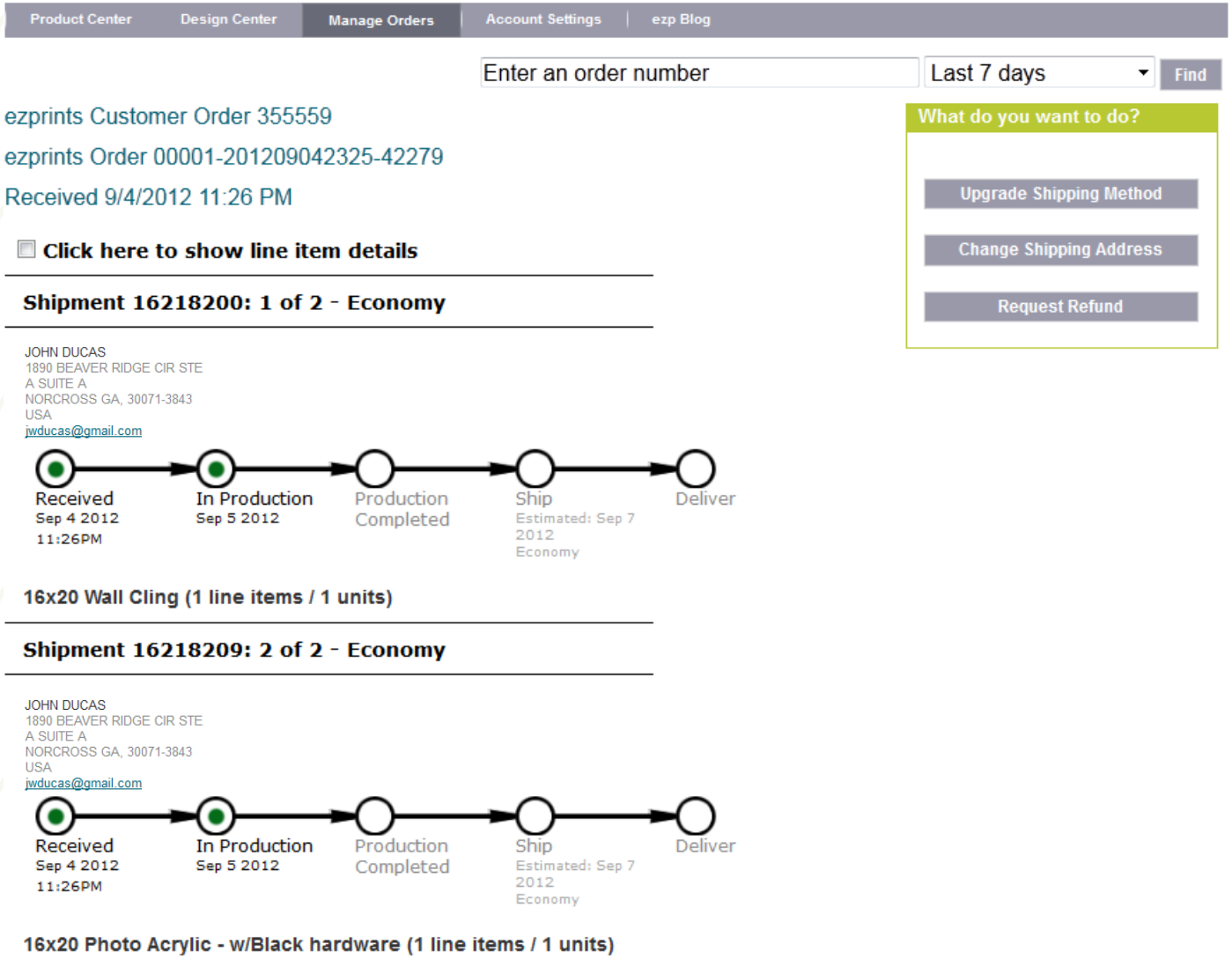
Order Just Received Interpretation

- 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.

