



Welcome to CalFresh Web StoreFront

Web StoreFront

User Guide

System Requirements:

All that is required is an Internet Browser.

We support most common browsers:

Internet Explorer 8, 9, 10

Mozilla Firefox 15, 16

Google Chrome 23.0.1271, 26.0.1397.2

Opera 9.6

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Section 1: Welcome

This section will answer the following questions:

- ✓ What is Web StoreFront?
- ✓ Where do I go to access StoreFront?
- ✓ How do I become a registered user?
- ✓ Where do I go if I need help?

What Is Web StoreFront?

Web StoreFront is an online ordering system where you can request CALFRESH products such as brochures.

You can:

- Browse and search through a catalog of products.
- Place your order using familiar online checkout techniques.
- Check your order history at any time.
- Maintain an address book to avoid entering an address each time you want to ship an order to someone; just select the recipient from your address book during the checkout process.
- Re-order frequently ordered products.

Where do I go to access StoreFront?

You can access the site from a web browser (such as Internet Explorer, Mozilla Firefox, Apple Safari, or Google Chrome).

To access the site:

- Connect to the Internet by starting your web browser.
- Enter the URL or web address for the site in the address field at the top of the browser window. The address is: www.webstore.osp.dgs.ca.gov/WSFdir/companies/CalFresh/storefront.aspx
- Press the Enter key on your keyboard or click the Go button in your browser. The home page of the site opens. **Please bookmark or save in your Favorites for future use.**

How do I become a registered user?

Before you can access the Web StoreFront, your CALFRESH contact must submit a *Web Store Front* Online Ordering Access and Updates Form to the WSF Administrator.

This form will be used to set up an account for you as a registered user. Questions regarding this form may be directed to CALFRESH at calfreshaccess@dss.ca.gov

The CALFRESH office in consultation with the WSF Administrator will register you with your information: Name, Local Agency, Shipping Address, Phone Number and email address. Once registered, you will receive an email notification from the WSF Administrator similar to the one below, with your User Name and a Temporary Password.

CALFRESH online ordering system!

You have been successfully registered with CALFRESH online ordering system!

Your User ID is [CustomerUserName]

Your temporary password is [XXXXXXXXXX]

Click the link below to log onto the site.

<https://www.webstore.osp.dgs.ca.gov/WSFdir/companies/CalFresh/storefront.aspx>

Where do I go if I need help?

Support is available between 8:00 AM and 5:00 PM, Monday-Friday.

Order Support:

- Ordering assistance is available if you have questions specific to your order.

Contact (855) 729-5050 or WSForderssupport@dgs.ca.gov

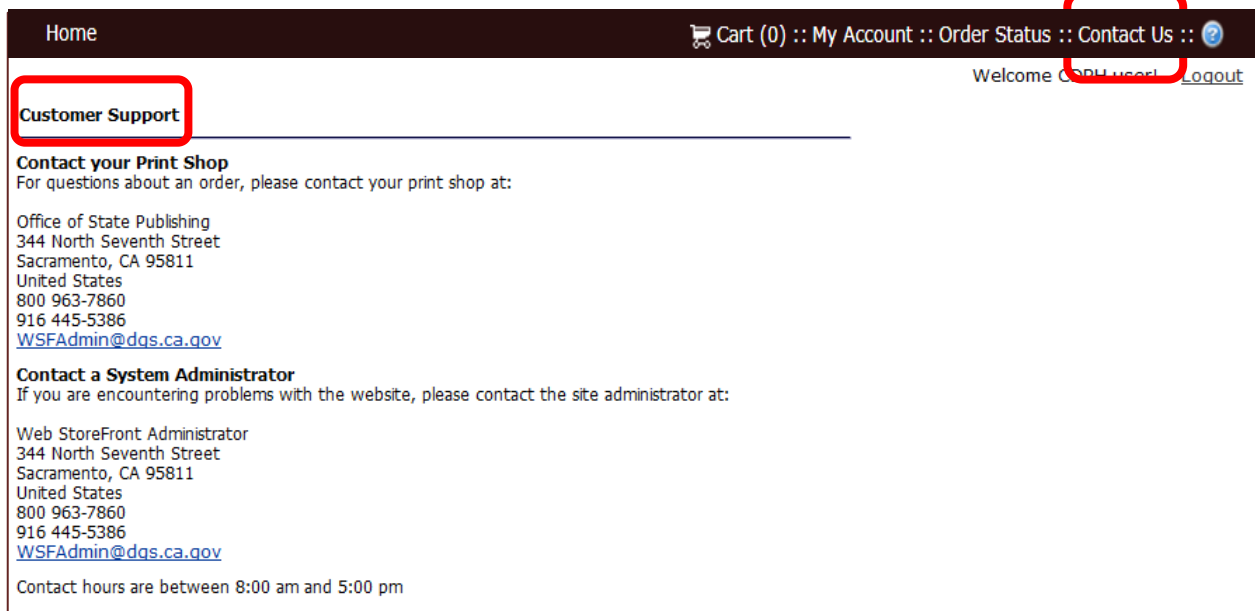
Account Support:

- CALFRESH will help to set up a new account or update your existing account.

Contact CALFRESH at calfreshaccess@dss.ca.gov

Technical Support:

- Customer support helps you if you are having technical problems when accessing the system. Click on Contact Us in the navigation bar. The contact information for Web StoreFront is shown under Customer Support.



Home Cart (0) :: My Account :: Order Status :: **Contact Us** :: ?

Welcome **CDH user!** [Logout](#)

Customer Support

Contact your Print Shop
For questions about an order, please contact your print shop at:

Office of State Publishing
344 North Seventh Street
Sacramento, CA 95811
United States
800 963-7860
916 445-5386
WSFAdmin@dgs.ca.gov



Contact a System Administrator
If you are encountering problems with the website, please contact the site administrator at:

Web StoreFront Administrator
344 North Seventh Street
Sacramento, CA 95811
United States
800 963-7860
916 445-5386
WSFAdmin@dgs.ca.gov

Contact hours are between 8:00 am and 5:00 pm

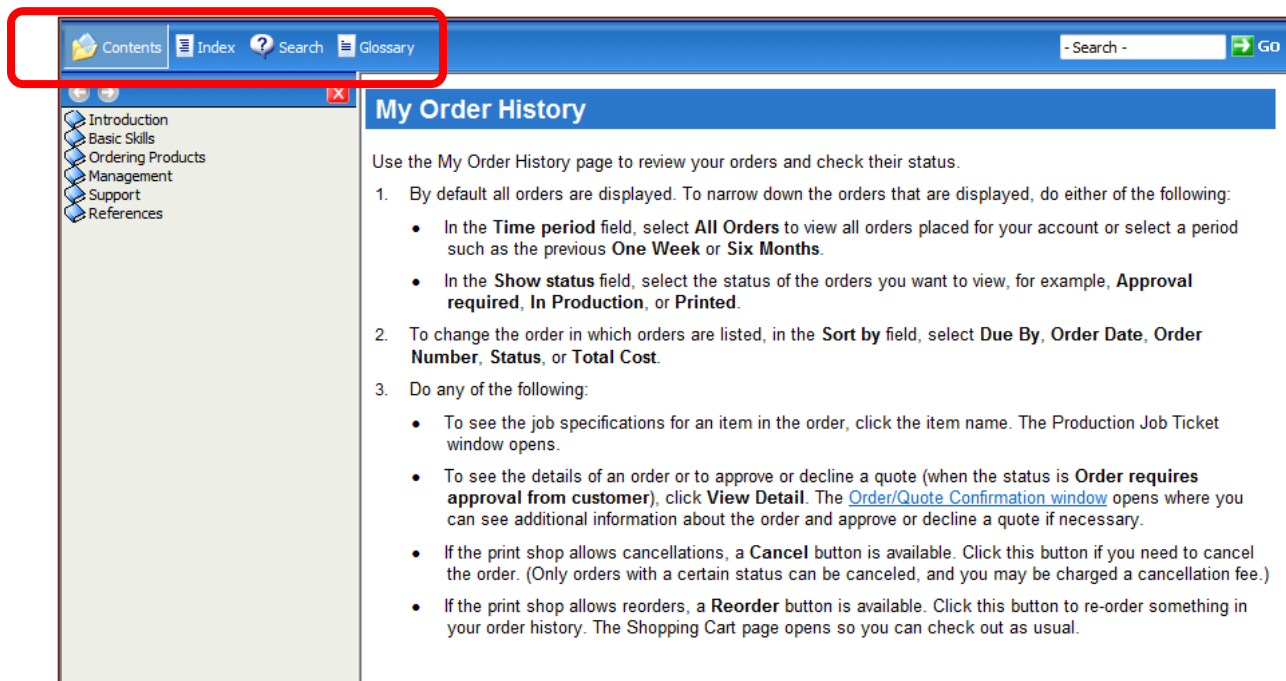
Where do I go if I need help? - continued

Generic Online Support:

- For generic help with functions of Web StoreFront, click  for information about the current page. For example, if you are reviewing your order history and click  you get a help topic about My Order History.



