



Office of State Publishing

CALIFORNIA DEPARTMENT OF GENERAL SERVICES



Web StoreFront Business Card User Guide

System Requirements:

All that is required is Adobe Acrobat Reader and an Internet Browser.

We support most common browsers:

Internet Explorer 8, 9, 10

Mozilla Firefox 15, 16

Safari 5.1.4

Google Chrome 23.0.1271, 26.0.1397.2

Opera 9.6

Rev. Date 10/23/14

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Section 1: Welcome

This section will answer the following questions:

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

What is Web StoreFront?

Web StoreFront (WSF) is an online shop where you can order your business cards.

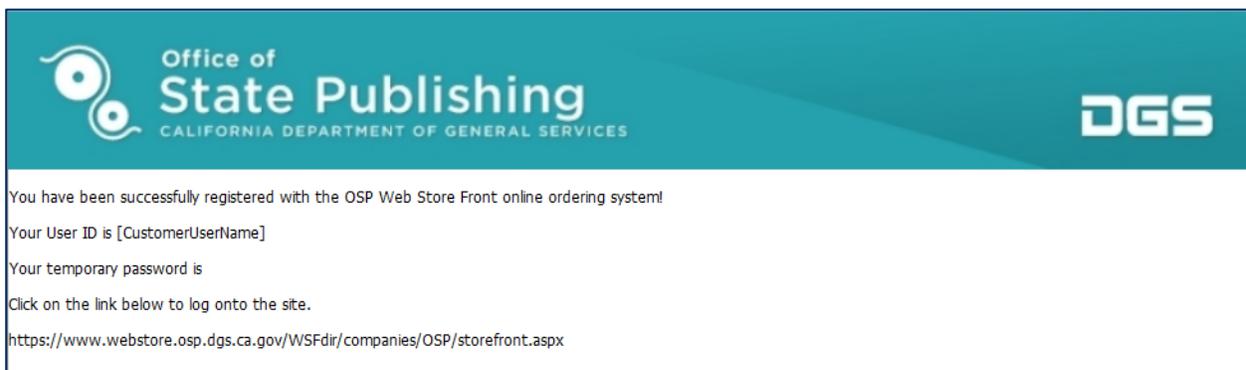
You can:

- Place your order using online checkout techniques.
- Save your Business Card information for future orders.
- Check your order Status at any time.
- Check your order history at any time.

How do I become a registered user?

Before you may access the WSF, your Agency WSF Approver must submit a *Web StoreFront Online Ordering Access and Updates* form to OSPWSFAdmin@dgs.ca.gov. This form will be used to set up an account for you as a registered user. Questions regarding this form may be directed to the WSF office at 800 963-7860 or WSFAdmin@dgs.ca.gov

The OSP WSF in consultation with your Agency WSF Approver will register you with your information: Name, Local Agency, Shipping Address, Phone Number, Billing Code Number and e-Mail Address. Once registered, you will receive an email notification from the WSF Administrator with your User Name and a temporary Password.



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You have been successfully registered with the OSP Web Store Front online ordering system!
Your User ID is [CustomerUserName]
Your temporary password is
Click on the link below to log onto the site.
<https://www.webstore.osp.dgs.ca.gov/WSFdir/companies/OSP/storefront.aspx>

Where do I go to access Web StoreFront?

You may access the site from a web browser (such as Internet Explorer, Mozilla Firefox, Safari, Google Chrome or Opera) on your computer.

To access the site:

- Connect to the Internet.
- 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/RegWSF/storefront.aspx
- Press the *Enter* key on your keyboard or select the *Go* button in your browser. The login screen of the site opens.
- Bookmark or save the URL in your *Favorites* for future use.

Where do I go if I need help?

Support is available between 8:00 am and 5:00 pm, Monday-Friday only.

Order and Technical Support:

- WSF Customer Support will help if you are having technical problems when accessing the system. Contact them by clicking Contact Us in the Navigation Bar. The contact information for technical support is shown under Customer Support.
- Ordering assistance is also available if you have questions specific to your order. You must have your Order Number for questions specific to your order.

The screenshot shows the top navigation bar of the WSF website. The navigation bar is dark blue with white text. On the left, it says "Home". In the center, it says "Cart (0) :: My Account :: Order Status :: Print Shops :: Contact Us :: ?". On the right, it says "Welcome WSF Admin! Logout". Below the navigation bar, there are two tabs: "Storefront" and "Administration". Below the tabs, there is a red box around the text "Customer Support". Below the red box, there is a section titled "Contact your Print Shop" with the following text: "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@dqs.ca.gov". Below this, there is a section titled "Contact a System Administrator" with the following text: "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@dqs.ca.gov". At the bottom of the page, it says "Contact hours are between 8:00 am and 5:00 pm".

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

Welcome WSF Admin! [Logout](#)

Storefront Administration

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@dqs.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@dqs.ca.gov

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

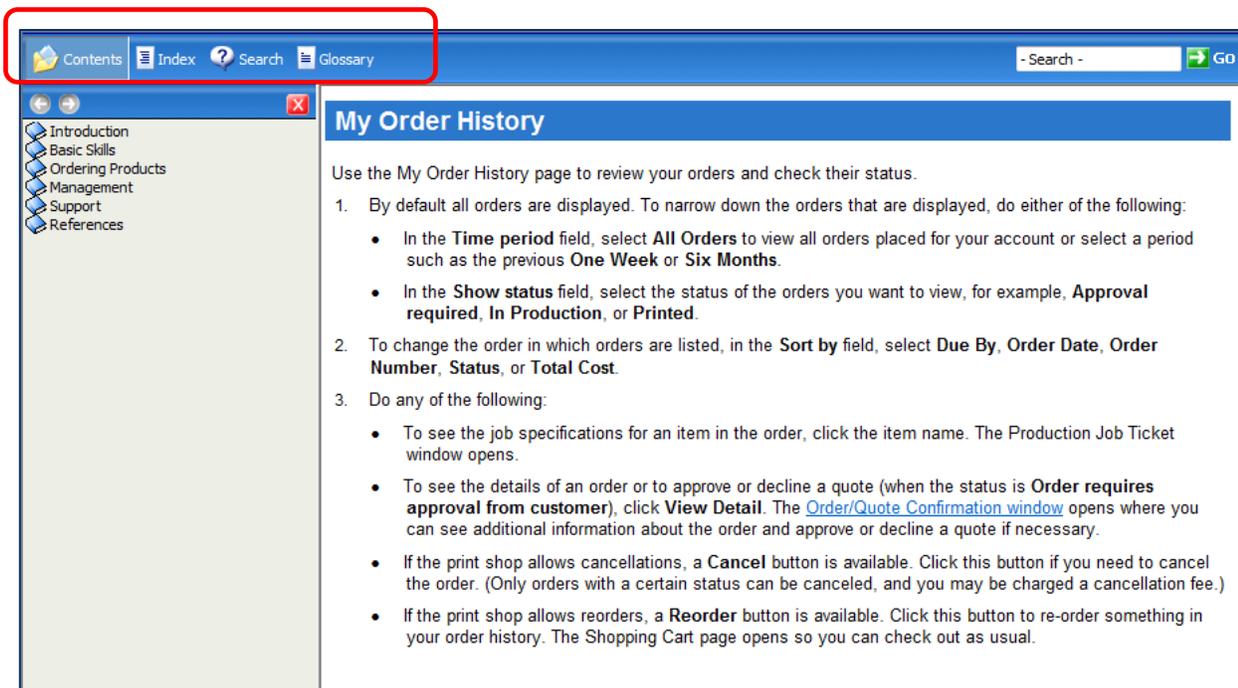
Where do I go if I need help? - continued

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 will get a help topic about My Order History.



- Use the Contents, Index, Search and Glossary tabs in the left-hand pane of the help screen to find the information you need.



Section 2: Basics

This section will answer the following questions:

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

How do I log in to the site for the first time?

Once you have received your e-mail notification with your user name and temporary password, you can log onto the website. When you go to the WSF 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).

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Home Cart (0) :: Contact Us :: ?

