

web-to-print shop quick start guide



table of contents

Introduction	3
Logging In	3
Changing Your Password	3
Navigation Tools	4
Ordering A Product	5
Select Your Product	5
Review Print Specifications	5
Select Quantities	5
Customize Your Design	6
Proof Your Design	7
Add To Your Shopping Cart	7
Place Your Order	8
Cancel Or Update Your Order	8
View Your Order History	9
Add / Update / Remove A Product	9
Update Your Profile	9
Update Your Shipping Address	10
Technical Support	10
Frequently Asked Questions	11

easy & customizable

The tiptap Web-to-Print shop is an easy to use, customizable library for your campaign signage. Keep your documents up to date, and print as many or as few pieces as you require.

Please review this [Quick Start Guide](#) to help you get started in your online ordering process.

If you have any questions, please contact your designated tiptap account manager.

logging in

Step 1

From your browser, go to:

br024.etph.ca/corporate/tiptap/

Step 2

Click register and fill out the form with your information. **The email address used should be the same as the one used to place your order on shop.tiptappay.com**

Note: username and password are case and character sensitive

changing your password

If you're logging in for the first time, it is recommended you change your password right away. To do so head to the main navigation at the top of the page, click on **My Account**, then click **Change Password** and follow the prompts accordingly.

navigation tools

You will see four tabs at the top of the page: **Home**, **Products**, **My Account**, and **Shopping Cart**.



Home Products My Account Shopping Cart 0

Home

The Home page is where you can view all of the products available for ordering. Simply click on one of the product icons to view the details and place an order.

Products

Another place where you can view your products, but instead they are sorted into different categories for easier accessibility (i.e. 1 device, 3 devices etc.).

My Account

Review and update your personal information such as your contact information, shipping address, and view your order history.

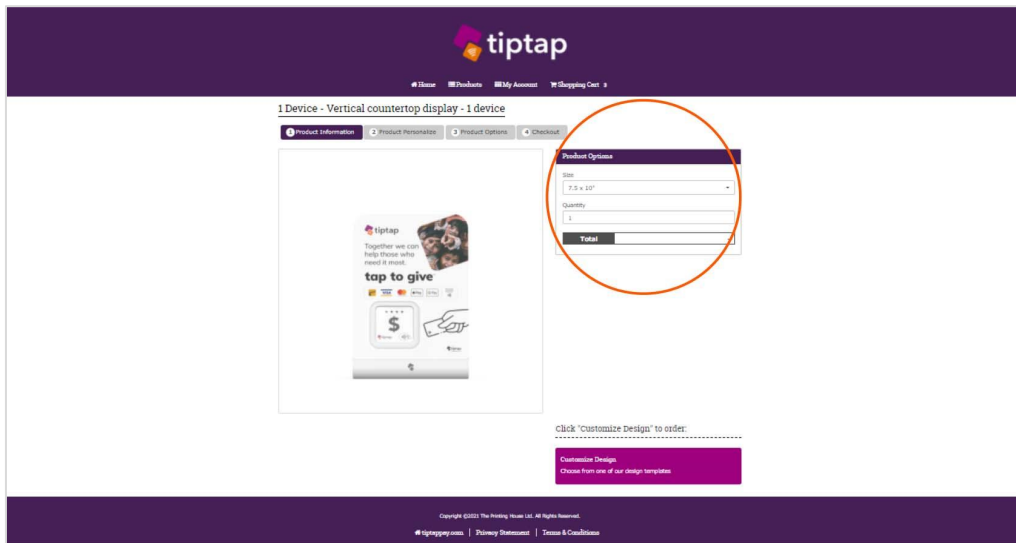
Shopping Cart

Review and finalize the products you have selected to order. These products will remain in your shopping cart until your order is successfully placed.