- You may use the Contents, Index, Search and Glossary tabs in the left-hand pane of the help window to find the information you need.



Section 2: Basics

This section will answer the following questions:

- ✓ How do I log into the site for the first time?
- ✓ Are there any password requirements?
- ✓ How do I create or change my security question/answer?
- ✓ What if I forget my password?
- ✓ How do I change my password?
- ✓ What is the Home Page?
- ✓ What is My Account?

How do I log into the site for the first time?

Once you have received your e-mail notification with your user name and temporary password, you can login to the website. When you go to the Web StoreFront website, the Login screen opens.

1. Under Login, enter your User Name.
2. Enter your temporary Password.
3. Click Login. (Required before you can place an order).

CDSS

cal fresh
BETTER FOOD FOR BETTER LIVING

Home Cart (0) :: Contact Us ::

Login

User Name: 1

Password: 2

Remember User Name

Login 3

[Forgot your password?](#)

Categories

» [Order Here](#)

Search

All

Go

Cart (0 Items)
Your Cart is Empty.

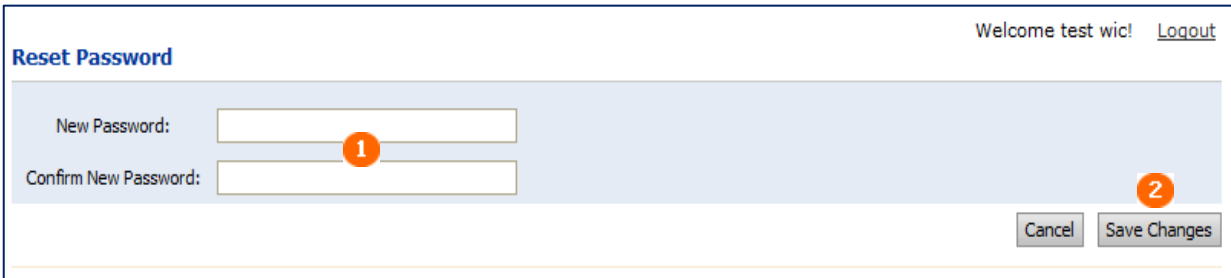
Welcome to CalFresh Web StoreFront

Are there any password requirements?

After completing “Login” for the first time, you will be required to reset your temporary Password.

Note: You must adhere to the Web StoreFront Password Requirements listed below:

1. Enter the New Password and Confirm New Password.
2. Click Save Changes.



Web StoreFront Password Requirements

- You cannot use the last 3 passwords.
- Password must contain 8 to 20 characters.
- Password must contain at least 1 uppercase character(s), 1 lowercase character(s), 1 digit(s), and 1 special character (s).
- Password should not contain username, first or last name.

Please note that you will have 5 chances to enter the correct password before getting locked out.

If you do get locked out please send an email requesting to be unlocked to OSPWSFAdmin@dgs.ca.gov

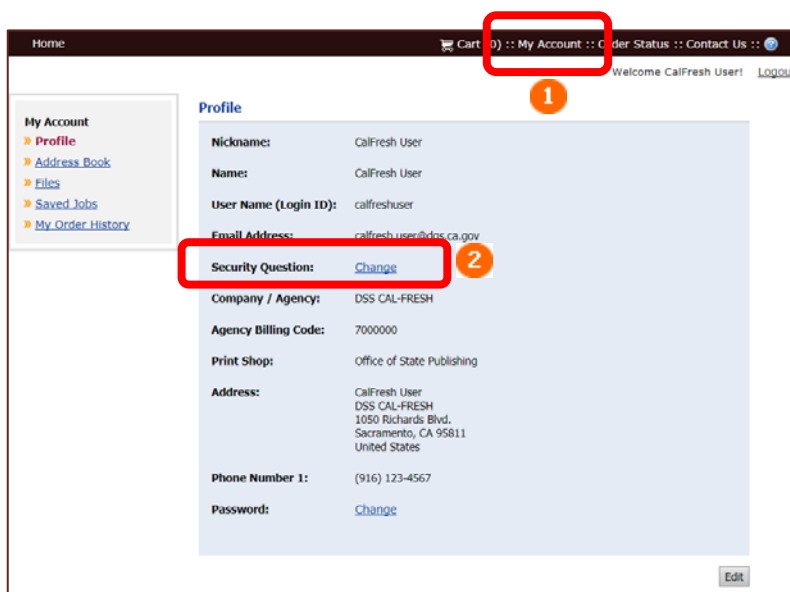
How do I create or change my security question or answer?

After changing your temporary password and before you begin using Web StoreFront, you MUST answer a security question. If you forget your password, you will be required to answer this security question to verify your identity before a new password is emailed to you.

Note: After setting up your initial security question/answer, you may change both the question and the answer at any time.

Home Page:

1. Click My Account in the navigation bar. The Profile screen opens by default.
2. Click [Change](#) to the right of the Security Question field. The Change Security Question screen opens.



Security Question Screen:

- Enter your new password (not the temporary password).
- In the New Security Question field, select one of three pre-populated questions, or select "Other" and enter your question in the "Your Own security Phrase" area.
- In the New Security Answer field, enter the answer to the question.

(Note: The answer you provide is case-sensitive).

- Click Save.

A screenshot of the "Change Security Question" screen. The page title is "Change Security Question". The form contains three fields: "Your Current Password:" with a text input field, "New Security Question:" with a dropdown menu, and "New Security Answer:" with a text input field. The dropdown menu is open, showing four options: "What high school did you graduate from?", "What city were you born?", "What is the name of your first pet?", and "Other". The "Other" option is highlighted in blue. At the bottom right of the form, there are "Cancel" and "Save" buttons.

What if I forget my password?

If you forget your password and are unable to log into the site, you may obtain a new password by providing your user name and the answer to your security question. After you receive the new password, you may change it (Refer to: *Are there any password requirements?* on page 9).

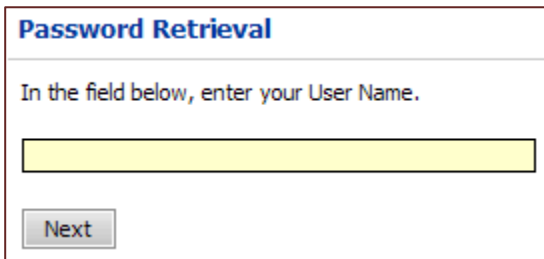
- Under Login on the Login screen, click [Forgot your password?](#)



The screenshot shows a login form with the following elements:

- Login** (Section Header)
- User Name:
- Password:
- Login (Button)
- [Forgot your password?](#) (Link, highlighted with a red box)

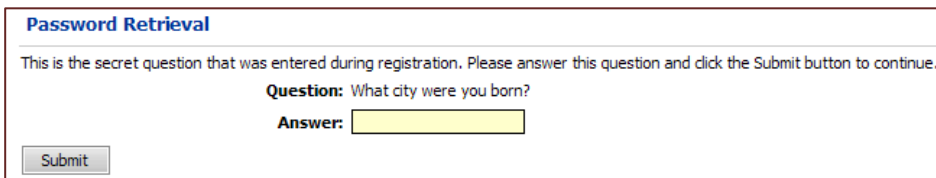
- The Password Retrieval screen opens. Enter your user name and click Next.



The screenshot shows the Password Retrieval screen with the following elements:

- Password Retrieval** (Section Header)
- In the field below, enter your User Name.
-
- Next (Button)

- The security question that you selected when you registered is displayed. Enter the answer to the security question. (**Note:** *The answer is case-sensitive*).
- Click Submit. Your new password will be emailed to you within minutes.



The screenshot shows the Password Retrieval screen with the following elements:

- Password Retrieval** (Section Header)
- This is the secret question that was entered during registration. Please answer this question and click the Submit button to continue.
- Question:** What city were you born?
- Answer:**
- Submit (Button)

How do I change my password?

After your initial login, you may change your password at any time.

Home Page:

1. Click My Account in the navigation bar. The Profile screen opens.
2. Click [Change](#) to the right of Password. The Change Password screen opens.

