

Customer side:

1) Registration

- a) Customer will be asked if they want to input their payment information at registration, (if an order is placed the system to automatically require CC info. Be added to their account when they attempt to download the completed design.)
- b) After Customer registers they are automatically logged into their account / an HTML welcome email is sent to customer and notification of registration is sent to admin.
- c) Registration page is the customers logged in (My account) they will be able to update information on their account including order page preload preferences at that point.

2) Log in page

- a. The log in page will be a general page where we can sell advertisements and put general information in the body
- b. The navigation menu will be a small * possible floating menu on the left top of the page
- c. The links to all the customers logged in access areas will be on this vertical / fly out menu (the flow chart for this general area is on the CDR and AI files attached with this mail)
- d. The customer will see when they login a small area that has a “quick reference” to all their current orders and pending orders in the system (just something that can be viewed at a glance, small and out of the way but, shows on all pages of the logged instate).
- e. Have the ability to change ads or images on this page by choosing a calendar day and pointing to an image of admins choice on server. (this will give the ability to run specials for timed periods and change the environment the customer sees , for example on holidays etc. / in order to do this we need a page set up that will be a consistent layout . This is why I have attached the login page for you to view.

(MENU ITEMS and Functions)

1) MY ACCOUNT

- a. The customer will be able to update all their information (company / payment / order form preferences) at this point
- b. The menu will point to three areas, but their will only be one form. If the client chooses “Order Preferences” for instance their will go to the one form but be toggled to the position where that information is. This will be the same for the company and Payment information
- c. Admin. Should be advised via email of any changes that a customer makes to their account

2) PLACE ORDER *(each Form will have approximately 90% of the same information / but each Design order / Edit order / Quote Request form will have some different fields)

- a. After completion of request customer should be directed to a confirmation page where they are shown a copy of the entire order in a printable state as well as an image of their uploaded files / a confirmation email is sent to the customer and admin (all information in this HTML email can control by admin and will be a copy of their order with all information from the form)
- b. All order forms should have capabilities of uploading 3 files on the same order request information is on
- c. Upon upload the customer should be able to see a progress bar to show progress of their upload

- 3) ORDER MANAGER *(this area is for the customer to manage all current orders)
 - a. Customer will be able to view a overall picture of all the orders in progress / completed in the last 48 hours and in SUBMIT STAGE from this area
 - b. Customer will be able to see an image of the art file uploaded for any specific order on the design information line / A Link to UPDATE the order will be available to the customer incase they need to make changes to a order that is in progress , but not completed yet. The update can be sent at anytime up until the order is complete/
 - c. Quotes also show a copy of the art image same as orders / Quotes will have a link to (change quote to order status) once clicked the quote will now become a SUBMITTED order until a digitizer downloads the file then the status will be auto updated to in progress
 - d. Design Progress meter > this meter can be linked to the schedule that will be in the admin side. When the order is first put on the server schedule it will be in submitted state. The state will change to In Progress or being digitized when the order is downloaded for digitizing by a digitizer / the complete status can occur when the file is emailed to the customer and removed from the schedule. *(The completed file should be able to be emailed to the customer and at the same time removed from the schedule / customer account updated with a copy of the design for downloading / order status triggered to COMPLETE)

- 4) ARCHIVE MANAGER *(this area is for the customer to be able to manage all completed design / Pending Quotes / Completed Edit Orders
 - a. Completed designs will have a link to the original design information order from with art image / A LINK to download the Design will be here / LINK to order a Edit to this design will be on the line
 - b. Pending QUOTES > the customer will be able to delete a quote from their account that is dead. / They will also have a LINK to change quote into an Order / LINK to view QUOTE and Uploaded art image
 - c. Quotes / Completed Designs / Completed Edits will be purged from the server after a period of time selected by the admin from the admin control panel.

- 5) CONTACT US * this is a simple customer support link that will offer company contact information / Online support and email us capabilities

ADMINISTRATOR SIDE:

- 1) Email marketing > Special discount coupon to customers. With a special discount code. All customers registered in last 90 days that did not place an order to current date / send {point to html mail} after this many days or on this date.
- 2) The system can send newsletters / specials advertisements etc. to customers on predetermined dates set by admin. For example on Dec. 23rd send Christmas greetings email / October 14th send {said newsletter} to data base etc.
- 3) The ability to set triggers to change images on the Customers LOG_ IN_HOME PAGE
- 4) Can control the time periods for all purge settings
- 5) Can control of the body and subject of the HTML and text emails that are sent for each trigger

SCHEDULE:

- 1) Receive all our orders and requests via email.

- 2) The entire order is visible to us including an image of the art and an attachment to the art file.
- 3) Admin will be able to see the schedule which refreshes automatically showing the orders which are next and the orders over due. Depending upon delivery preferences customer has selected.
- 4) The status icon on the customer side can update itself depending on the status of an order
 - a. SUBMITTED >
 - b. IN PROGRESS or Being Digitized >>
 - c. COMPLETED >>