Northern Illinois University

Northern Illinois University CustomPoint User Guide

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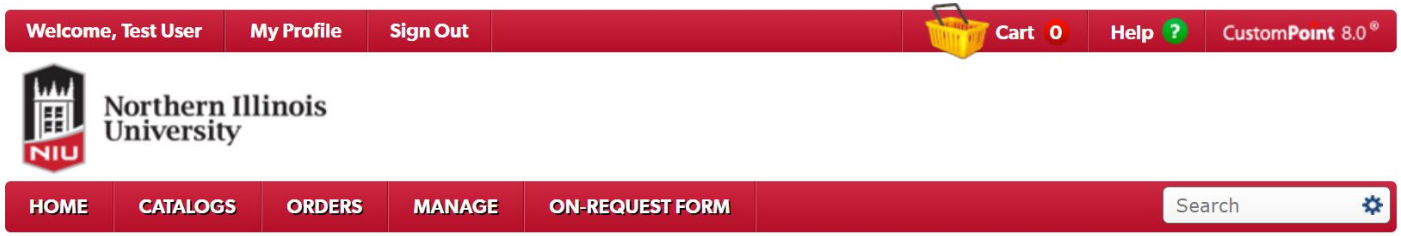
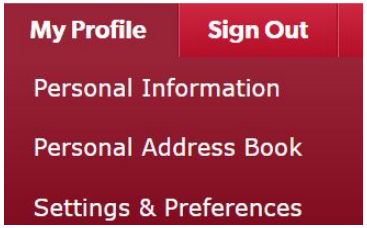
Home Page Features



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

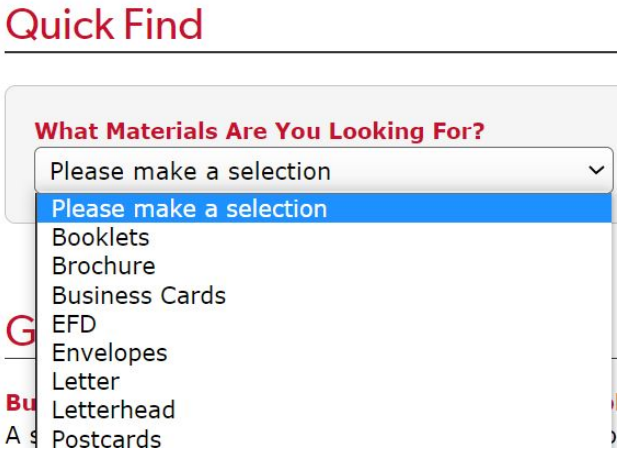
My Profile contains links to Personal Information, Personal Address Book and Settings & Preferences:



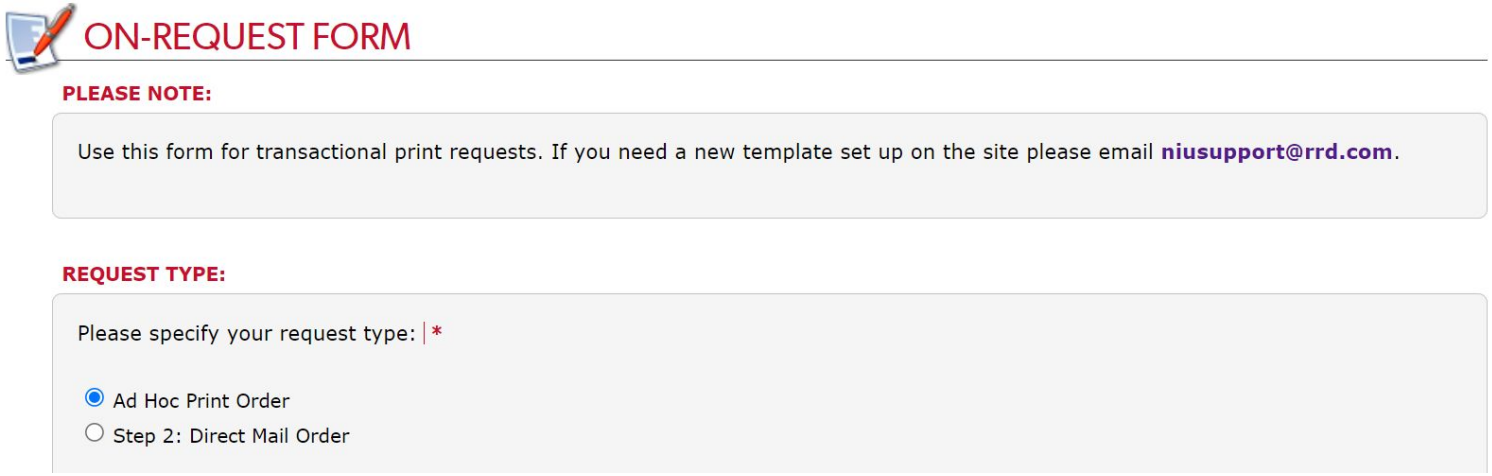
Mouse Over Menu Bar is your navigation to Catalogs, Orders, Manage Uploaded Mail Lists and ON-REQUEST FORM

Home Page Features (con't)

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**

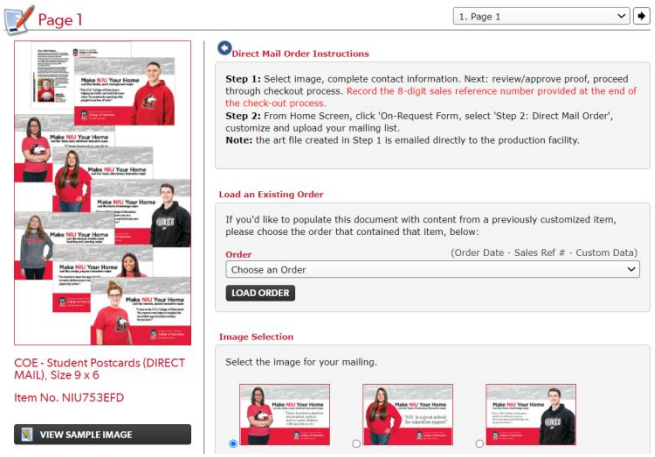


Ordering Direct Mail Items

Direct Mail Two Step Process:

