

Customer service

www.YOURDOMAIN.xx/admin

A short introduction

You will find your customer service tools in the admin panel. This involves subject, user and order search features with communication possibilities.

Definitions:

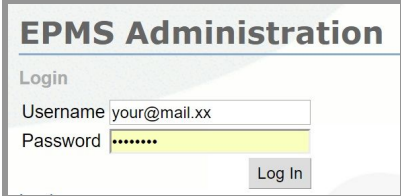
- *Subject:* A subject is the photographed individual. Subject data is typically added to the system via name lists from schools/nurseries or registered by the parents using a web registration form or a shoot card.
- *User:* Users are typically parents of the subject, they add subject picture/orders to their user account. Information on the user is based on contact info registered when creating the user account.

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Get started

Visit *www.YOURDOMAIN.xx/admin* and login with username and password. Please contact your team leader if you don't have a username and password to access the site.



EPMS Administration

Login

Username

Password



EPMS Administration

Administration

Please use the sidebar menu to the left to find the functions you are looking for.

As the start page says, use the left hand side menu to find the features you are looking for.

Start here

A startpage tells you to use the sidebar to locate what you are looking for.

Support

Find support information, like email address, phone number and homepage for Netlife AS.

Logout

By clicking here you log out directly and get back to the login site.

Subject search

Search, find and edit information about the different subjects.

Learn more about subject search below or by clicking [here](#).

Users

Search, find and edit information about the different users on your portals. Learn more about users below or by clicking [here](#).

Orders

Search, find and edit order information. Learn more about orders by clicking [here](#).

Transactions

By clicking transactions in the left hand side menu, you get a list of the most recent transactions. You may also search for older transactions by using the search feature on top. Set a time period for the search and narrow it down by checking or unchecking the boxes below. At the bottom of the page you may search for *unfinished transactions*.

Transactions

This is a list of the most recent transactions. User names in red correspond to anonymous users.

From: To:

Name (optional)

☒ Photo orders
☐ Storage subscription

☒ (NONE) ☒ INVOICE
☒ MANUAL ☒ DIBS

Amount paid	Paymenttype	Date/Time	Name	Order uuid	Trace
kr 947.00	INVOICE	2016-12-09	User Name - Anonymous	9e379d90	Trace
kr 0.00	MANUAL	2016-12-09	testeskolen	02d65727	Trace

<< 1 - 2 >> (2)

Search unfinished transactions

My partners

Choose partners in the list to the left and indicate a sales period (both dates inclusive). A sales summary will then be created for each partner. The selected price list will be used for calculating sales summaries.

Subject search

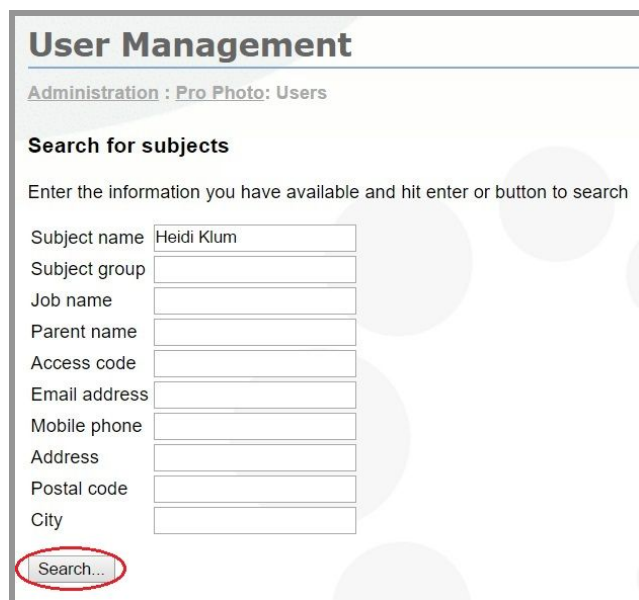


Click *subject search* in the left hand side menu.

You may enter as much or as little information you have about the subject in the following search window. This feature is useful if a customer calls with questions about a specific subject.

Click *search* to see the results.

The search mainly scans through status 1-9 jobs.



User Management

Administration : [Pro Photo: Users](#)

Search for subjects

Enter the information you have available and hit enter or button to search

Subject name

Subject group

Job name

Parent name

Access code

Email address

Mobile phone

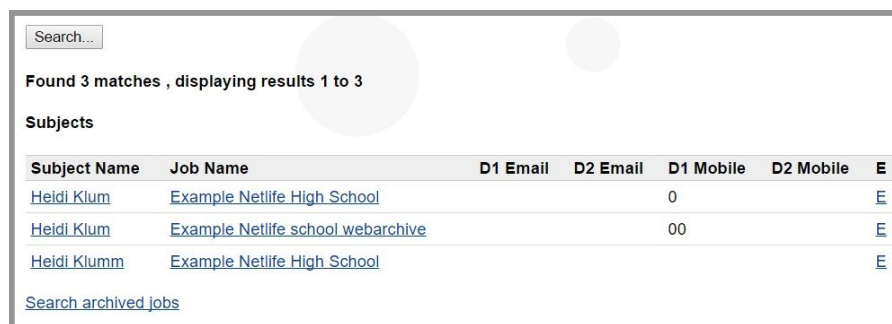
Address

Postal code

City

This example search located 3 matches to the information typed in.

To include search through status 10 jobs, click *search archived jobs* located below the search result list.



Found 3 matches , displaying results 1 to 3

Subjects

Subject Name	Job Name	D1 Email	D2 Email	D1 Mobile	D2 Mobile	E
Heidi Klum	Example Netlife High School			0		E
Heidi Klum	Example Netlife school webarchive			00		E
Heidi Klumm	Example Netlife High School					E

[Search archived jobs](#)

If the search gave you what you were looking for, click the subject name to open the subject details.

Related Functions

[List jobs](#)
[Retouch link Image Search](#)

Related functions

- *List jobs*: Not relevant.
- *Retouch lik image search*: Not relevant.

