



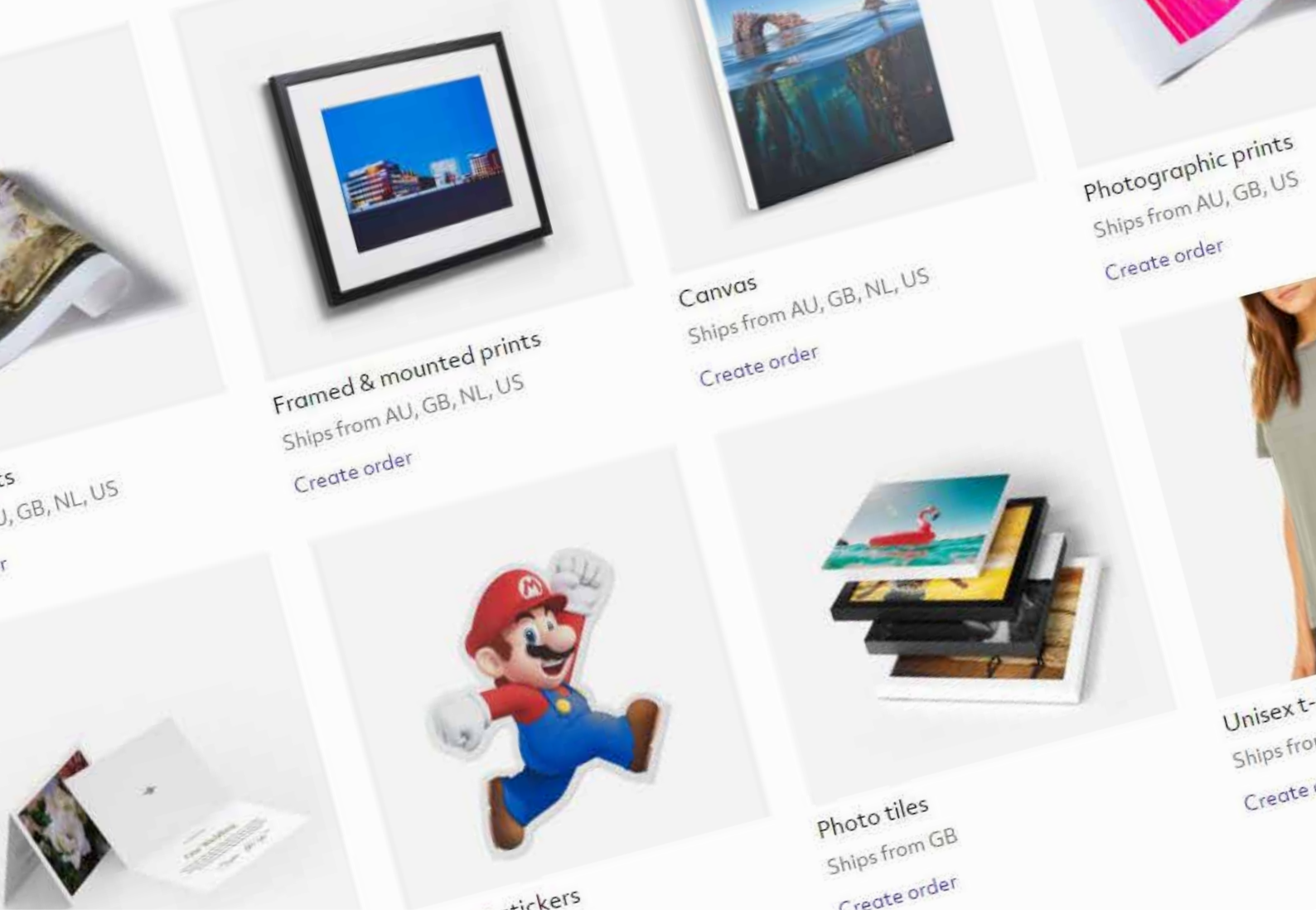
Fulfilling orders using the Prodigi Dashboard

Manual Order Form Guide



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Introducing the Manual Order Form

Our manual order form (or MOF, for short) is a simple, easy to use tool that allows you to place orders directly with us. The MOF is a great option for those wanting to access our **global product range** without a full API integration.

It's ideal for non technical users who prefer to manage each order individually. It's also a handy way to place one-off orders such as sample orders.