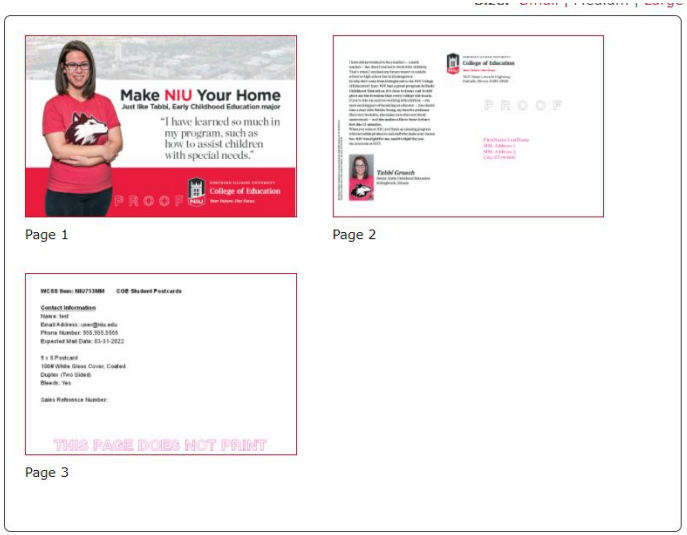
Step 1 Customize your item. From Quick Find choose EFD or Postcards, Click the Find Button. Choose your Postcard then follow the customization steps. Select image, complete contact information. Next: review/approve proof, proceed through checkout process. Record the 8-digit sales reference number provided at the end of the check-out process.

Ordering Direct Mail Items (con't)

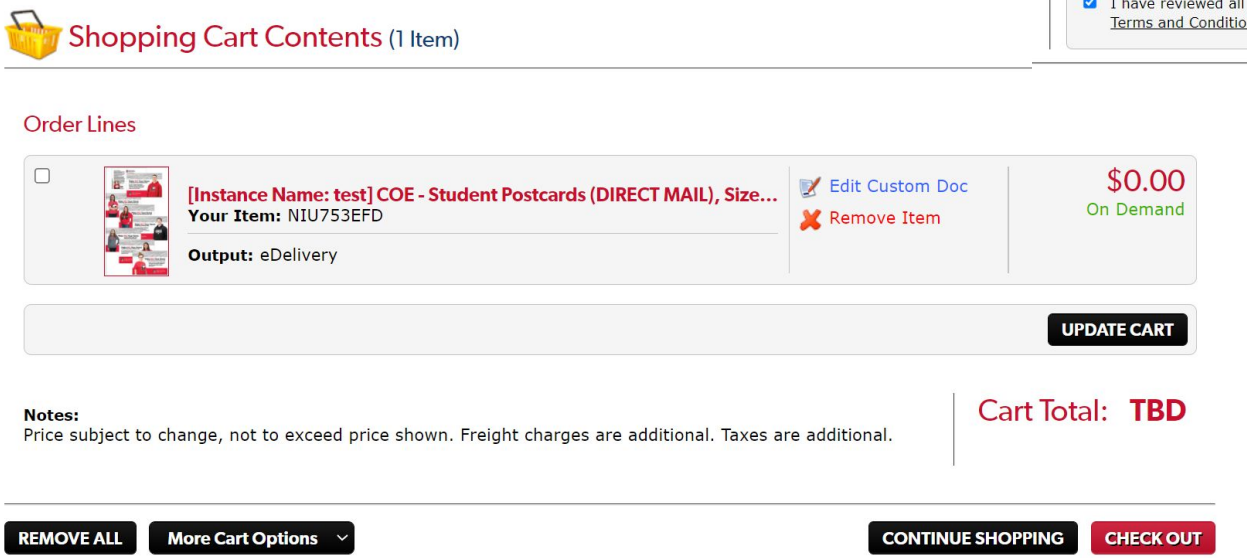


Choose your customization.