The screenshot shows a user's profile page. At the top, there is a navigation bar with links for Home, Cart (0), My Account, Order Status, and Contact Us. The 'My Account' link is circled in red and has a '1' in a blue circle next to it. Below the navigation bar, the user is logged in as 'LHD000 John Smith' and has a 'Logout' link. On the left side, there is a 'My Account' menu with options: Profile (highlighted in red), Address Book, Files, and My Order History. The main content area is titled 'Profile' and contains the following information:

| | |
|------------------------|--|
| Nickname: | cdph test |
| Name: | LHD000 John Smith |
| User Name (Login ID): | cdphtest |
| Email Address: | OSPWSFAdmin@dgs.ca.gov |
| Security Question: | Change |
| Company / Agency: | CDPH |
| Department / Division: | LHD |
| Cost Center: | 9100000 |
| Print Shop: | Office of State Publishing |
| Address: | LHD000 John Smith CDPH 1050 Richards Blvd Sacramento, CA 95811 United States |
| Phone Number 1: | (916) 321-5555 |
| Password: | Change 2 |
| Default Currency: | US Dollar(\$) |

An 'Edit' button is located at the bottom right of the profile information area. The 'Change' link next to the Password field is circled in red and has a '2' in a blue circle next to it.

How do I change my password? - continued

Change Password screen:

1. In the Password field, enter your current password.
2. In the New Password field, enter a different password.
3. Re-enter it again in the Confirm New Password field.
4. Click Save.

The screenshot shows the 'Change Password' form in a web application. At the top, there is a navigation bar with 'Home', 'Cart (0) :: My Account :: Order Status :: Contact Us :: ?'. Below the navigation bar, it says 'Welcome CDPH user!' and 'Logout'. The main heading is 'Change Password'. The form contains three input fields: 'Password:', 'New Password:', and 'Confirm New Password:'. Each field is preceded by a numbered callout: '1' for the Password field, '2' for the New Password field, and '3' for the Confirm New Password field. At the bottom right of the form, there are two buttons: 'Cancel' and 'Save'. A callout '4' points to the 'Save' button.

NOTE: The password requirements (See page 11) must be adhered to, or you will receive the message: *“Your password does not meet policy requirements. Please choose another password.”* As shown below.


The screenshot shows the 'Change Password' form with an error message displayed. The error message is: *“Your password does not meet policy requirements. Please choose another password.”* Below the error message, there is a section titled 'Password Strength Information' with the following requirements:

- You cannot use last 3 passwords
- Password should contain 8 to 20 characters.
- Password should contain at least 1 uppercase character(s), 1 lowercase character(s), 1 digit(s), 1 special character(s).
- Password should not contain username, first name or last name.

The form fields for 'Password:', 'New Password:', and 'Confirm New Password:' are visible below the information. At the bottom right, there are 'Cancel' and 'Save' buttons.

What Is the Home Page?

The Home Page image is shown below. This is your starting point after logging in. You can return to the Home Page from other screens by clicking Home in the Navigation Bar. The navigation bar is always available and includes other useful links such as Cart, My Account, Order Status, Contact Us and Help.

1. Click Home to return to the Home Page from other places on the site.
2. Click Cart to view the items in your cart.
3. Click My Account to access your profile, Order History and to change your password or security question.
4. Click Order Status to see the status of your current orders.
5. Click Contact Us for technical support.
6. Click  for generic online help (Non-CALFRESH specific).
7. Categories: Click on the products link to view the items in each category.
8. Use the Search drop-down feature to search for items.

You'll be able to search by entering Product Names, Product ID Numbers or by using Keywords that may be associated to a product.

9. Click the Go to Cart button in this area to see contents of your cart and check out.



What is My Account?

You may access My Account from the navigation bar on the Home Page. When you click My Account; the Profile page opens.

My Account has several sections that contain information specific to your account:

1. Profile
2. Address Book
3. Files (**Note:** The Files category does not pertain to CALFRESH users).
4. My Order History
5. Edit

Home Cart (0) :: **My Account** :: Order Status :: Contact Us :: ?

Welcome CalFresh User! [Logout](#)

My Account

- 1 Profile
- » Address Book 2
- 3 Files
- » My Order History 4

Profile

| | |
|------------------------------|--|
| Nickname: | CalFresh User |
| Name: | CalFresh User |
| User Name (Login ID): | calfreshuser |
| Email Address: | calfresh.user@dgs.ca.gov |
| Security Question: | Change |
| Company / Agency: | DSS CAL-FRESH |
| Agency Billing Code: | 7000000 |
| Print Shop: | Office of State Publishing |
| Address: | CalFresh User DSS CAL-FRESH 1050 Richards Blvd. Sacramento, CA 95811 United States |
| Phone Number 1: | (916) 123-4567 |
| Password: | Change |

[Edit](#) 5

What is My Account? - continued

Profile:

Profile pertains to the registered user who is logged in. The profile information is prepopulated from information submitted by your CALFRESH director. You may change some information here; however, if you need to add or remove a user, you **must** submit a “Web StoreFront Ordering Access and Update” form to CALFRESH. Once CALFRESH has approved the form, you will be contacted via email regarding the approved changes.

To view and change your account (user profile)

- Click My Account in the navigation bar. The Profile page opens.
- Click the Edit button to update or edit your name, phone number or email address.

Home Cart (0) **My Account** Order Status Contact Us

Welcome CalFresh User! [Logout](#)

My Account

- » **Profile**
- » [Address Book](#)
- » [Files](#)
- » [My Order History](#)

Profile

| | |
|------------------------------|--|
| Nickname: | CalFresh User |
| Name: | CalFresh User |
| User Name (Login ID): | calfreshuser |
| Email Address: | calfresh.user@dgs.ca.gov |
| Security Question: | Change |
| Company / Agency: | DSS CAL-FRESH |
| Agency Billing Code: | 7000000 |
| Print Shop: | Office of State Publishing |
| Address: | CalFresh User DSS CAL-FRESH 1050 Richards Blvd. Sacramento, CA 95811 United States |
| Phone Number 1: | (916) 123-4567 |
| Password: | Change |

[Edit](#)

What is My Account? - continued

Once in the Edit My Profile screen, you can update or edit your contact information; however, there are some restrictions.

1. **DO NOT** change your User Name. **DO NOT** change the Account Number; this is used to identify which group of buyers you belong to. Enter your first and last name in the Full Name section.
2. **DO NOT** change the Agency Billing Code number or you will not be able to submit your order. An error message will appear at the Checkout screen stating "A valid account number is required."
3. Select Cancel to return to the Profile screen.
4. To save your changes, select "Save".

Home Cart (0) :: My Account :: Order Status :: Contact Us :: ?

Welcome CalFresh User! [Logout](#)

My Account

- » Profile
- » [Address Book](#)
- » [Files](#)
- » [My Order History](#)

Edit My Profile

Contact Information

** Indicates Required Field.*

1

User Name:

First Name:

Last Name:

* Address 1:

Address 2:

Address 3:

* City:

State / Province / Region:

* Zip/Postal Code:

* Phone Number 1:

Phone Number 2:

Fax Number:

Title:

Company / Agency:

Department / Division:

2

* Agency Billing Code:

* Email Address:

* Are you going to be an Order Approver? Please answer Yes or No:

3 4

What is My Account? - continued

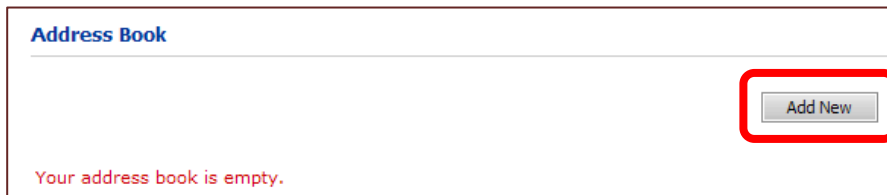
Address Book:

By keeping an address book, you can avoid entering an address each time you want to ship an order to someone by selecting the recipient from your address book during the checkout process.

You can add, edit, and delete addresses in your address book whenever necessary.

To add an address to your address book

- Click My Account in the navigation bar.
- Click Address Book. The Address Book page opens.



- Click Add New.
- Enter the contact information. All fields marked with an * (asterisk) are required.
 - ➡ An address can consist of three lines (Address 1, Address 2, and Address 3) so that you can include lines for building names or floors if necessary.
- Click Save to save the address. It is now listed on the Address Book page.



What is My Account? - continued

To edit an address in your address book:



- Click My Account in the navigation bar.
- Under My Account, click Address Book. The Address Book page opens.

