



dokshop

User Guide

dokshop
powered by prisma

The customer service team at Prisma is here to help.
If you need technical assistance, please reach out to us.

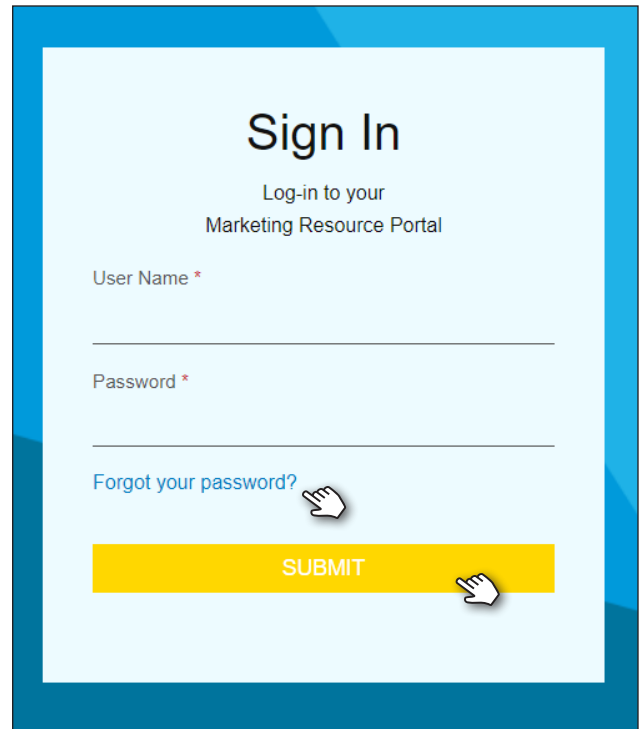
T 888-365-7411
E dokshop@poweredbyprisma.com
2937 East Broadway Road, Phoenix, Arizona 85040
M-F, 8am-5pm (MST)

Login

Visit znd.dokshop.com to log into your dokshop account. Fill in your username and password then click **Submit**.

First time users will need to create a password by clicking the **Forgot your password?** link.

Enter your email and click **Reset Password** link.



The screenshot shows a 'Sign In' page with a light blue background and a dark blue border. At the top, it says 'Sign In' in large black font, followed by 'Log-in to your Marketing Resource Portal' in smaller black font. Below this, there are two input fields: 'User Name *' and 'Password *', each with a horizontal line underneath. To the right of the 'Password *' field is a blue link that says 'Forgot your password?' with a hand cursor icon pointing to it. At the bottom of the form area is a yellow button with the word 'SUBMIT' in black capital letters and a hand cursor icon pointing to it.

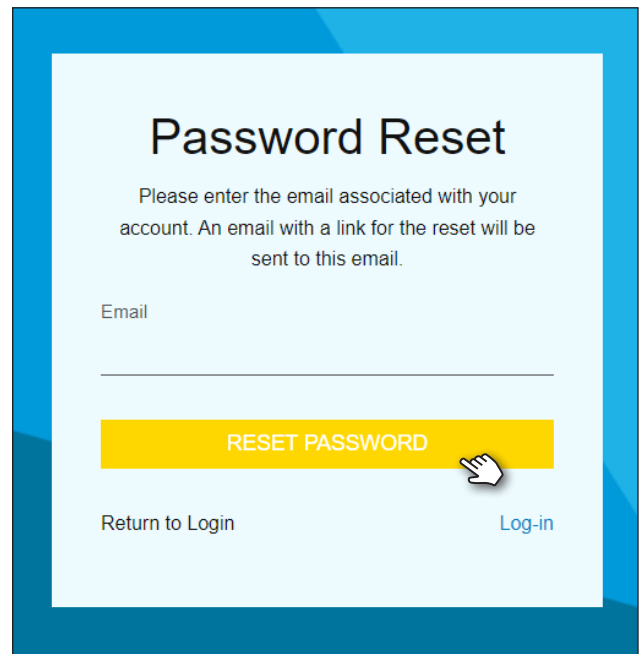
Forgot/Reset Password

If you have forgotten your password you can reset it on the login screen. Located above the blue sign in button select **Forgot your password?**

You will then be instructed to enter the email linked to your dokshop account. Once entered, select **Reset Password**.