Review your proof

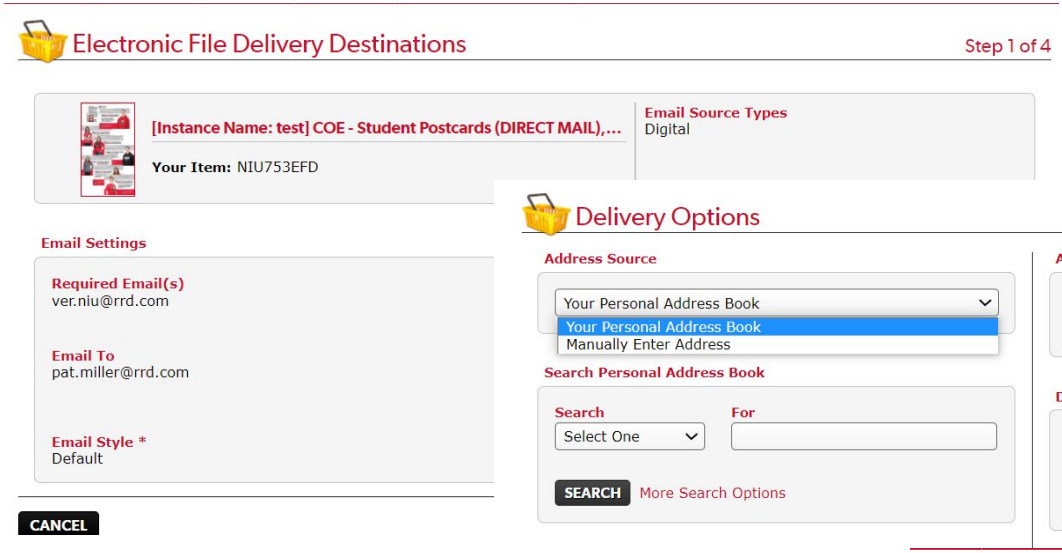


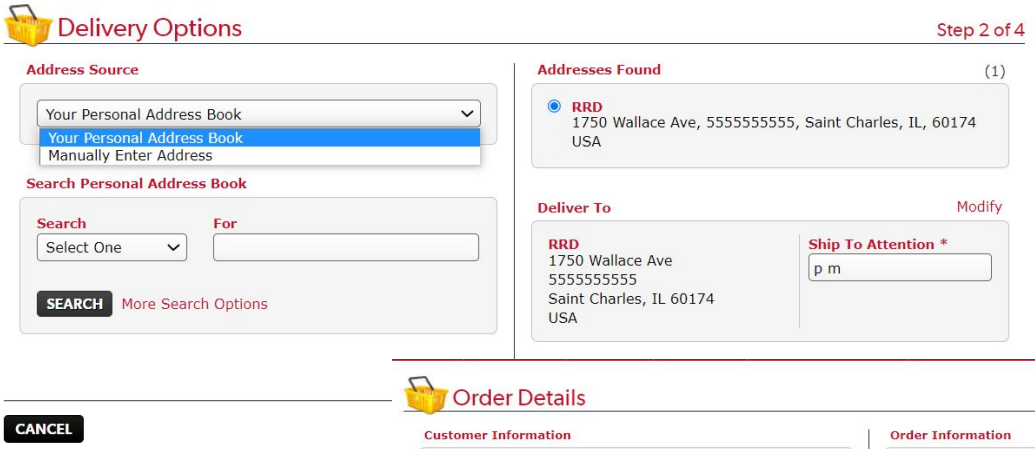
Checkout

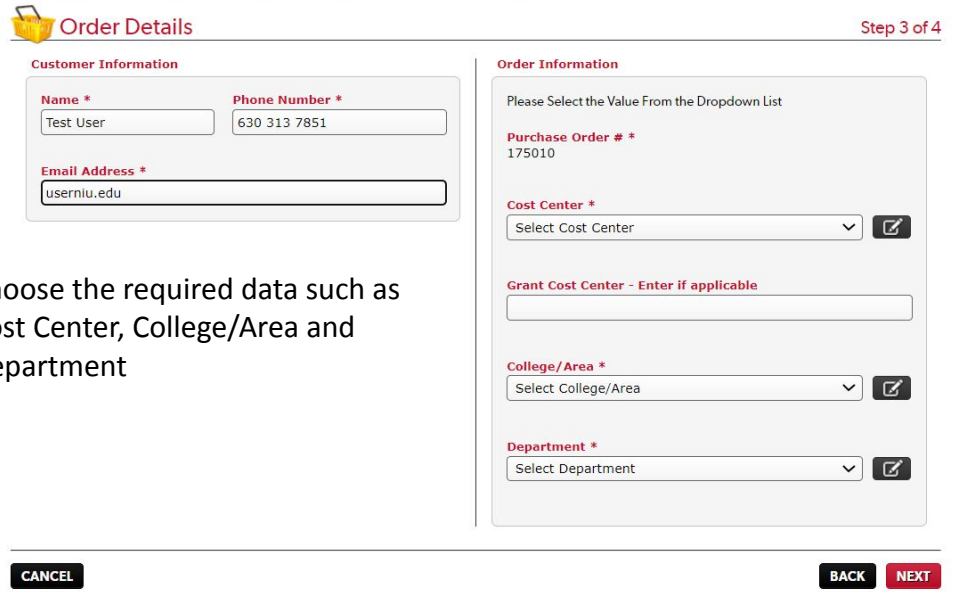


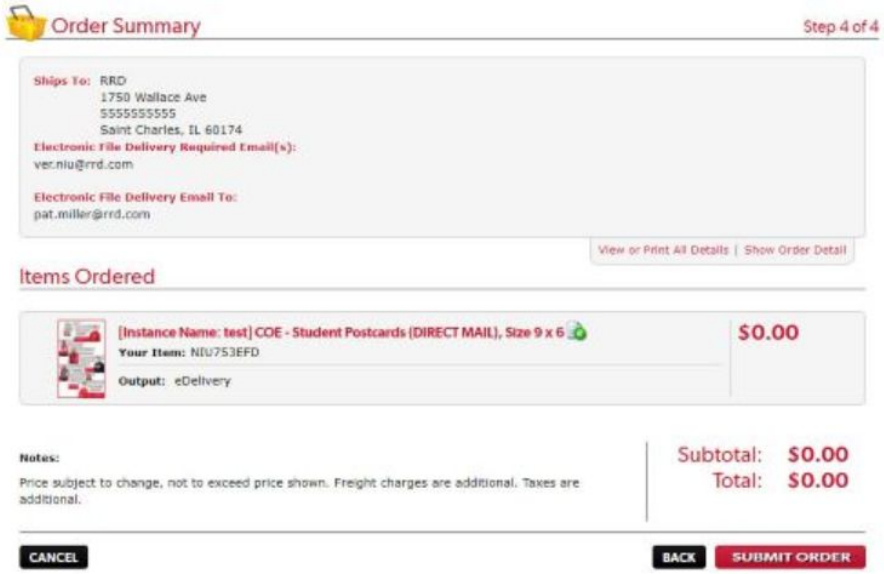
Ordering Direct Mail Items (con't)