ordering a product

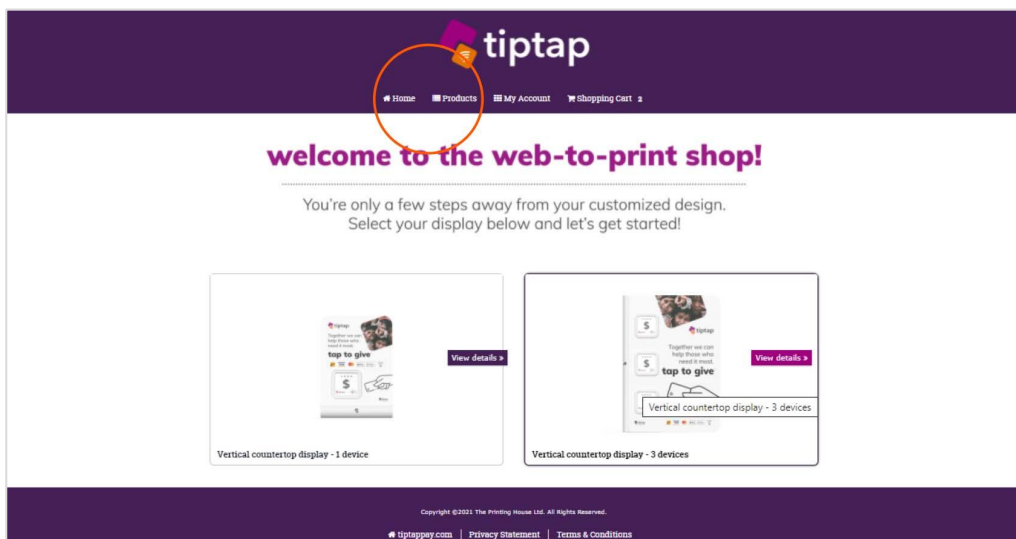
Step 1: Select your Product

Go to the **Home** or **Products** page, and click on a product you wish to order.



Step 2: Review Print Specifications

Review the print specifications under the **Product Options** tab.



ordering a product cont.

Step 3: Customize your Design

Depending on the product, you will have the ability to modify the text and images.

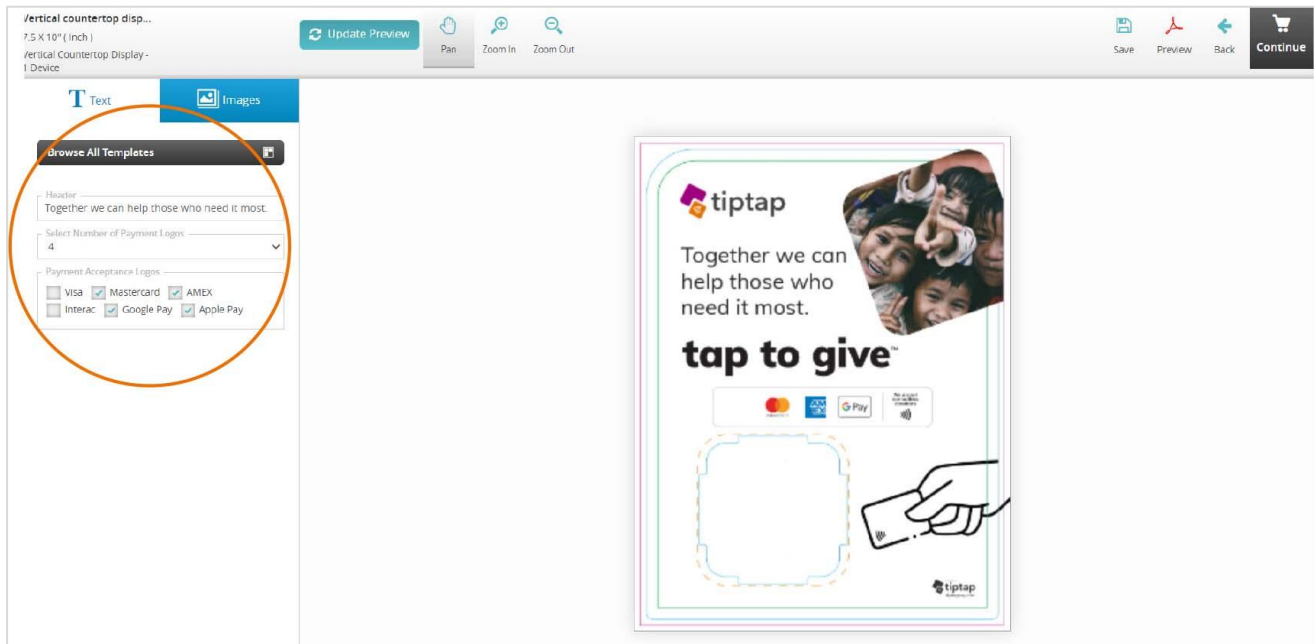
You will see a series of fillable fields on the left-hand side for you to complete.

In the **Header**, you will need to manually type in the variable information that you would like. The drop down menu is for the **Number of Payment Logos** you wish to use. After selecting the payment logo options, below is where you can select which logo you would like to see on your display.

A few tips for images:

High-resolution for best results. Include high quality, on-brand images. The higher the dot density, the higher the resolution (300 dpi or up).