Getting started

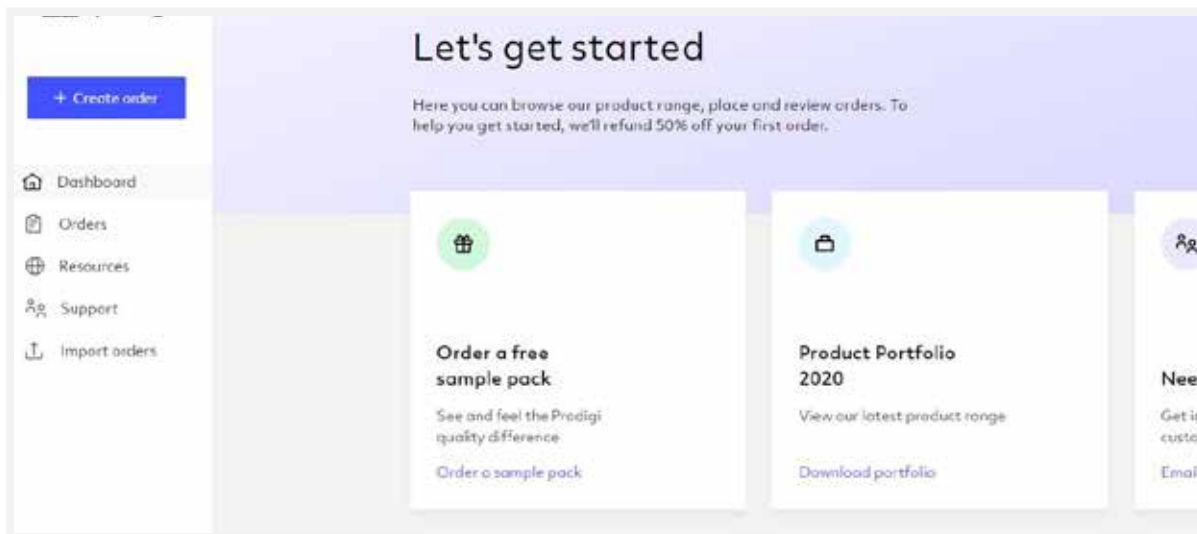
You can access the MOF via our online dashboard. To create your personalised dashboard, simply set up a free Prodigy account to get started - www.prodigy.com

Before you can start placing orders with us, you'll need to set up your payment details.

You can do this by going to **Settings > Billing > Edit Billing Details**. Add a card to your account, and you're ready to place your first order.

Placing your first order

To start an order, click the 'Create Order' button.



Select destination country

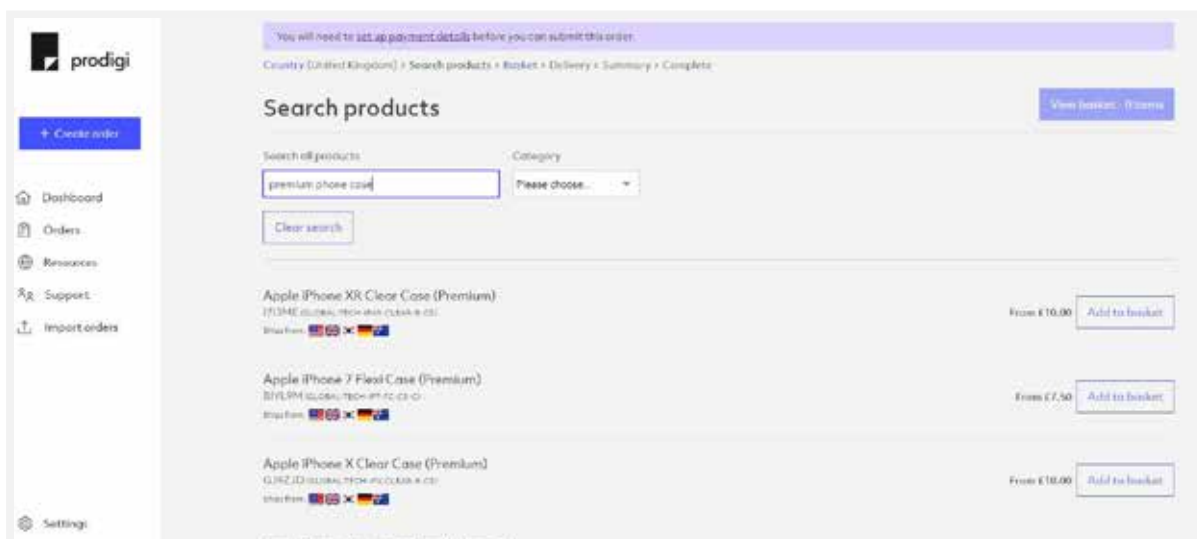
Firstly, we ask you to select where your order is being shipped to, so that we can show you products available in that region.