The screenshot shows the 'Address Book' interface. At the top, there is a search field with a magnifying glass icon and an 'Add New' button. Below this is a table with three columns: 'Name', 'Phone Number', and 'E-Mail'. The table contains two entries: 'Maria Gonzales' and 'Nate Jones'. The 'Nate Jones' entry has a radio button selected. Below the table are 'Remove' and 'Edit' buttons. Annotations on the right side of the image point to the search field and the radio button for 'Nate Jones'.

| | Name | Phone Number | E-Mail |
|----------------------------------|----------------|--------------|----------------------|
| <input type="radio"/> | Maria Gonzales | 222-222-2222 | mariag@mycompany.com |
| <input checked="" type="radio"/> | Nate Jones | 111-222-2323 | nate@testcompany.com |

- To select an address click its button; or search for an address by entering a name or partial name in the field to the left of  and then clicking .
- After you select an address, click Edit.
- You can change the contact information as necessary. Remember that fields marked with an * (asterisk) are required.
- Click Save to save your changes or click Cancel to discard your changes and return to the address book.

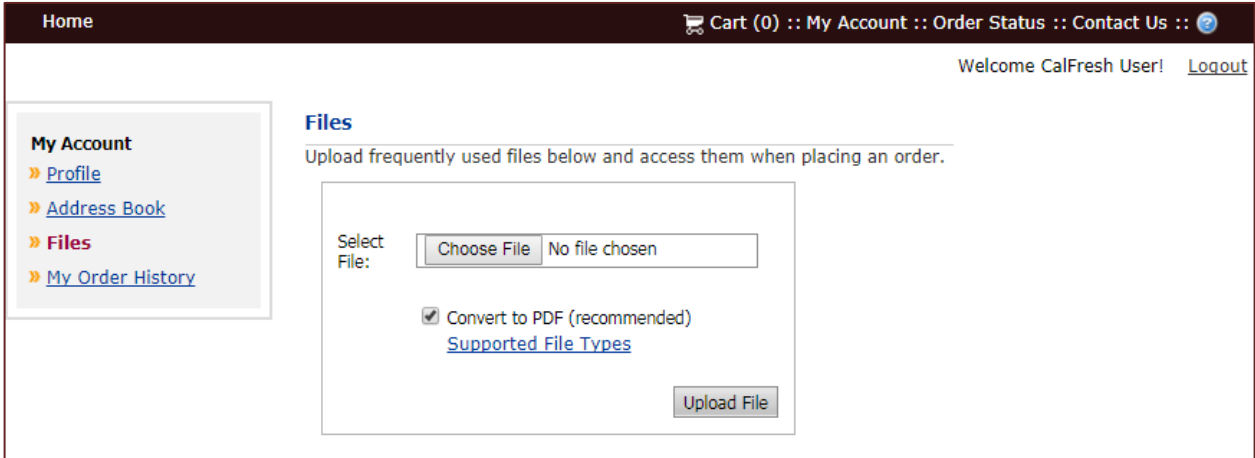
To delete an address from your address book:

- Click My Account in the navigation bar.
- Under My Account, click Address Book. The Address Book page opens.
- Select an address (by clicking its button) or search for an address by entering a name or partial name in the field to the left of  and then click .
- After you select the address you want to delete, click Remove.

What is My Account? - continued

Files:

The “Files” feature is there to allow print buyers the ability to supply art files; CALFRESH users will not be using this function.



The screenshot shows a web interface for a user account. At the top, there is a navigation bar with links for Home, Cart (0), My Account, Order Status, and Contact Us. Below this, the user is greeted with "Welcome CalFresh User!" and a Logout link. On the left, a "My Account" sidebar contains links for Profile, Address Book, Files (highlighted), and My Order History. The main content area is titled "Files" and includes the instruction "Upload frequently used files below and access them when placing an order." Below this instruction is a file upload form with a "Select File:" label, a "Choose File" button, and a text box displaying "No file chosen". There is a checked checkbox for "Convert to PDF (recommended)" and a link for "Supported File Types". An "Upload File" button is located at the bottom right of the form.

What is My Account? - continued

My Order History:

You can review your Order History and check the status of your orders at any time.

To check your order history and status

- Either click Order Status in the navigation bar or click My Account in the navigation bar and then click My Order History. The My Order History page opens.
- By default all orders are displayed. To narrow down the orders that are displayed, do either of the following: In the Time period field, select All Orders to view all orders placed for your account or select a period such as the previous One Week or Six Months.
- In the Show status field, select the status of the orders you want to view, for example, Approval Required, Rejected or In Production.

The screenshot shows the 'My Order History' interface. At the top, there are three filter sections: 'Time period:' with a dropdown set to 'All Orders', 'Show status:' with a dropdown set to 'All', and 'Sort by:' with a dropdown set to 'Order Date'. Below the filters, there are two order entries. Each entry displays the following information: 'Printed Product', 'Order Number', 'Order Date', 'Due Date', and 'Status'. The first entry has Order Number 29747, Order Date 8/, Due Date 9/12, and Status 'Approval required'. The second entry has Order Number 29746, Order Date 8/30/2017 10:35 AM, Due Date 9/12/2017 11:00 AM, and Status 'Approval required'. To the right of each entry, there is a 'View Detail' button. The items for each order are listed as follows: the first order has one item '220000 En/Sp insert', and the second order has two items '210000 En Bet Food' and '210003 Hm Bet Food'.

| Time period: | Show status: | Sort by: |
|--------------|--------------|------------|
| All Orders | All | Order Date |

| | | |
|---|--|-------------|
| Printed Product Order Number: 29747 Order Date: 8/ Due Date: 9/12 Status: Approval required | Items: • 220000 En/Sp insert | View Detail |
| Printed Product Order Number: 29746 Order Date: 8/30/2017 10:35 AM Due Date: 9/12/2017 11:00 AM Status: Approval required | Items: • 210000 En Bet Food • 210003 Hm Bet Food | View Detail |

- To change the order in which orders are listed in the Sort by field, select Due By, Order Date, Order Number, Status, or Total Cost.
- To see the details of an order, click View Detail. The Order Confirmation window will open. On this page you can see additional information about the order such as who submitted it and when it was submitted, as well as shipping information. (You can click Print this Page to print a copy of the order confirmation.)

Section 3: Ordering Items

This section will answer the following questions:

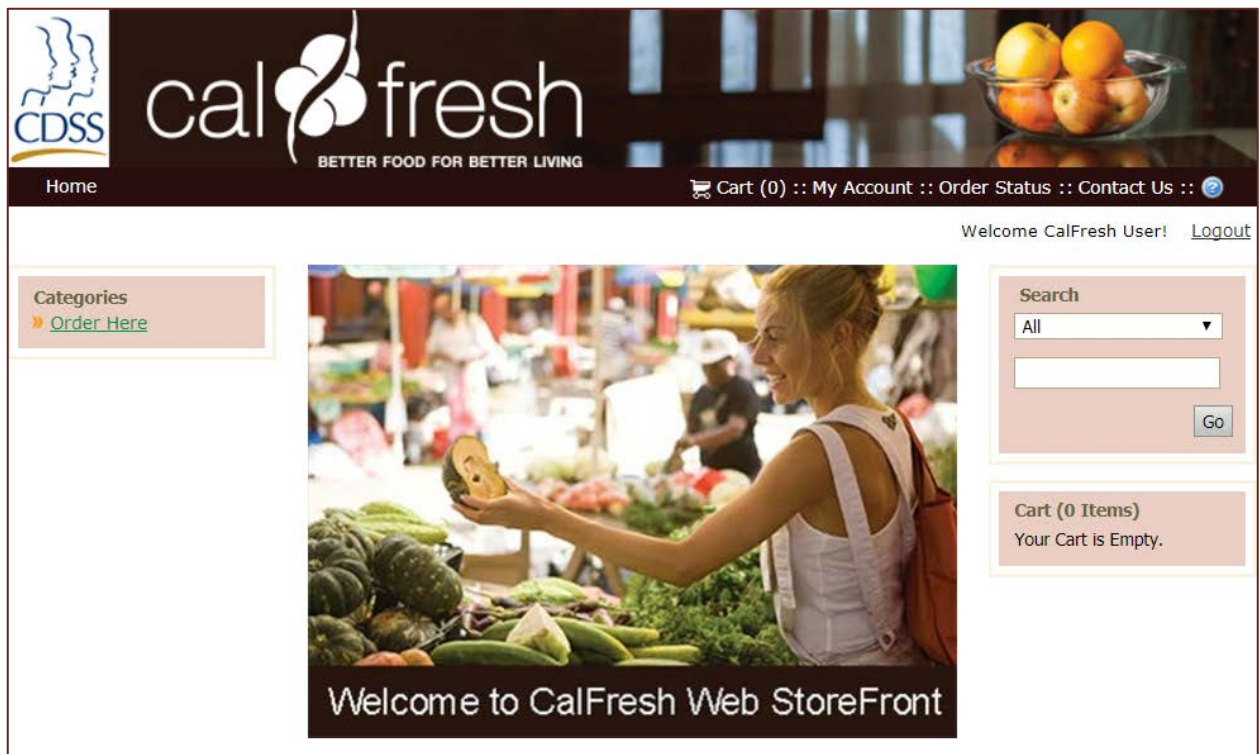
- ✓ How do I locate a specific item?
- ✓ How do I manage my shopping cart?
- ✓ How do I check out and place my order?
- ✓ How will I know if my order was approved or rejected?
- ✓ How do I check the status of my orders?