Once submitted, the system will confirm the entered email is attached to an active account. You will receive a password reset email once confirmed. Open the email and click the link to reset/change your password. Make sure to record your new password where you will have access to it.

Go back to the login screen and enter your new password.

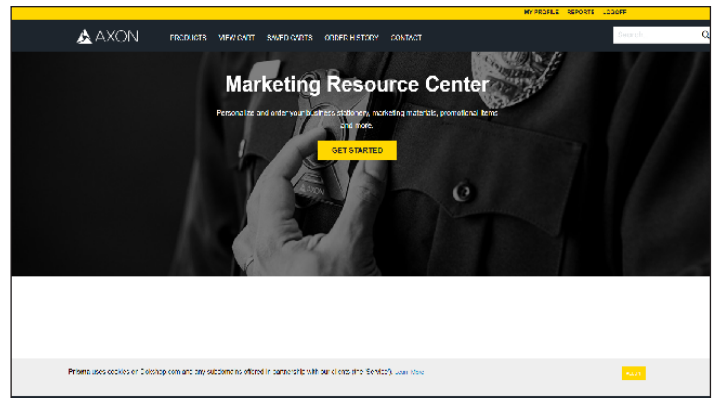


The screenshot shows a 'Password Reset' page with a light blue background and a dark blue border. At the top, it says 'Password Reset' in large black font. Below this, there is a paragraph of text: 'Please enter the email associated with your account. An email with a link for the reset will be sent to this email.' Below the text is an input field labeled 'Email' with a horizontal line underneath. At the bottom of the form area is a yellow button with the words 'RESET PASSWORD' in black capital letters and a hand cursor icon pointing to it. Below the button are two links: 'Return to Login' on the left and 'Log-in' on the right.

Welcome

On the welcome page, you have access to the following:

- **Products** - View available categories and order products.
- **Saved Carts** - Find saved carts from previous shopping sessions.
- **Order History** - Find previous orders.
- **Contact** - Contact the dokshop Customer Service Team for support.
- **Profile** - View account settings and favorites page.
- **znd.com** - Access the ZND website from your dokshop account.
- **Search** - Find items by keywords.
- **Shopping Cart** - Select the shopping cart to view items in your open cart.



Products

Select **Products**, then choose a product category.

On the top level of a product, you can see the product name and order descriptions.

Select the **Preview** link to view a larger proof.

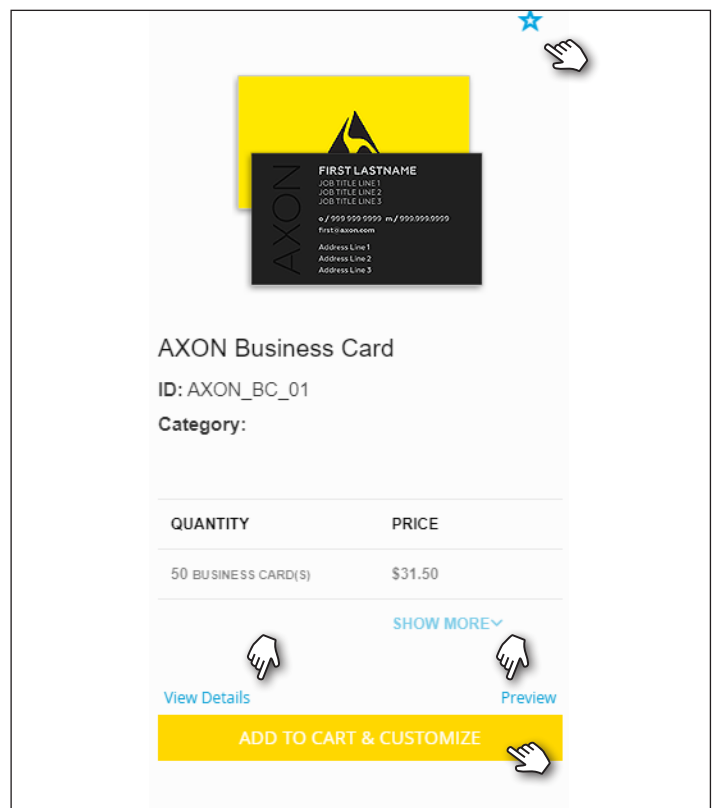
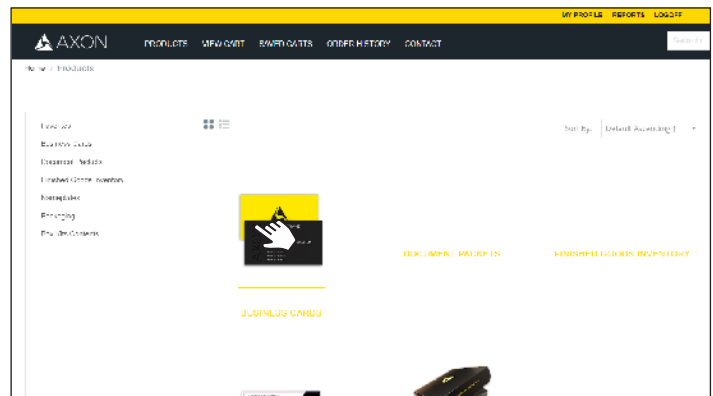
(For apparel items, you'll need to select the designated size before you can view a larger preview.)