Subject information

This page contains of subject details, such as name, role and group in addition to contact information. You may also find or create the access keys the customers needs to access their webshop accounts. Press *click here to add a new access key* if a key does not already exist.



Example Netlife High School shoot report

Administration : Pro Photo : Jobs : Example Netlife High School: Shoot Report : Heidi Klum

Subject details: Heidi Klum [Merge duplicates | Edit subject | Download pictures | View pictures]

Option	Value	Last updated
Name	Heidi Klum	
First name	a	
Role	STUDENT	
Group	12th grade	
D1 Mobile	0	
Individual Pictures	1	

Access keys
No keys found

Create access key
[Click here to add a new access key](#)

You have four choices listed on the top right hand side; *merge duplicates*, *edit subject*, *download pictures* and *view pictures*.

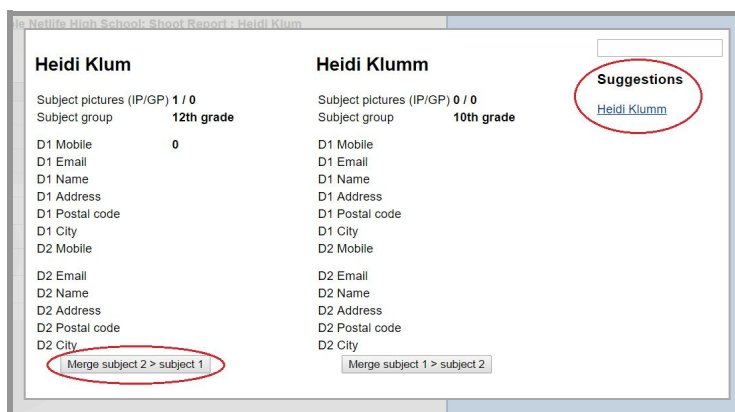


Example Netlife High School: Shoot Report : Heidi Klum

[[Merge duplicates](#) | [Edit subject](#) | [Download pictures](#) | [View pictures](#)]

Merge duplicates

Use this feature if there exists two or more subjects that actually are the same person. You may use the search column to the right to find the second subject. Suggestions will be listed below. Click on the correct subject name and the information will be shown next to subject one. Choose how to merge by clicking one of the buttons at the bottom. By clicking *merge subject 2 > subject 1* you will be left with the first subject. By clicking *merge subject 1 < subject 2* you will be left with the subject you search for and added in the merge window.



Example Netlife High School: Shoot Report : Heidi Klum

Heidi Klum

Subject pictures (IP/GP) 1 / 0

Subject group 12th grade

D1 Mobile 0

D1 Email

D1 Name

D1 Address

D1 Postal code

D1 City

D2 Mobile

D2 Email

D2 Name

D2 Address

D2 Postal code

D2 City

[Merge subject 2 > subject 1](#)

Heidi Klumm

Subject pictures (IP/GP) 0 / 0

Subject group 10th grade

D1 Mobile

D1 Email

D1 Name

D1 Address

D1 Postal code

D1 City

D2 Mobile

D2 Email

D2 Name

D2 Address

D2 Postal code

D2 City

[Merge subject 1 > subject 2](#)

Suggestions

[Heidi Klumm](#)

As the option to merge now also is available in checkpoint, this feature rarely is needed, but it's ok to have the option if the question comes up.

Edit subject

You may edit the subject information. Change name, contact information, group, role or leave a comment.

- *Mark for field order*: Mark this box if the subject user is going to receive automatically generated orders.

- *Deleted*: If you delete a subject it will not be fully deleted from the system, but it will be marked as deleted and presented with a line through its name and job name when presenting search matches.

When you open the subject detail page a line with red text color, saying that the subject is marked as deleted, will show on top. To undelete click *edit subject* again and remove the mark in the deleted box.

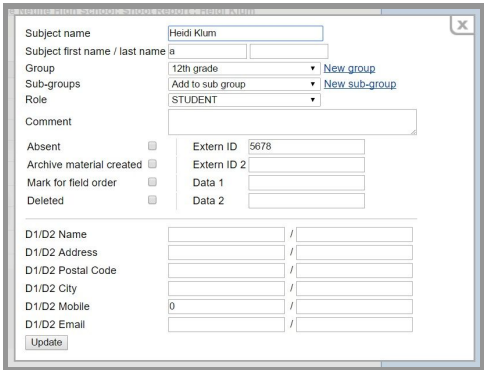
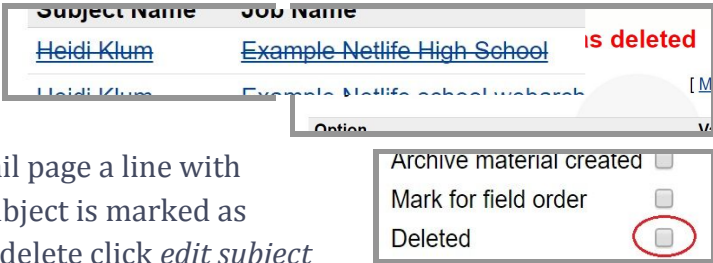
Remember to click *update* before leaving the edit page.

- *Data 1/ 2*: A feature often used if a subject is receiving automatically generated orders.
- *Extern ID 1/ 2*: Most often the subject's ID number, taken from the school's own administrative system.

Remember to click *update* if you made changes, if not, just click anywhere outside the edit window to go back.

Download pictures

Download all the subject pictures by clicking the button marked with red circle in the example screenshot to the right.


View pictures

This feature show the whole job and its pictures divided in groups. You may click another group or subject name to see other pictures.

Click the *upload picture* button below the picture view to add more to the subject.

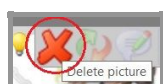
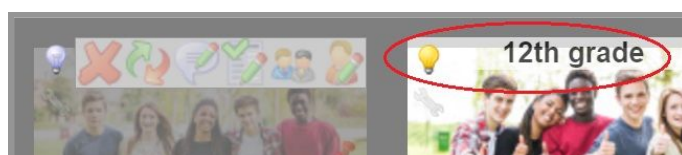


Click the picture to see it in full size. The pop up window will show picture and subject information like name and group, photographer, retouch status and date added.

