

As the chosen inventory and fulfillment vendor, Imagine! Print Solutions is here to provide customer satisfaction through innovative techniques and superior service. We will strive to fully understand and meet your needs.



## Contact Us:

Imagine! Print Solutions has a team of individuals here to support each user.

## Imagine Customer Support:

The Imagine! customer support team is here to provide an added layer of customer service. The Call Center is dedicated to receive calls and emails pertaining to ordering, tracking or following up on all fulfillment inventory.

Available: Monday – Friday, 8:00am to 5:00pm (CST)

- Phone: 1-866-263-3311 ext. 8026
- Email: [BodyarmorSupport@imagineps.com](mailto:BodyarmorSupport@imagineps.com)

How to Access to the Catalog

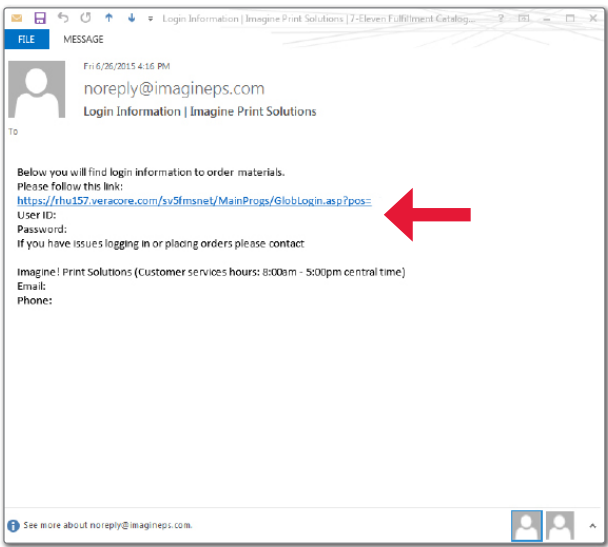


Gaining Access

First time users can contact the Imagine! customer support team to request access to the ordering tool via email or phone.  
Access is provided Monday - Friday, 7:00am to 5:00pm (Central).  
Phone: 1-866-263-3311 ext. 8026  
Email: BodyArmorSupport@imagineps.com

Accessing the Catalog

Once you have requested access to the system you will receive an automated email that will arrive from the email address: noreply@imagineps.com. Please make sure to add this email address to your address book and also make sure that this address/domain is white listed within your organization. If you do not receive your email in a timely manner contact us and we will help trouble shoot these notifications.



Login Page

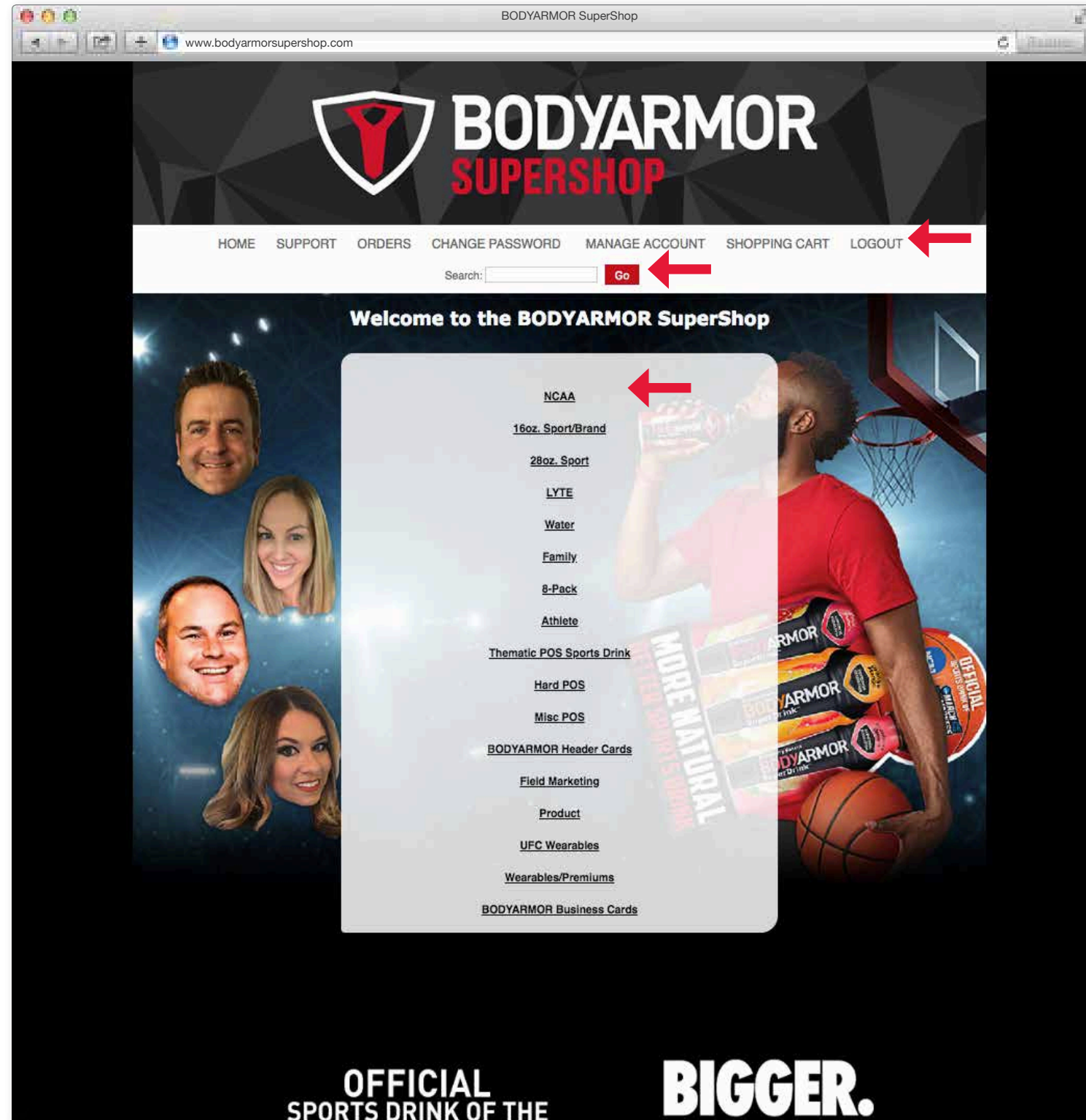
Access the login page by clicking the link contained in the email from Imagine!. Enter the Username and Password contained in the email and click login.  
The *forgot your password* link can be clicked if you don't know your password. Once you click this link you will be prompted to enter your username.

