

## **Overview of the Customer View of The Volume Suite (OrderSchoolPix, OrderSportsPix, OrderDancePix)**

This is our free image hosting website for our underclass customers. We offer prepay, proofing and reorder options using this site. Each studio gets set up with their own account. For our example, we are going to use our test account ACI Studio. The url for our test account is [acistudio.orderschoolpix.com](http://acistudio.orderschoolpix.com). We also have [acistudio.ordersportspix.com](http://acistudio.ordersportspix.com) and [acistudio.orderdancepix.com](http://acistudio.orderdancepix.com). All the process is the exact same the only difference is what your customers see. If your customer goes to the OrderSchoolPix site they will see the background where students are studying on a bench, if they go to OrderSportsPix they will see sports related images, and OrderDancePix shows dance related images.

For our tutorial we are going to use [orderschoolpix.com](http://orderschoolpix.com). First I am going to show you what the parents see when they log in. We will cover the prepay option first. This is a way for you to accept online credit card payments before the shoot. You would give the parents something that instructed them to go to your main url to order prepay or you can send them a direct link to the homepage for a specific project. For this demo we will go to our main url [acistudio.orderschoolpix.com](http://acistudio.orderschoolpix.com). The parent will then select the name of the school their child is in. For our example we are going to use Camden Community School Prepay. In most cases the studio will leave the password as prepay for prepay orders to make it easy for the parents to log in since there are no images to see. We are going to enter the password and a valid email. (example@acilab.com)

Once logged in, this will show you all the print options available to order for this job. There are different tabs for different products. They are labeled Prints, Products and Packages. This job happens to be a green screen order so they are able to choose which background they want once they have the background they want selected they would go though and add what they want to order to the cart. For this demo we are going to select package A to the cart. You do have the ability to offer a multi background option for packages on prepay jobs. The way they would order that is select backgrounds and drop and drag the backgrounds they would want for each unit of prints. Once done they would select save. If they want to continue shopping they would use the button at the bottom that says continue shopping. If they change the quantity of an item they will need to select update cart. If they know they are going to want retouching this is also an option that can be offered and shows up in the cart area. Once they have added everything they want in the cart they select the checkout button. Here they will fill out the child's information and the billing information. Next click continue and pay with your credit card. This will bring up the invoice once the payment processes. The parent should print 1 or 2 copies of this invoice. They should either give a copy of this invoice to the studio as proof of payment or put the 5 digit code they were given on the order form on or before the day of the shoot.

Next we are going to talk about Proof orders. Once the pictures are taken the studio submits the images and data to the lab and fills out an underclass order form. Once we have the images we upload them to [orderschoolpix.com](http://orderschoolpix.com) for the parents to view. The parents will each get something with the password on it and use the password they were given to long in.

To see this we are going to use the job called Camden Community School Proof from the school link [acstudio.orderschoolpix.com](http://acstudio.orderschoolpix.com). The password we are going to use is 137. Once logged in this will show you all the images associated with that student or password. If the parent has more than one student in the job they can add them in so they can order from them at the same time. We are going to add in the subject with password of 138. The parent will now be able to see and order from both images.

There is also an optional feature you can enable that will let the parents upload their own images and order prints from them. They would select the add your own photo button on the bottom left. This will let them know that they are responsible for all copyrighted and trademarked material. They would browse out to the image and upload it and it would show along with the other pictures already in the bottom.

The parent would want to make sure to highlight the image they want to order from. They can select the backgrounds to see what the image would look like on them and select the one they want to order from. Next they will select buy prints. This will come up with the separate tabs for prints, products and packages. If the parent wants to see what the product would look like they can click on the image to bring up a larger thumbnail by clicking on it. Once they are done they would click on that image again and that will close the thumbnail. For our order we are going to select a package A from the first image. Once this is added to the cart this brings you to the cart area. If they want to continue shopping they can hit the continue shopping button on the bottom.

For Proof orders you have the option to offer multipose and multi background to packages. For the parents to order this they would click poses and backgrounds. They would drop and drag the image and the background wanted into each print unit. If they want a closer look they can also click the print unit to enlarge it to see it a little bigger. Once they are done and ready to proceed with the order they will select save. If they want to take a closer look at or change the crop on any of the print units they can select crop and what they see within the white box is what the crop will be. You are limited to the same crop proportion. Once they are done here they can hit checkout. They would fill out their billing and shipping information you will see the promo code field here too incase they have one to use. Then they would select continue. This will have them double check their info is correct and then you select Pay with card. Once they are done with that their invoice will pop up and they can print it from there. If they had ordered a digital download they will automatically be emailed the images to the email address they used to login with.

The reorder ordering process is exactly the same. The only difference is the reorder will ask for shipping information as this will ship directly to the customer. Reorders do include a \$6.50 fee to the studio for the drop ship. When you are set up for an account on [orderschoolpix.com](http://orderschoolpix.com) it is set up to pass that \$6.50 fee on to the parents. You can change this at any time.

If you have any questions please contact the Underclass Department in Customer Service at 1-800-728-2722