Popular destination countries are shown at the top for convenience, but you can find the full list of countries we deliver to below this.

Finding products

You can search for products by product name or SKU.

It's worth bearing in mind that the search function is quite sensitive - for example, you may have to type in the exact product name to produce the result you're looking for.



The flags underneath each product tell you which countries that particular product can be shipped from.

When you've found the product you'd like to order, add the product to your basket. You'll be launched into your basket, but you can choose to add more products by clicking 'Add another product' below.

Uploading artwork

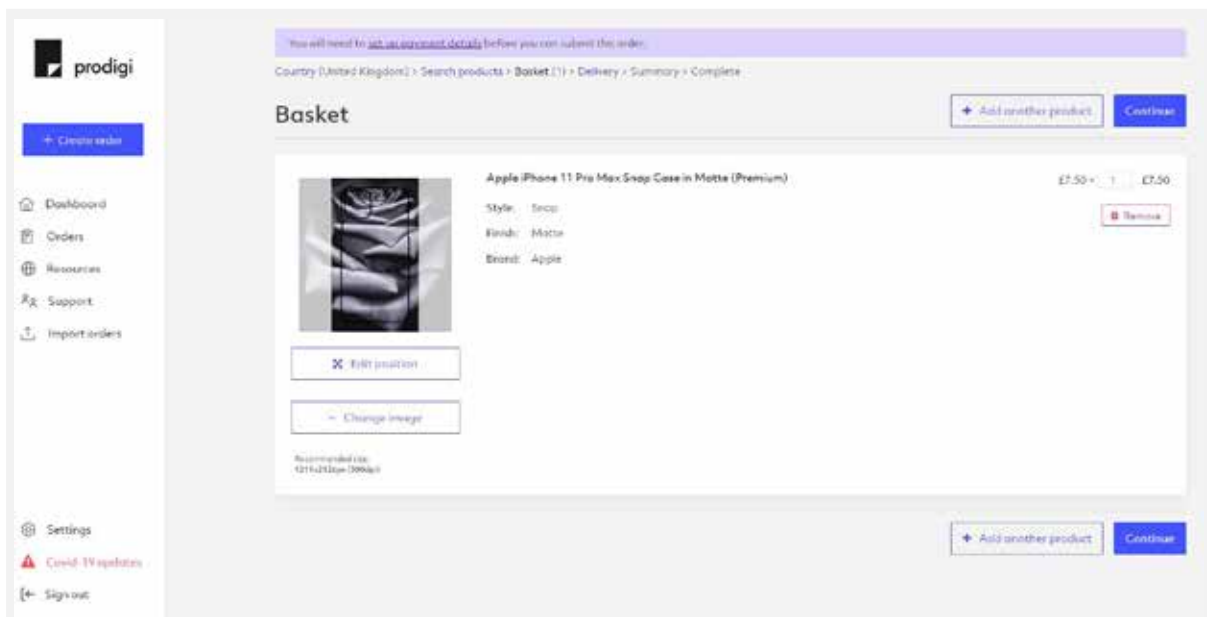
Once you've added your product(s) to your basket, it's time to add your own artwork.

Click on the 'add image' button and select whether you'd like to do so from your computer or from a Dropbox file.

We can work with several different file types, although our preference is for level 12 JPEG files. If you're ordering apparel products, PNGs may work better as they have built-in transparency.

Tip: We recommend you upload images with a resolution of **300dpi**, especially for fine art prints. Some products may require lower image resolution.

We also have design templates available for download for many of our products on our website, which can be used to guide you when preparing your artwork.