If you do not know your username, call or email the Imagine! customer support team.





## Navigating the Catalog



### Top Bar

Across the top of the screen you will see elements and links to other areas of the site that you can utilize to conduct business. These elements include from left to right:

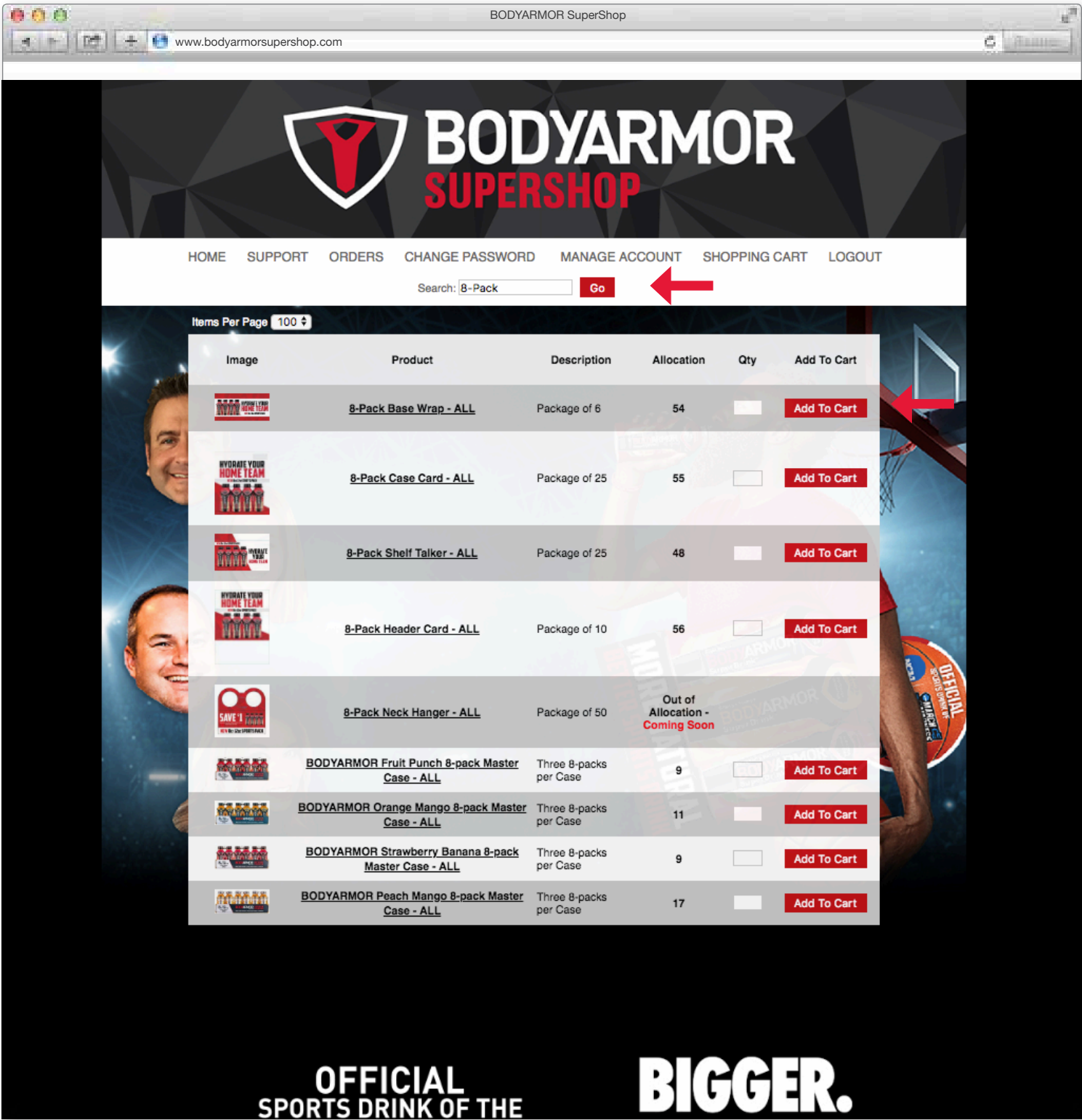
- Home - This will take back to this home page.
- Support - This page contains is user guide download, support email, support phone and UPS shipping service map.
- Orders - This is were you are able to review the status of past orders as well as copy and edit new orders.
- Change Password - This link gives you the ability to change your password at any time that you need to. Imagine! recommends that you change your password every 90 days and use passwords that include at least 8 characters, 1 uppercase letter, a number and a special character (such as an exclamation point).
- Manage Account - This link allows you to make changes to the address and other information linked to your user account.
- Shopping Cart - See what is in your shopping cart and manage what you are ordering.
- Logout - When you click logout, the current session will close. If you have not finished your order, don't worry it will be saved for the next time you come back. Once you are logged out you will arrive back at the login screen.
- Search - The search box allows you to find products quickly if you know something about what you are looking for. The item number or text contained in the description are things that are searchable.

### Center Box

On the center portion of the screen there are user options to help you find the products you are looking for quickly and efficiently.

- Product Categories - There may be one or more product categories in the center box. Click on these categories to find the items that you are looking for within them.