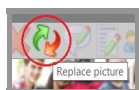
Choose to click *previous*, *next* or *close* window. You may find the same information by holding the mouse over the picture in the view window.

Picture symbols

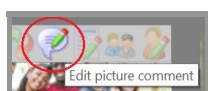
- **Light bulb:** You may see all the group pictures but in this screenshot example only the favorite one will have a yellow light bulb. The spare pictures are also shown on this page, but with the light bulb turned of (grey color). This means that only the favorite picture is available for the customer. If a customer requests to see another group picture example (or portrait without light bulb on) you may click the light bulb to turn it on.



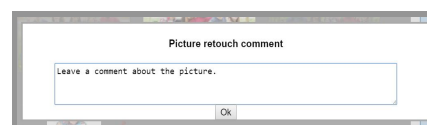
- **Delete picture:** Deletes selected picture. Notice that when deleting a group picture you will delete the same picture from all the subjects connected to it.



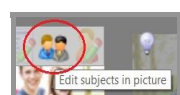
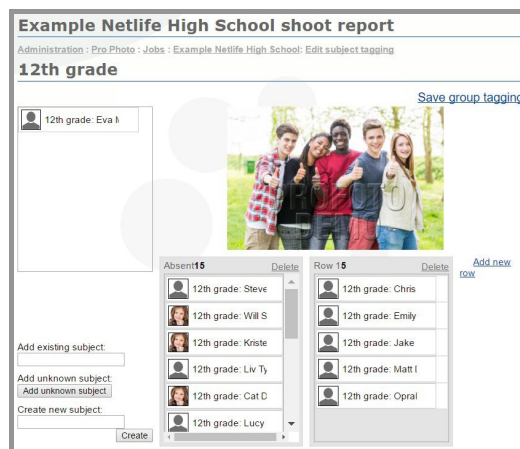
- *Replace picture*: Replace the selected picture with a picture you upload from the computer. The picture you upload has to have the exact same size as the previous one. It may take some time before the replaced picture show. Upload picture by clicking the button at the bottom of the window and choose the correct file.



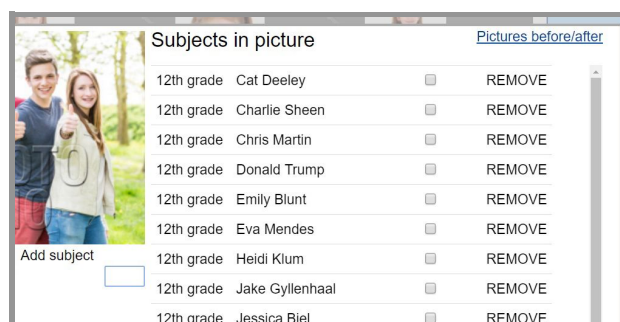
- *Edit picture comment*: Add or edit the picture comment. This comment follows the picture all the way from Photolink Pro, where the photographer is the one who comments, to Retouch Link where the products are retouched.

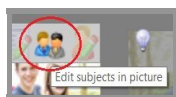


- *Subject tagging*: This feature opens a window where you may edit the subject tagging. This edit will only apply to the selected picture, and will not change the subject tagging on the group pictures belonging to other subjects in the group. You may add or delete rows and move, add or delete subjects. Remember to click *save group tagging* before closing the window.



- *Edit subjects in picture* (group pictures): You may use this feature to make the selected group picture only available for one or several subjects. Remove all the other names except the ones you want to make the picture available for. This edit will only apply to the selected picture and not the group pictures belonging to the other subjects in the group. Remember to make sure the light bulb is turned on (yellow color) for this picture to make it available for the customers.





- *Edit subjects in picture (individual pictures)*: You may use this feature if the subject in the picture and the subject name is not the same person.

Click the *edit subjects in*

picture symbol. If you know

who the person in the picture is, you

use the *add subject* bar and search.

Search matches will be listed below.

Add the correct subject. Then you may

click *remove* behind the wrong subject

name (Jessica Simpson in this

screenshot example). If you are not

sure who the person in the picture is, click

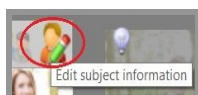
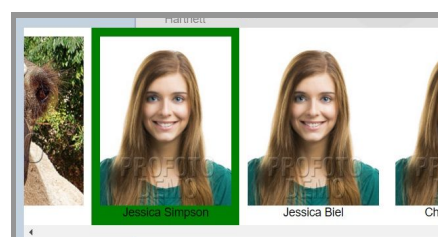
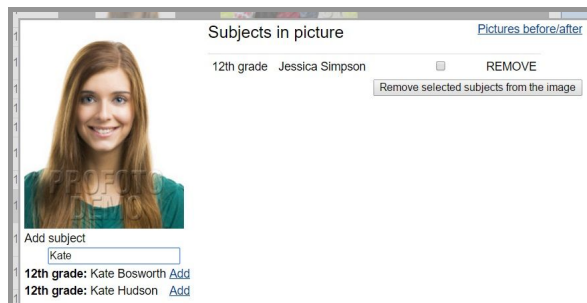
pictures before/after. This will show you a

timeline with the pictures taken before and after

the one you are dealing with, including subject

names. This may help you locate correct subject

name.

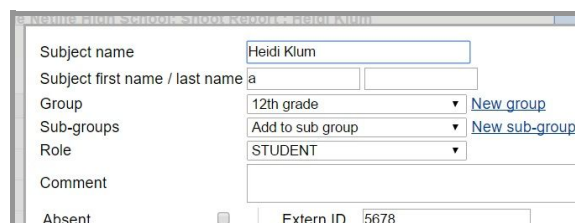
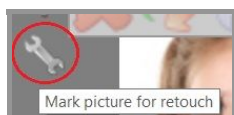


- *Edit subject*

information: A direct link to

the edit subject

information window.