You can also select **View Details** to see production information, expanded pricing and your order history for that product.

Select the **Favorites** star to save the product to your Favorites section.

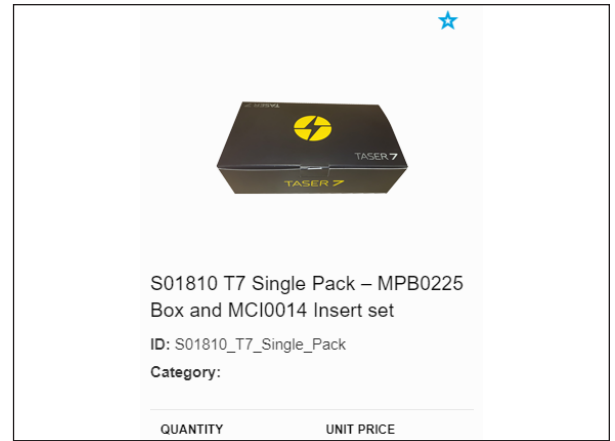
If you wish to order an item that does not require personalization, select **Add to Cart** to proceed to the **Order** page.

If you do not see a product that you need, please reach out the the **dokshop Customer Service Team** to request adjustments to your account.



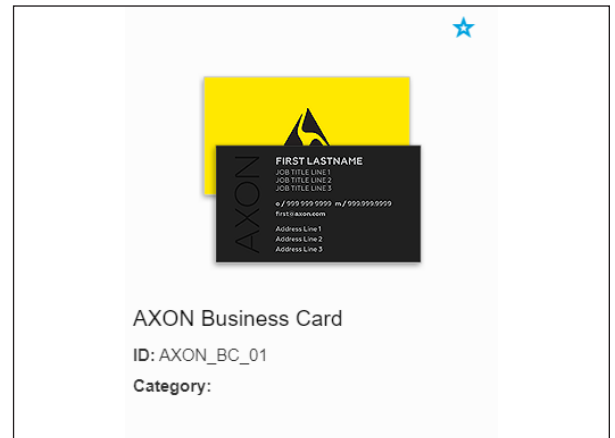
Products - Inventory

Inventory products are items that are pre-produced and typically ship within 1-2 business days.



Products - Dynamic POD

Dynamic POD (print on demand) items are customizable products that need to be produced before they are shipped. These items typically take 3-5 business days to produce and ship.



Products - Customization Page

For Dynamic POD products, select **Add to Cart & Customize** to proceed.

Select and fill out required and/or optional fields on the customization page.

*indicates a required field.

Once you have filled out the form page, click **Generate Proof** to view your proof.

A proof of the product will be displayed for your review. **Please note that this proof is an exact representation of what will print on the final product. Customized products cannot be returned, so please review your proof carefully before accepting.**

You may select **Back** to make edits. If you are happy with your proof, select **Accept Proof** to continue.

PLEASE NOTE: There is an approval process, so all your orders need to be approved before going to production. This may include waiting period.