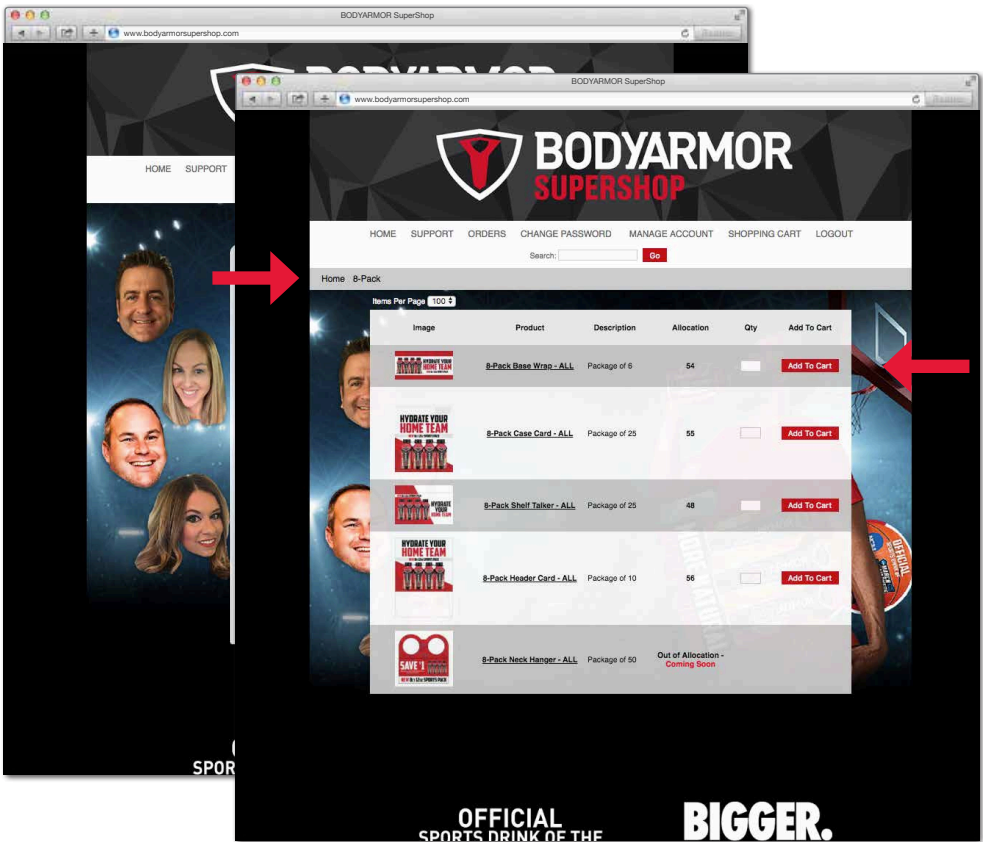
## Finding a Product



### Landing Page

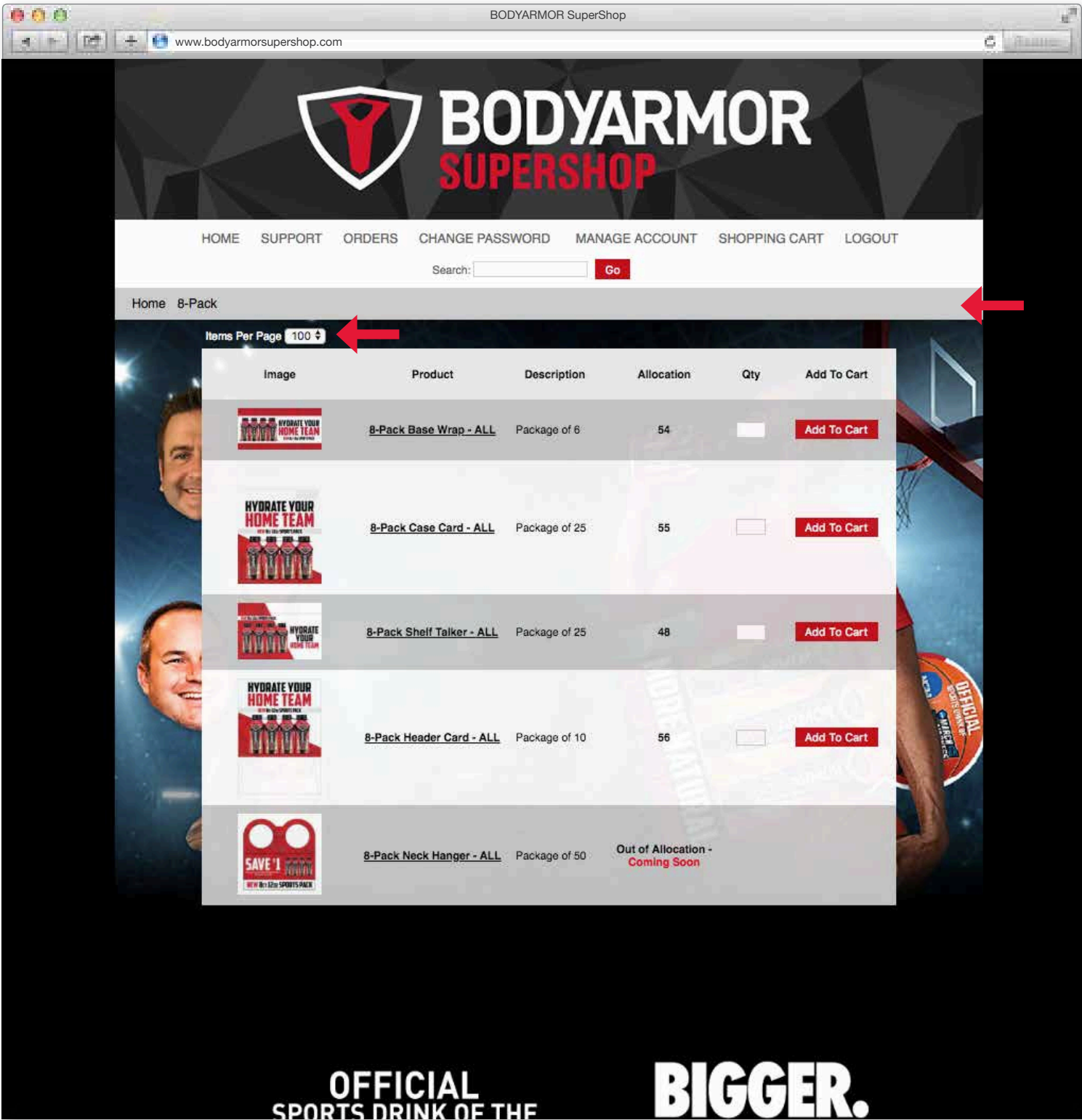
When looking for a product to order there are 2 ways to find them. Utilize these to effectively find the products you need.