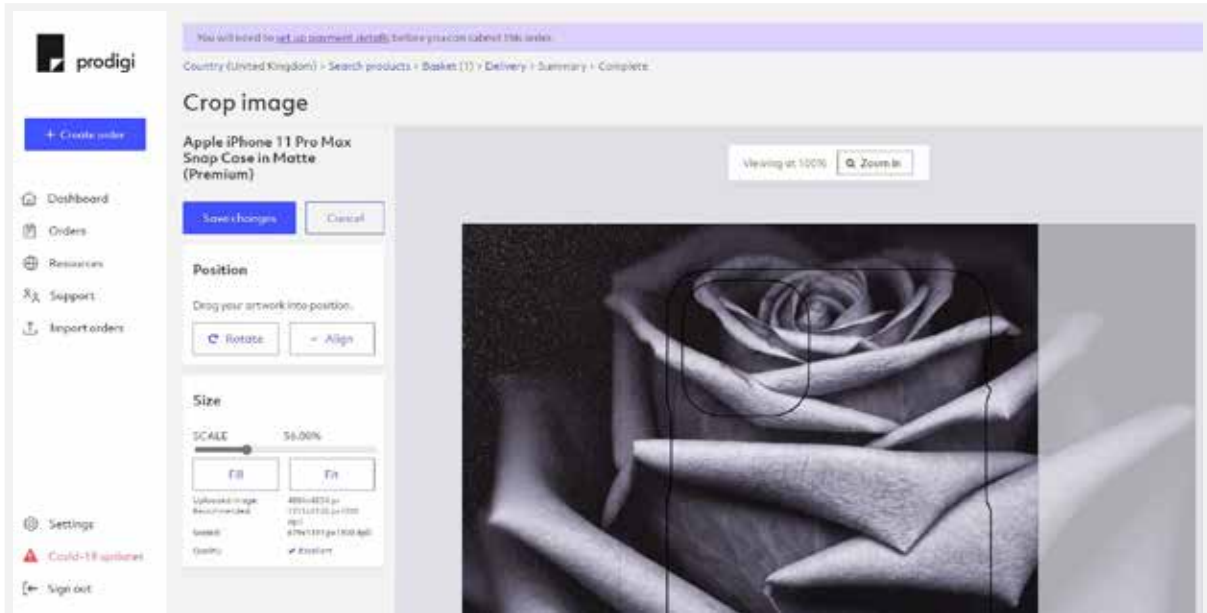
Once artwork is uploaded, you will be provided with a mockup to give you a guide to the placement of the design on the product.

You can always change the design you've uploaded for a particular product quickly and easily by using the 'Change Image' feature below the product mockup.

Configuring your artwork

Click on 'Edit position' underneath the product mockup and you'll be taken to our image editor.

Here you'll find handy rotation and alignment tools that will quickly snap the artwork into a particular position, but you can always drag the design into the position you'd like on the product preview on the right hand side for more accurate placement.



Tip: a reminder of the recommended size is shown in the 'Size' box, as well as a guide to whether the quality of the image will produce a high quality print. If this is low quality, we will flag this here.

Once you're happy with the position and placement of your artwork, save these changes.

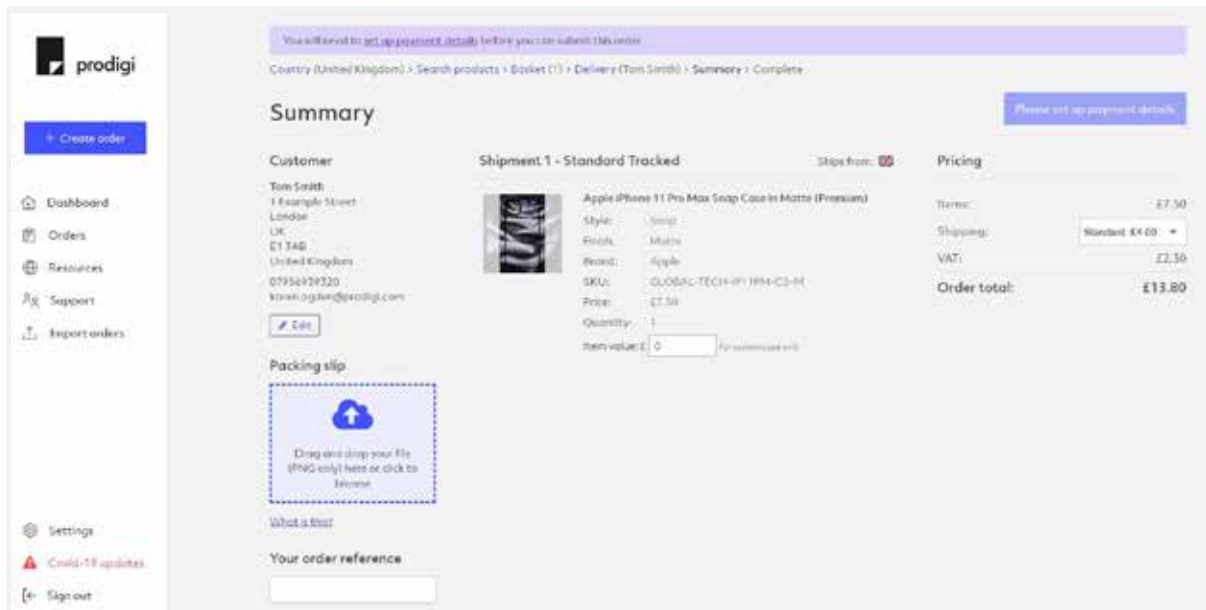
Once again you can choose to add another product or move on to complete the order by clicking 'Continue'.

