

MyMarketing Printshop Guide 2021



The MyMarketing Printshop is where offices can conveniently order MyEyeDr. branded marketing materials and collateral, promotional items, marketing campaign signage, and evergreen marketing signage. In addition, offices will find many Business Basics such as nametags, contact lens bags and more!

The page is hosted by our print vendor, WebbMason, and is updated and maintained in partnership with your Local Marketing Team.



GETTING LOGIN CREDENTIALS

New office location set-up: New office locations will receive credentials for the first time during the opening or integration process. No action needs to be taken by the office. Login information will be provided by MyEyeDr Home Office. An email will be sent with Vendor Login information and this will include your Account Login information for the MyMarketing Printshop. In addition, you will receive a hard copy in an envelope along with your Welcome Kit.

Home Office Team: Need a MyMarketing Printshop Login? Email your request to myeyedr.support@webbmason.com and provide your First & Last Name, Title, and Department.

RDs & DMs ONLY: If you are a new RD or DM your credentials are created when your information is updated in the office resource list. Once the document is updated, WebbMason will create an account for you and a message containing your new login information will be sent to your MyEyeDr. email account. As a part of the DM & RD group, you will have access to additional catalogs and you will also have order approval privileges and responsibilities.

Offices, General Managers, and all Office Associates: Should use one set of login credentials for the office location. **ONLY Regional Directors or District Managers** should have their own individual credentials.

Order Limits & RD/DM Approvals: From time-to-time an office will place an order that exceeds the set spend limit of \$250. In these cases, a RD or DM approval is required before the order is processed.

- **DMs** will receive email notifications when one of their locations places an order that requires DM approval. This is triggered any time an order exceeds the \$250 threshold.
- **RDs** have been set up as **“Super-Approvers”** this means they have visibility into all pending approvals for all locations in the company. However, RDs will not get an email notification when there is a pending order approval. Instead, they can log on as needed.

Information for offices who are “locked out” of the MyMarketing Printshop on WebbMason (please read this section carefully):

- Accounts in the MyMarketing Printshop are set-up by location. Each location has a username, an email, and a password affiliated with the account. **These credentials are shared by everyone in the office and the email is the office’s email.**
- All communication from WebbMason or MyMarketing Printshop will be sent to the office email, including re-set notifications. Re-set notifications will come from cust_service@epmonline.com.
- Please remember **The username and password are NOT the same.**

If you are unable to login to the MyMarketing Printshop and you don’t know your username:

Go to the [MYMARKETING PRINTSHOP](#)

Start by clicking “Forgot User ID” then an email will be sent to the affiliated office email address with your username.

If you are certain you are entering the correct username (username & password are not the same):

Go to the [MYMARKETING PRINTSHOP](#)

Click “Forgot User ID or Password?”. You will receive a reset email.

If you need further assistance reach out to Webb Mason at myeyedr.support@webbmason.com

PLACING YOUR ORDER

Scroll down on the [HOME](#) page and select a catalog.

Within the catalog will be the items available for ordering. When you click on an item you will see the item name, information, available inventory (if applicable), and the price per quantity.

Enter the order quantity in the box or drop-down provided and select [ADD TO CART](#) or [CUSTOMIZE](#).

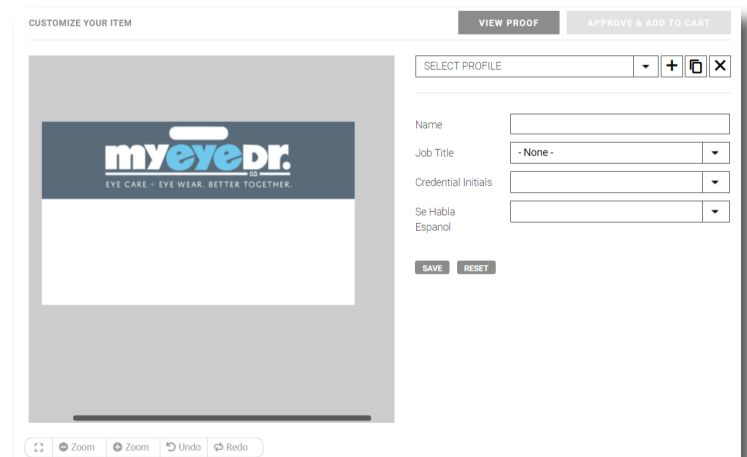
If the item is a custom print item, you will be given a template to customize the item. Please note that some fields are required and some may be optional. Once you are finished, you must select the [VIEW PROOF](#) button to review. Once reviewed, you will have the option to select the [APPROVE & ADD TO CART](#) button.