- Search - If you know a piece of information about the product you'd like to order or a piece of information about a group of products you'd like to see, type that information into the search box and click Search. Now you will see the results of the search in the main area of the website pictured here with the example of "8-Pack" entered into the search box. This search returned all of the product with "8-Pack" in the item name.
- Product Categories - Use the product categories to browse through lists of products. Each category that is clicked will show items contained in that category or will display another level of categorization.





Product Lists

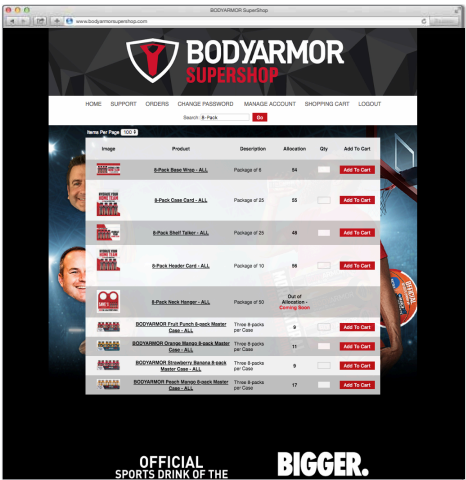


Products

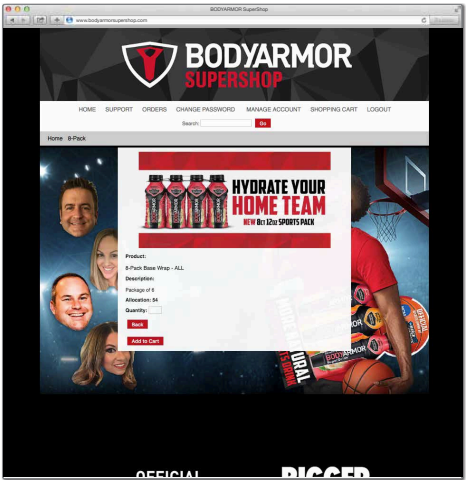
Items available for order are displayed in multiple ways within the marketing catalog. When you use the product categories to view items in the catalog a gray bar will appear at the top of the screen below the top bar, containing “bread crumbs,” a description of where this item is located in the catalog to give you context. If you are searching for items however, this bar is not present because the items displayed may all exist in different categories (pictured below). The space above the product listing contains a couple of page controls. Select the items Per Page, this allows you to control how many items you will see at one time. The more items that you list at once the longer the site will take to display those items. Select what page number of the items you wish to be displayed or simply page through from page to page clicking the >>.

Each product in the list shows information about the item:

- Thumbnail - A quick view of the item in the catalog
- Product - Name of the product in the catalog.
- Description - This is a long description of the product that can be used in search.
- Allocation - The number of pieces that are available for order in the warehouse.
- Quantity - Enter the number of these items that you wish to receive.
- Add To Cart - This button allows you to add selected items to the cart once you have entered in the quantity or other parameter required for ordering.

