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The **Welcome area** of the Home page identifies the first name/last name of the user ID currently logged in.

**My Profile** contains links to Personal Information, Personal Address Book and Settings & Preferences:

- Personal Information
- Personal Address Book
- Settings & Preferences

**Mouse Over Menu Bar** is your navigation to Catalogs, Orders, Manage Uploaded Mail Lists and ON-REQUEST FORM.
Quick Find: The Quick Find option links the User to help in locating the type of items you want. You can also search using the Universal Search Option located to the right hand side of the Mouse Over Menu Bar.

ON-REQUEST FORM: Use the ON-REQUEST FORM when the item you need is not present on the ordering site or you need to order Direct Mail Items.

Please Note:
Use this form for transactional print requests. If you need a new template set up on the site please email niusupport@rrd.com.

Request Type:
Please specify your request type: *

- Ad Hoc Print Order
- Step 2: Direct Mail Order
Ordering Direct Mail Items

Direct Mail Two Step Process:

Step 1 Customize your item. From Quick Find choose EFD or Postcards, Click the Find Button. Choose your Postcard then follow the customization steps. Select image, complete contact information. Next: review/approve proof, proceed through checkout process. Record the 8-digit sales reference number provided at the end of the check-out process.
Ordering Direct Mail Items (con’t)

Choose your customization.

Review your proof

Checkout

Shopping Cart Contents (1 Item)

Order Lines

[Instance Name: test] COE - Student Postcards (DIRECT MAIL), Size 9 x 6
Your Item: NIU753EFD
Output: eDelivery

$0.00
On Demand

UPDATE CART

Notes:
Price subject to change, not to exceed price shown. Freight charges are additional. Taxes are additional.

Cart Total: TBD

2. Review and Approve  BACK  CONTINUE
Ordering Direct Mail Items (con’t)

Checkout Process; Follow the steps to complete your Direct Mail Order

Choose the required data such as Cost Center, College/Area and Department
Ordering Direct Mail Items (con’t)

Record the 8-digit sales reference number provided below. You will need to enter the Sales Reference Number in Step 2.

Step 2: From Home Screen, click 'On-Request Form, select 'Step 2 Direct Mail Order', customize and upload your mailing list.

Note: the art file created in Step 1 is emailed directly to the production facility.
Once you have entered your 8 digit Sales Reference Number into the ON-REQUEST FORM, complete the rest of the form and Click the Submit Button.
To Place an Order

From the Mouse Over Main Menu Bar you can choose **Catalogs** to the type of items you are searching for or using the **Quick Find** to locate your item.

Using **Quick Find**, make your selection then Click on the **Find Button**.
To place an order (con’t)

Click on the Shopping Cart Icon to the right, or  Click on the Item Description to view the qty price breaks on the Item Details View.

**Note:** Please remember Direct Mail Items and Bulk Ship items need to be on separate orders. Once you add a Direct Mail or Bulk Ship item in your cart you will not be able to see your Stationery items to order and vise versa.

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Your Item</th>
<th>Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letterhead - Foundation, Order in Packs of 500</td>
<td>NIU575</td>
<td></td>
</tr>
</tbody>
</table>

By Clicking on the View PDF Proof Button you can view a larger version.
To place an order (con’t):

Once you have reviewed your proof, you will need to Click on the Checkbox to enable the Add To Cart Button.

Choose Units and Qty, then Click Update Cart to update your view.

Once your cart is updated, Click the Check Out Button to begin the checkout process steps.
Check Out Steps

Key in your Address, please include your Building, Room Number and Contact Phone#.

Choose Cost Center, College/Area and Department then Click the Next Button
Check out Process (con’t)

Click the Submit Order Button after confirming all looks correct.

Make a note of the Sales Reference Number to use to search for your Order Status.
Order Search

Using the Sales Reference Number, you may locate your order. Navigate to the Mouse Over Menu Bar and choose Orders. Key in the Sales Reference Number and Click the Search Button

Order Search

You can view your Order Status from this view or Click on the choices on the right to view more order details.
Order Details, once your order is shipped, you will find Tracking Links on this page.

### Order Details for Order No. 54572676

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<tr>
<th>Order Information</th>
<th>Billing Information</th>
<th>Customer and Address Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Order Status:</strong> Shipped</td>
<td><strong>Total Sale:</strong> $192.00</td>
<td><strong>Ship Date:</strong> 03/25/2022</td>
</tr>
<tr>
<td><strong>Order No.:</strong> 54572676</td>
<td><strong>Bill Method:</strong> Invoice Your Account</td>
<td><strong>Ship To:</strong> ALEX GALINDO</td>
</tr>
<tr>
<td><strong>Sales Reference No.:</strong> 0000015511</td>
<td></td>
<td>NORTHERN ILLINOIS UNIVERSITY</td>
</tr>
<tr>
<td><strong>Purchase Order #:</strong> PO NOT REQUIRED</td>
<td></td>
<td>148 N. 3RD STREET</td>
</tr>
<tr>
<td><strong>Order Date:</strong> 03/25/2022</td>
<td></td>
<td>MONAT 203</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DEKALB, IL, 60115</td>
</tr>
<tr>
<td></td>
<td></td>
<td>USA</td>
</tr>
</tbody>
</table>

### Items Ordered

<table>
<thead>
<tr>
<th>Line No.</th>
<th>Item Description</th>
<th>Your Item</th>
<th>Status</th>
<th>Unit</th>
<th>Qty</th>
<th>Shipped</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001</td>
<td>DRINK TICKETS</td>
<td>T115511</td>
<td>Shipped</td>
<td>EA/1</td>
<td>500</td>
<td>500</td>
<td>$192.00</td>
</tr>
</tbody>
</table>

### Shipping and Tracking Information

<table>
<thead>
<tr>
<th>Ship No.</th>
<th>Warehouse</th>
<th>Ship Date</th>
<th>Price</th>
<th>Status</th>
<th>Carrier/Service</th>
<th>Tracking No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001</td>
<td>CARQUEVILLE</td>
<td>03/25/2022</td>
<td>$192.00</td>
<td>Vendor System: Shipped, Pre-Rated</td>
<td>UPS / NEXT DAY AM</td>
<td>1Z82V0R70100203756</td>
</tr>
</tbody>
</table>
Customer Service Contacts

For Questions concerning finding an item on the site, please contact NIUsupport@rrd.com