Login

User Name:
1

Password:
2

3

[Forgot your password?](#)

WELCOME to your
One-Stop Print Shop

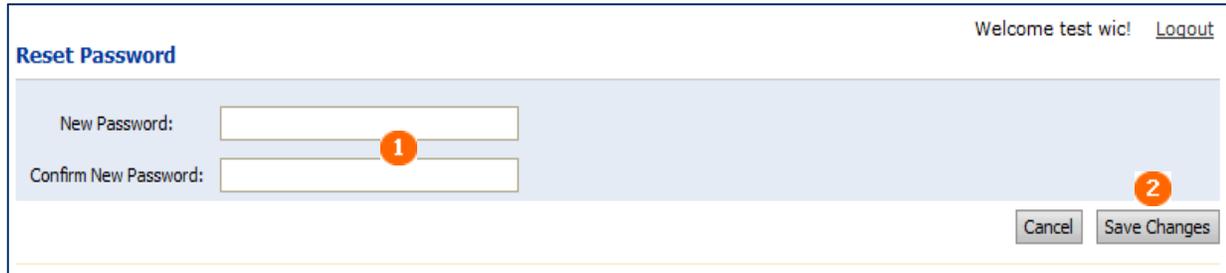
OSP General Information: 916 445-5386
Outside the Sacramento area: 800 963-7860

Are there any password requirements?

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

Note: You must adhere to the WSF Password Requirements listed below:

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



Reset Password

Welcome test wic! [Logout](#)

New Password:

Confirm New Password:

Cancel Save Changes



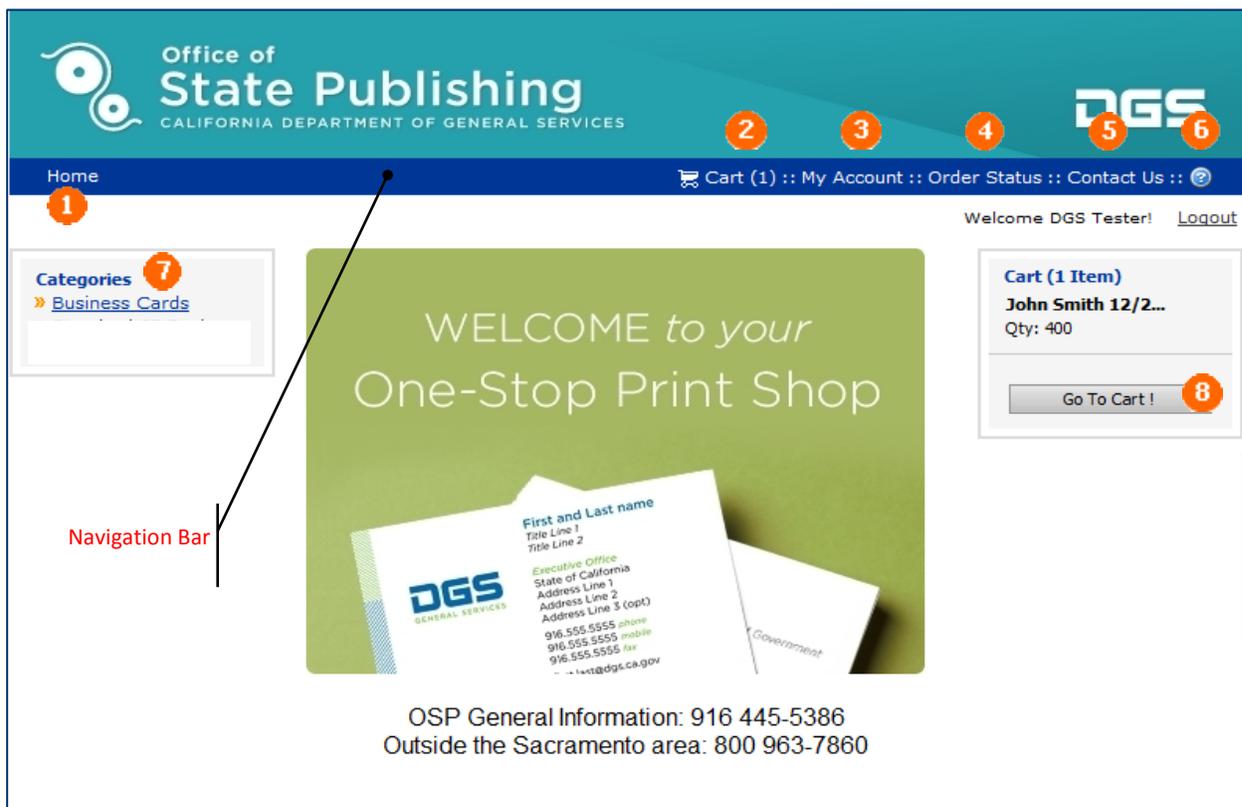
Web StoreFront Password Requirements

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

What Is the Home Page?

The Home Page image is shown below. This is your starting point after logging in. You may 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 on the site.
6. Click  for generic online support.
7. Click Categories to see the items in each category.
8. Click the Go To Cart! button to see contents of your cart and to check out.



The screenshot shows the home page of the Office of State Publishing, California Department of General Services (DGS). The page features a teal header with the DGS logo and the text "Office of State Publishing CALIFORNIA DEPARTMENT OF GENERAL SERVICES". A dark blue navigation bar contains links for Home, Cart (1), My Account, Order Status, Contact Us, and a help icon. A "Welcome DGS Tester! Logout" message is displayed on the right. The main content area includes a "Categories" sidebar with "Business Cards" highlighted, a large green banner with the text "WELCOME to your One-Stop Print Shop" and an image of business cards, and a "Cart (1 Item)" summary for "John Smith 12/2..." with a "Go To Cart!" button. A red label "Navigation Bar" with a line points to the dark blue bar. Numbered callouts (1-8) are placed over various elements: 1 (Home), 2 (Cart), 3 (My Account), 4 (Order Status), 5 (Contact Us), 6 (Help icon), 7 (Business Cards), and 8 (Go To Cart! button).

OSP General Information: 916 445-5386
Outside the Sacramento area: 800 963-7860

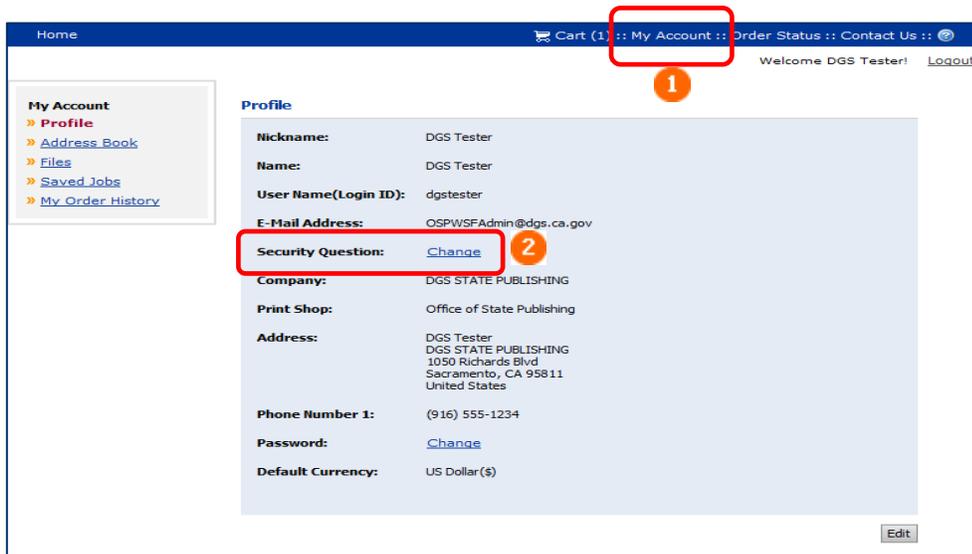
How do I create or change my security question or answer?

After changing your temporary password and before you begin using the WSF system, you must answer a security question. If you forget your password, you will be required to answer the security question to verify your identity before a new password is e-mailed to you.

NOTE: *After setting up your initial security question and 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.