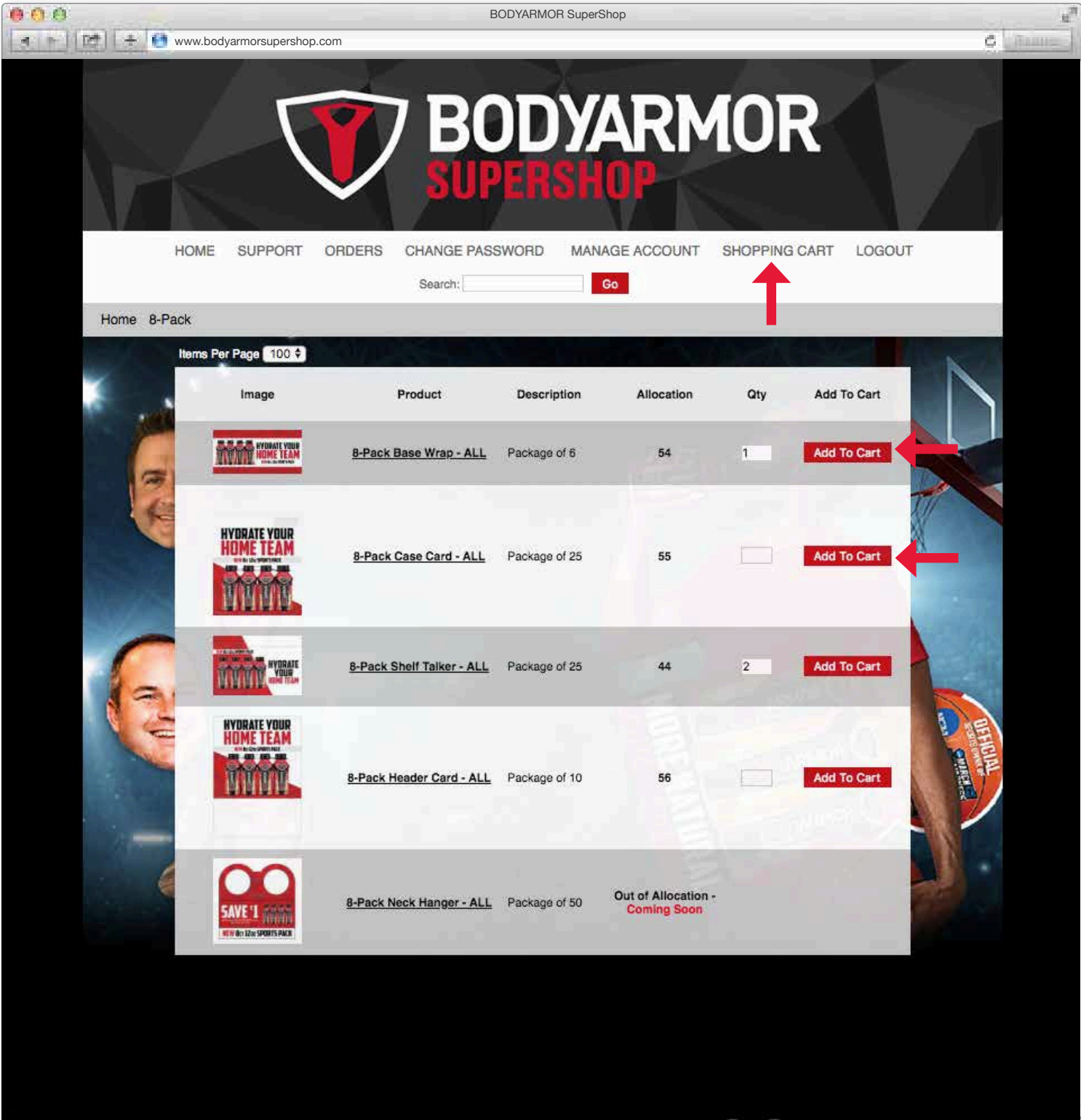


Product list utilizing the search function



Enlarged product view.

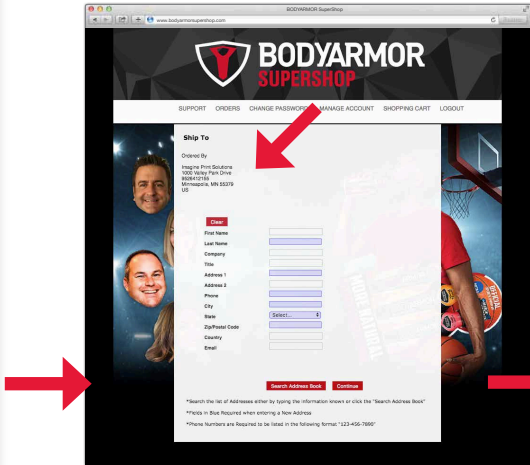
Placing An Order



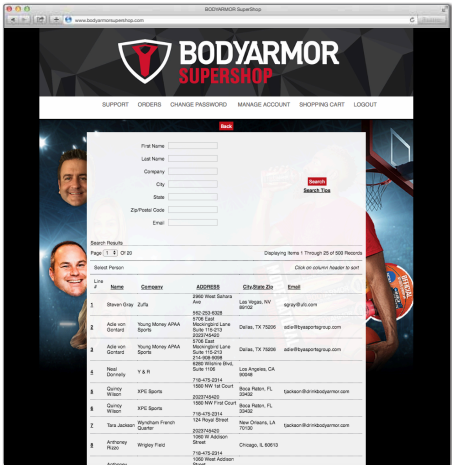
Orders

To start the order process find the products that you are interested in ordering. Enter in a quantity per item. You are able to enter in quantities for multiple products and add them to the cart all at once as long as you are on the same page and do not navigate to another page. Click “Add To Cart.”

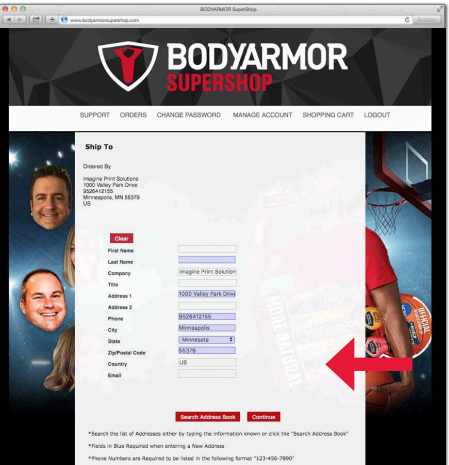
- Once you have clicked add to cart, the view cart and checkout links will appear in the top bar with an icon that shows how many product lines are contained in the cart.
- Clicking the View Cart link will show you all the items contained within your cart.
- Once you are satisfied with your order, clicking the Check Out link will begin the check out process.



Enter an address, for a new location (Boxes highlighted in blue are required) or click Search to find an address already stored in the system.



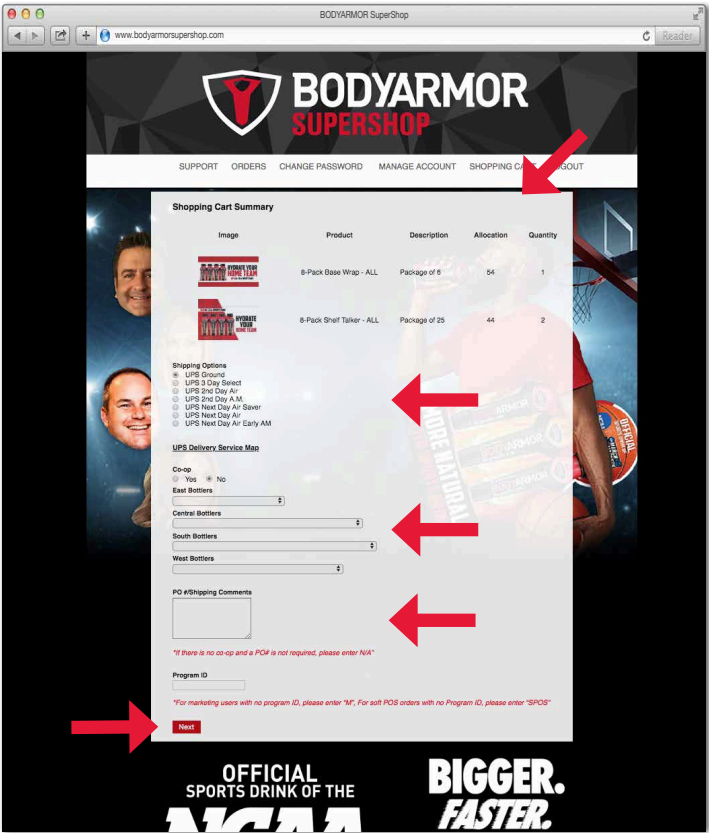
Once you click Search browse the list of addresses and choose the one you wish to utilize for this shipment.