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





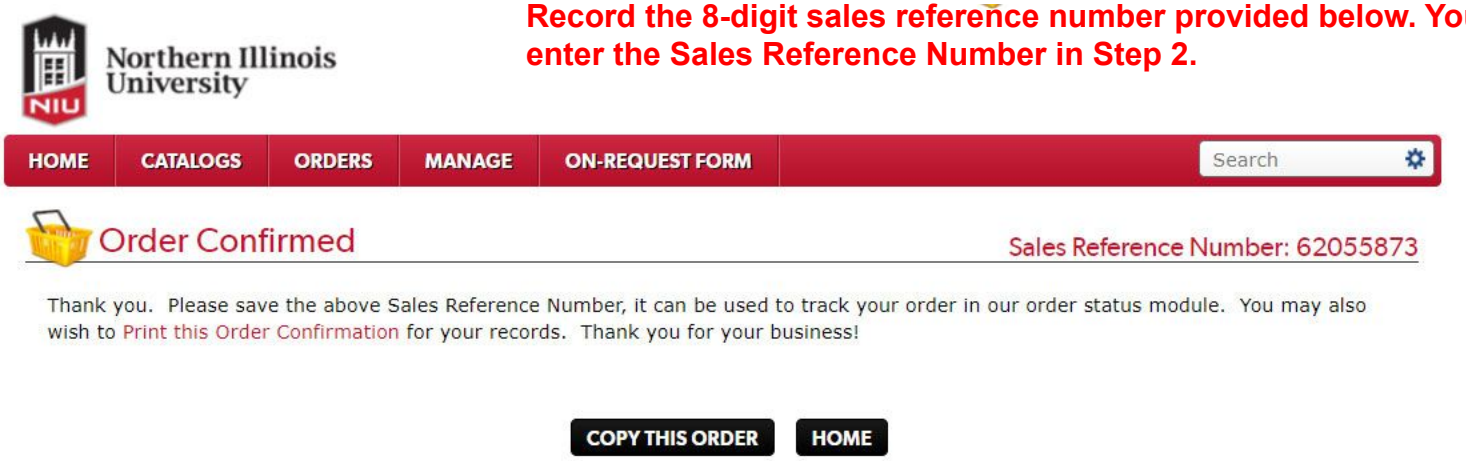




Choose the required data such as Cost Center, College/Area and Department

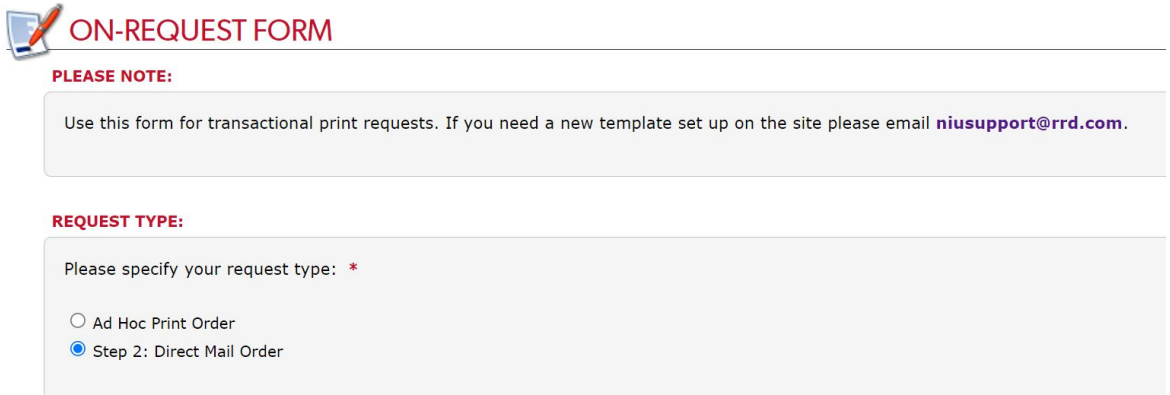
Ordering Direct Mail Items (con't)

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

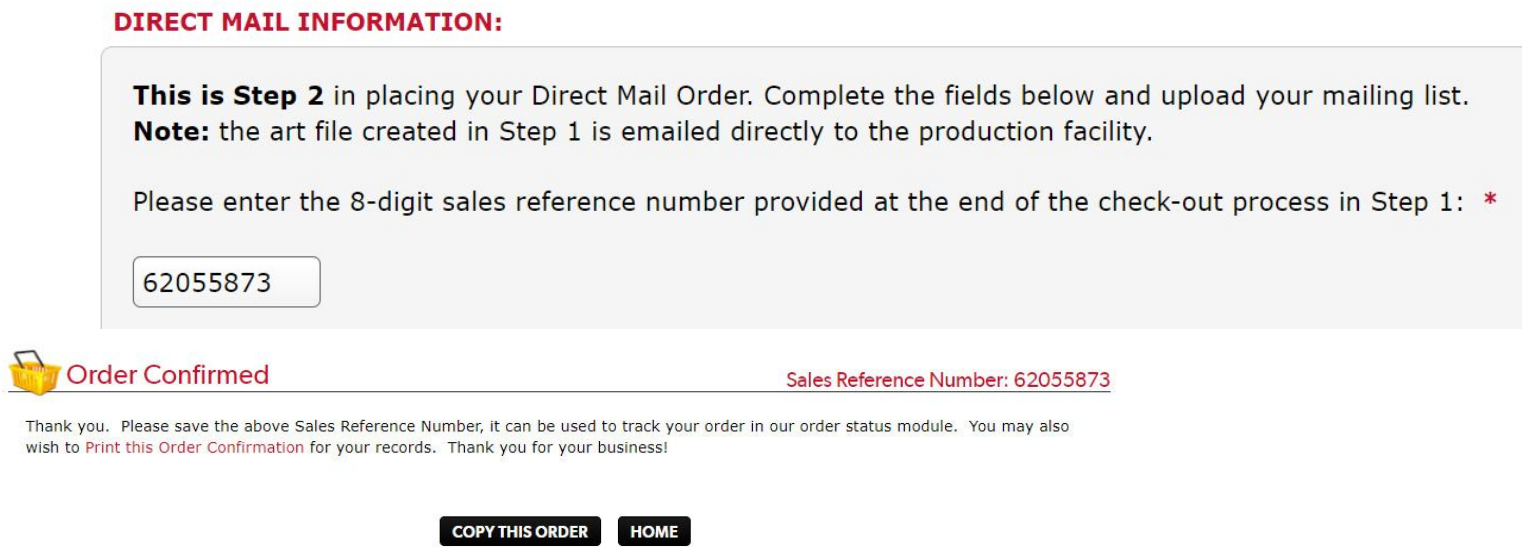


Step 2: From Home Screen, click 'On-Request Form, select 'Step 2 Direct Mail Order', customize and upload your mailing list.

Note: the art file created in Step 1 is emailed directly to the production facility.



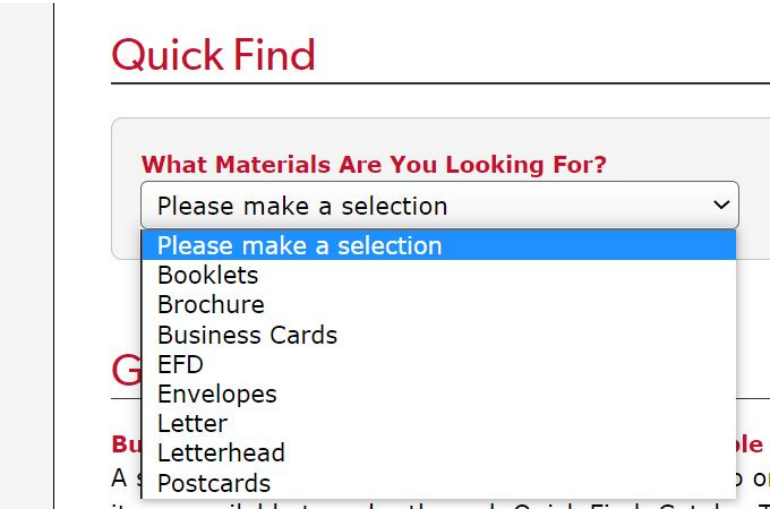
Ordering Direct Mail Items (con't)