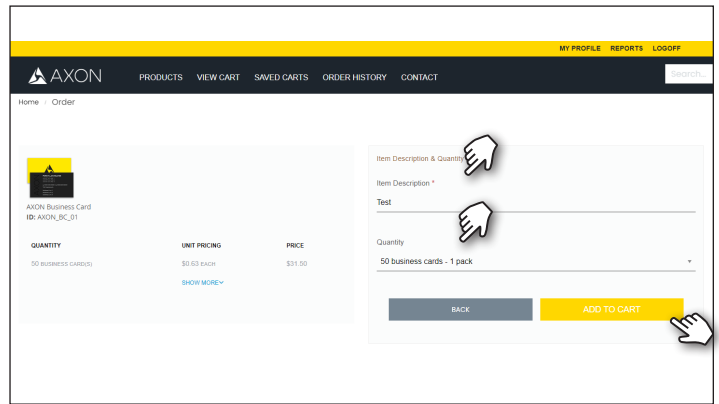


Line Description & Quantity

After selecting and/or personalizing an item, you will go to the **Order** page. On this page, you can enter the **Item Description** and choose your desired **Quantity**.

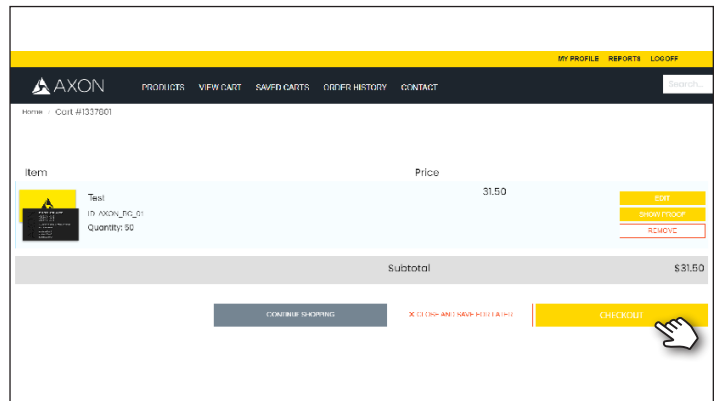
The **Item Description** will be your choice of how you want to describe your item to differentiate other products in your order.

When finished, select **Add to Cart**.



Cart

Once in your shopping cart, you may **Continue Shopping, Close and Save for Later** (accessible from Saved for Later link), or **Checkout**.



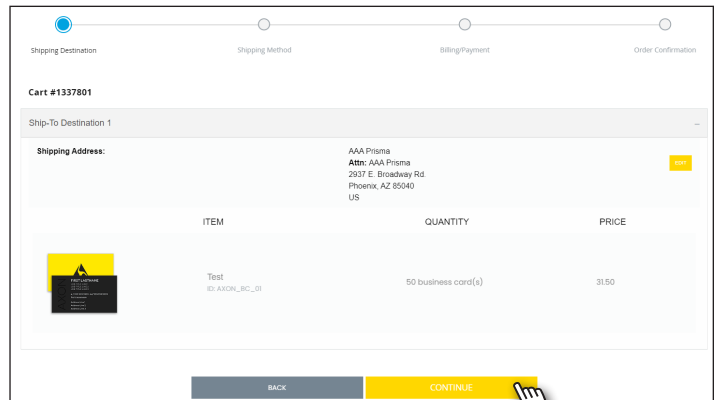
Shipping Destination

When you select **Checkout** from the cart, you will see the Shipping Destination page.

If you have an address connected to your account, it will populate under the shipping address. Click **Edit** if you'd like to input another shipping address.

You can also **Move Item to New Ship-To Destination** if you want to send different line items to different destinations.

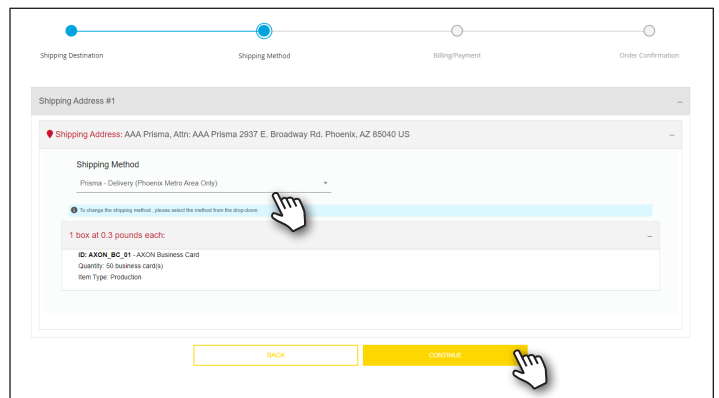
Select **Continue** to review your order shipping methods.