After picking an address review the address information and click continue.



## Placing An Order

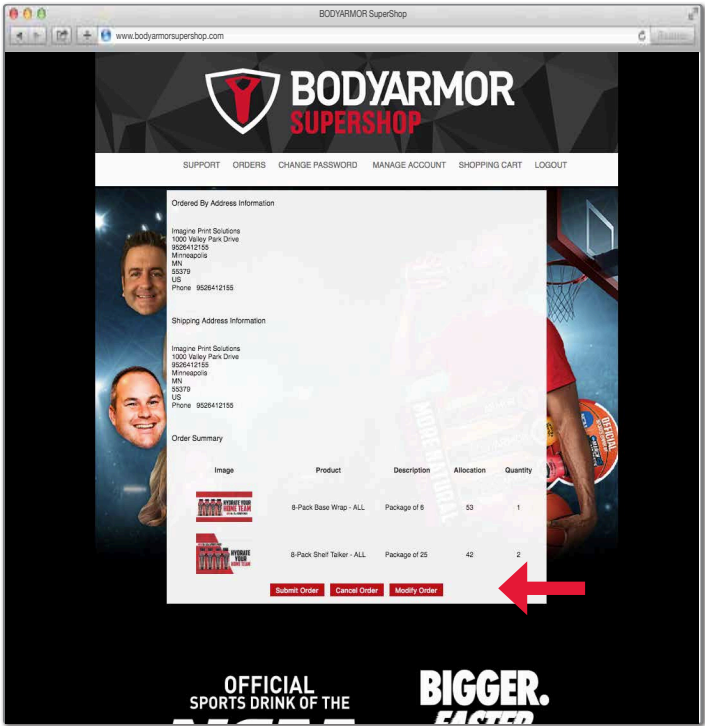


### Order Summary

The order summary page shows all of the items you have chosen to order as well as other information related to the order.

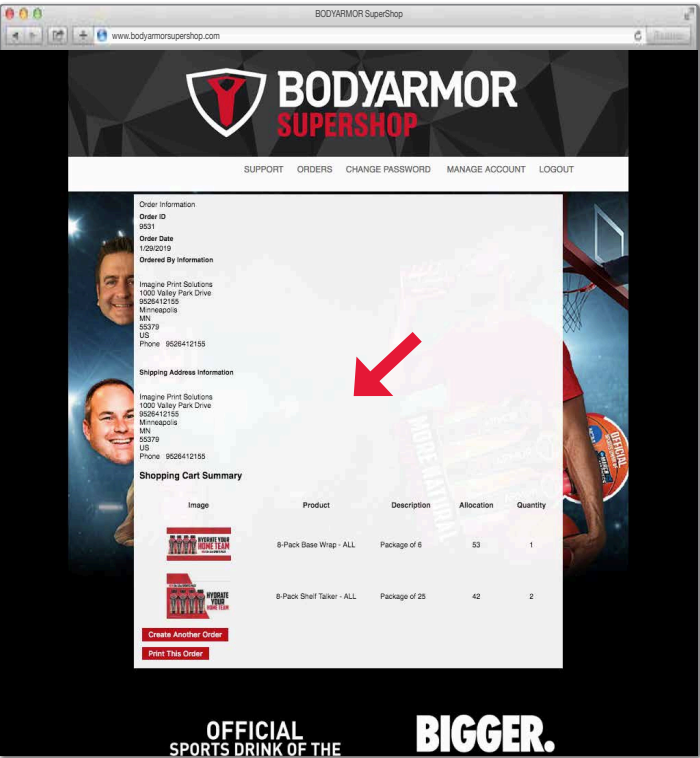
- **Product List** - The top section of the page now shows the items that you have chosen to order.
- **Shipping Options** - Choose a shipping option so you receive the items when you need them.
- **UPS Delivery Service Map** - Lets you see the aprox. time it will take to receive your items.
- **Co-op** - Select if it is a Co-op or not, it defaults to No.
- **Distributor Options** - Choose which distributor this is being sent to.
- **PO #/Shipping Comments** - This is a way for you to convey extra comments to our fulfillment facility related to your shipment, including Purchase Order numbers. If there is no co-op and a PO# is not required, please enter N/A.
- **Program ID** - In reference to what campaign, event, etc. For marketing users with no program ID, please enter "M", For soft POS orders with no program ID please enter "SPOS"

After completing all of the information click next.



After clicking next on the order summary screen you have the opportunity to review the order one last time before it gets sent to Imagine!. At this point you have the option to Submit, Cancel or Modify.