Address

Fill in the details of your shipping destination address / your customer's address.

Order summary

Here you can review the product(s) in the order and check these are correct, and any applicable VAT will be shown in the pricing section.



If there are multiple products in the order that will be shipped from separate labs, this will be indicated by multiple shipment numbers. The flag next to each shipment number indicates where it will be dispatched from.

Select which shipping method you wish to use to ship the order - we have multiple shipping methods available, from budget options that will protect your margins to express or overnight options that get products into your customers hands as quickly as possible.

You can also tag the order with your own order reference number.

Please note, you will not be able to proceed further than this point if you haven't added a billing card to your account.

Click 'Place order' if you are happy to proceed - and that's it! Your order will be on it's way to your customer.

Shipping

The shipping options available vary by product, but we typically offer the following methods:

- **Budget** - budget shipping has slower delivery times than standard shipping, and is almost always untracked.
- **Standard** - standard shipping is tracked for most products.
- **Express** - typically 1-2 days shipping (after dispatch), with tracking.
- **Overnight** - this is not available for all products/destinations, but where possible, overnight shipping aims to deliver the day after dispatch and always includes tracking.

We aim to dispatch products within 24-48 hours of receiving an order, but dispatch times vary between product types and country so please contact us for detailed information.

If you're opting for a tracked shipping option, please ensure your email address is correct and that 'Receive email order notifications' is ticked in your profile settings.

Please note: with our manual ordering, email notifications and tracking updates will be sent to you, not directly to the customer.

FAQs

If you have any other questions, please get in touch with us and we'll be glad to answer them for you.

Q: Can I order sample products?

Yes - use the manual order form to order yourself some samples and if you let us know the order number, we'll refund 50% back to you.

Alternatively, if you're simply interested in getting an idea of the different papers available for our fine art range, our sample packs can be ordered via our website: <https://prodigi.uk/sample-pack/>

Q: Are you able to provide product previews of what I'm ordering?

Currently this is only available in our Shopify app but it is a feature that we have in the pipeline for the manual order form and API.

Q: Where can I find a list of products and pricing?

Our latest product portfolio is available for download from our website here - <https://prodigi.uk/download/prodigi-portfolio.pdf>

Q: How do I know what SKUs I need?

Please get in touch with us if you need help identifying which specific SKUs would be best for you.

Q: Where can I find a list of shipping pricing?

There are a vast number of shipping options and prices across multiple products, labs, destination countries and shipping methods, so please get in touch with us for more information on what shipping pricing you need for your products.

Q: Where will my products ship from?

Some products (we call them global products) can be shipped from multiple locations. We will route orders to be shipped from the closest lab to the delivery destinations. The easiest way to identify this is by looking for the flags displayed underneath each product, and also the flag displayed on the order summary page.

Q: Do you offer discounts for high volume users?

Yes, we have volume-based discounts available for our enterprise-scale clients. If you are driving significant volumes, please get in touch with us and our account managers will be happy to help with this.

Need to know more?

We hope this guide has provided a useful overview.

However if you need more information please contact us on support@prodigi.com



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