Please ensure all information is correct before proceeding to the next step. If one of the pre-populated fields does not look correct, you are able to modify the information in this step.



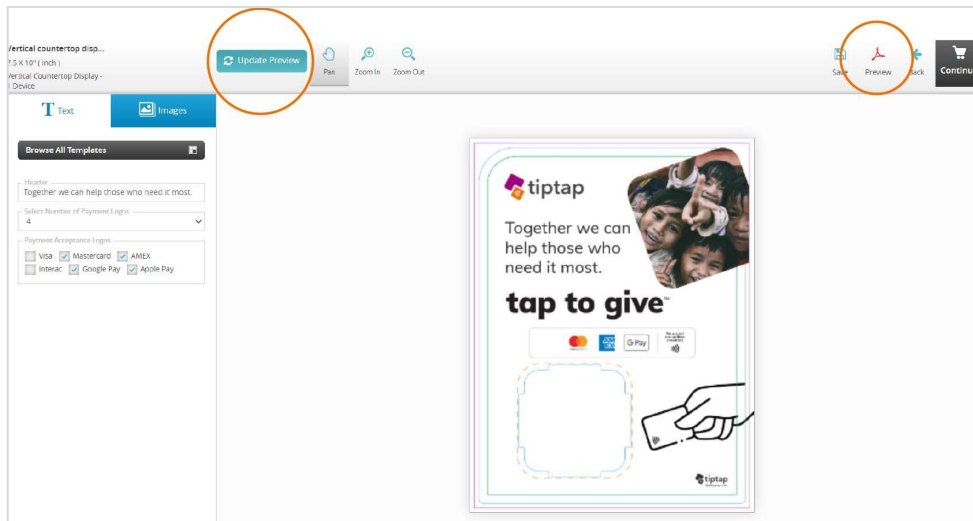
— cut line
 — bleed
 — safe area*
 - - - gasket*

ordering a product cont.

Step 4: Proof your Design

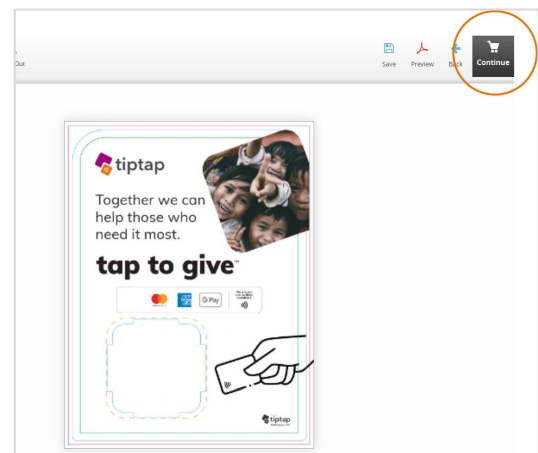
Once you have verified all information is correct, click on the **Update Preview** button (located at the top left-hand corner). This will generate a preview of the template on the right-hand side. If you have made an incorrect entry, simply correct it in the field and keep updating the preview to refresh the template.

If you wish to view a high-resolution proof, click on the red **Preview** button (located at the top right hand corner) and a PDF proof file will download. You might need to disable pop-up blocker to show the preview. Once complete ensure you click **Save** your design to access it later.



Step 5: Add to your Shopping Cart

Once you are satisfied with your proof, you can add your product to the shopping cart by clicking on the **Continue** button (located at the top right hand corner).



ordering a product cont.

Step 6: Place Your Order

In your **Shopping Cart** you can review all the products that are ready to be ordered. If you need to remove a product, click on the **Trash Bin** icon next to the product.