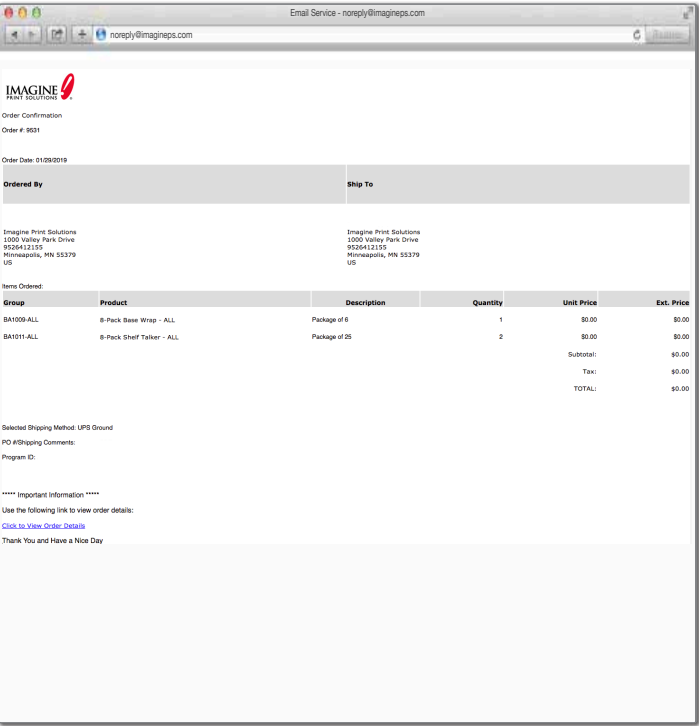
Order Processing and Confirmation



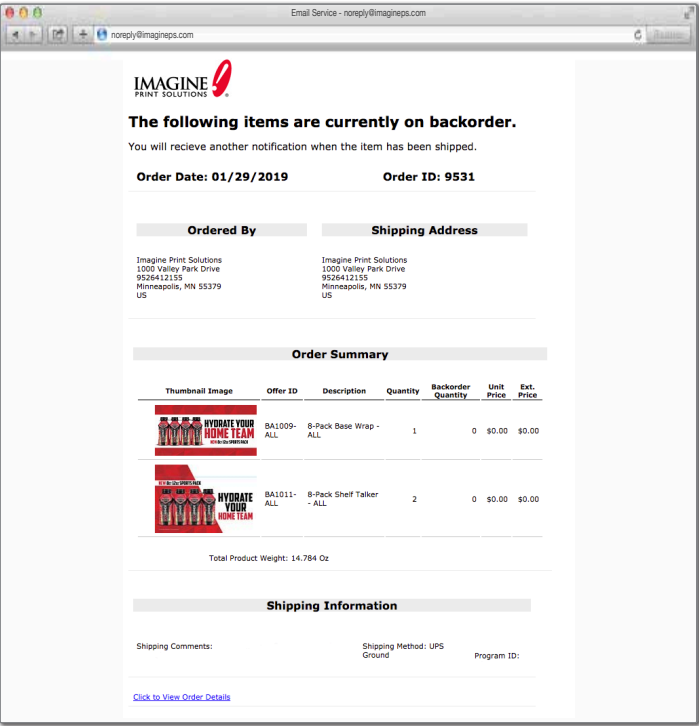
Now that you have submitted the order the screen shows all of the details for the order you have placed including the Order ID, Order Date and other information. Here you have the option to place another order or print the order details.

Email

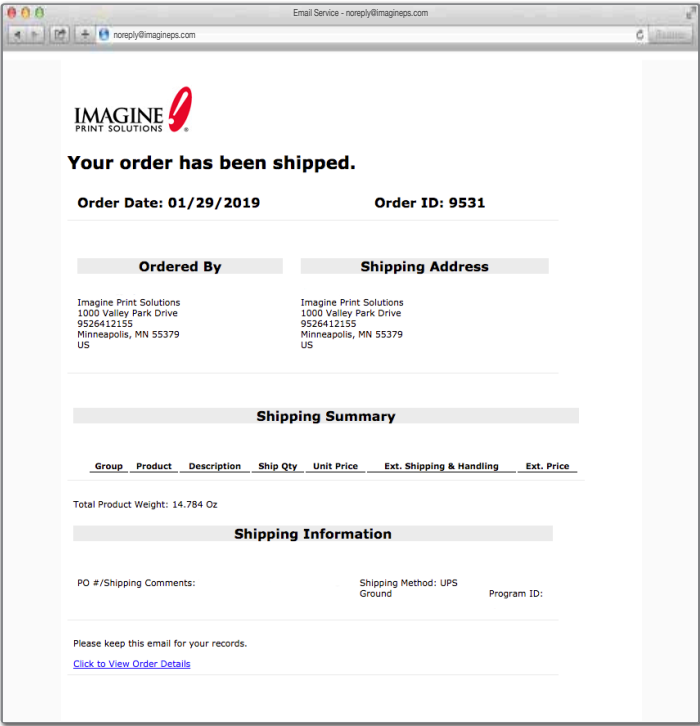
Email notifications are the primary means of interacting with you on your order status. You are also able to access the information from the website. The email communications will come from the address: [noreply@imageps.com](mailto:noreply@imageps.com). Make sure this address is added to your address book and that the address has been white listed with your organization to ensure you are able to receive them.



Upon submission of your order you will receive a confirmation email with the details of your order.



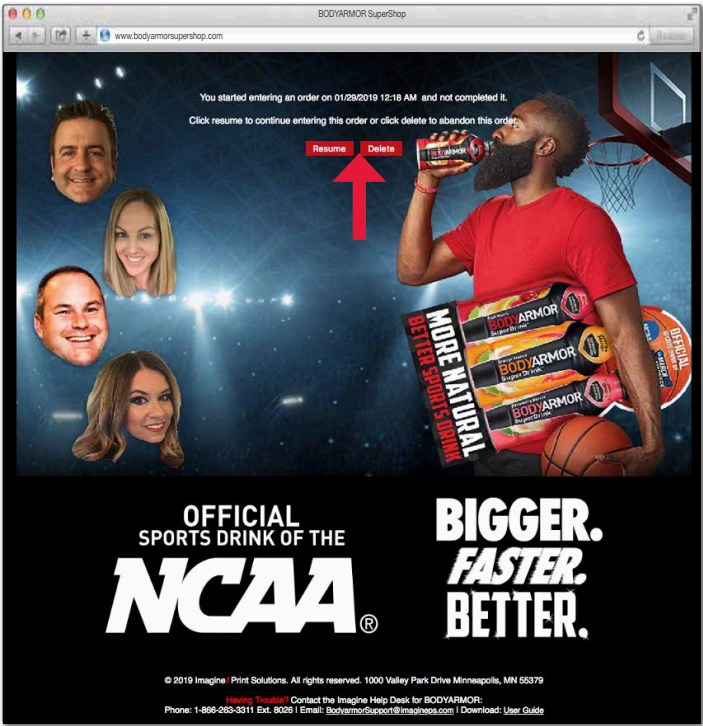
If any of the items ordered are on backorder you will also receive a notification showing what items are on backorder as well as what quantities are on backorder.



Once your order has shipped a shipping confirmation email will be sent with order details including shipment tracking information.