Please note: customizable items are printed on demand and will be printed to order, therefore they will take longer to ship. Inventory items will ship within 1 business day - see shipping map below for estimated transit days.

To complete your order, click [CHECKOUT](#) on the top right side of your screen. Here you can review your order, adjust item quantities, select a Shipping Destination, and choose a Payment Method.

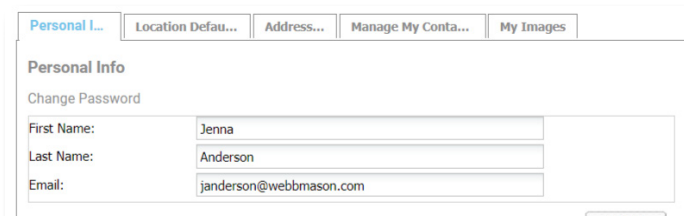
Finalize your order by clicking [PLACE THIS ORDER NOW](#).

Please keep in mind all orders from the MyMarketing Printshop, are applied to the office's budget.



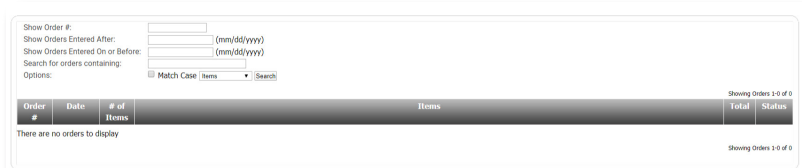
NAVIGATING THE SITE

MY PROFILE: Change your personal information here. This includes: password, default ship-to location and default payment method.



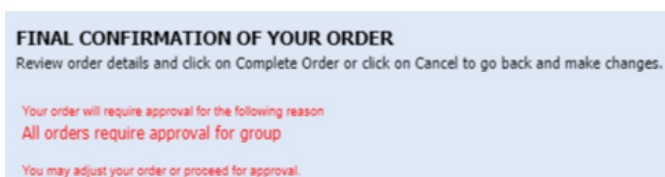
MY ORDERS: Search and review previous orders and check the status of a current order.

Tip: If you are looking for a specific order, you can search by order number, date, or item.



APPROVALS: Your order may require approval before being processed for shipment. You will be notified if your order requires approval at checkout and via email. Once your order has been approved, you will receive an email confirming approval.

Note: You can also check order status under [MY ORDERS](#).



CHECKOUT Review your order, adjust quantities, edit customizable items, choose or enter a Shipping Destination, and choose a Payment Method. Finalize your order by clicking [PLACE THIS ORDER NOW](#).

Note: The [PLACE THIS ORDER NOW](#) button will not work until you fill out all the required information at checkout. If you are having trouble placing your order, double check the information you provided for Shipping & Billing.

Item #	Description	Back Order	Order Qty	Unit of Issue	Pieces Ordered	Unit Price	Price	Actions
BUCK21-25	MyEyeDr Eyebucks \$25 Off 2021	No	<input type="text" value="5"/>	PK/100	500	\$1.94	\$9.70	Remove Save For Later
MED-BAG1	MED Drawstring Backpack (Light Blue)	No	<input type="text" value="20"/>	EA/1	20	\$1.45	\$29.00	Remove Save For Later
BADGE-LAN	MyEyeDr Name/TL... Jenna Anderson	No	<input type="text" value="1"/>	1	1	\$7.05	\$7.05	Edit Remove Save For Later

[UPDATE QUANTITIES](#)

Subtotal: \$45.75
Tax: TBD
Freight: TBD
Handling: TBD
Total: \$45.75

Shipping

Shipping Destination
 Select a Location

Mark to the Attention of

Delivery Instructions

Delivery Options

Save this as my default shipping location?