Shipping Method

Review and select your desired shipping method.

Select **Continue** to go to the billing/payment page.



Billing/Payment

Your order will be summarized for your review.

You must enter an order description (used in your order history).

Verify your contact information. If you wish to send order and shipping confirmations to multiple email addresses, separate with a “;”.

Once completed, select **Submit Order**.

Order Information

Order Description * **TEST ORDER** Purchase Order PUS0027737

Name * AAA Prisma Phone Number * 888-365-7411

Email Address * shutterfield@poweredbyprisma.com

Billing Information

Company Prisma Attention To Accounts Payable

Line 1 * 2937 E Broadway Road Line 2 Address 2

Country * United States of America City * Phoenix

State/Region * Arizona Zip/Postal Code * 85040

Cart #1337801 Checkout Summary

ITEM	QUANTITY	PRICE
AXON BUSINESS CARD 50 AXON_BC_01	50 BUSINESS CARD(S)	\$1.50

Total

SUB TOTAL	31.50
TAX	0.00
POSTAGE	0.00
ESTIMATED SHIPPING	4.00
Order Total	35.50

Buttons: BACK, SUBMIT ORDER

Confirmation

An order confirmation will display and be emailed to the order email address. In addition, a shipping confirmation with tracking information will be emailed when your order is on its way.

Please note that all orders go through an approval process. If you need an update please reach out to dokshop@poweredbyprisma.com

Shipping Destination Shipping Method Billing/Payment Order Confirmation

Thank you for your order!

Your order has been successfully submitted.

ITEM NAME	QUANTITY	PRICE
Test AXON_BC_01	50 business card(s)	\$1.50
		Subtotal \$31.50

Order Number: 1337801
 Confirmation Number: 1337801TASER613BG
 Order Created: 10/08/2024 12:38 PM

Order Submitted: 10/08/2024 12:41 PM
 Order Description: TEST ORDER
 Ordered By: AAA Prisma

Company Name: Prisma
 Contact Phone: 888-365-7411

dokshop powered by prisma

Support Hours: 888-365-7411 8:00 AM - 5:00 PM MST 888-365-7411 dokshop@customergraphic.com

Thank you for your order! Your order has been submitted for processing. Please save this email for future reference. If you have questions and/or comments about this order, please contact us.

Order Detail

Order Number: 1337801
 Order Confirmation #: 1337801TASER613BG
 Company Name: Prisma
 Order Description: TEST ORDER
 Order Created on: 10/08/2024 12:38 PM
 Order Submitted on: 10/08/2024 12:41 PM
 Order Submitted by: AAA Prisma (phone: 888-365-7411)

Line Item Detail

Item: AXON_BC_01
 Line Item #: 3236867
 Description: Test
 Order Qty: 50 business card
 Delivery Print and Ship Type:

Sell Price: \$1.50
 Tax: 0.00

This product ships to the following address:

AAA Prisma
 Attn To: AAA Prisma, 2937 E. Broadway Rd., Phoenix, AZ 85040 US

Order History

You can check your order’s progress via the **Order History** page. Select **Manage** to access a detailed order summary with order contents, current order status, and tracking information.

If you wish to order a previously ordered product, select the **Reorder** button. If the item is customizable, you will have a chance to review and update any details before viewing a new proof and adding it to your cart.

AXON PRODUCTS VIEW CART SAVED CARTS ORDER HISTORY CONTACT

Home > Orders

Orders

Order Status * All Order Age * Last 15 Days

Order Number 0 User * AAA Prisma

Item Description: Enter your item description.

Size: 25 Orders + entries Sort Field: Order Number + entries Sort: Descending + entries

SEARCH

Action	Order Number	Status	Order Desc.	Created By	Created	Submitted
MANAGE	1337801	Submitted	TEST ORDER	AAA Prisma	10/08/2024	10/08/2024 12:41 PM
MANAGE	1337339	Shipped	Deliver 10/9/24	Joe Cutmore	10/07/2024	10/07/2024 09:31 PM
MANAGE	1334766	Shipped	Deliver 10/9/24	Joe Cutmore	10/02/2024	10/02/2024 11:27 AM



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