ezprints

Order Information

Order Processing



Order Information

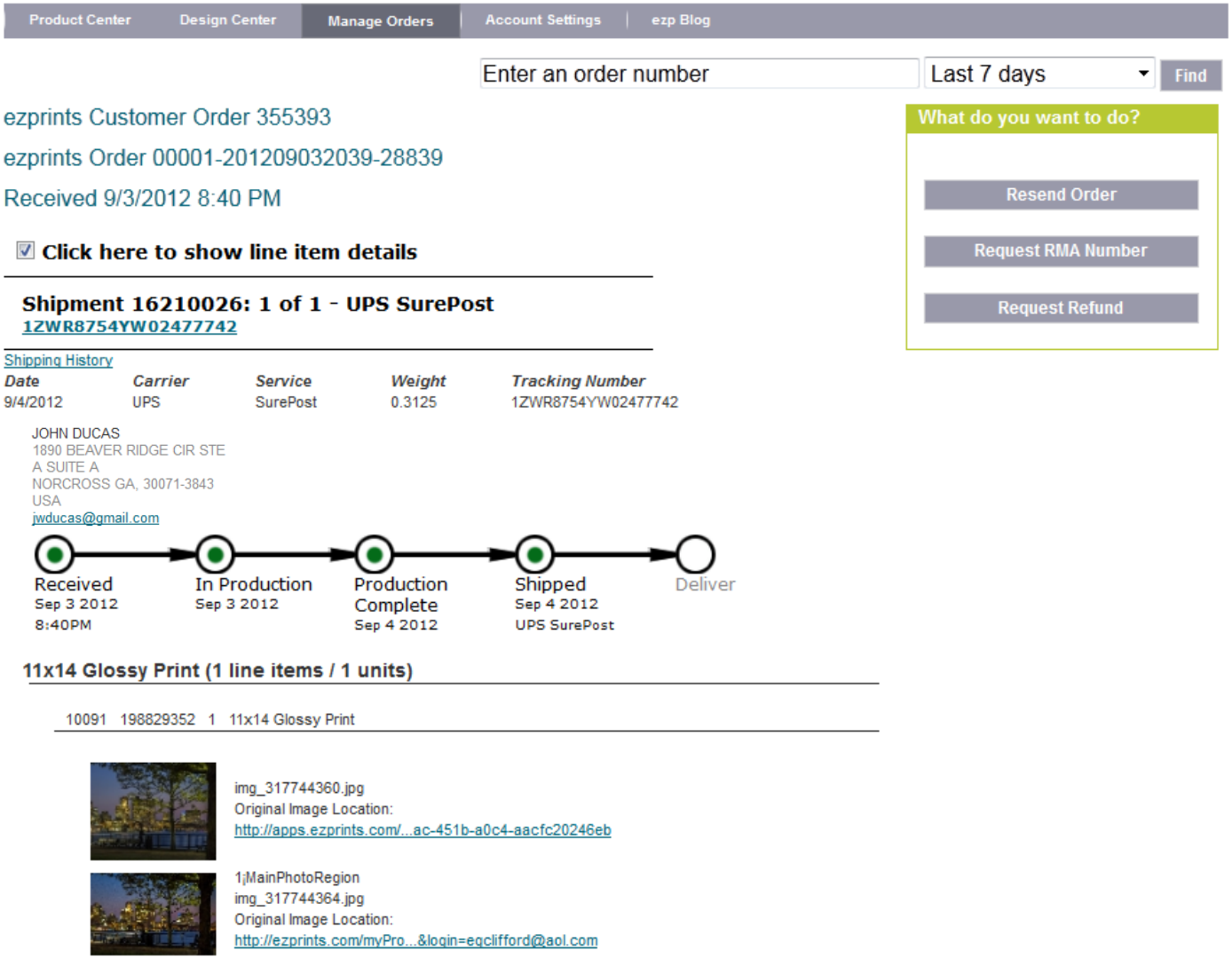
Order Processing Interpretation

- 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.

ezprints

Order Information

Order Shipped



Order Information

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.