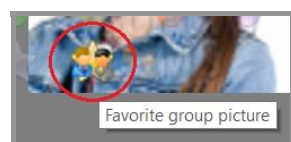



- *Mark picture for retouch*: If the picture needs to go through retouch you click the wrench symbol (marked with red circle in the example screenshot).

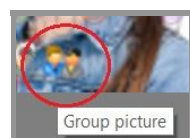


- *Picture color tags*: Choose to tag the picture with, or change the tag to, either a yellow star (photographers favorite), grey star, blue, green, yellow, red, purple or grey circle. The yellow star tagged picture will be the default

image on the webshop products. The other color tags may also be linked to certain places, so make sure you tag the pictures correctly.



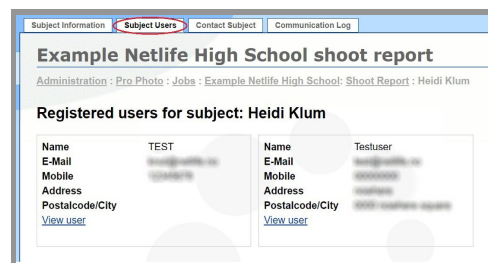
- *Favorite group picture*: Set or change favorite group picture by using this picture symbol. Remember that you then change or set the favorite group picture for all the subjects connected to the picture.



- *Group picture*: Set the picture as a group picture.

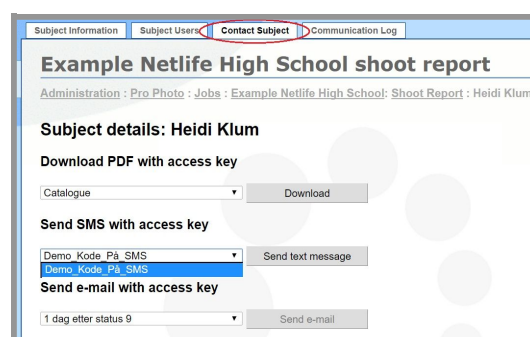
Subject users

Click *subject users* to see a list of registered users for the selected subject. The list contains of contact information about the users. Click *view user* to see more information (click [here](#) to read more about users).



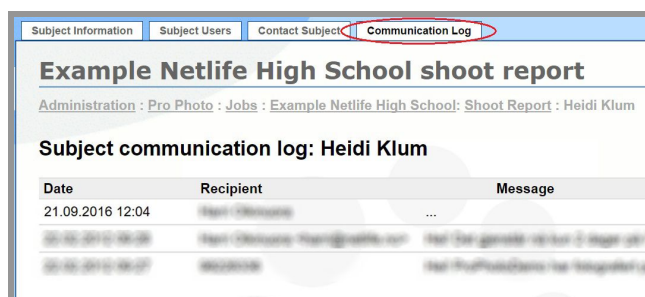
Contact Subject

Use this feature to send either a text message or email for the subject. This can be done if contact information was missing or incorrect when the messages was sent out for all the subjects the first time. Choose correct template from the drop down list before clicking *send*.



Communication Log

A log over communication out to the users for the selected subject with information about what was sent out, when and to who.

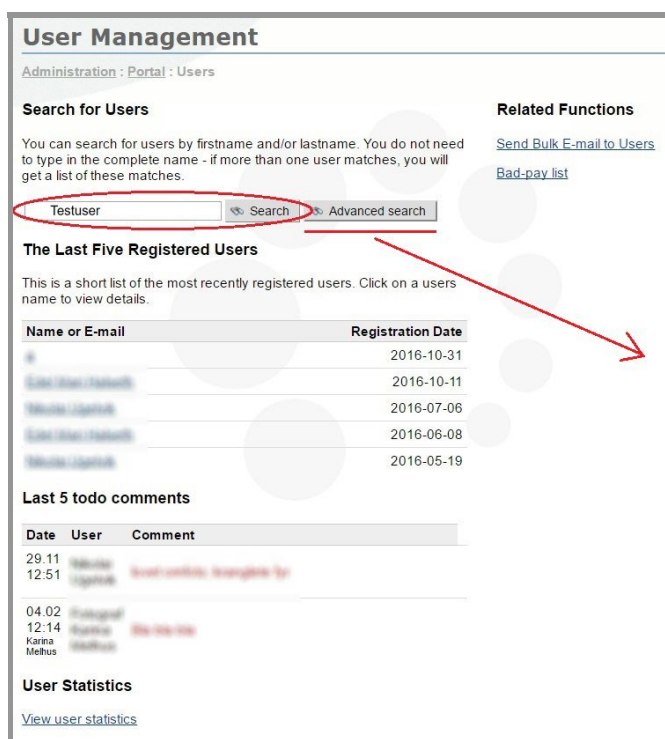


Users

Search for users



To find the user you are looking for type in the information you have and click *search*.



User Management
Administration : Portal : Users

Search for Users
You can search for users by firstname and/or lastname. You do not need to type in the complete name - if more than one user matches, you will get a list of these matches.

Testuser Search Advanced search

Related Functions
[Send Bulk E-mail to Users](#)
[Bad-pay list](#)

The Last Five Registered Users
This is a short list of the most recently registered users. Click on a users name to view details.

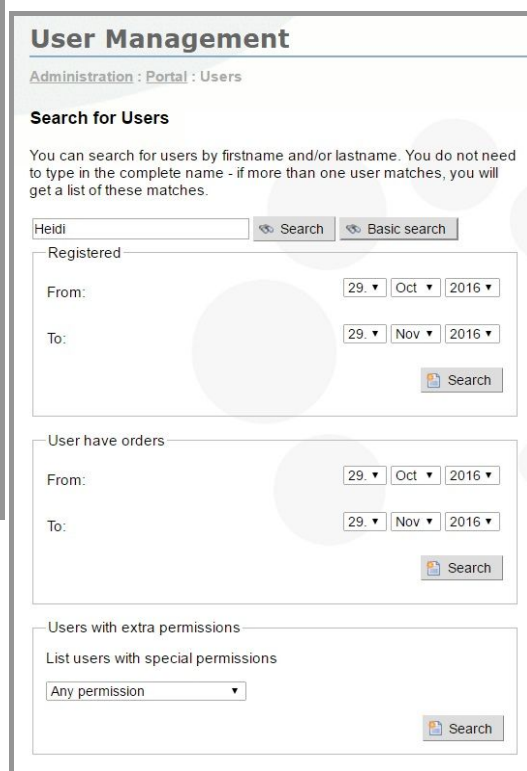
Name or E-mail	Registration Date
Testuser	2016-10-31
Testuser	2016-10-11
Testuser	2016-07-06
Testuser	2016-06-08
Testuser	2016-05-19

Last 5 todo comments

Date	User	Comment
29.11.12:51	Testuser	Test comment, something for
04.02.12:14	Testuser	Test comment

User Statistics
[View user statistics](#)

Advanced search: To narrow down the search you may use the *advanced search* feature. To go back click *basic search*.