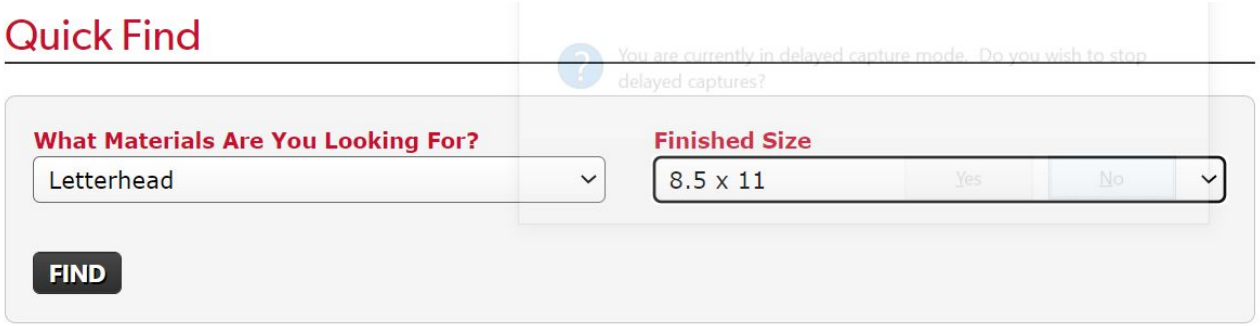
Once you have entered your 8 digit Sales Reference Number into the ON-REQUEST FORM, complete the rest of the form and Click the Submit Button.

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



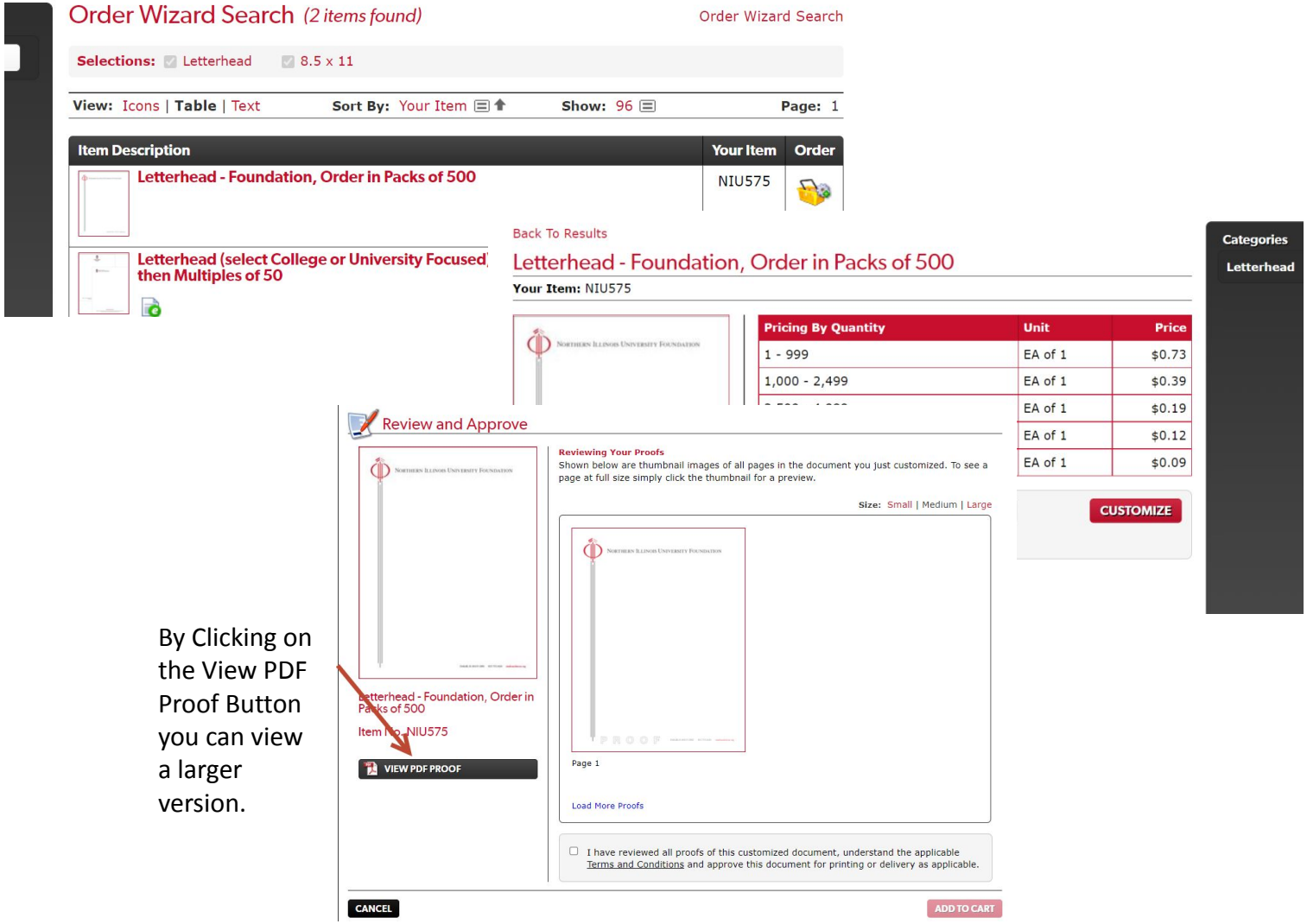
Using **Quick Find**, make your selection then Click on the Find Button



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.

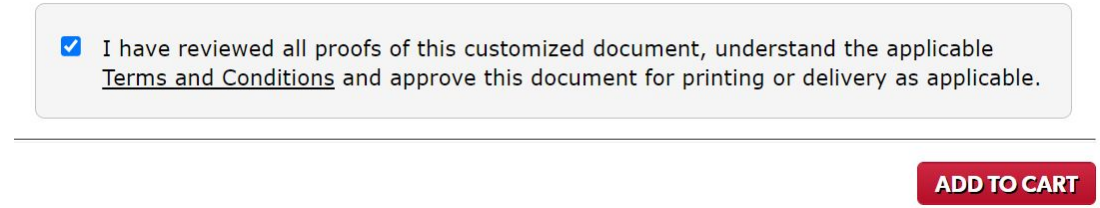


By Clicking on the View PDF Proof Button you can view a larger version.