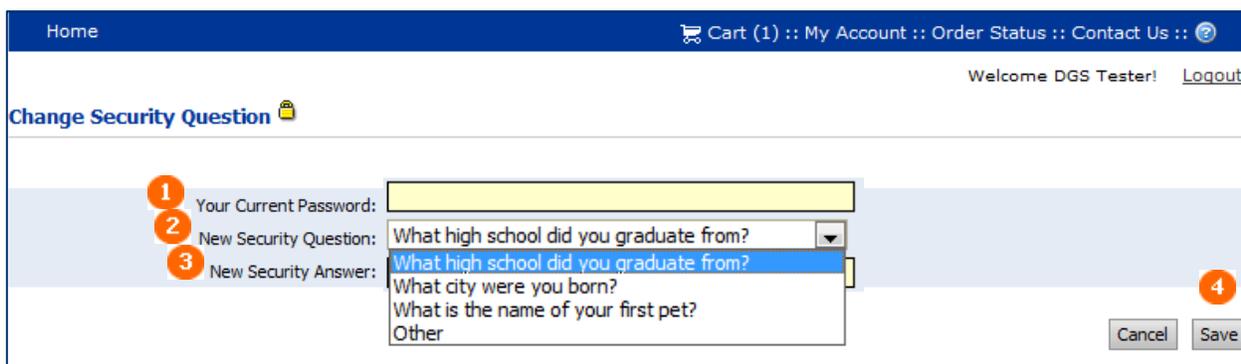


Security Question Screen:

1. Enter your current password (not the temporary password).
2. 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.
3. In the New Security Answer field, enter the answer to the question.

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

4. Click Save.



What if I forget my password?

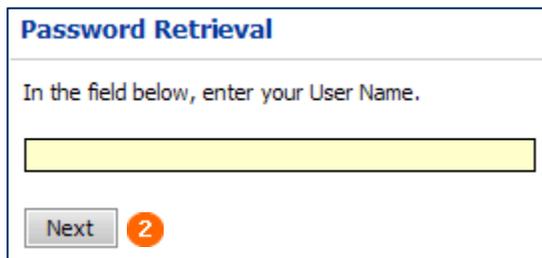
If you forget your password and are unable to log into the site, you may obtain a new password by providing your user name and the answer to your security question. After you receive the new password, you may change it (Refer to: *Are there any password requirements?* on page 10).

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



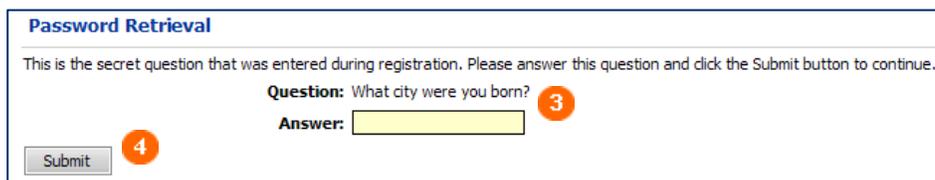
The screenshot shows a 'Login' form with two input fields: 'User Name:' and 'Password:'. A 'Login' button is located to the right of the password field. Below the password field, a link labeled 'Forgot your password?' is highlighted with a red rectangular box. A small orange circle containing the number '1' is positioned to the left of the link.

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



The screenshot shows the 'Password Retrieval' screen. It contains the text 'In the field below, enter your User Name.' followed by a yellow text input field. Below the input field is a 'Next' button, which is highlighted with a small orange circle containing the number '2'.

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



The screenshot shows the 'Password Retrieval' screen with the following text: 'This is the secret question that was entered during registration. Please answer this question and click the Submit button to continue.' Below this, the question is displayed: 'Question: What city were you born?' followed by a yellow text input field for the answer. A 'Submit' button is located at the bottom left. A small orange circle containing the number '4' is positioned to the right of the 'Submit' button. Another small orange circle containing the number '3' is positioned to the right of the answer input field.

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, a navigation bar contains 'Home', 'Cart (1)', 'My Account', 'Order Status', and 'Contact Us'. The 'My Account' link is highlighted with a red box and a circled '1'. Below the navigation bar, the user is logged in as 'DGS Tester' and has a 'Logout' link. On the left, a 'My Account' sidebar lists 'Profile', 'Address Book', 'Files', 'Saved Jobs', and 'My Order History'. The main content area is titled 'Profile' and displays the following information:

Nickname:	DGS Tester
Name:	DGS Tester
User Name(Login ID):	dgstester
E-Mail Address:	OSPWSFAdmin@dgs.ca.gov
Security Question:	Change
Company:	DGS STATE PUBLISHING
Print Shop:	Office of State Publishing
Address:	DGS Tester DGS STATE PUBLISHING 1050 Richards Blvd Sacramento, CA 95811 United States
Phone Number 1:	(916) 555-1234
Password:	Change 2
Default Currency:	US Dollar (\$)

An 'Edit' button is located at the bottom right of the profile information area.

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 new password.
3. Re-enter the new password again in the Confirm New Password field.
4. Click Save.



The password requirements (See page 10) 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' screen in a web application. At the top, there is a navigation bar with 'Home', 'Cart (1)', 'My Account', 'Order Status', and 'Contact Us'. Below the navigation bar, the user is logged in as 'DGS Tester!' with a 'Logout' link. The main heading is 'Change Password'. A yellow error message box states: 'Your password does not meet policy requirements. Please choose another password.' Below this, there is a section titled 'Password Strength Information' with the following requirements:

- You can not 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.

There are three input fields: 'Password:', 'New Password:', and 'Confirm New Password:'. Each field has a numbered orange circle next to it: 1 for the first field, 2 for the second, and 3 for the third. At the bottom right, there are 'Cancel' and 'Save' buttons, with a numbered orange circle (4) next to the 'Save' button.

What is My Account?

You may access My Account from the Navigation Bar on the Home Page. When you click My Account, it opens to the Profile screen.

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 Business Card Orders.***)
4. Saved Jobs
5. My Order History

The screenshot shows the 'My Account' page for the Office of State Publishing, California Department of General Services (DGS). The page features a teal header with the logo and 'DGS' text. A navigation bar includes 'Home', 'Cart (1)', 'My Account' (highlighted with a red box), 'Order Status', and 'Contact Us'. A user greeting 'Welcome DGS Tester!' and a 'Logout' link are visible. On the left, a 'My Account' sidebar lists five items: Profile (1), Address Book (2), Files (3), Saved Jobs (4), and My Order History (5). The main content area, titled 'Profile', displays user information: Nickname (DGS Tester), Name (DGS Tester), User Name (Login ID) (dgstester), E-Mail Address (OSPWSFAdmin@dgs.ca.gov), Security Question (Change), Company (DGS STATE PUBLISHING), Print Shop (Office of State Publishing), Address (DGS Tester, DGS STATE PUBLISHING, 1050 Richards Blvd, Sacramento, CA 95811, United States), Phone Number 1 ((916) 555-1234), Password (Change), and Default Currency (US Dollar(\$)). An 'Edit' button is located at the bottom right of the profile information.

Nickname:	DGS Tester
Name:	DGS Tester
User Name(Login ID):	dgstester
E-Mail Address:	OSPWSFAdmin@dgs.ca.gov
Security Question:	Change
Company:	DGS STATE PUBLISHING
Print Shop:	Office of State Publishing
Address:	DGS Tester DGS STATE PUBLISHING 1050 Richards Blvd Sacramento, CA 95811 United States
Phone Number 1:	(916) 555-1234
Password:	Change
Default Currency:	US Dollar(\$)

What is My Account? – continued

Profile:

- Select the Edit button to make changes to your profile.

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

Welcome DGS Tester! [Logout](#)

My Account

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

Profile

Nickname:	DGS Tester
Name:	DGS Tester
User Name(Login ID):	dgstester
E-Mail Address:	OSPWSFAdmin@dgs.ca.gov
Security Question:	Change
Company:	DGS STATE PUBLISHING
Print Shop:	Office of State Publishing
Address:	DGS Tester DGS STATE PUBLISHING 1050 Richards Blvd Sacramento, CA 95811 United States
Phone Number 1:	(916) 555-1234
Password:	Change
Default Currency:	US Dollar(\$)

[Edit](#)

What is My Account? – continued

- You may edit the info in your profile except for the Agency Billing Code: . You must get approval from your online order approver to change the Agency Billing Code Number. *If you have the wrong number in this location your order will be rejected.*
- Select the Save button after your changes have been made.

Home Cart (3) :: My Account :: Order Status :: Contact Us :: ?