User Management
Administration : Portal : Users

Search for Users
You can search for users by firstname and/or lastname. You do not need to type in the complete name - if more than one user matches, you will get a list of these matches.

Heidi Search Basic search

Registered

From: 29. Oct 2016

To: 29. Nov 2016

Search

User have orders

From: 29. Oct 2016

To: 29. Nov 2016

Search

Users with extra permissions

List users with special permissions

Any permission

Search

Below the search feature you may find a list of the last five registered users and last five todo comments. At the bottom you may click *view user statistics*. This will show statistics over new users and total number of users.

Related functions:

- *Send bulk e-mail to users:* Use this feature to send newsletters to the users.
- *Bad-pay list:* Upload a list with users called bad payers. These users will not get the invoice option, but will have to use the online payment when ordering from the webshop.

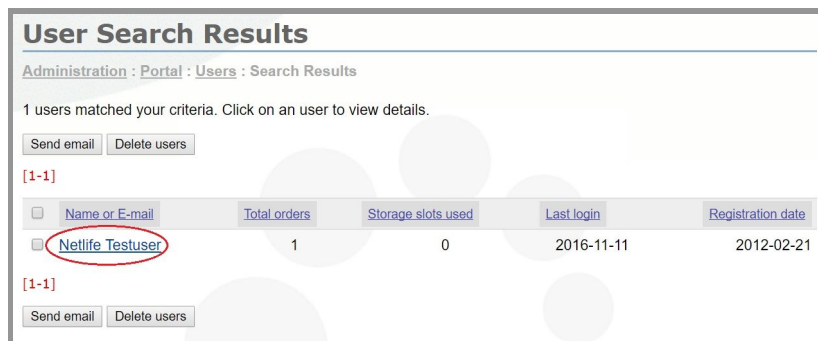
Related Functions

[Send Bulk E-mail to Users](#)

[Bad-pay list](#)

User search results

After typing in the information and clicking *search* the search results will be shown. All the users found in the search with order, login and registration information will be listed.



User Search Results

Administration : Portal : Users : Search Results

1 users matched your criteria. Click on a user to view details.

[Send email](#) [Delete users](#)

[1-1]

<input type="checkbox"/>	Name or E-mail	Total orders	Storage slots used	Last login	Registration date
<input type="checkbox"/>	<u>Netlife Testuser</u>	1	0	2016-11-11	2012-02-21

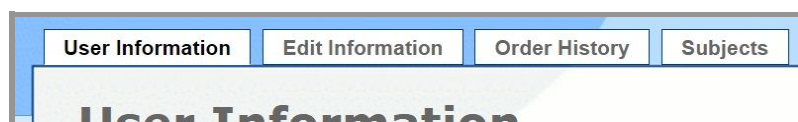
[1-1]

[Send email](#) [Delete users](#)

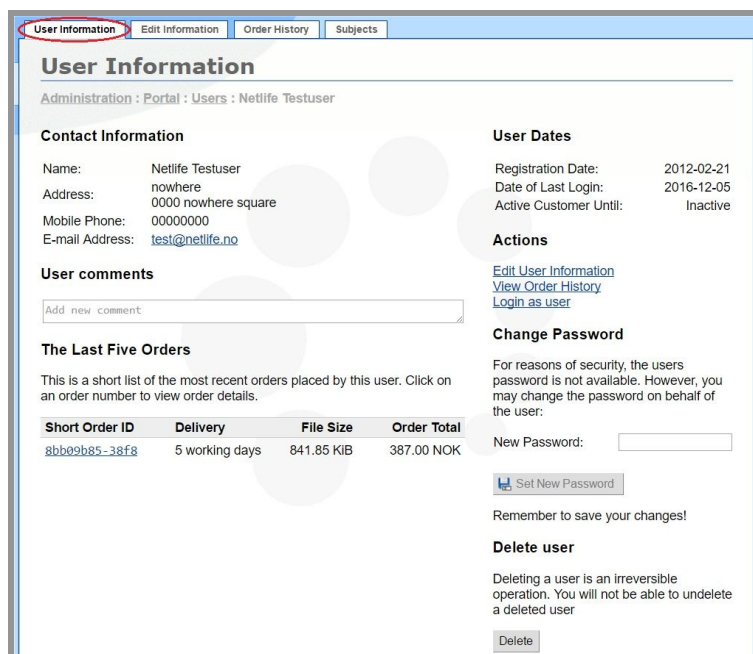
From this window you may *send email* or *delete users*.

When locating the correct user, click the name to open the user information window.

User information



This tab will show you information about the user. You will find name, address, contact information and dates showing registration and last login. At the bottom the last five orders are listed.



User Information

Administration : Portal : Users : Netlife Testuser

Contact Information

Name: Netlife Testuser
Address: nowhere
0000 nowhere square
Mobile Phone: 00000000
E-mail Address: test@netlife.no

User Dates

Registration Date: 2012-02-21
Date of Last Login: 2016-12-05
Active Customer Until: Inactive

Actions

[Edit User Information](#)
[View Order History](#)
[Login as user](#)

User comments

Add new comment

The Last Five Orders

This is a short list of the most recent orders placed by this user. Click on an order number to view order details.