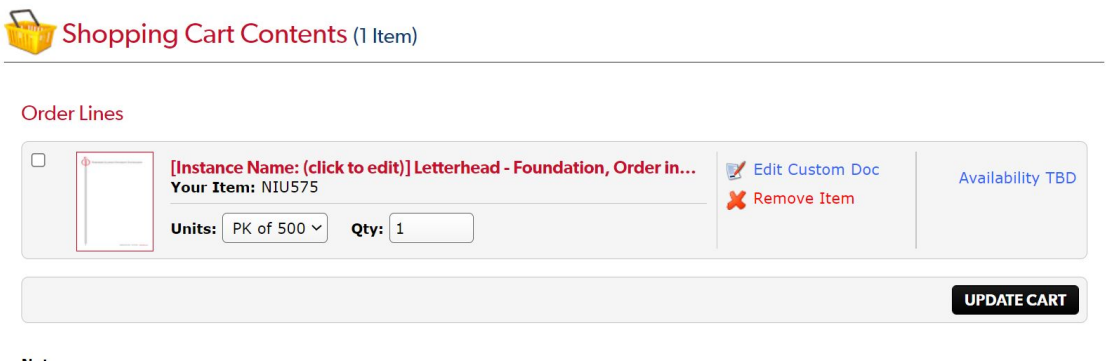
Click on the Customize Button.

To place an order (con't):

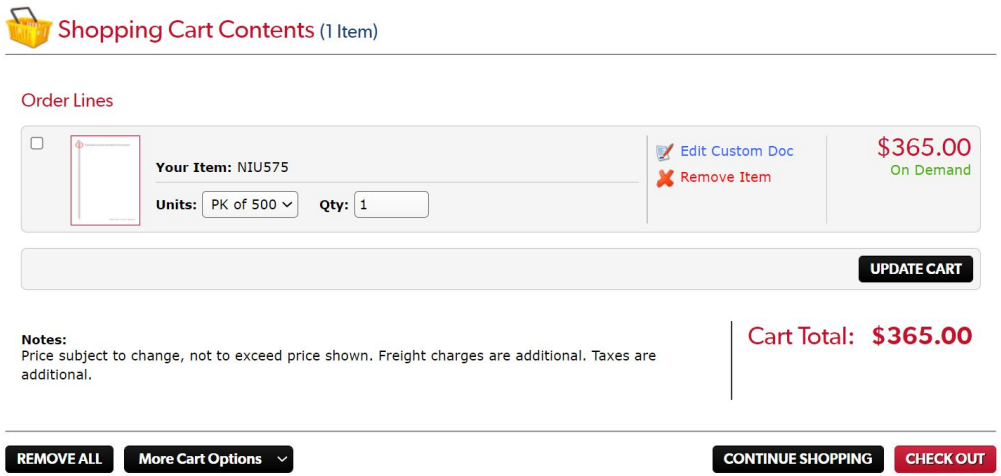
Once you have reviewed your proof, you will need to Click on the Checkbox to enable the Add To Cart Button.