How do I locate a specific item?

You can look for and find items by selecting from a list of Categories or by using the Search feature.

Home Page:

- On the left side of the Home Page in the Categories section, click on the Order Here link to view all of the items available to order.
- On the right side of the Home Page, in the Search box, look for a product by selecting from the drop-down All, Product Name, Keywords, or Product ID. Enter the item number, a search string or word (for example, part of a product name, or the word “Spanish”).
- Click Go.



How do I locate a specific item? - continued

Order Here Screen:

From the Order Here screen you are able to select a product. Enter a quantity using the drop down menu, then click Add to Cart. You can also select either the link, or the image to open a detailed description of the item.

The screenshot displays the 'Order Here' interface. At the top, there is a navigation bar with 'Home', 'Cart (0) :: My Account :: Order Status :: Contact Us ::', and a user greeting 'Welcome CalFresh User! Logout'. On the left, a sidebar contains 'Categories' and 'Order Here'. The main content area is titled 'Order Here' and features a search bar on the right. Below the search bar, a 'Cart (0 Items)' box indicates 'Your Cart is Empty.' The product listings are as follows:

- 210000 En Bet Food**: Better Food for Better Living. Qty: 100. Add to Cart.
- 210001 Sp Bet Food**: Better Food for Better Living. Qty: 100. Add to Cart.
- 210002 Ch Bet Food**: Better Food for Better Living. Qty: 100. Add to Cart.
- 210003 Hm Bet Food**: Better Food for Better Living. Qty: 100. Add to Cart.

Red boxes in the image highlight the product images, the product names, the quantity dropdown menus, and the 'Add to Cart' buttons for each item.

How do I locate a specific item? - continued

Detail Screen:

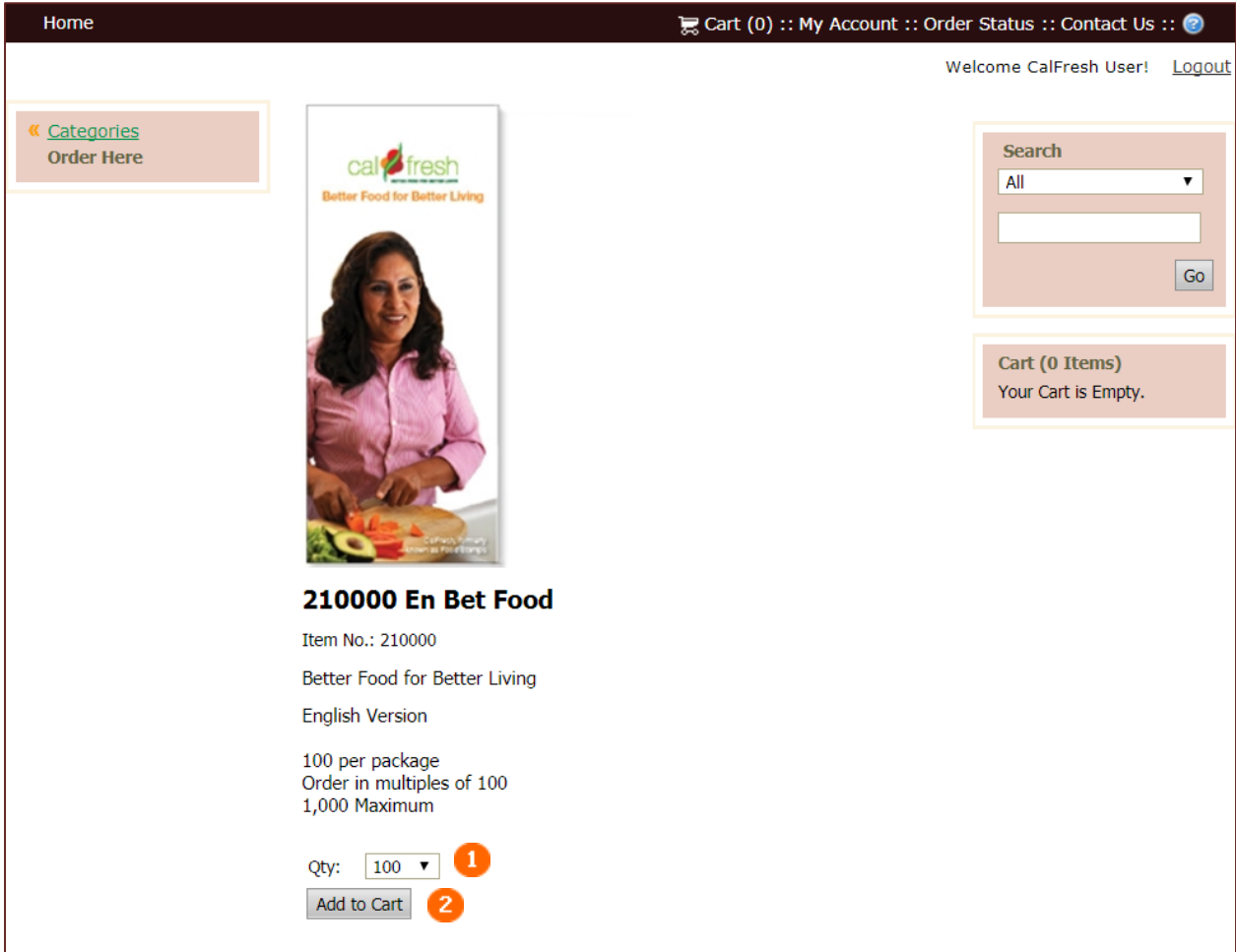
The detail screen gives a full description of the item.

1. Enter the quantity using the drop down menu.

Please see your allotment notification for your specific allotment amount.

Your order will be delayed or rejected, if you order above your allotment amount.

2. Click Add to Cart.



The screenshot displays the CalFresh website interface. At the top, there is a navigation bar with links for Home, Cart (0), My Account, Order Status, and Contact Us. A user is logged in as 'CalFresh User!' with a Logout link. On the left, there is a 'Categories Order Here' button. The main content area features a promotional image of a woman in a pink shirt with the CalFresh logo and the slogan 'Better Food for Better Living'. Below the image, the item details are shown: '210000 En Bet Food', Item No.: 210000, 'Better Food for Better Living', 'English Version', '100 per package', and 'Order in multiples of 100, 1,000 Maximum'. A quantity dropdown menu is set to '100' with a red circle containing the number '1' next to it. Below the dropdown is an 'Add to Cart' button with a red circle containing the number '2' next to it. On the right side, there is a search bar with a dropdown menu set to 'All' and a 'Go' button. Below the search bar, a message states 'Cart (0 Items) Your Cart is Empty.'

How do I manage my shopping cart?

After you add products to the cart:

After you click Add to Cart to place a product in the shopping cart, you can either continue shopping or review the contents of your cart and start the checkout process.

To avoid discrepancies and delays please limit your shopping cart to 18 items.

Checkout involves the following:

- Reviewing the products and quantities of the cart contents.
- Specifying the recipient for the order.

Shopping cart: products and recipient

The Shopping Cart page opens after you click Cart in the navigation bar or click Go to Cart button in the cart pane. The first step in the checkout process involves reviewing the products you are ordering and making any necessary changes, as well as providing information about the recipient for the order. (If you are not ready to check out, click Continue Shopping and follow the steps on pages 23 thru 26.)

Shopping Cart

Continue Shopping Checkout

Print Shop: Office of State Publishing

| Products | Quantity |
|---|----------|
| 210000 En Bet Food Remove Item Name: 210000 En Bet Food | 100 ▼ |

Recipients

Add Another Recipient

Recipient #1

Please enter recipient information below.

Address Book

Method: Golden State (Non-Local Delivery) ▼

Delivery Instructions:

First Name: CalFresh
Last Name: User
Company / Agency: DSS CAL-FRESH
Phone Number: (916) 123-4567
Email Address: calfresh.user@dgs.ca.gov

Address: 1050 Richards Blvd.
City: Sacramento
State: CA - (California) ▼
Zip/Postal Code: 95811

Save to My Address Book

You must click save to proceed with checkout.