ezprints

Shipping Information

Ship Types and Expected Delivery Times

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

ezprints

Shipping Information

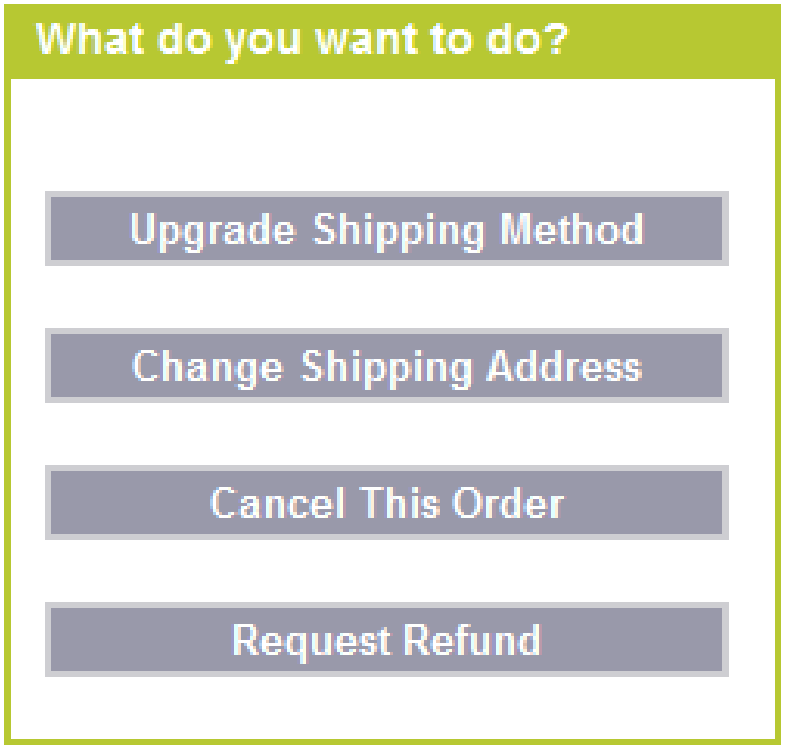
Tracking Information Per Ship Type

Carrier	Tracking capability
USPS First Class Mail	No tracking numbers provided
USPS Priority Mail (www.usps.com)	Tracking numbers provided. ie: 9405510200881266555550
UPS Mail Innovations (www.packagetrackr.com)	From pick up at ezprints to hand off to USPS, we can track the package using our ezprints order #. No delivery 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 (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.

Order Actions

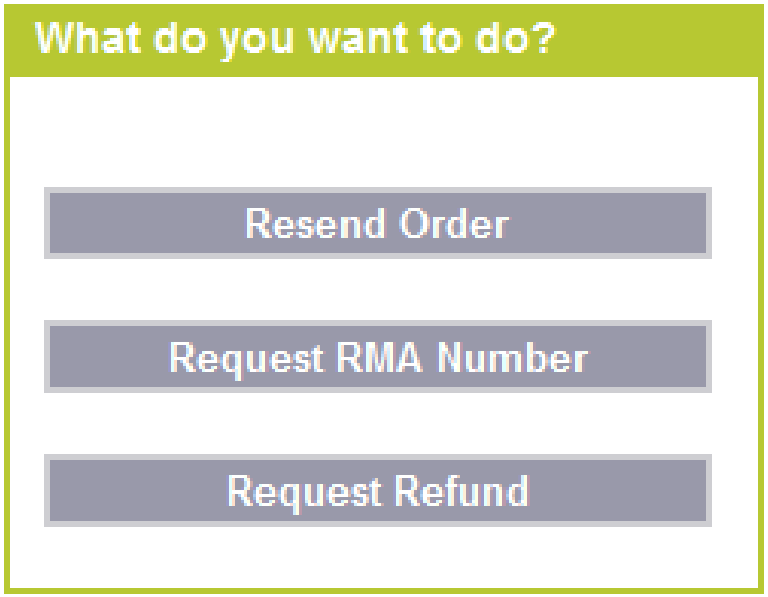
Pre Shipment Action Options



- **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

Post Shipment Action Options



- **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 un-checking 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