Short Order ID	Delivery	File Size	Order Total
8bb09b85-38f8	5 working days	841.85 KiB	387.00 NOK

Change Password

For reasons of security, the users password is not available. However, you may change the password on behalf of the user:

New Password:

[Set New Password](#)

Remember to save your changes!

Delete user

Deleting a user is an irreversible operation. You will not be able to undelete a deleted user

[Delete](#)

Active customer until

Users who order in webshop will have this feature set to active.

User comments

Write down your note and use the drop down list to choose to save it as a comment or todo note. Click add comment when finished.



Comment ▼ Add comment

Comment

Todo

Edit user information

Direct link to the edit information tab (see below).

View order history

Direct link to the order history tab (see below).

Login as user

Use this function to simulate the user in webshop. Learn more by clicking [here](#).

Change password

On the right hand side you may change password. An email will be sent to the user with information about the changes.

Delete user

Deleting a user is an irreversible action. You will not be able to undelete a user.

Edit information

You may edit the information saved for the user. Remember to save the changes you make.

Access

Only applicable for /admin users.

Accept email

The users who've accepted email will receive f.ex. newsletter emails.

Mark as bad payer

If a user is marked as bad payer, the invoice option will be removed and the user have to pay online when ordering from the webshop. This to secure the user paying for its orders.

Account balance

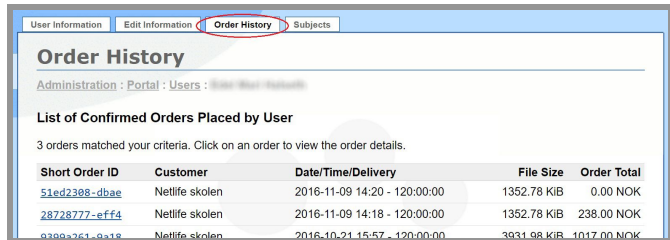
If the user through f.ex. a discount campaign have a certain amount to shop for for free, the amount may be typed in here.



Edit User Information	
Administration : Portal : Users : Netlife Testuser	
Edit Contact Information	
Name:	Netlife Testuser
Address:	nowhere
Postal Code:	0000
City:	nowhere square
E-mail Address:	test@netlife.no
Mobile Phone:	00000000
Access:	PHOTOGRAPHER [DELETE] -- Add access keyword--
Retoucher download type:	New files
Accept email:	<input checked="" type="checkbox"/>
Mark as bad payer:	<input type="checkbox"/>
Account balance:	0
<input type="button" value="Reset"/> <input type="button" value="Save Changes"/>	

Order history

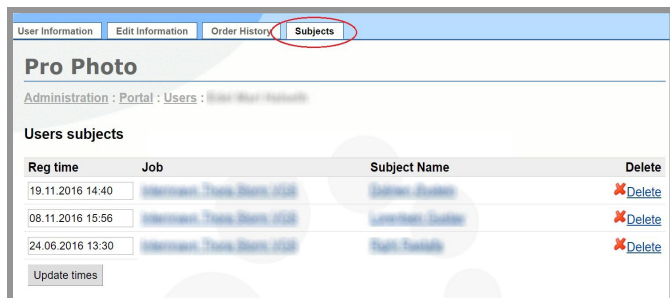
Gives you a list of confirmed orders placed by user. You may click on the order to view the order details.



Short Order ID	Customer	Date/Time/Delivery	File Size	Order Total
51ed2308-dbae	Netlife skolen	2016-11-09 14:20 - 120:00:00	1352.78 KiB	0.00 NOK
28728777-efff4	Netlife skolen	2016-11-09 14:18 - 120:00:00	1352.78 KiB	238.00 NOK
9309a761-9a18	Netlife skolen	2016-10-21 15:57 - 120:00:00	3931.98 KiB	1017.00 NOK

Subjects

A list of the user's subjects. You may click on the subject to view and edit the information. *Update times* if f.ex. a timed discount period has expired and you want to extend it.



Reg time	Job	Subject Name	Delete
19.11.2016 14:40	Intermark, Trinn Skolen 2/138	Larsen, Jostein	Delete
08.11.2016 15:56	Intermark, Trinn Skolen 2/138	Larsen, Jostein	Delete
24.06.2016 13:30	Intermark, Trinn Skolen 2/138	Rust, Toralf	Delete

[Update times](#)

Orders



Customers may have questions or complaints about their orders. Click on **orders** in the left hand side menu to open the order page in which you may search for, edit or change orders, among other functions.

Search for orders

To find the order you are looking for, type parts of or the whole order ID number or customer name in the search bar on top. If there are more than one order match, you will get a list of these matches. If there are only one match, you go directly to the information page for the order. Learn more about the order information page below or by clicking [here](#).

Search for Orders

You can search by order ID or customer name. You do not need to type in the complete order ID - if more than one order matches, you will get a list of these matches.

7 orders matched your criteria. Click on an order to view the order details.

[1-7]

Short Order ID	Customer	Date/Time/Delivery
9e379d90-1924	Esse-Mer-Netlife	2016-12-09 14:10 - 120:00:00
9399a261-9a18	Esse-Mer-Netlife	2016-10-21 15:57 - 120:00:00
06-06-55-5504	Esse-Mer-Netlife	2016-09-04 12:36 - 120:00:00

The last five incoming orders

A list of the five most recent orders show on the order start page. In the list you may find information about ID number, delivery date, file size and order cost.

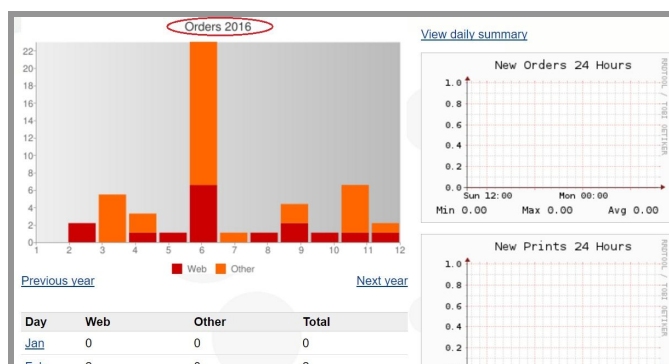
The Last Five Incoming Orders

This is a short list of the most recent orders. Click on an order number to view order details.