Save

Clear Cart

Continue Shopping Checkout

How do I manage my shopping cart? - continued

Reviewing items in the cart:

Under Products, review what is in your cart and make any necessary adjustments.

1. To see the detail screen for a product, click its name. You can then make any necessary changes.
2. If necessary, change the quantity for an item.
3. To remove an item from the cart, click Remove.
4. To remove all items from the cart, click Clear Cart at the bottom of the page.

The screenshot shows a shopping cart interface with the following elements:

- Shopping Cart** header with [Continue Shopping](#) and [Checkout](#) buttons.
- Print Shop: Office of State Publishing** link.
- Products** table with columns for **Products** and **Quantity**.
- Item: **210000 En Bet Food** (callout 1), [Remove](#) (callout 3), and quantity **100** (callout 2).
- Item Name:** 210000 En Bet Food (callout 3).
- Recipients** section with [Add Another Recipient](#) button.
- Recipient #1** with [Edit](#) and [Remove](#) links.
- Recipient details: CalFresh User, DSS CAL-FRESH, 1050 Richards Blvd., Sacramento, CA 95811, United States, **Tel:** (916) 123-4567, **Email:** calfresh.user@dgs.ca.gov.
- Golden State (Non-Local Delivery)** label.
- Clear Cart** button (callout 4) at the bottom left.
- [Continue Shopping](#) and [Checkout](#) buttons at the bottom right.

How do I manage my shopping cart? - continued

Specifying recipient:

Under **Recipients** you must indicate where the order is going.

1. The defaulted address is the address from your profile page. Enter the name and address of a recipient. To save this information in your address book, select the Save to My Address Book check box. Alternatively, click Address Book to select someone from your address book.
2. In the Method field, **do not** make any edits; all deliveries will be made by Golden State.
3. If necessary, enter Delivery Instructions (up to 200 characters).
4. Click Save.

The screenshot shows the 'Recipients' form with the following fields and values:

- Recipient #1**
- Please enter recipient information below.**
- First Name:** CalFresh
- Last Name:** User
- Company / Agency:** DSS CAL-FRESH
- Phone Number:** (916) 123-4567
- Email Address:** calfresh.user@dgs.ca.gov
- Address Book** (button)
- Address:** 1050 Richards Blvd.
- City:** Sacramento
- State:** CA - (California)
- Zip/Postal Code:** 95811
- Method:** Golden State (Non-Local Delivery)
- Delivery Instructions:** (empty text area)
- Save to My Address Book
- Save** (button)
- Message: You must click save to proceed with checkout.

Numbered callouts: 1 points to the Address Book button, 2 points to the Method dropdown, 3 points to the Delivery Instructions text area, and 4 points to the Save button.

The recipient information is now displayed differently.
Select Continue Shopping or Checkout.

The screenshot shows the 'Recipients' form with the following summary and navigation options:

- Recipient #1** [Edit](#) [Remove](#)
- CalFresh User** Golden State (Non-Local Delivery)
- DSS CAL-FRESH
- 1050 Richards Blvd.
- Sacramento, CA 95811
- United States
- Tel:** (916) 123-4567
- Email:** calfresh.user@dgs.ca.gov
- Clear Cart** (button)
- Continue Shopping** (button)
- Checkout** (button)

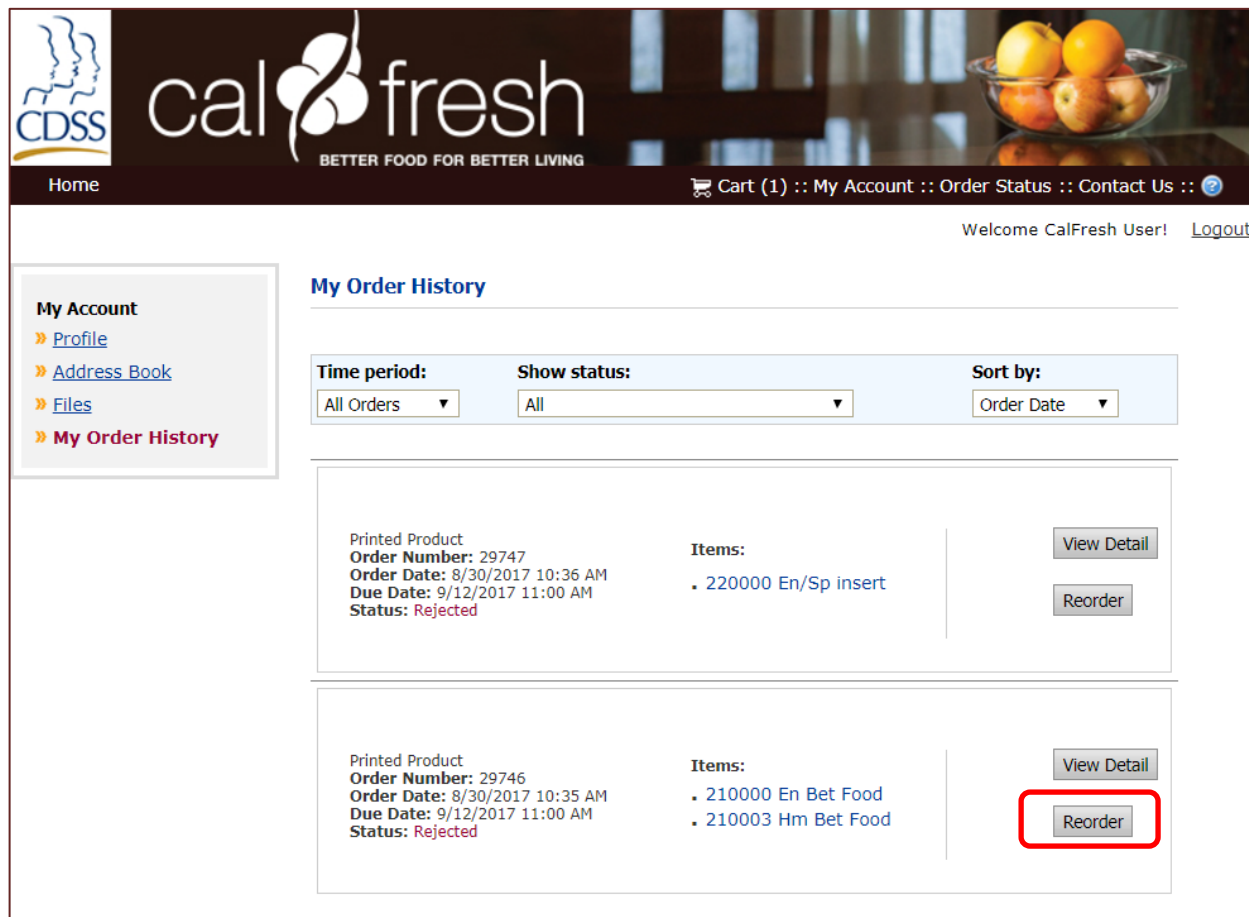
How do I place another order?

There are two ways to place another order.

The first way is to start at the Home Page and follow the procedures earlier in this Section.

The second way is to use the Reorder button from My Order History screen. You may find this shortcut useful if you place orders for the same items often or you want to use it as a basis for another order.

- Find a previous order with items you want to reorder.
- The Reorder button will open your Shopping Cart.



The screenshot displays the CalFresh website interface. At the top, there is a navigation bar with the CalFresh logo and the tagline "BETTER FOOD FOR BETTER LIVING". Below the navigation bar, there is a "My Account" sidebar with links to Profile, Address Book, Files, and My Order History. The main content area is titled "My Order History" and features filters for Time period (All Orders), Show status (All), and Sort by (Order Date). Two order entries are listed, both with a status of "Rejected". The second order entry has a "Reorder" button highlighted with a red rectangle.

| Time period: | Show status: | Sort by: |
|--------------|--------------|------------|
| All Orders | All | Order Date |

| Order Information | Items | Actions |
|--|--|------------------------|
| Printed Product Order Number: 29747 Order Date: 8/30/2017 10:36 AM Due Date: 9/12/2017 11:00 AM Status: Rejected | • 220000 En/Sp insert | View Detail Reorder |
| Printed Product Order Number: 29746 Order Date: 8/30/2017 10:35 AM Due Date: 9/12/2017 11:00 AM Status: Rejected | • 210000 En Bet Food • 210003 Hm Bet Food | View Detail Reorder |

NOTE: *Be careful when using this button.*

- If you have items currently in your Cart when you select Reorder, all current and reordered items will be combined in your cart.
- Click the Reorder button only once!

How do I checkout and place my order?