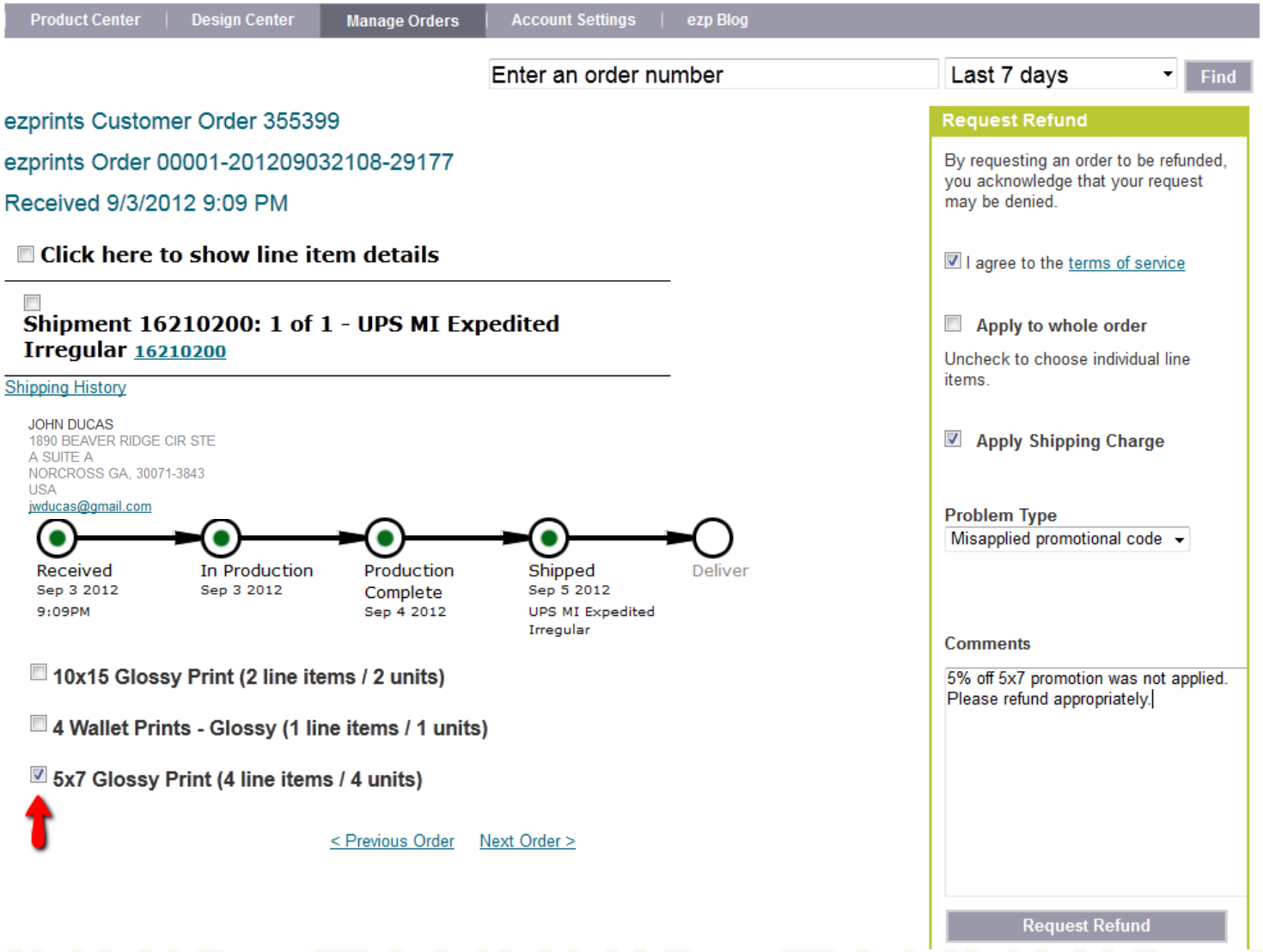
Order Admin Tool Resend Video Example

http://screencast.com/t/iVfftYc6iDm1

ezprints

Order Actions

Selecting A Specific Item



AVS

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.
  4. The action to resolve is selected by the partner the Admin Tool.

ezprints

AVS

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.