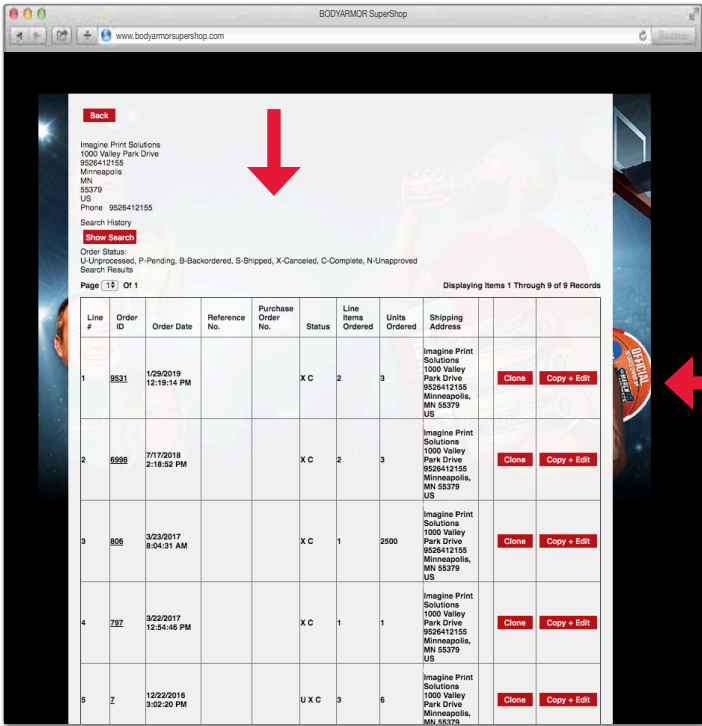


Other Site Features



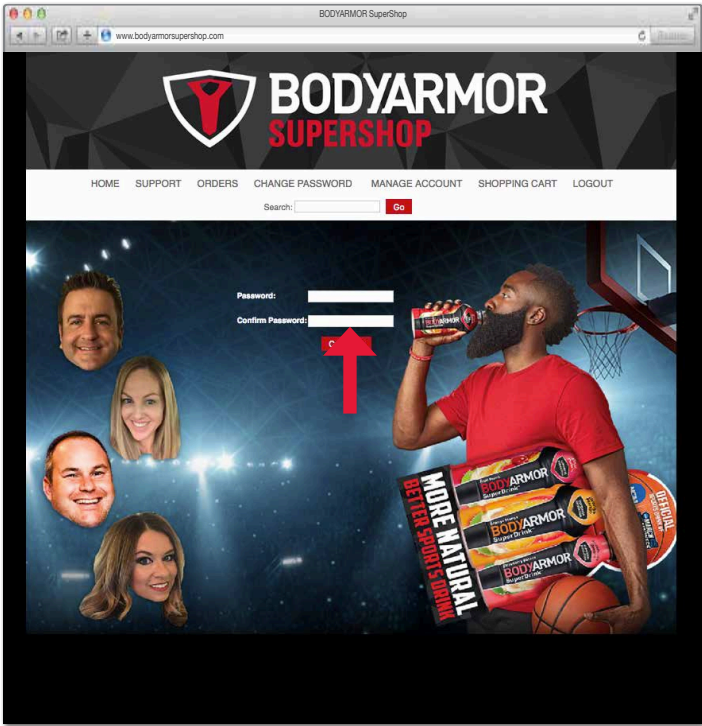
Resume Order

If you started an order and did not complete the order process the system will store the information that you entered previously. Once you log back into the site the system will prompt you to finish the order. You have the option to resume your order or delete your order and start fresh.



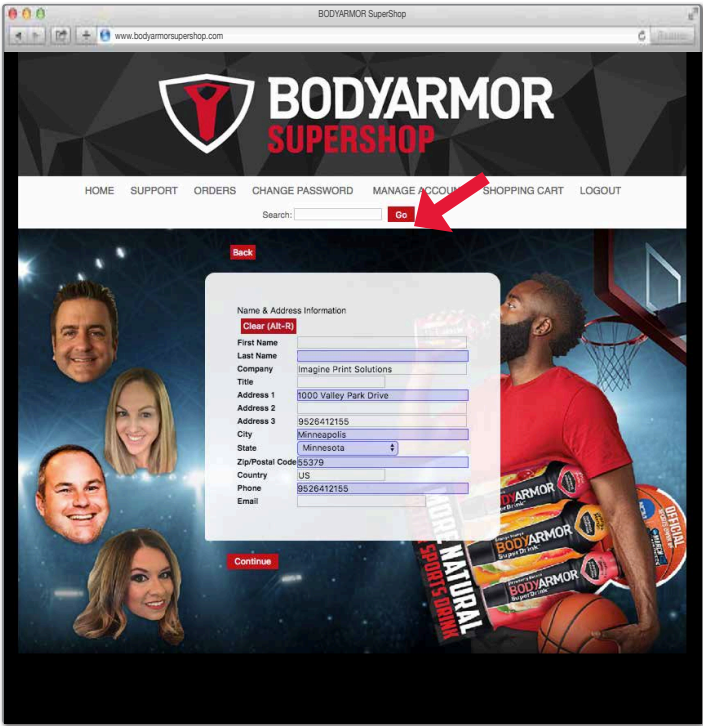
Order History

Located under the Orders tab of the main web interface, this area of the site allows you to see the status of previous orders that have been placed and also allows you to “clone” orders and also “copy + edit” orders. Cloning an order allows you to send the same exact order previously created to multiple addresses quickly and easily. Copy + Editing an order allows you to pick up an old order, make edits and send to new or existing addresses.



Update Password

Located under the Update Password tab of the main web interface, visiting this area of the site allows you to edit your password. Enter the password you wish to use and confirm by entering the password again. Click Continue. Remember Imagine! Print Solutions recommends that you use at least 8 characters, uppercase and lowercase as well as a number and a special character such as (!) or (@).



Manage Account

Located under the Manage Account tab of the main web interface, Manage Account is where you are able to edit the information associated with you as a user. You are able to update your address information as well as phone and email options.