Checkout:

The Checkout screen opens after selecting Checkout.

- Do not make any changes to the Agency Billing Codes. **Your order will not go through the system if these numbers are changed.**
- You are required to enter a Purchase Order Number. If your agency does not use purchase order numbers, type in "N/A".
- You **MUST** select an Approver at this screen by clicking the white circle under Approval section.
- Click Next to go to continue to the Review Your Order screen.

Home Cart (1) :: My Account :: Order Status :: Contact Us :: [Logout](#)

Welcome CalFresh User! [Logout](#)

Checkout 1. Account Information 2. Review

Account Information
Payment Method: Agency Billing Codes ▼

Agency Billing Codes

Agency Billing Code: 7000000

Purchase Order Number:

Approval

YOUR ORDER MUST BE APPROVED BY ONE OF THE APPROVERS BELOW.

| | | |
|----------------------------------|-----------------|---------------------------|
| <input checked="" type="radio"/> | CalFresh Orders | CalFreshOrders@dgs.ca.gov |
|----------------------------------|-----------------|---------------------------|

NOTE: An error message will appear if you do not select the Approver before clicking the Next button.

Approval

YOUR ORDER MUST BE APPROVED BY ONE OF THE APPROVERS BELOW.

| | | |
|-----------------------|-----------------|---------------------------|
| <input type="radio"/> | CalFresh Orders | CalFreshOrders@dgs.ca.gov |
|-----------------------|-----------------|---------------------------|

YOU MUST SELECT ONE APPROVER

How do I checkout and place my order? - continued

Review Your Order Screen:

Check your order for accuracy before placing it.

1. Click on the Cart to go back to the Shopping Cart screen if you need to make changes or to adjust order quantity.
2. Click Edit **only if this is not** the intended recipient of the order.
3. If no changes are needed, click Place My Order. (*The Order Confirmation screen opens with your order information.*)

Home Cart (1) :: My Account :: Order Status :: Contact Us ::

Welcome CalFresh User! [Logout](#)

REVIEW your order quantity and shipping address for accuracy BEFORE placing it to avoid costly errors and delays.

[1. Account Information](#) [2. Review](#)

[Place My Order](#) **3**

Expected Completion Date: 9/12/2017 1:30:00 PM PDT

Print Shop: Office of State Publishing
1050 Richards Blvd.
Sacramento, CA 95811 United States
Tel: 916 445-5352

| Products | Quantity |
|--------------------|----------|
| 210000 En Bet Food | 100 |

Account Information

Agency Billing Code
Agency Billing Code: 7000000
Purchase Order Number: n'a

Recipients

| Recipient #1 Edit 2 | Method: | Products | Quantity |
|---|-----------------------------------|--------------------|----------|
| CalFresh User DSS CAL-FRESH 1050 Richards Blvd. Sacramento, CA 95811 United States Tel: (916) 123-4567 | Golden State (Non-Local Delivery) | 210000 En Bet Food | 100 |

[Place My Order](#) **3**

How do I checkout and place my order? - continued

Confirmation Screen:

This is your Order Confirmation. You may print a copy and keep for your records and you may check My Order History to review previous orders at any time. Remember to check your email for the confirmation that your order was received.

1. Click Print this page to print a copy of your Order Confirmation
2. Click Continue Shopping if you need to place a new order.

CDSS cal fresh BETTER FOOD FOR BETTER LIVING

Home Cart (0) :: My Account :: Order Status :: Contact Us ::

Welcome CalFresh User! [Logout](#)

Thank you for your order!

Order Confirmation

Order Number: 20762

Expected Completion Date: 9/12/2017 1:30:00 PM PDT

Submitted on: 8/30/2017 1:28:56 PM PDT

Submitted by: CalFresh User
Tel: (916) 123-4567

Order Status: Approval required
As of: 8/30/2017 1:28:56 PM PDT

Print Shop: Office of State Publishing
1050 Richards Blvd.
Sacramento, CA 95811
United States
Tel: 916 445-5352

| Products | Quantity |
|--|----------|
| 210000 En Bet Food Item Name: 210000 En Bet Food | 100 |

Account Information

Payment Method: Agency Billing Code
Agency Billing Code: 7000000
Purchase Order Number: n'a

Recipients

| Recipient #1 | Method: | Products | Quantity | Shipping Status |
|--|-----------------------------------|--------------------|----------|-----------------|
| CalFresh User DSS CAL-FRESH 1050 Richards Blvd. Sacramento, CA 95811 United States Tel: (916) 123-4567 Email: calfresh.user@dgs.ca.gov | Golden State (Non-Local Delivery) | 210000 En Bet Food | 100 | - |

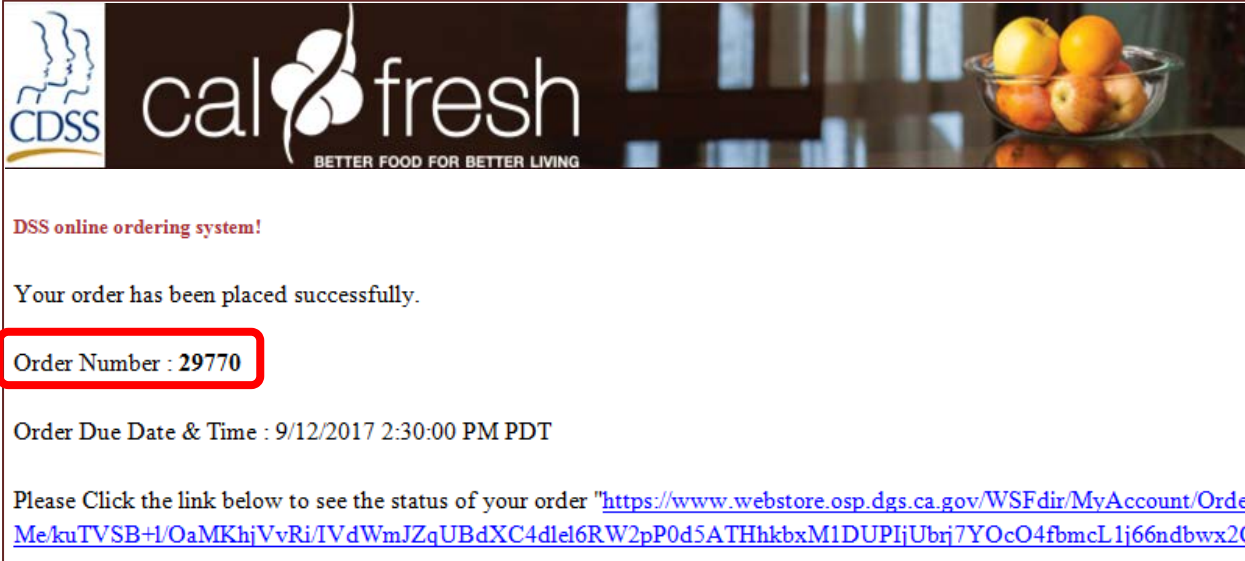
Print this page Continue Shopping




Print this page Continue Shopping

NOTE: **Expected Completion Date** is the contractual agreed time frame that your order should be received. The contract between CALFRESH and OSP is to allow 2 weeks for delivery. Usually orders are processed and shipped within a few days. If you have not received your order or any correspondence by this date, contact Order Support at 855-729-5050 or WSFOrderSupport@dgs.ca.gov.

How do I checkout and place my order? - continued

NOTE: *Upon placing your order you will receive an automatic email stating "Your order has been placed successfully" and you will get an Order Number. Please use the Order Number when referring to your orders.*



DSS online ordering system!

Your order has been placed successfully.