Short Order ID	Delivery	File Size	Order Total
9e379d90-1924	5 working days	756.17 KiB	NOK
02d65727-d8f5	5 working days	1983.92 KiB	NOK
a2d8bbb2-f2a5	5 working days	1082.02 KiB	NOK

Statistics

- *View order statistics:* Show statistics regarding number of orders, turnover and produced copies. The default view show information from each day in the last month. You may change to other months, or see all orders this year, divided into months. The *web* column show number of regular orders booked through the webshop. *Other* show number of admin generated orders (f.ex. archive material).



- *View statistics based on products:* See how many numbers of each product has been sold in the selected period of time of your choice. An alphabetical list of products will show when you click *search*. The default setting is a statistic over the last month.

Select time periode you would like to view statistics for below:

Start date 12. Nov 2015

End date 12. Dec 2016

[Search](#)

2015-11-12 - 2016-12-12	
Product	Copies
Archive A4	2
Catalogue 1 DUMMY	2

Orders

- *View stalled orders:* Stalled orders are orders booked but not ready for production. An example may be school catalogues. You have two choices in what to do with the orders; either send them to retouch or send them to Lablink. You *send to Lablink* if the order is ready for printing. *Send to retouch* if the order needs to go through retouch first. You may also click the order name and see or edit the information about it.
- *Orders by status:* Lists how many orders there are in each status. The list only contains orders from the last 6 months. You may download the list in *CSV* or *HTML*. Click *products* to see which products the orders in a specific status contains.

Stalled orders [Stalled orders by pickup location](#)

Resend	Order number	Confirmtime	To lab
Resend to retouch	a3d8bbb3-f0e6-fb74-4c5f-c2c9eea9a579	11.11.2016 13:18	Send to Lablink
Resend to retouch	9c379d90-1924-740a-4796-4632a26782eb	09.12.2016 14:10	Send to Lablink

Orders by status

Overview of order status for the last 6 months

Order status	Quantity	Order list	Products
1	19	CSV HTML	Products
4	6	CSV HTML	Products

Retouch

- *View orders in retouch:* Gives you a list of the orders with status 95 (in retouch). You may choose to *resend* a order to retouch. This may be applicable if the order is claimed in retouch (if an order is claimed no one else can take over the retouching) by a person incapable of finishing the retouch. By resending you open the order for retouch again. The oldest orders are listed on top.
- *Review retouched orders:* Show you the orders in status 96 (review retouch). You may *send back to retouch* (set the order back to status 95) if needed or *mark as ok* (set the order to status 1 - ready for download).

Orders

Order number	Confirmtime	Status	Action
2abb2fa8-ba32-87ba-8580-08cfe46406	04.11.2015 12:31	Not retouched	Resend to retouch
5fb92769-2d45-248b-f41c-7f73726fbd84	29.04.2016 13:40	Not retouched	Resend to retouch

Orders

Order number	Confirmtime	Status	Action
a3d8bbb3-f0e6-fb74-4c5f-c2c9eea9a579	11.11.2016 13:18	Not retouched	Resend to retouch Mark as ok
02d65727-d8f5-d455-3df6-1b531ea131d8	09.12.2016 13:51	Not retouched	Resend to retouch Mark as ok

Upload order list

- Upload list of sent orders:

You may upload a document which automatically sets the mentioned orders to status 9. The document has to contain the order IDs and

only one order per line. This feature is helpful f.ex. if invoices only is being made for orders in status 9. Click the button down to the left to locate correct file and *upload order list* to upload and finish.

Upload list of sent orders

The order list should be a list of order uuids, one order on each line.

Each order in the order list will be marked as sent (Status 9)

Order list file Ingen fil valgt

Order information

After searching for and locating the correct job you click on the order name. Once opened the order information page, you may read and edit information about the order.

Customer information

Gives information about the user who placed the order. You may find user name and contact information. Information about the subjects included in the order is also listed here, such as subject name, group and job name. Click the user, subject or job name to see extended information.

Partner is [ProPhoto Norge](#)

Customer Information

The order was placed by the user registered as: [Testuser](#) <test@netlife.no> (00000000)

Job name: [ProPhoto Demo NO](#)

Subject name: [Firstname Lastname](#)

Group: 4B

Delivery by Postal Service

Netlife Testuser
nowhere
0000 nowhere square
nowhere square

Delivery by postal service

Displays the selected delivery method. Another option may be Pick up instore or School/club delivery.

Order status

Gives information about when the order was created and confirmed, size, status and delivery time.

Order Status

From:	EPMS Web
Created:	2012-02-21 20:10
Confirmed:	2012-02-21 20:10
Order Size:	841.85 KiB
Status:	4
Delivery Time:	5 working days

Payment details

Gives information about total order amount and payment type.

Payment Details

Order Total: kr 387.00

Payment Type: INVOICE

[Track transaction](#)

You may also *track the transaction*. This is more helpful when an online payment has been made. Through the tracking you may find information about payment option, amount, order status and timestamp for the different status' of the transaction.

f6c4f352-0126-a6bc-b049-6f7f5864f75c

Payment option	INVOICE
Status	CAPTURED
Transaction amount	kr 338.00
Currency	NOK
Description	Transaction created by Pro Photo Demo NO
Order Enduser	Testuser
Order Id	8bb09b85-38f8-5ae9-1b28-879aff875d09
Order status	Confirmed

Timestamp	Old status	New status	Errorcode	Description
2012-02-21 20:10:50.76	NULL	INITIATED		Transaction create
2012-02-21 20:10:50.7	INITIATED	RESERVED		
2012-02-21 20:10:52.99	RESERVED	CAPTURED		Local capture

Producer list

You may have several producers for the products you offer, and the different parts of the order therefore may have different order status'. The total status

of the order is always the same as the lowest status from the producers. By using the drop down list you may change order status. The total status of the order is shown in *order status* at the top right hand corner of the order information page.