Welcome DGS Tester! [Logout](#)

My Account

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

Edit My Profile

Contact Information

** Indicates Required Field.*

* User Name:

Account Number:

Middle Name:

* Full 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:

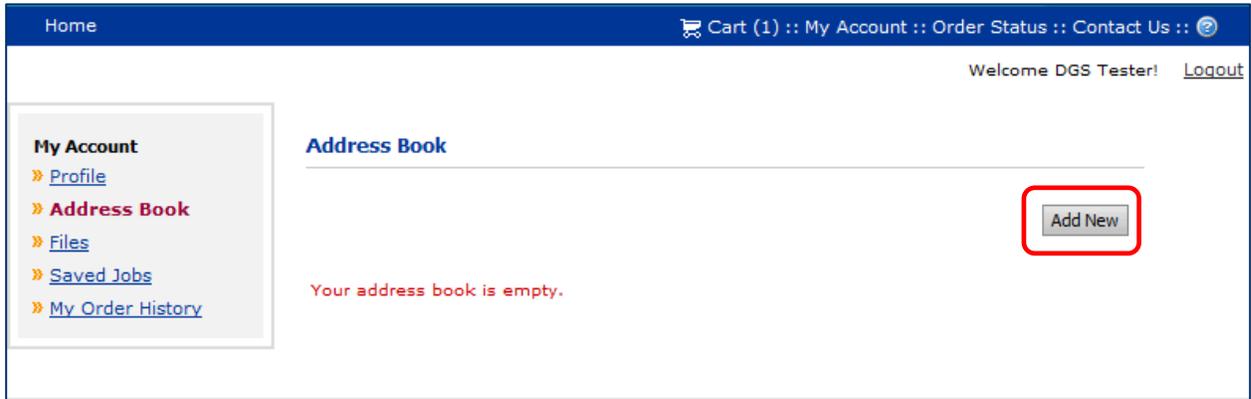
* Agency Billing Code:

* Email Address:

What is My Account? – continued

Address Book:

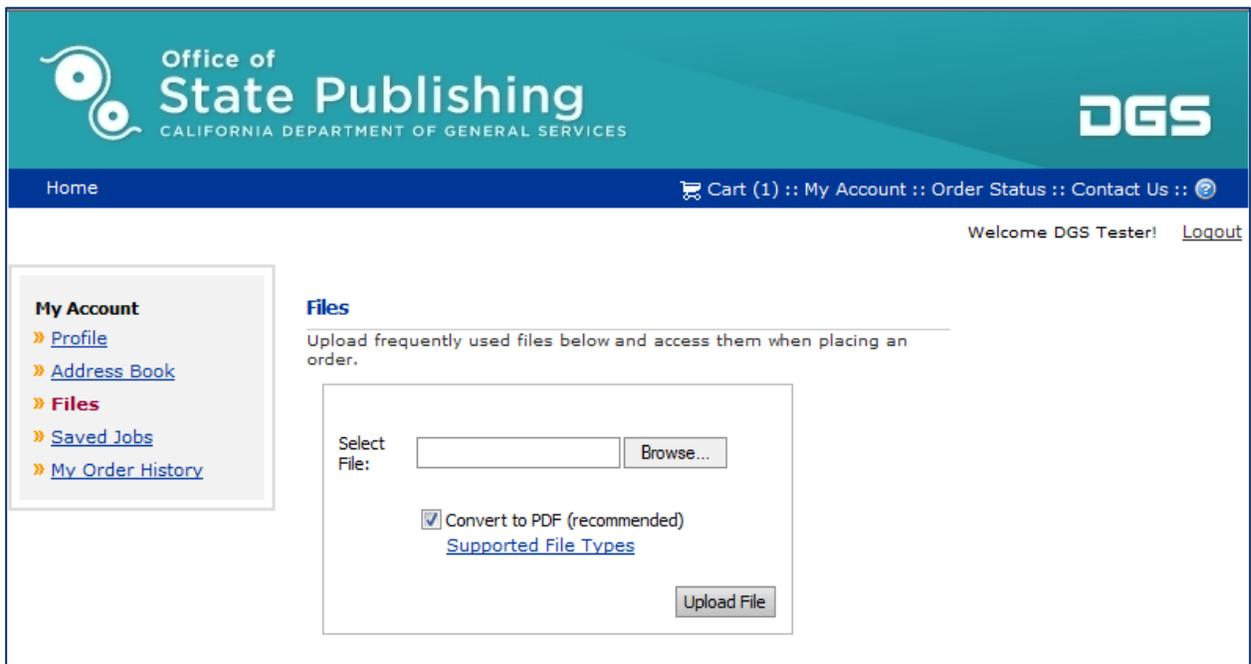
- Your Address Book is specific to your account. This is where you can store additional ship to addresses. The default ship to address is the one in your profile.
- Although the system software allows you to make changes to your Address Book, the online order approver may **reject your order** if you use an address that isn't approved.
- To add an address to the Address Book select Add New, fill all the required fields and select the Save button.



The screenshot shows the 'Address Book' page. At the top, there is a navigation bar with 'Home', 'Cart (1)', 'My Account', 'Order Status', and 'Contact Us'. Below this, a welcome message says 'Welcome DGS Tester!' with a 'Logout' link. On the left, a 'My Account' sidebar lists links for Profile, Address Book (highlighted), Files, Saved Jobs, and My Order History. The main content area is titled 'Address Book' and contains the text 'Your address book is empty.' and a red-bordered 'Add New' button.

Files:

The **Files** category does not pertain to Business Card Orders.



The screenshot shows the 'Files' page. At the top, there is a header for the 'Office of State Publishing' (CALIFORNIA DEPARTMENT OF GENERAL SERVICES) and the 'DGS' logo. Below this, there is a navigation bar with 'Home', 'Cart (1)', 'My Account', 'Order Status', and 'Contact Us'. A welcome message says 'Welcome DGS Tester!' with a 'Logout' link. On the left, a 'My Account' sidebar lists links for Profile, Address Book, Files (highlighted), Saved Jobs, and My Order History. The main content area is titled 'Files' and contains the text 'Upload frequently used files below and access them when placing an order.' Below this is a form with a 'Select File:' label, a text input field, and a 'Browse...' button. 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

Saved Jobs:

Use the Saved Jobs page to review and access a previous job that you saved during the process of customizing a product; as described on page 32.

- To open the saved job (with the specifications you made prior to saving it), select Open Job or click the job name. You can review the options you previously selected and pick up where you left in the job creation process. (You can always save the job again at any point in the process if you want.)
- To delete a saved job, select Remove.

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

Welcome DGS Tester! [Logout](#)

My Account

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

Saved Jobs

	John Smith 12/25/14 Add Date: 4/30/2014 8:50:44 AM PDT		
--	---	--	--

What is My Account? – continued

My Order History:

At any time while logged in to WSF, you may visit My Order History to check the status of your current order as well as review information on past orders. There are two ways to get to the My Order History screen while logged in.

1. Click My Account in the Navigation Bar. This will take you to the default Profile screen, where you would need to select My Order History.
2. Or click Order Status on the Navigation Bar. This will take you automatically to the My Order History screen.

Note: If you seek assistance regarding an order, you will need to refer to the Order Number, which may all be found here on this screen.

The screenshot shows the 'My Order History' page. At the top, the navigation bar includes 'Home', 'Cart (1)', 'My Account', 'Order Status', and 'Contact Us'. The 'My Account' and 'Order Status' links are highlighted with red boxes and numbered 1 and 2 respectively. The sidebar on the left has 'My Order History' highlighted with a red box. The main content area shows a list of orders with the following details:

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

Order Details	Items	Actions
Printed Product Order Number: 421 Order Date: 4/29/2014 10:33 AM Due Date: 5/23/2014 8:30 AM Status: Canceled	. John Smith 12/25/14	View Detail Reorder
Printed Product Order Number: 420 Order Date: 4/29/2014 1:09 PM Due Date: 5/22/2014 11:30 AM Status: Canceled	. test #1 . Test #2 . Test #3	View Detail Reorder
Printed Product Order Number: 419 Order Date: 4/29/2014 10:51 AM Due Date: 5/22/2014 9:00 AM Status: Canceled	. John Smith 12/25/14	View Detail Reorder

What is My Account? - continued

The My Order History screen opens with a view of Time period: – All Orders, Show Status: – ALL, and Sort by: – Order Date. You may change any of these three ways by using the drops downs.

1. 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.
2. In the Show status field, select the status of the orders you want to view. For example, Approval required, Approved, In production or Shipped. (*“Order requires manual quote” does not pertain to Business Card orders*).
3. To change the way to view orders in the Sort by field, select Order Date, Order Number, or Status. (*The “Total Cost” option does not pertain to Business Card orders*).