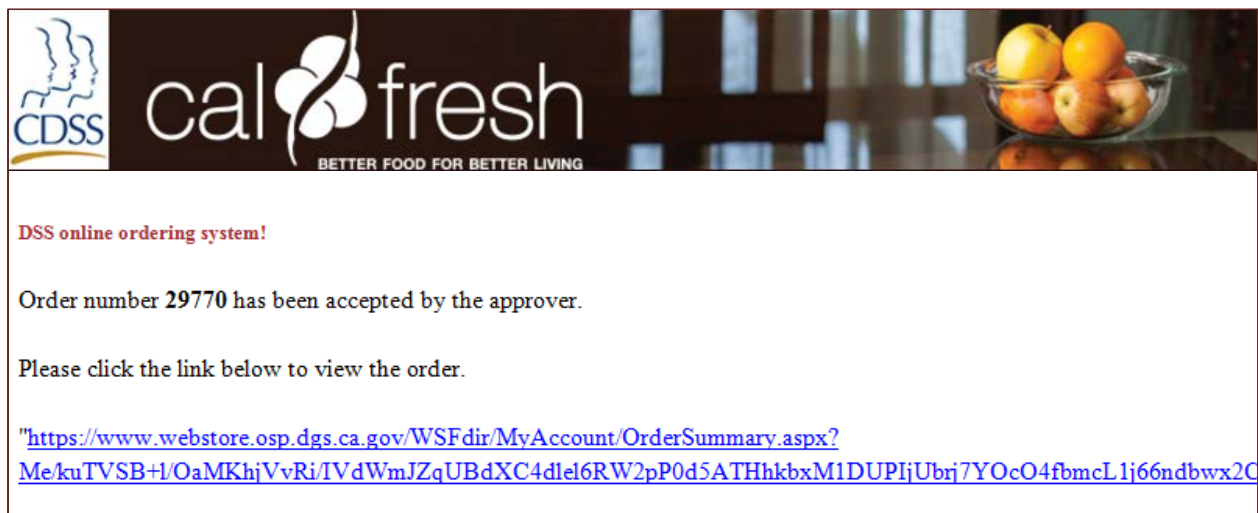
Order Number : 29770

Order Due Date & Time : 9/12/2017 2:30:00 PM PDT

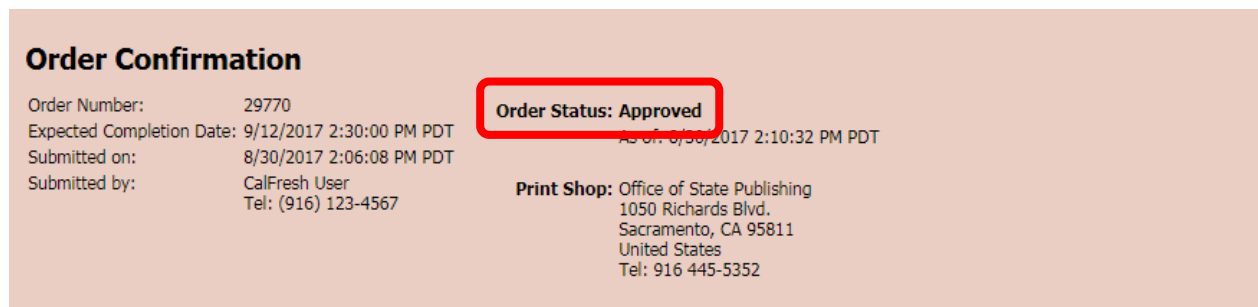
Please Click the link below to see the status of your order "<https://www.webstore.osp.dgs.ca.gov/WSFdir/MyAccount/OrderMe/kuTVSB+1/OaMKhjVvRi/TVdWmJZqUBdXC4dlel6RW2pP0d5ATHkbx.M1DUPIjUbrj7YOcO4fbmCL1j66ndbwx2C>"

How do I know if my order was approved or rejected?

After your order gets approved, you will receive an e-mail similar to the one below.

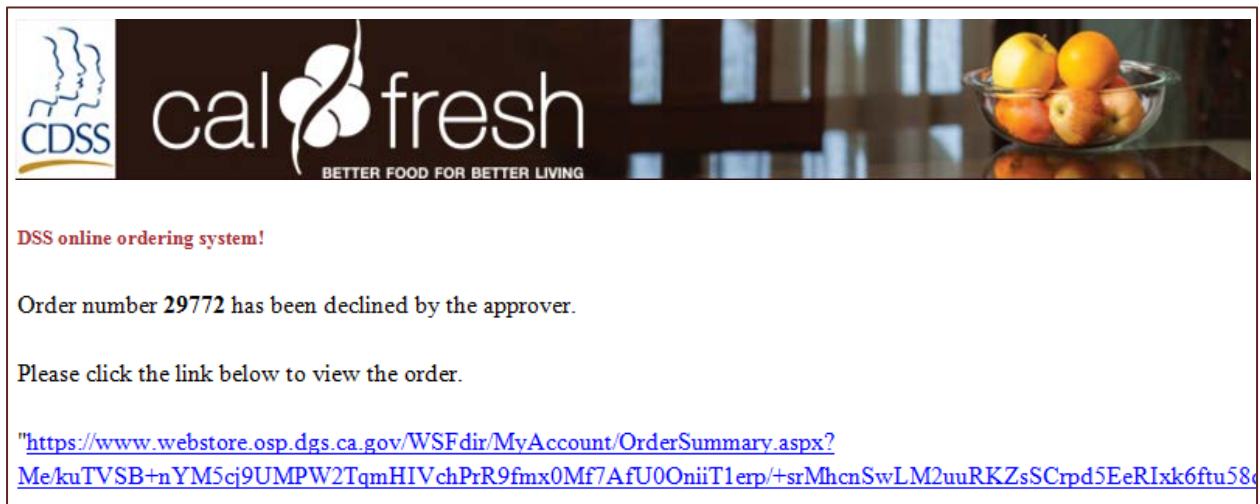


When you click on the link, an Order Confirmation will open and the Order Status will be updated.



How do I know if my order was approved or rejected? - continued

When your order gets rejected you will receive an e-mail similar to the one below.

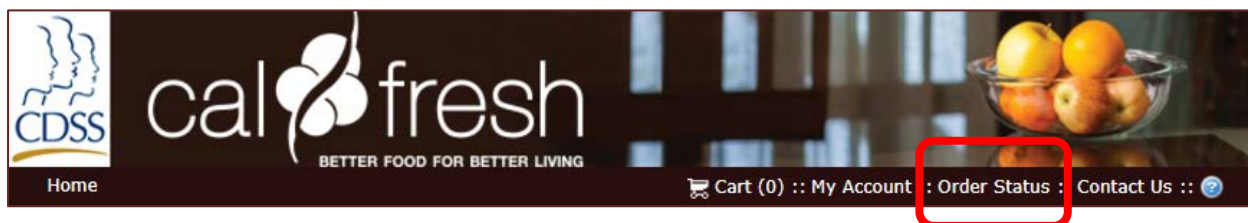


When you click on the link an Order Confirmation will open and the Order Status will be updated; with a reason for the rejection provided. You can click on the Order Again button and you will be taken back to your cart so you can make the necessary revisions to your order and then resubmit.



How do I check the status of my orders?

To check the Status of an order click on the Order Status button located on the navigation bar.



Your Order History page will open and any status change will be noted here. Some of the status notices are: Approval Required, Approved, Rejected, In Production and Shipped.

A screenshot of the CalFresh 'My Order History' page. The page shows a list of orders with filters for 'Time period', 'Show status', and 'Sort by'. Three order entries are visible, each with a red box highlighting the status field.

| Time period: | Show status: | Sort by: |
|--------------|--------------|------------|
| All Orders | All | Order Date |

| Printed Product | Order Number | Order Date | Due Date | Status | Items | Actions |
|-----------------|--------------|-------------------|-------------------|-------------------|----------------------|------------------------|
| | 29775 | 8/30/2017 2:28 PM | 9/12/2017 2:30 PM | Approval required | • 210002 Ch Bet Food | View Detail |
| | 29772 | 8/30/2017 2:06 PM | 9/12/2017 2:30 PM | Rejected | • 210000 En Bet Food | View Detail Reorder |
| | 29770 | 8/22/2017 2:06 PM | 9/12/2017 2:30 PM | Approved | • 210000 En Bet Food | View Detail Reorder |

You may check the status of an order at any time online.

If you have questions about the status of your orders please have your Order Number ready and call (855) 729-5050 or WSFOrderSupport@dgs.ca.gov , between 8:00 am and 5:00 pm

Glossary

A

Address Book: The names and addresses of your contacts. You may select these during checkout.

Approval: (1) The process of approving an order you placed. (2) The process of reviewing and authorizing an order by a designated person at The Office of State Publishing.

C

Cart: The virtual shopping basket to which you add items you intend to order.

D

Delivery Method: The way a purchased item or order is sent to the recipient. This is determined at the Office of State Publishing warehouse.

L

Login: The process of gaining access to the site by entering a user name and password.


Logout: The process of ending a session on the site.

M

My Account: The area of the site that gives you access to account-specific information, such as your profile, address book, and order history.

My Order History: A page in the My Account area of the site that lists your orders with status information.

N

Navigation Bar: The bar at the top of the screen that includes links you may click to get to the Home Page, Cart, My Account, Order Status, Contact Us, and Help ().

O

Order: A shopping cart transaction which may include multiple items.

P

Profile: Your site account and contact information. This has been prepopulated by the CALFRESH Office.

R

Recipient: The person or entity to which an order (or part of an order) is to be delivered.

S

Storefront: The web site that provides online shopping of CALFRESH materials.