Billing

Payment Method
 Select a Payment Method

Purchase Order No.

Save this credit card for later use?
 Save this as my default payment method?

[CONTINUE SHOPPING](#) [PLACE THIS ORDER NOW](#)

ORDER CONFIRMATION

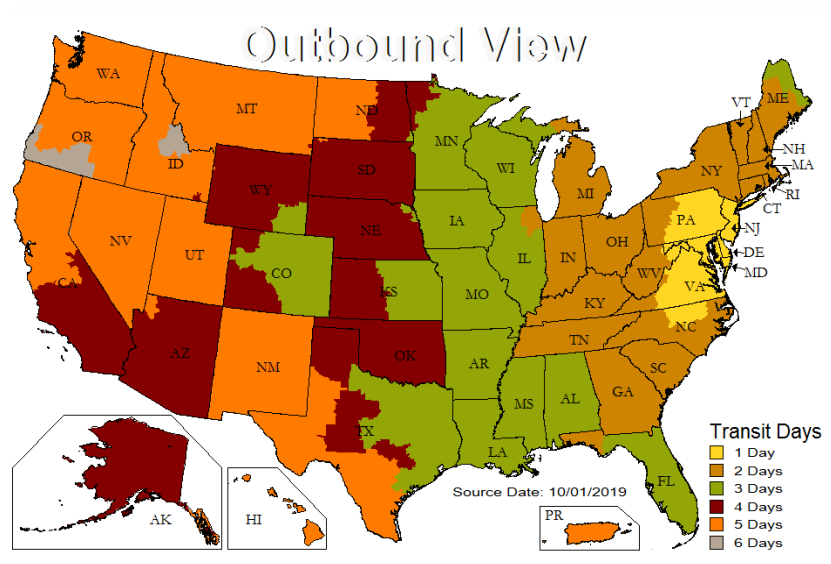
You will receive an email confirmation once the order has been successfully submitted. Your email confirmation will include your order number for tracking purposes, item description, and quantity ordered. Your order may require approval before the order is processed. This will be noted at checkout and via email. If you find any mistakes regarding the order or the shipping address, please contact Customer Service.

Once orders are placed or approved, they are immediately sent to production, and therefore changes and cancellations cannot be guaranteed. Please carefully review all parts of your order (quantity, item, shipping, and billing) before clicking on the [PLACE THIS ORDER NOW](#) button.

TRACKING YOUR ORDER

If your package has not been received, please check the UPS tracking number provided to you via email or via the [MY ORDERS](#) tab. If you cannot find your tracking number or if materials are missing email myeyedrsupport@webbmason.com. If you receive damaged materials, please take photos of the damaged item(s) as well as the damaged box or envelope in which the items arrived and email myeyedrsupport@webbmason.com. Please have your order number available for reference.

SHIPPING MAP - For Inventory Items



TAKEAWAYS

- GMs and office Associates should not have individual accounts and should continue to use their office's username and password to login.
- When an office needs to re-set their username or password, the re-set email will go to the office email inbox.
- All DMs have been assigned as 'Approvers' for their offices and are able to view pending approvals when they access MyMarketing Printshop.
- DMs will receive email notifications when one of their locations places an order that requires DM approval. This is triggered any time an order exceeds the \$250 threshold.
- RDs have been set up as "Super-Approvers" this means they have visibility into all pending approvals for all locations in the company. However, RDs will not get an email notification when there is a pending order approval. Instead, they can log on as needed.
- If your office is having trouble logging in, make sure you are not using your email for your username. If you need to, click "Forgot User ID" and check your office's email to get your User ID. From there, you can proceed to enter your username and password or follow the steps to re-set your password.

VIDEOS

In addition to the instructions on this tip sheet, watch for upcoming videos that will be available on the MyMarketing Print Shop with training and other information for the site.

BRANDED GEAR & APPAREL

Looking to purchase MyEyeDr. branded gear for yourself? Sign-in or setup your personal account for MyEyeSite using either your MyEyeDr. email or your own personal email [HERE](#).

CUSTOMER SERVICE INFORMATION

myeyedrsupport@webbmason.com

703-242-7278

Available Mon-Fri 8AM-5PM EST