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

Welcome DGS Tester! [Logout](#)

My Account

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

My Order History

1 Time period: All Orders

2 Show status: All

3 Sort by: Order Date

Order Number: 4-21
Order Date: 4/30/20
Due Date: 5/23/201
Status: Canceled

View Detail

Reorder

What is My Account? - continued

If you want to see the details of an order, select View Detail while still in the My Order History screen. The Order Confirmation screen will open.

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

Welcome DGS Tester! [Logout](#)

My Account

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

My Order History

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

Printed Product
Order Number: 421
Order Date: 4/30/2014 10:33 AM
Due Date: 5/23/2014 8:30 AM
Status: Canceled

Items:
- [John Smith 12/25/14](#)

[View Detail](#)

[Reorder](#)

What is My Account? – continued

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.)



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CALIFORNIA DEPARTMENT OF GENERAL SERVICES



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

Welcome DGS Tester! [Logout](#)

[Print this page](#) [Continue Shopping](#) [Order Again](#)

Order Confirmation

Order Number:	421	Order Status: Canceled	
Expected Completion Date:	5/23/2014 8:30:00 AM PDT	As of:	5/6/2014 9:37:54 AM PDT
Submitted on:	4/30/2014 10:33:38 AM PDT		
Submitted by:	DGS Tester Tel: (916) 555-1234	Print Shop:	Office of State Publishing 1050 Richards Blvd. Sacramento, CA 95811 United States Tel: 800 963-7860

Products	Quantity
John Smith 12/25/14 Item Name: DGS Business Card (2 Pages)	400

Account Information

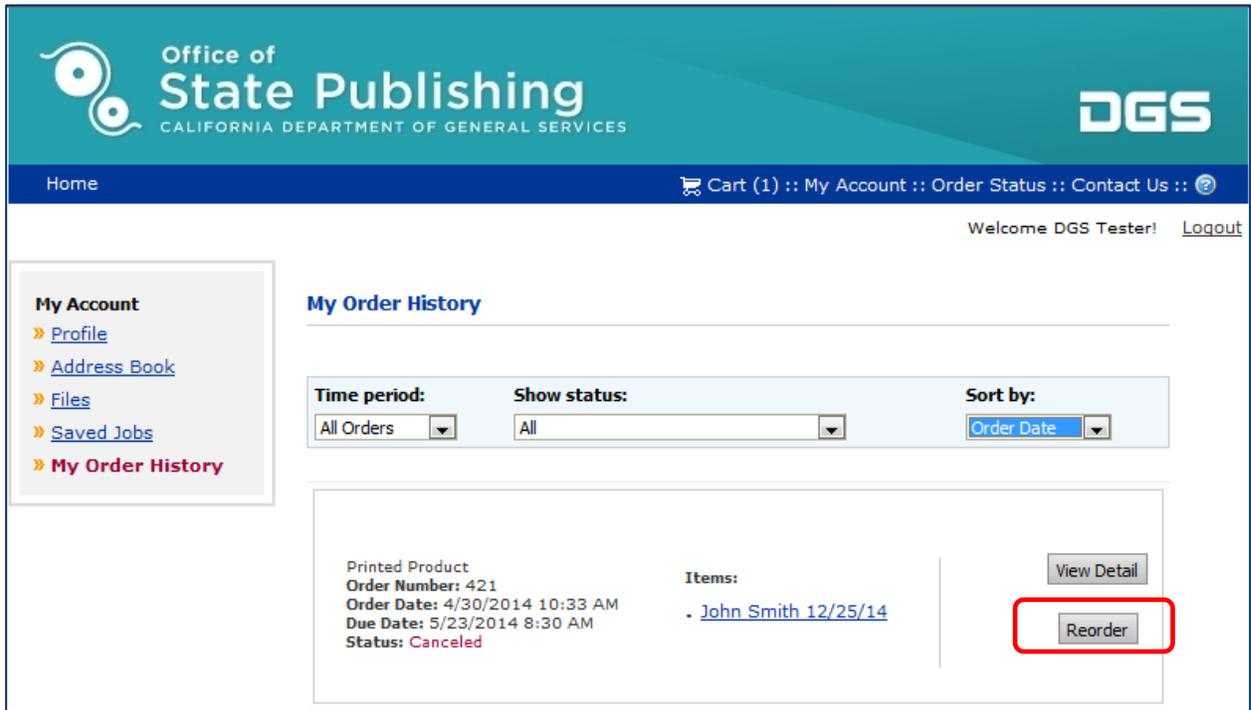
Payment Method: Payment Data Not Available

Recipients

Recipient #1	Method:	Products	Quantity	Shipping Status
DGS Tester DGS STATE PUBLISHING 1050 Richards Blvd Sacramento, CA 95811	Golden State	John Smith 12/25/14	400	-

What is My Account? - continued

If you want to order a card you know has been done before, do a search as explained on page 22. When you find the previous order, select Reorder.



The screenshot displays the 'My Account' section of the Office of State Publishing website. The page header includes the logo and 'Office of State Publishing CALIFORNIA DEPARTMENT OF GENERAL SERVICES' on the left, and 'DGS' on the right. A navigation bar contains links for 'Home', 'Cart (1)', 'My Account', 'Order Status', and 'Contact Us'. The user is logged in as 'DGS Tester!' with a 'Logout' link. A sidebar on the left lists account options: Profile, Address Book, Files, Saved Jobs, and My Order History (highlighted). 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). Below the filters, an order entry is shown with details: 'Printed Product', 'Order Number: 421', 'Order Date: 4/30/2014 10:33 AM', 'Due Date: 5/23/2014 8:30 AM', and 'Status: Canceled'. The 'Items' section lists '- John Smith 12/25/14'. Two buttons are visible: 'View Detail' and 'Reorder', with the 'Reorder' button highlighted by a red rectangle.

After you click on the Reorder button:

- The shopping Cart from the original order will open up.
- Click on the hyperlink of the card you want to reorder.
- The data entry page will open and allow you to make any changes if necessary or reorder without any changes.
- Follow the steps detailed in section 3.

Section 3: Ordering Cards

This section will answer the following questions:

- ✓ Where do I start?
- ✓ What is a Job Name and how do I pick a Quantity?
- ✓ How do I enter my Business Card Information?
- ✓ How do I review & proof read my card?
- ✓ How can I make copy changes to my card?
- ✓ How do I approve my Business Card?
- ✓ How do I checkout and place my order?
- ✓ How do I know if my order was approved or declined?

Where do I start?

After you have logged into the Web StoreFront you will need to select the Categories Business Cards hyperlink.

The screenshot shows the website for the Office of State Publishing, California Department of General Services (DGS). The header includes the logo and navigation links like Home, Cart (0), My Account, Order Status, and Contact Us. A user is logged in as 'brian ford'. A 'Categories' menu is visible on the left, with 'DSS Business Cards' highlighted. The main content area features a large green banner with the text 'WELCOME to your One-Stop Print Shop' and an image of a business card. The business card displays contact information for the Executive Office of the State of California, including address lines, phone numbers, and a website. Below the banner, contact information for the Office of State Publishing is provided: 'OSP General Information: 916 445-5386' and 'Outside the Sacramento area: 800 963-7860'. The footer contains links for English (United States), Sitemap, Terms & Conditions, and version information (v6.2.0.19771). The page is powered by EFT Digital StoreFront.

Where do I Start? – continued

Select the Begin button.

Categories
DSS Business Cards

STATE OF CALIFORNIA

Name, Title Name Line
Title
Optional Title
Department
Division
Address
Address2
City State Zip Code
Phone1 Phone Title1
Phone2 Phone Title2
Phone3 Phone Title3
Phone4
email

Cart (0 Items)
Your Cart is Empty.

Search
All [v]
[]
Go

State of California Cameo Business Card
Printed on 100# Gloss Coated Cover Stock
1-Side
Standard Cameo Business Card prints one side coated stock

Begin

What is a Job Name and how do I pick a Quantity?

- Job Name, please use the First Name and Last Name of the person the card is for and also the Date the order is entered.
Example: **John Doe 12/25/14**
- Use the drop down menu to select a Quantity.

State of California Cameo Business Card

Personalization

Job Name *
Please enter job name

Quantity *
400 [v]

Options

Name
Title Name Line
Title
Optional Title
Department
Division
Address
Address2

Product Preview

Update Preview PDF Proof Split Window

How do I enter my Business Card Information?