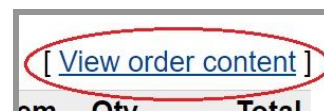
ID	Updated	Producer	Status
311		Pro Photo Norge, Trondheim	4 - Downloaded by Lab

Product	Qty	Total	Product	Qty	Total
Produktpakke	1	329.00	Portrait picture module 20x25	2	0.00
Group picture module 21x30	1	0.00	Fakturagebyr	1	49.00

[\[View order content \]](#)

View order content

See which products the customers have ordered. See the exact paper sheets and which pictures on what templates.



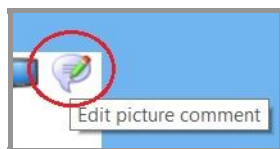
This example screenshot show us that the customer has ordered one sheet of portrait module 12x8".

You have the option to create a new order based on the existing one. This is the quickest way to create a new order where the content does not need to be changed much but only reordered. If a customer complains about delivery damage or bad retouch on the package they have received you may order a new one.

Mark the products the new order should contain (you don't have to mark all, you may make a selection). The products selected will get a blue mark around. Leave a *Lablink comment* and mark *require retouch* if needed. When satisfied click *create order* at the bottom, and a partial order with the selected order parts will be made. The new order will get its own order ID and is totally independent from the existing one. If marked *required retouch* the order will get status 95 (in retouch) and status 1 (ready for download) if not. An order made this way will automatically be free for the customer and this can not be overruled.



Hold the mouse over the picture and a tv screen will show. Click the symbol to view the selected picture in full screen.



Hold the mouse over the picture and a huddle will show next to the tv screen. Click the symbol to open the picture comment window and read or edit it for the retouchers to see.

Most common issues

Free orders

The need to create free orders is often necessary if the customer has received wrong or damaged products. There are mainly three ways to create new orders for the customer, either by ordering the same package or creating a new order from the scratch. See the different ways below.

- **Create an identical order - change order status**

If the customer wants the exact same products as the original order contained of, the easiest way is to set the order status back to 1-Ready for download.

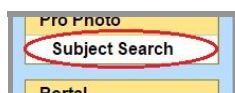
- **Create an identical order - view order content**

If the customer either want all the exact same products retouched or a selection of the already ordered package you may use this method to create a new partial order. See previous page to learn how to.

- **Create new order: login as user**

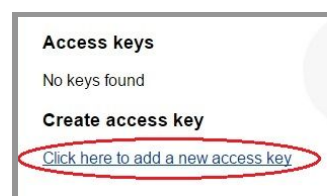
If the order has to be altered or the customers for any reason cannot create the order themselves, you may login to the webshop as the user and create the order in their place. Click [here](#) to learn how to login as the user.

Access key - missing

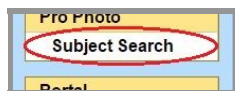


If a customer is missing an access key to enter webshop you may manually create a new one. Click *subject search* in the main menu on the left hand side in */admin*. Use the search bar to locate the correct subject and click the name to open subject information page.

Press *click here to add a new access key* and a key (picture code) will be created for the subject. Please remember to forward information about the key to the customer.

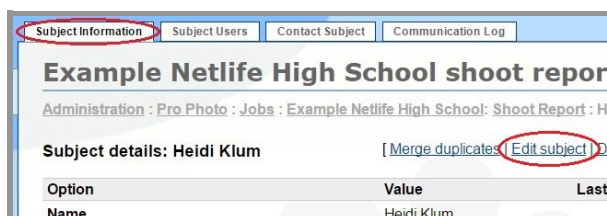


Wrong subject information



If the subject information is wrong, such as name spelled incorrectly or contact information is missing you may edit this. Click *subject search* in the main

menu on the left hand side in */admin*. Use the search bar to locate the correct subject and click the name to open the subject information page. Select *edit subject* from the right hand side horizontal menu and edit the information in the pop up window.



Login as user

This option is useful if a customer says he/she can't order pictures themselves or are having some problems and need help. By logging in as user you simulate the customer in webshop and create orders in his/hers place.

Click *user* in the left hand side menu in */admin*.

Search for the user by typing in the name in the search bar. When the correct user is found click the name to open the information page.

Select *login as user* in the right hand side menu of the user information page.

This will log you in to the webshop as the selected user. The only thing reminding you about this is the message in the

top right hand corner saying you are *simulating user: X*. Except from this everything you see is the same as the customer sees and everything you do is as him/her.

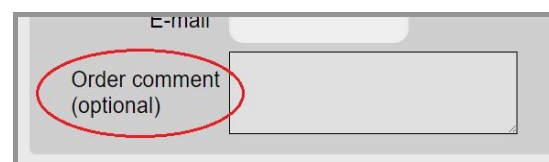
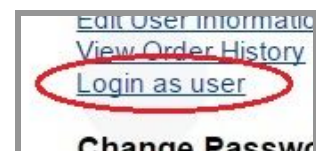
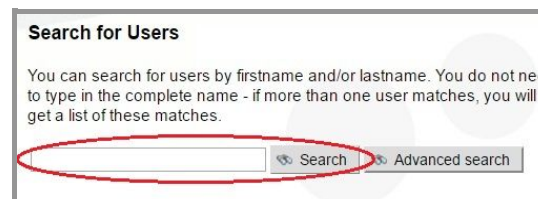
When you get to checkout in the webshop choose invoice as payment option if the order is not going to be free.

You may also leave a order comment.

This option may be closed for the customer, but is always available when using the 'Log in as user' feature.. If the order is going to be free (f.ex.because of an complaint) you write SET_NO_CHARGE in the comment box. This will set all costs to zero, including all fee. The customer will get a order confirmation containing order ID and reference number by email once you click *finish order*.

If the order is going to be an test order you note SET_TEST_STATUS in the comment box. This will set the order to status 99 and not send it to Lablink.

Please notice: It's very important to remember to *logout* when finished with the



session! If not you may risk adding other subjects to the user account.