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

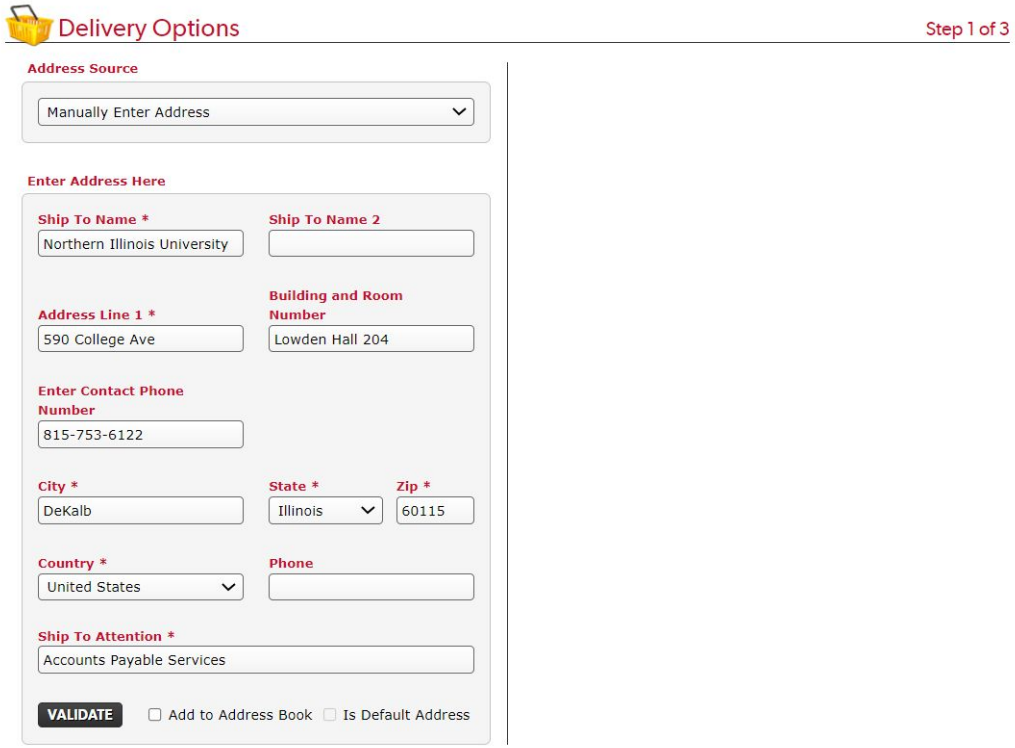


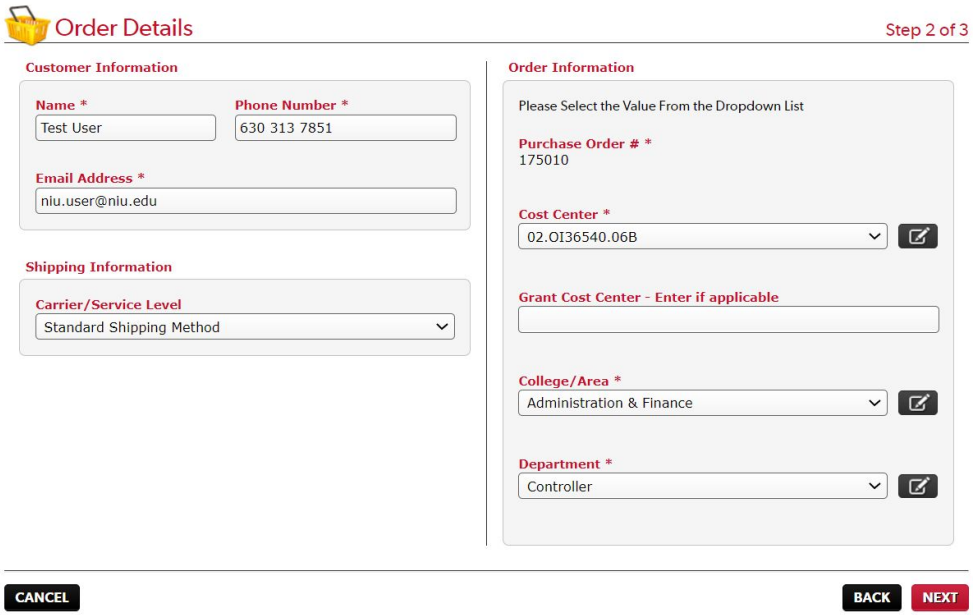
Once your cart is updated, Click the Check Out Button to begin the checkout process steps.



Check Out Steps

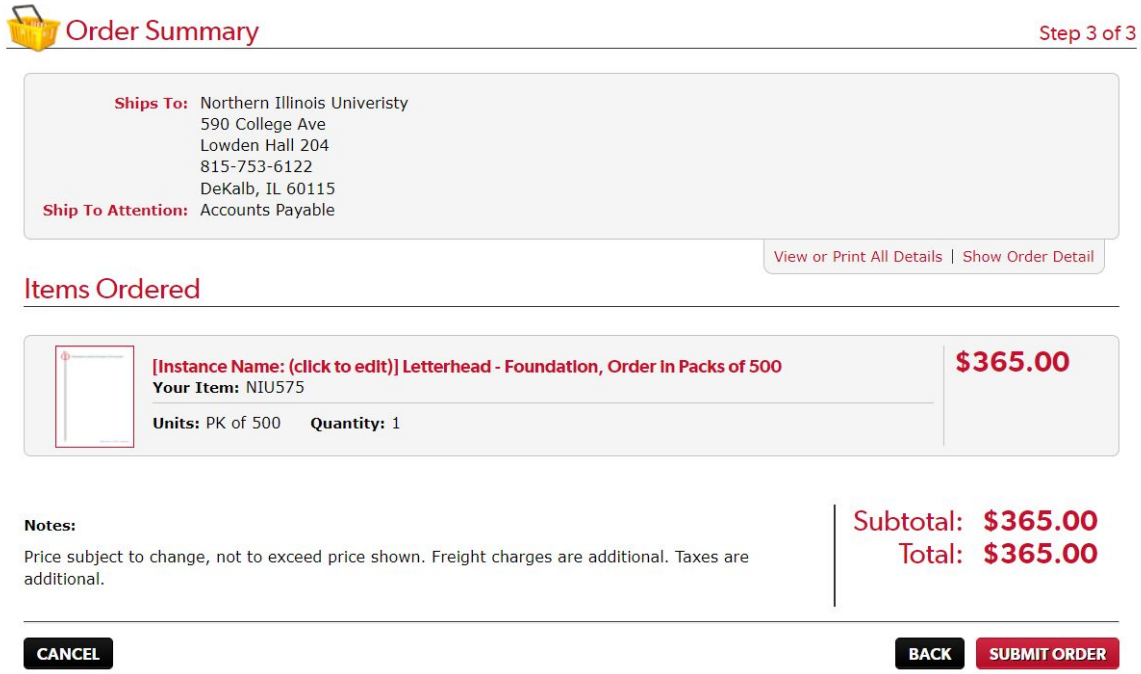
Key in your Address, please include your Building, Room Number and Contact Phone#.





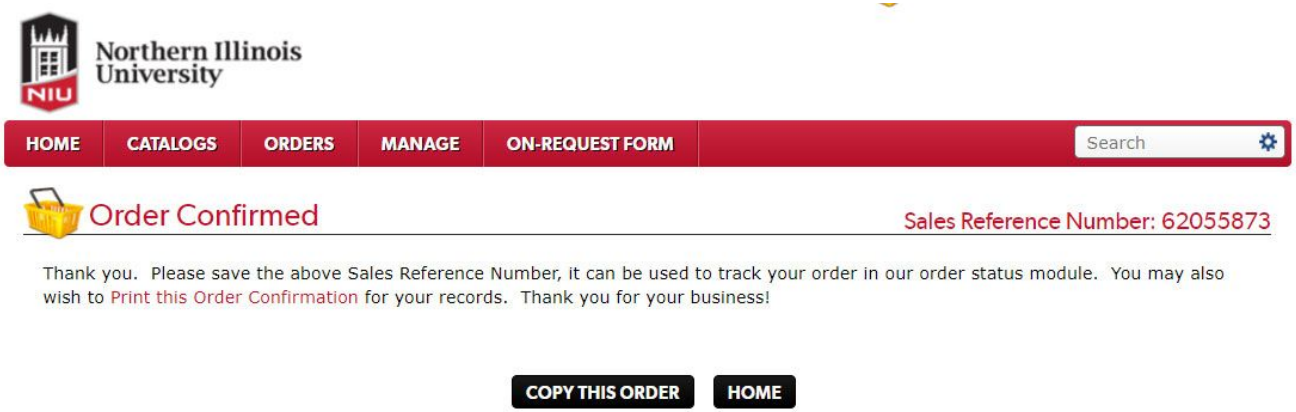
Choose Cost Center, College/Area and Department then Click the Next Button

Check out Process (con't)



Click the Submit Order Button after confirming all looks correct.