Fill out the form with your information.

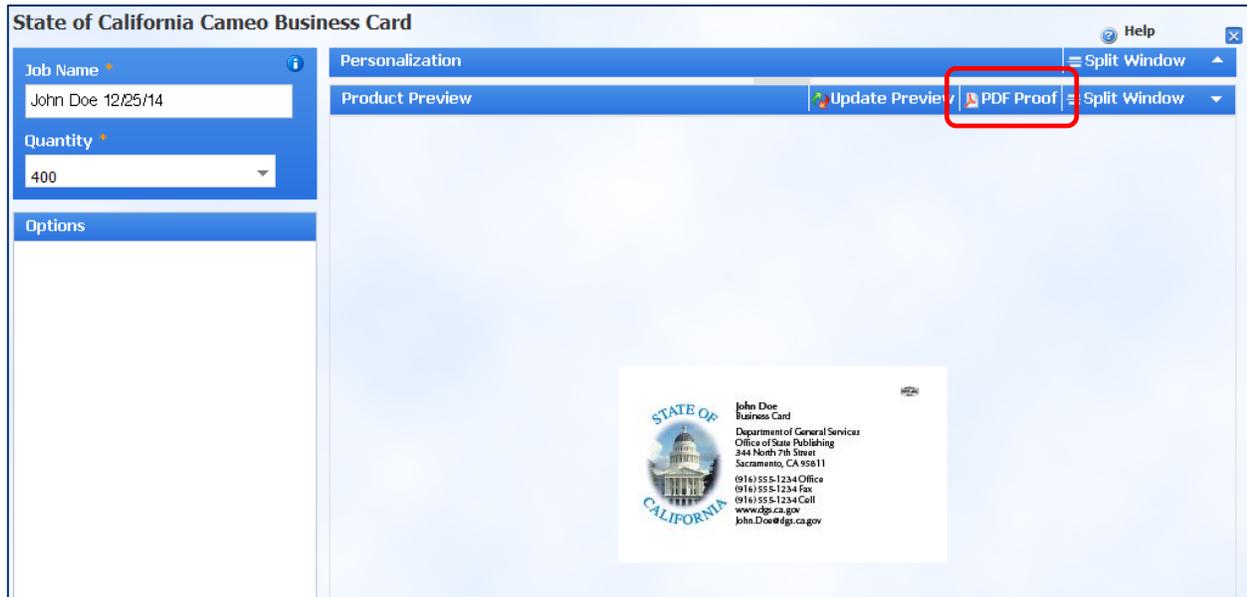
1. The Phone Numbers may be pre formatted. (916) 555-1234
2. You can use the drop downs to change the Phone Titles.
3. You MUST select Update Preview after all of your data is entered to proceed.

The screenshot shows a web application window titled "State of California Cameo Business Card". The interface is divided into several sections:

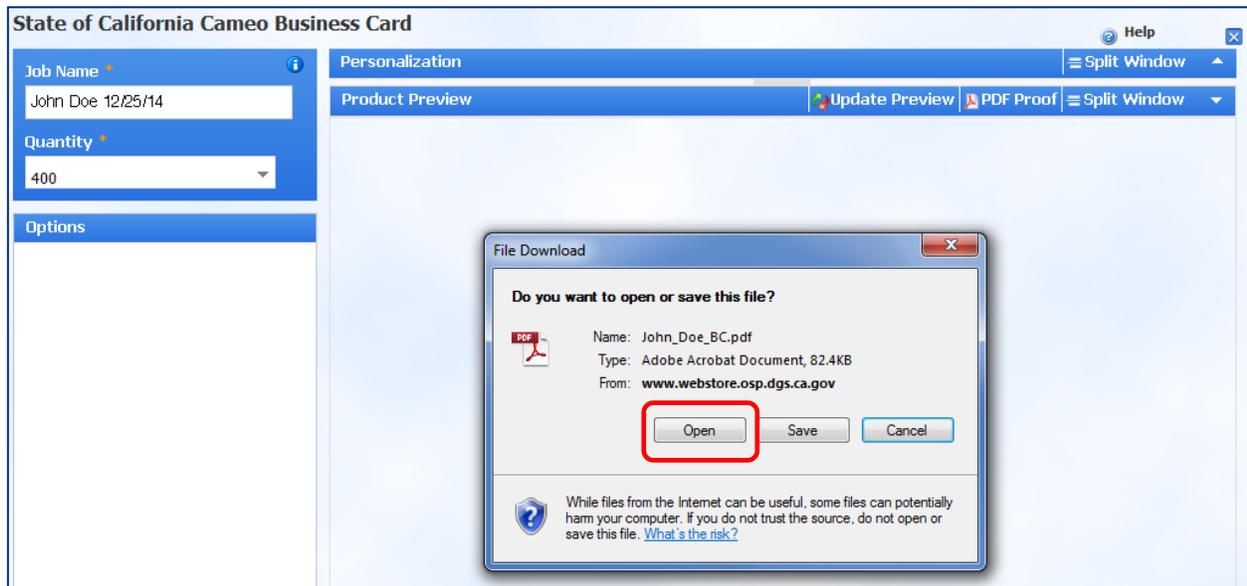
- Job Name:** A text input field containing "John Doe 12/25/14".
- Quantity:** A dropdown menu set to "400".
- Options:** An empty section for additional options.
- Personalization:** A large form area with the following fields:
 - Name
 - Title Name Line
 - Title
 - Optional Title
 - Department
 - Division
 - Address
 - Address2
 - City State Zip Code
 - Phone1 (with callout 1)
 - Phone Title1 (dropdown menu with "Office" selected, callout 2)
 - Phone2 (with callout 1)
 - Phone Title2 (dropdown menu with "Fax" selected, callout 2)
 - Phone3 (with callout 1)
 - Phone Title3 (dropdown menu with "Cell" selected, callout 2)
 - Phone4
 - email
- Product Preview:** A section at the bottom of the form area, containing the text "Unit Price: Total Price:" and a callout 3.
- Navigation:** Buttons for "Update Preview", "PDF Proof", and "Split Window" are located at the bottom of the form area.
- Footer:** "Save" and "Add to Cart" buttons are located at the bottom right of the window.

How do I review & proof read my card?

Select PDF Proof to preview a high resolution image in Acrobat Reader.



Select the Open button.

