

FREQUENTLY ASKED QUESTIONS

NEW ONLINE PRINT PORTAL

HOW DO I ACCESS MY PORTAL?

You should have received an email from your new account manager with your portal link. If you've lost this link, please reach out to your account manager or call us at 866-870-4126.

LOGIN

HOW DO I LOG INTO MY PORTAL?

As an account administrator, you were provided with a username and password. Please proceed to your new portal link, type in this username and password and click **Sign In**.

I FORGOT MY PASSWORD, CAN I RESET IT?

If you forget your password, you can reset it. To reset your password, proceed to your new portal link and click on **forgot password**. Remember, your new login is not associated with your Vistaprint.com login. You must create a new username and password.

USER REGISTRATION

HOW CAN I SHARE THIS PORTAL WITH MY USERS?

As an account administrator, you can add users to join your Vistaprint Corporate online print portal. To add a user, click on the **Users** tab on the admin toolbar. You can add a new user by typing in the user's first name, last name and email address and clicking **Add User & Send Invitation**.

I HAVE A LARGE LIST OF USERS I WOULD LIKE TO SHARE MY PORTAL WITH.

HOW CAN I INVITE THEM TO JOIN?

If you have a large list of users that you would like to give access to your online print portal, please reach out to your account manager. Your account manager can assist in adding these users for you. Alternatively, you can send out your portal link and add "/register" to the end, and your users can register themselves.

PAYMENTS

HOW CAN I SET UP INVOICING?

If you'd like to pay using invoicing, please reach out to your account manager and they can set up invoicing for you.

HOW CAN I STORE A COMPANY CREDIT CARD ON FILE?

As the account administrator, you can manage billing preferences under **Company Info** on the admin toolbar.

WHAT HAPPENS WHEN I STORE A COMPANY CREDIT CARD ON FILE?

If you decide to store a card on file, this card will be used for all orders that are submitted. When going through the checkout process, you will be notified that the credit card is being used for payment.

IF I STORE A COMPANY CARD ON FILE, WILL MY INFORMATION BE SECURE?

As an account administrator, you will be the only person who can see the stored credit card information. The users will be notified that they are checking out with the company card but will not see any credit card information.

APPROVALS

WHAT IS APPROVALS?

Approvals is a feature that enables an account administrator to approve or deny orders that users have submitted. This feature allows an account administrator to have more control over what their users are ordering.

WHEN SHOULD I USE THE APPROVALS FEATURE?

If you would like to have more control over what your users are ordering or spending, you may be interested in the approvals feature.

HOW DO I GET THE APPROVALS FEATURE ON MY ACCOUNT?

If you are interested in the approvals feature, please contact your account manager. Your account manager can turn on this feature for you.

WHAT PAYMENT METHOD IS USED WHEN AN ORDER IS SUBMITTED FOR APPROVAL?

If you are using the approvals feature, a corporate credit card must be stored on file. This means that all orders that are approved will be paid for with the stored payment method.

WHAT HAPPENS WHEN I APPROVE AN ORDER?

As the account administrator, you can approve or deny orders. Once you approve an order, the credit card on file will be charged and the order will begin printing. The user will be notified that the order has been approved.

WHAT HAPPENS WHEN I DENY AN ORDER?

When the account administrator denies an order, the user is notified that the order has been denied. The account administrator should follow up with the user to explain why the order was denied.

PRICING

WHAT CAN I EXPECT FOR PRICING?

With your Vistaprint Corporate online print portal you'll enjoy competitive pricing for quality products with free 5-day shipping and \$10 flat rate 3-day shipping. You can view the latest pricing for available products here: vistaprintcorporate.com/pricelist. Please contact your account manager for specific pricing inquiries.

PRODUCTS AND TEMPLATES

HOW CAN I MAKE AN EDIT TO AN EXISTING TEMPLATE?

If you would like to make an edit to an existing template, please contact your account manager. Your account manager can accommodate these requests with a quick turn-around time.

HOW CAN I ADD A NEW PRODUCT OR TEMPLATE?

If you would like to add a new product or template, please contact your account manager. If you have a design on hand, please share this with your account manager. If you do not have a design on hand, our design team is happy to create a template for you.

WHAT IS THE BEST WAY TO SUBMIT ARTWORK?

Please reach out to your account manager with template and design requests. Artwork should be sent in a packaged InDesign file with links and fonts. If no InDesign file is available, please send a high-res PDF file.

HOW CAN I SET MY PAPER STOCK PREFERENCES?

When a template is placed on your portal, a paper stock is associated with that template. If you would like to select a new paper stock, please contact your account manager.

BATCH ORDER

IS IT POSSIBLE TO CREATE MULTIPLE BUSINESS CARD ORDERS AT ONCE?

If you are interested in ordering business cards for multiple people, the batch order feature can make this very easy!

HOW DO I USE BATCH ORDER?

To start a batch order, select **Create Batch Order** on the business card template. Once you click **Create Batch Order**, you will be given 3 instructions. First, you will download an excel spreadsheet and fill in the appropriate text fields. Next, you will save the document to your computer. Then, you will upload the excel document by selecting **Choose File**. Once you go through these three steps, you will have the chance to preview all business cards before adding them to your cart.

ORDER LIMITATIONS

HOW CAN I HAVE MORE CONTROL OVER WHAT MY USERS ARE ORDERING?

The approvals feature can be used to help the administrator approve or deny orders. Additionally, administrators can set minimum or maximum order quantities and shipping preferences.

CAN I SET A MINIMUM OR MAXIMUM ORDER QUANTITY FOR MY USERS?

To set quantity preferences, please contact your account manager.

CAN I SET SHIPPING PREFERENCES FOR MY USERS?

To set shipping preferences, please contact your account manager.

CUSTOMER SATISFACTION

I AM UNSATISFIED WITH MY ORDER. CAN I REQUEST A REFUND?

If you are unsatisfied with an order, please contact your account manager. Customer satisfaction is very important to us. We will do what we can to ensure that you are satisfied.

I NOTICED A MISTAKE WITH MY ORDER. CAN I CANCEL MY ORDER?

Once an order is submitted, you are unable to cancel the order. However, if you notice a mistake, please contact your account manager for support. Your account manager can assist in placing a new order for you.

If you have additional questions, please reach out to your account manager or call us at **866-870-4126**.