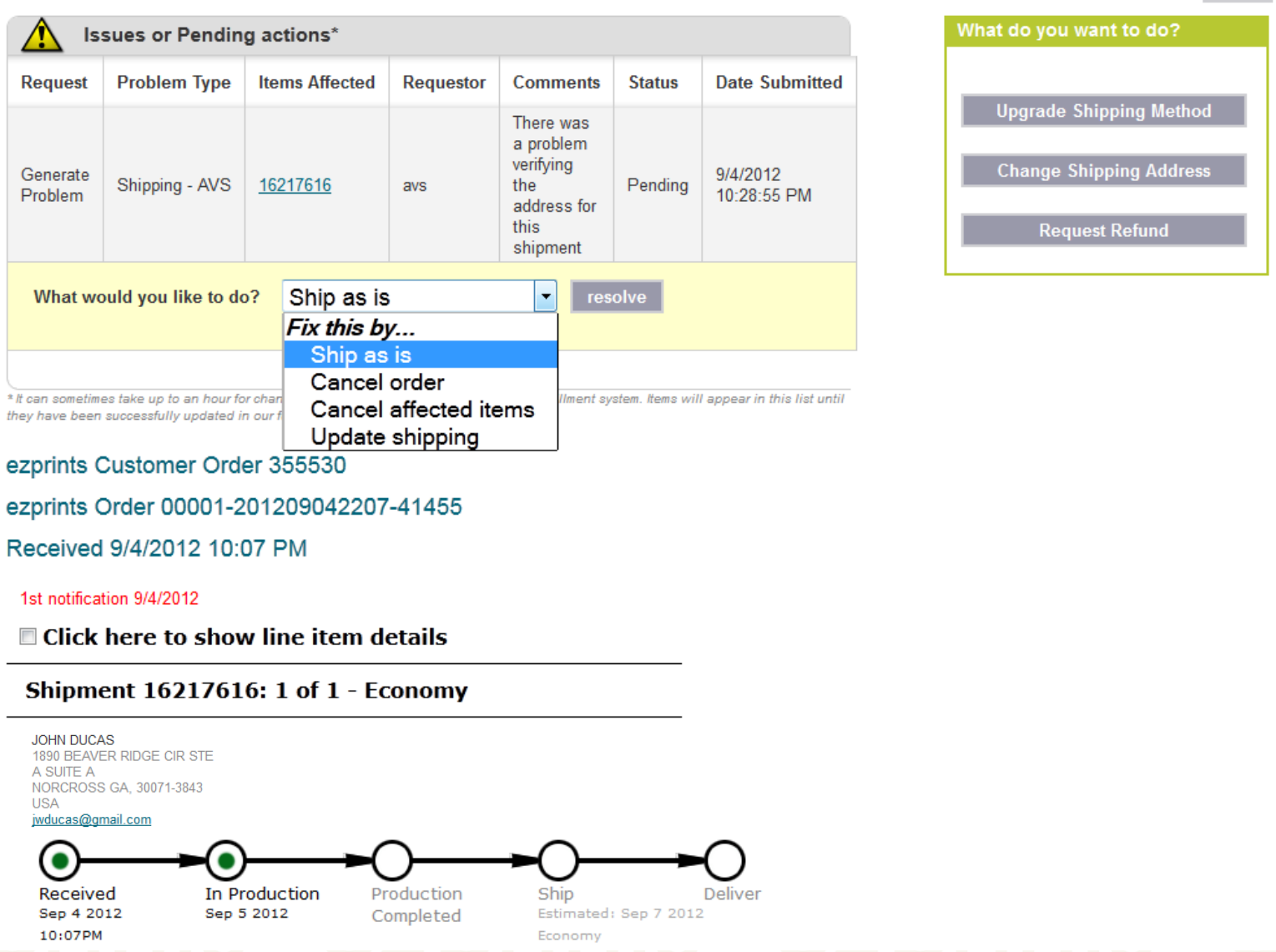
To resolve the issue, please visit The EZ Prints Order Administrator

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

Sincerely,
The Customer Care Team

AVS

Admin Tool Resolutions View



AVS

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

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

On Hold Orders

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

On Hold Orders

Admin Tool Resolutions and Image Preview

Issues or Pending actions*

Request	Problem Type	Items Affected	Requestor	Comments	Status	Date Submitted
Generate Problem	Other	198694020	fsims@ezprints-inc.com	Aspect ratio	Pending	9/4/2012 11:53:50 AM
What would you like to do?	Ship as is	resolve				
Generate Problem	Cropping	all	fsims@ezprints-inc.com	Cropping	Pending	9/4/2012 10:33:40 AM
What would you like to do?	Ship as is	resolve				

What do you want to do?