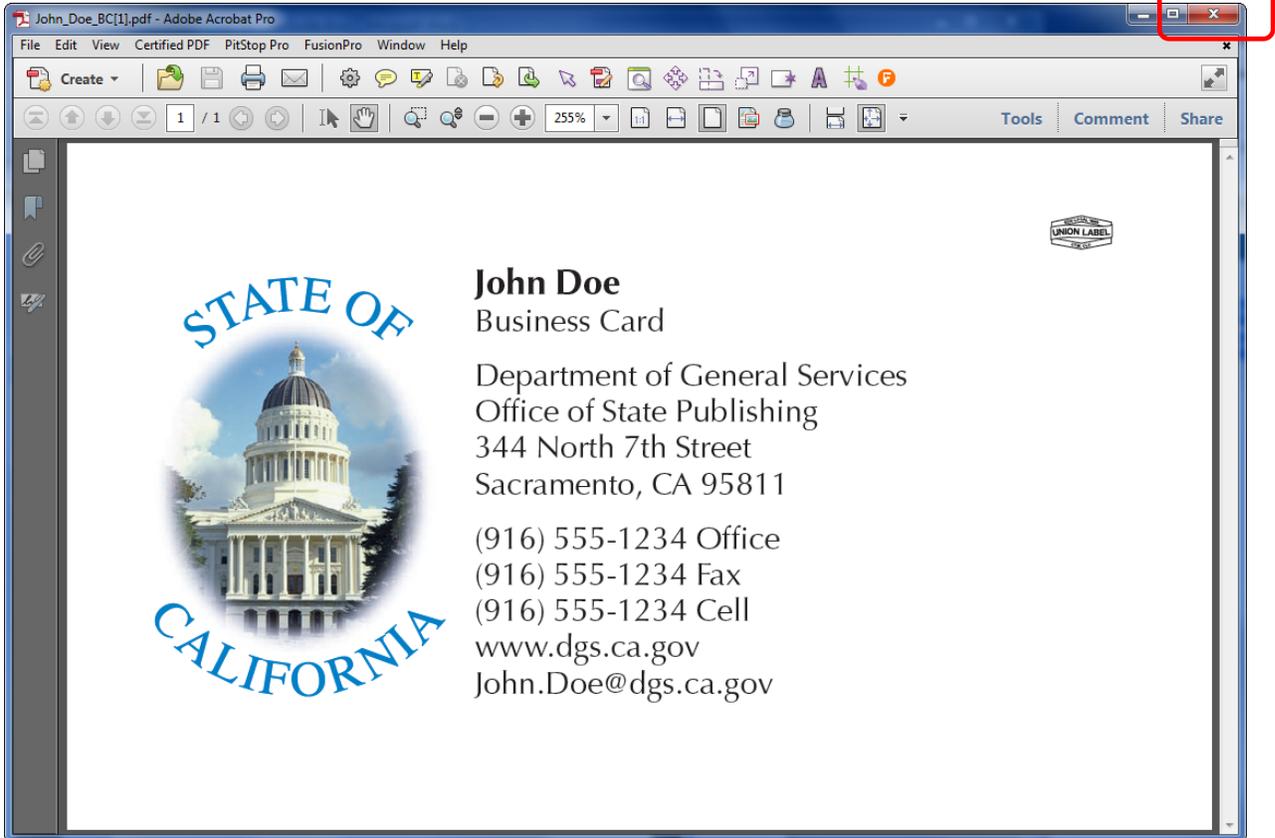


How do I review & proof read my card? – continued

This is the hi-res preview. **CAREFULLY PROOF READ YOUR CARD.**

OSP is not responsible for any design or spelling errors.

Select the X to close and go back to the previous screen.



How can I make copy changes to my card?

1. If your card requires corrections select the Personalization bar at top, it will take you back to the Data Entry screen.
2. You can also select the Split Window bar to get back to the Data Entry screen to make copy corrections
3. If you need to leave the site before you have finished your order, select the Save button and your card will be saved in the My Account – Saved Jobs section as described on page 20.
4. If all the copy is accurate select Add to Cart to proceed.

The screenshot shows the 'State of California Cameo Business Card' online editor. The interface includes a left sidebar with input fields for 'Job Name' (John Doe 12/25/14) and 'Quantity' (400), and an 'Options' section. The main area displays a 'Product Preview' of a business card with the State of California logo and contact information for John Doe. The top navigation bar contains 'Personalization' (marked with a red '1'), 'Split Window', 'Update Preview', and 'PDF Proof' (marked with a red '2'). The bottom of the screen shows the pricing: 'Unit Price: \$0.11 Total Price: \$45.00', and two buttons: 'Save' (marked with a red '3') and 'Add to Cart' (marked with a red '4').

How do I approve my Business Card?

Select the Approve button after you have **Carefully Reviewed** the card.
OSP is not responsible for any design or spelling errors.

The screenshot shows a web application interface for approving a business card. The title bar reads "State of California Cameo Business Card". On the left, there are input fields for "Job Name" (John Doe 12/25/14) and "Quantity" (400). Below these is an "Options" section. The main area is titled "Product Preview" and shows a business card design. The card features the State of California logo and contact information for John Doe at the Department of General Services. A yellow text box on the right contains the approval message: "I have carefully reviewed and approve this job. The producer of this job will not be held responsible for design or spelling errors." A blue "Approve" button is highlighted with a red rectangle. At the bottom, the unit price is \$0.11 and the total price is \$45.00. There are also "Save" and "Add to Cart" buttons.

State of California Cameo Business Card

Job Name
John Doe 12/25/14

Quantity
400

Options

Personalization
Split Window

Product Preview
Update Preview PDF Proof Split Window

STATE OF CALIFORNIA
John Doe
Business Card
Department of General Services
Office of State Publishing
244 North 7th Street
Sacramento, CA 95811
0916) 555-1234 Office
0916) 555-1234 Fax
0916) 555-1234 Cell
www.dgs.ca.gov
John.Doe@dgs.ca.gov

I have carefully reviewed and approve this job.
The producer of this job will not be held
responsible for design or spelling errors.

Page 1/1

Approve

Unit Price: **\$0.11** Total Price: **\$45.00**

Save Add to Cart

How do I checkout and place my order?

Shopping Cart:

1. Select the product name link to go back to the data entry screen to make copy changes.
2. Select the Remove link to start over.
3. Use the drop down menu to revise the Quantity; then click on the [Update Order](#) link.
4. Enter the shipping address.
(Note: *By default the address that is in your profile will populate*).
5. You may add special Delivery Instructions (up to 200 characters).
6. You must select the Save button to proceed with checkout.
7. Select Checkout to proceed.

The screenshot shows a web application interface for a shopping cart and recipient information. The top navigation bar includes links for Home, Cart (1), My Account, Order Status, and Contact Us. A user is logged in as 'DGS Tester' with a 'Logout' link. The main heading is 'Shopping Cart' with 'Continue Shopping' and 'Checkout' buttons. Below the heading is a 'Print Shop: Office of State Publishing' link. The cart table has columns for Products, Quantity, Item Price, and Item Total. A single item is listed: 'John Doe 12/25/14' with a quantity of 400, an item price of \$0.06, and an item total of \$25.00. The item name is 'Department of General Services Business Card'. Below the table is a summary of the order: Subtotal: \$25.00, Shipping: \$0.00, Total: \$25.00. The 'Recipients' section is titled 'Recipient #1' and contains a form for entering recipient information. The form includes fields for First Name (DGS), Last Name (Tester), Company (OSP), Phone Number ((916) 555-1234), Email Address (OSPWSFAdmin@dgs.ca.gov), Address (1050 Richards Blvd), City (Sacramento), State (CA - (California)), Zip/Postal Code (95811), and Country (United States). There is also a 'Method' dropdown set to 'UPS' and a 'Delivery Instructions' text area. A 'Save to My Address Book' checkbox is present. At the bottom right, there is a 'Save' button and a note: 'You must click save to proceed with checkout.'

Products	Quantity	Item Price	Item Total
John Doe 12/25/14 Remove Item Name: Department of General Services Business Card	400	\$0.06	\$25.00

Subtotal: \$25.00
Shipping: \$0.00
Total: \$25.00

Price subject to change.

Method: UPS

Delivery Instructions:

You must click save to proceed with checkout.

How do I checkout and place my order? – continued

1. Review the shipping address and Edit if necessary.
2. Select Continue Shopping to add another card, which can be done as long as the cards have the same billing code and shipping address.
3. Select Checkout to proceed.

Office of State Publishing
CALIFORNIA DEPARTMENT OF GENERAL SERVICES

DGS

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

Welcome DGS Tester! [Logout](#)

Shopping Cart

[Continue Shopping](#) [Checkout](#)

Print Shop: Office of State Publishing

Products	Quantity
John Doe 12/25/14 Remove Item Name: DGS Business Card	400

Recipients

[Add Another Recipient](#)

Recipient #1 [Edit](#) [Remove](#)

DGS Tester
DGS STATE PUBLISHING
1050 Richards Blvd
Sacramento, CA 95811
United States
Tel: (916) 555-1234
E-Mail: OSPWSFAdmin@dgs.ca.gov

Golden State

[Clear Cart](#) [Continue Shopping](#) [Checkout](#)

How do I checkout and place my order? – continued

Checkout Screen:

1. The Agency Billing Code Number is the same number that is in your user profile, explained on page 18.
You must get approval from your online order approver to change this info.
If you have the wrong number in this location your order will be rejected.
2. You may add a Purchase Order Number.
3. You **MUST** select an Approver.
4. Select Next to proceed.

The screenshot shows a web application interface for a checkout process. At the top, there is a navigation bar with links for Home, Cart (1), My Account, Order Status, and Contact Us. A user is logged in as 'DGS Tester!' with a Logout link. The main heading is 'Checkout', with two steps: '1. Account Information' (highlighted) and '2. Review'. Under 'Account Information', the payment method is set to 'Bus. Card Billing Codes'. Below this, there are two input fields: 'Agency Billing Code' with the value '00001' and a red circle '1' next to it, and 'Purchase Order Number' with a red circle '2' next to it. The 'Approval' section contains the text 'YOUR ORDER MUST BE APPROVED BY ONE OF THE APPROVERS BELOW.' and a table with one row. The table has three columns: a radio button with a red circle '3', the name 'std67 approver', and the email 'OSPWSFBCapp@dgs.ca.gov'. At the bottom right, there are 'Cancel' and 'Next >' buttons, with a red circle '4' next to the 'Next >' button.