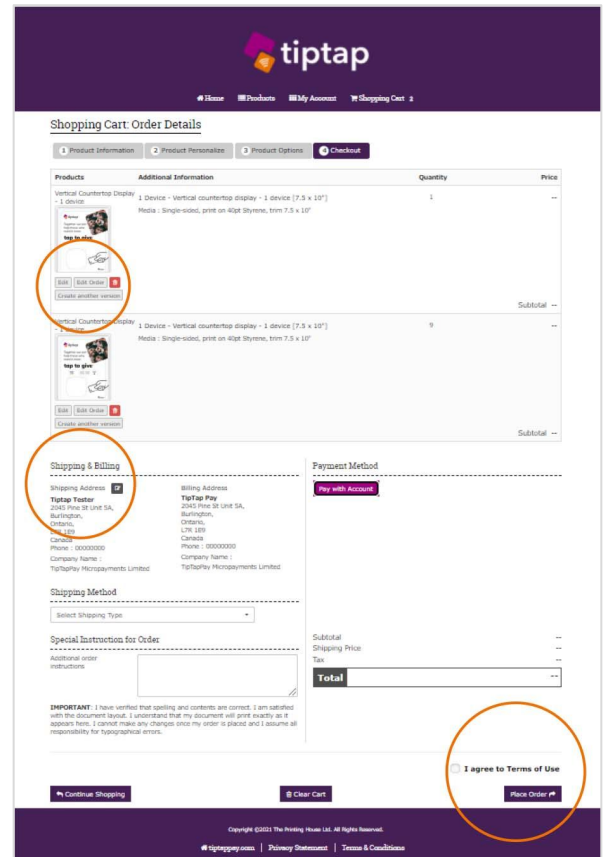
To make last minute changes, click on the **Edit** button next to the product.

Verify that the Shipping address is correct, and select your preferred shipping method.

Your account manager will set you up on a prepaid system. **No payment required through this portal.**

Check the **I agree to Terms of Use** box and then click the **Place Order** button (both located at the bottom right-hand corner).

You will then receive a confirmation email if your order has been successfully placed, and will be notified of your order and delivery ETA.



cancel or modify your order

Once you've placed an order through the site and received an email confirmation, you're unable to make any changes through the site.

If your order has not yet been fulfilled and you wish to cancel or modify it, please contact your tiptap Account Manager.

view your order history

To view your order history, click on the **My Account** button at the main navigation, then click **Orders**.

Here you will find a list of all purchases, showing the most recent at the top. After you've approved your proof and sent it through the check out it will have a status of **Proof Approved**. Each order will indicate an order number, beside this will be a notification of **Approval Pending**, **Order Rejected**, **Order Processing** or **Order Complete**. For quick reordering, you can click on the **Reorder** button (located at the top right-hand corner) or **View Details** to see a complete list of your transaction details.

Approval Pending: Indicates that the order is with tiptap to go through our verification process.

Order Rejected: Indicates that the order has not met tiptap standards and needs adjustments as per the email we will send you.

Order Processing: Indicates that the order has been approved and sent to print.



**Does not include shipping to lesser serviced areas. File errors, and incorrect setup will result in production delay. Print ready files must be submitted no later than 11:00am EST to count as part of a business day.*

add / update / remove a product

For any changes or updates regarding your products, please contact your tiptap account Manager for assistance. Changes would include updating the quantities, print specifications, images, and adding or removing a product.

update your profile

If your contact information needs to be updated, click on the **My Account** button at the main navigation, then click **My Profile** to make these changes.

update your shipping address

You can modify your existing shipping address or add an additional address. To do so, click on the **My Account** button at the main navigation, then click **Shipping Address**. If you have added a secondary shipping address, you will see a drop down menu of shipping address selections in your **Shopping Cart**.

technical support

For technical support, questions, concerns, or if you need to request changes and/or updates, please contact your Sector Solution Lead They will be happy to assist with your request.



frequently asked questions

My shopping cart screen notes tiptap as billing address, what does that mean?

This means your payment information is on account with tiptap. For further billing inquiries please contact your tiptap representative. Payment Method options will also default to “Pay with Account”.

The status of my order says “Proof Approved” but it also states beside the order number “Approval Pending” what does this mean?

Proof approval denotes that you have approved your proof. Beside the order number states the production status which will be one of the following:

Approval Pending: Indicates that the order is with tiptap to go through our verification process.

Order Rejected: Indicates that the order has not met tiptap standards and needs adjustments as per the email we will send you.

Order Processing: Indicates that the order has been approved and sent to print.

All of the prices, subtotals, and totals appear to be blank.

With your tiptap account, all pricing and payment information will be handled by your tiptap account manager.

How do I change images on my artwork?

From the design section, click on the button that states *Images*, this will take you to an option screen from which you can replace or adjust the photo and/or the logo.

What are the blue and green lines on my artwork?

The blue lines indicate where the piece is to be cut and the green is the print safety area.

I pressed continue and have the order in my shopping cart, but now I realize there is an error. Will I be able to edit it before proceeding?

From the shopping cart screen you will see a thumbnail of your order. Below is an edit button you can press and this will allow you to edit the artwork again.

I've placed my order, but I would like additional signage for this campaign. Aside from the device holders, how do I go about this?

We can indeed process additional campaign materials. The easiest way would be to reach out to your tiptap account representative.