- Upgrade Shipping Method
- Change Shipping Address
- Resend Order
- Request Refund

** 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
jwducas@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)

10053 198694020 1 5x7 Matte Print
Issue:Other
Aspect ratio

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

On Hold Orders

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

Returns

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.
  5. The action to resolve is selected by the partner the Admin Tool.

ezprints

Returns

E-mail Notification Sent From EZP

From: support@ezprints-inc.com

Subject: Problem Order 616650(EZP Reference 8149401428153585 98)

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.

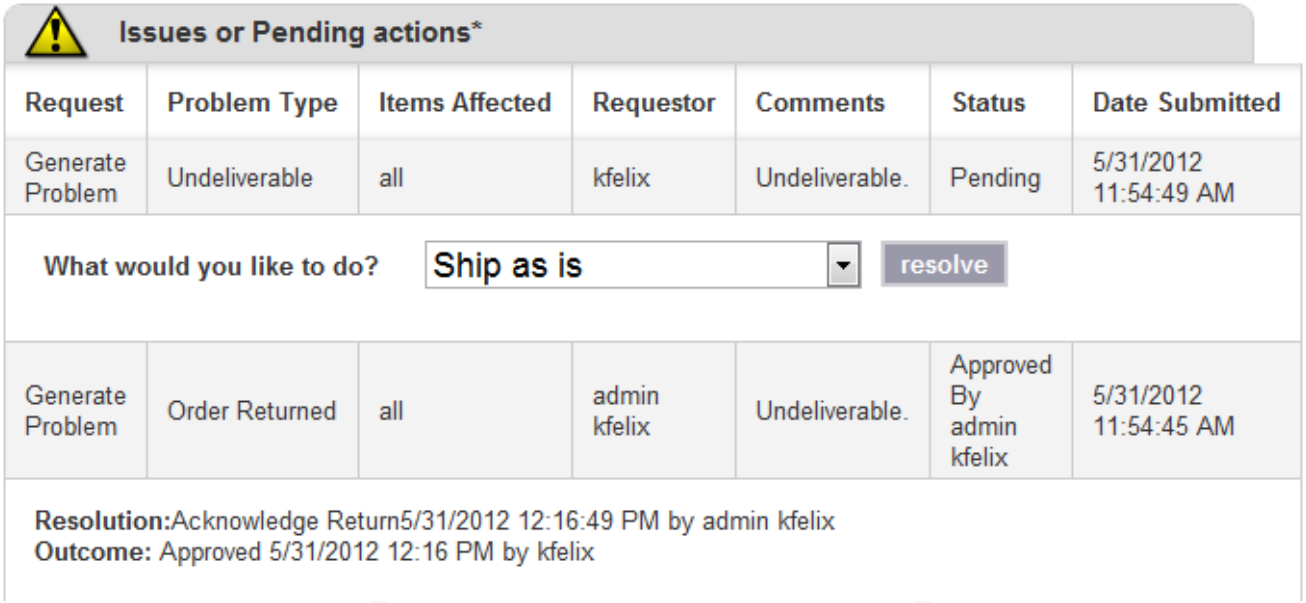
To resolve the issue, please visit The EZ Prints Order Administrator

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

Sincerely,
The Customer Care Team

Returns

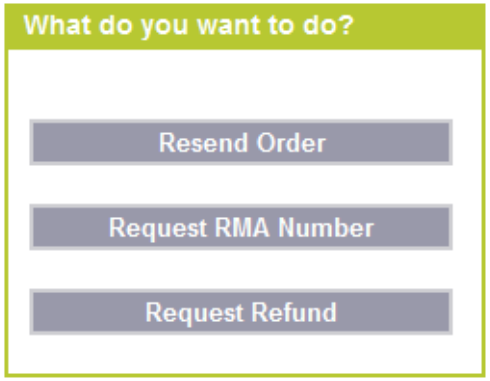
Admin Tool Return View



Issues or Pending actions*

Request	Problem Type	Items Affected	Requestor	Comments	Status	Date Submitted
Generate Problem	Undeliverable	all	kfelix	Undeliverable.	Pending	5/31/2012 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 kfelix	5/31/2012 11:54:45 AM

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.

Returns

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.

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 support@certifiedcustomercare.com. 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

Helpful Links

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