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

Welcome DGS Tester! [Logout](#)

Checkout 1. Account Information 2. Review

Account Information
Payment Method: Bus. Card Billing Codes

Bus. Card Billing Codes

Agency Billing Code: 1

Purchase Order Number: 2

Approval

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

<input type="radio"/> 3	std67 approver	OSPWSFBCapp@dgs.ca.gov
---	----------------	------------------------

Cancel Next > 4

How do I checkout and place my order? – continued

Review Your Order:

1. To revise or delete the order return to the Cart.
2. Select Edit to revise the shipping information.
3. If all the information is correct select Place My Order.

Office of State Publishing
CALIFORNIA DEPARTMENT OF GENERAL SERVICES

DGS

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

Welcome DGS Tester! [Logout](#)

Review Your Order 1. Account Information 2. Review [Place My Order](#)

Expected Completion Date: 6/5/2014 4:30:00 PM PDT

Print Shop: Office of State Publishing
1050 Richards Blvd.
Sacramento, CA 95811 United States
Tel: 800 963-7860

Products	Quantity
John Doe 12/25/14	400

Account Information

Cost Center
Account Number: 30090
Purchase Order Number:

Recipients

Recipient #1 Edit	Method:	Products	Quantity
DGS Tester DGS STATE PUBLISHING 1050 Richards Blvd Sacramento, CA 95811 United States Tel: (916) 555-1234	Golden State	John Doe 12/25/14	400

[Place My Order](#)

How do I check out and place my order? – continued

Order Confirmation:

1. This is your Order Confirmation you may Print this page and keep for your records.
2. Please note the Order Number, this number will be used to identify your order.
3. Select the Continue Shopping button to order more cards that may have a different Billing Code or Shipping Address.
4. Select Logout before leaving the site.

Office of State Publishing
CALIFORNIA DEPARTMENT OF GENERAL SERVICES

DGS

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

Welcome DGS Tester! Logout

Print this page Continue Shopping

Order Confirmation

Order Number: 429
 Expected Completion Date: 6/5/2014 4:30:00 PM PDT
 Submitted on: 5/13/2014 8:57:39 AM PDT
 Submitted by: DGS Tester
 Tel: (916) 555-1234

Order Status: Approval required
 As of: 5/13/2014 8:57:40 AM PDT

Print Shop: Office of State Publishing
 1050 Richards Blvd.
 Sacramento, CA 95811
 United States
 Tel: 800 963-7860

Products	Quantity
John Doe 12/25/14 Item Name: DGS Business Card (2 Pages)	400

Account Information

Payment Method: Cost Center
 Account Number: 30090
 Purchase Order Number:

Recipients

Recipient #1	Method:	Products	Quantity	Shipping Status
DGS Tester DGS STATE PUBLISHING 1050 Richards Blvd Sacramento, CA 95811 United States Tel: (916) 555-1234 E- Mail: OSPWSFAdmin@dgs.ca.gov	Golden State	John Doe 12/25/14	400	-

Print this page Continue Shopping

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

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



The screenshot shows the top of an email. The header has a teal background with the Office of State Publishing logo on the left, which includes a stylized 'O' and 'P' icon. The text reads "Office of State Publishing" and "CALIFORNIA DEPARTMENT OF GENERAL SERVICES". On the right side of the header is the "DGS" logo. Below the header, the text "Web Store Front" is displayed. The main body of the email states: "Order number 429 has been accepted by the approver. Please click the link below to view the order." followed by a blue hyperlink: "[https://www.webstore.osp.dgs.ca.gov/WSFdir/MyAccount/OrderSummary.aspx?Me/kuTVSB+mhUqJSv+kqYFPPuEcFewes6lfOydR00ntZK1NxVdVkcDAC5ha+MyTG3UD4Fp2U+xF9C/S](\"https://www.webstore.osp.dgs.ca.gov/WSFdir/MyAccount/OrderSummary.aspx?Me/kuTVSB+mhUqJSv+kqYFPPuEcFewes6lfOydR00ntZK1NxVdVkcDAC5ha+MyTG3UD4Fp2U+xF9C/S\")".

When you click on the link in the e-mail, it will take you to the WSF login screen and once logged in, will open automatically to the Order Confirmation screen. Your Order Status will show as "In Production".



The screenshot shows an "Order Confirmation" page. In the top right corner, there are two buttons: "Print this page" and "Continue Shopping". The main heading is "Order Confirmation". Below this, there are two columns of information. The left column contains: "Order Number: 429", "Expected Completion Date: 6/5/2014 4:30:00 PM PDT", "Submitted on: 5/13/2014 8:57:39 AM PDT", and "Submitted by: DGS Tester Tel: (916) 555-1234". The right column contains: "Order Status: In production" (highlighted with a red box), "As of: 5/13/2014 10:59:43 AM PDT", and "Print Shop: Office of State Publishing, 1050 Richards Blvd., Sacramento, CA 95811, United States, Tel: 800 963-7860".

How do I know if my order is approved or declined? – continued

If your order is declined you will receive an e-mail similar to the one below. When you click on the link in the e-mail, it will take you to the WSF login screen and once logged in, will open automatically to the Order Confirmation screen.

Office of
State Publishing
CALIFORNIA DEPARTMENT OF GENERAL SERVICES

DGS

Web Store Front

Order number **430** has been declined by the approver. Please click the link below to view the order.

["https://www.webstore.osp.dgs.ca.gov/WSFdir/MyAccount/OrderSummary.aspx?Me/kuTVSB+kC0IXRlq3cJtS6yS2Rm0CQCGFzFvnI7R7Duv301Nh0P+YGrulylC7EuFEfNDkHK7MFIHR"](https://www.webstore.osp.dgs.ca.gov/WSFdir/MyAccount/OrderSummary.aspx?Me/kuTVSB+kC0IXRlq3cJtS6yS2Rm0CQCGFzFvnI7R7Duv301Nh0P+YGrulylC7EuFEfNDkHK7MFIHR)

Your Order Status will be updated to “Rejected” and a reason for the rejection will be given. You can click on the Order Again button and you will be taken back to your Cart to make the necessary revisions to your order and then resubmit.

Print this page Continue Shopping **Order Again**

Order Confirmation

Order Number: 430
Expected Completion Date: 6/6/2014 9:30:00 AM PDT
Submitted on: 5/13/2014 11:24:19 AM PDT
Submitted by: DGS Tester
Tel: (916) 555-1234

Order Status: Rejected
The billing code is incorrect.
As of: 5/13/2014 11:28:07 AM PDT

Print Shop: Office of State Publishing
1050 Richards Blvd.
Sacramento, CA 95811
United States
Tel: 800 963-7860

NOTE: *If you have moved on from the order that was rejected and have a new order started in your cart, you MUST complete that order first before trying to resubmit the rejected order.*

How do I know if my order is approved or declined? – continued

You may check your order status at any time by selecting Order Status on the Navigation Bar.

- The status of the order will change throughout the production process and may be updated with: Approval Required, Approved, Rejected, In Production or Shipped.
- If you call for help regarding the status of your order, you will be asked to provide the Order Number.

The screenshot displays the 'My Order History' page on the Office of State Publishing website. The navigation bar at the top includes 'Home', 'Cart (0)', 'My Account', 'Order Status' (highlighted with a red box), and 'Contact Us'. Below the navigation bar, there is a 'My Account' sidebar with links to Profile, Address Book, Files, Saved Jobs, and My Order History. The main content area shows a table of orders with filters for Time period, Show status, and Sort by. Two orders are listed:

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

Printed Product Order Number: 430 Order Date: 5/13/2014 11:24 AM Due Date: 6/6/2014 9:30 AM Status: Rejected	Items: - John Smith 12/25/14	View Detail Reorder
Printed Product Order Number: 429 Order Date: 5/13/2014 8:57 AM Due Date: 6/5/2014 4:30 PM Status: In production	Items: - John Doe 12/25/14	View Detail

NOTE: For questions specific to the status of your order, contact 1-800 963-7860 or WSFAdmin@dgs.ca.gov Monday – Friday, 8 am to 5 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 Approver at your agency.

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.

R

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

Registered User: A person who has been given access to the WSF.

W

Web StoreFront (WSF): The website that provides online shopping for DGS.