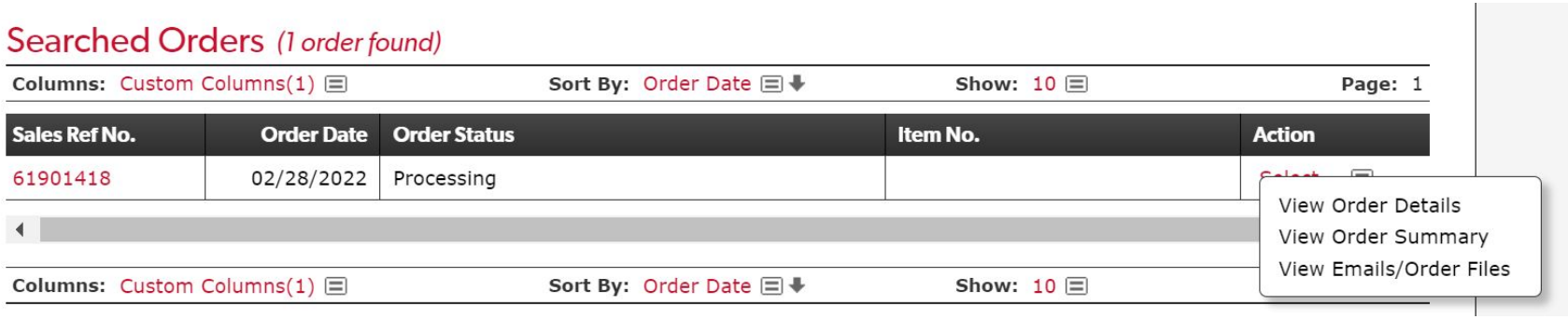
Make a note of the Sales Reference Number to use to search for your Order Status.



Order Search

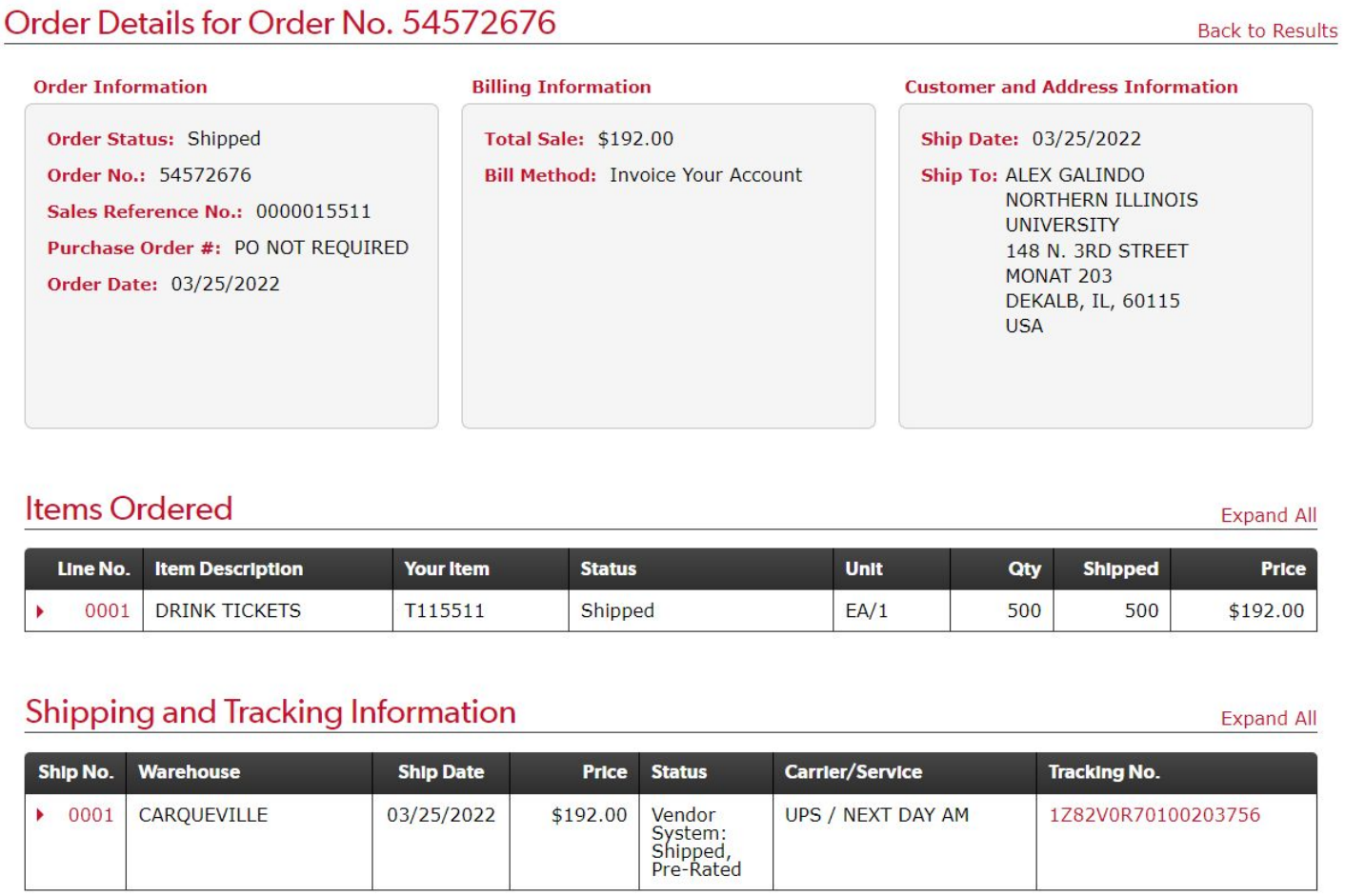
Using the Sales Reference Number, you may locate your order. Navigate to the Mouse Over Menu Bar and choose Orders. Key in the Sales Reference Number and Click the Search Button

You can view your Order Status from this view or Click on the choices on the right to view more order details.



Order Search (con't)

Order Details, once your order is shipped, you will find Tracking Links on this page.



Order Details for Order No. 54572676

Back to Results

Order Information

Order Status: Shipped
Order No.: 54572676
Sales Reference No.: 0000015511
Purchase Order #: PO NOT REQUIRED
Order Date: 03/25/2022

Billing Information

Total Sale: $192.00
Bill Method: Invoice Your Account

Customer and Address Information

Ship Date: 03/25/2022
Ship To: ALEX GALINDO
NORTHERN ILLINOIS UNIVERSITY
148 N. 3RD STREET
MONAT 203
DEKALB, IL, 60115
USA

Items Ordered

Expand All

Line No.	Item Description	Your Item	Status	Unit	Qty	Shipped	Price
0001	DRINK TICKETS	T115511	Shipped	EA/1	500	500	$192.00

Shipping and Tracking Information

Expand All

Ship No.	Warehouse	Ship Date	Price	Status	Carrier/Service	Tracking No.
0001	CARQUEVILLE	03/25/2022	$192.00	Vendor System: Shipped, Pre-Rated	UPS / NEXT DAY AM	1Z82V0R70100203756

Customer Service Contacts

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