e-SERVICES FAQ'S

To help you work smartly and efficiently in an environment where fast response times provide a competitive edge, we offer the most advanced and comprehensive selection of FREE e-Services in our industry.

We have put together a list of questions we frequently receive, with answers, on each of these fantastic e-Services.

ONLINE APPROVALS:

How do I approve a layout online?

1. Log onto www.amrod.co.za
2. Click on the DASHBOARD button at the top of the page.
3. Click on **ACTIVE JOB CARDS**
4. Click the arrow next to the job card number: **> S00**
5. An icon will appear below it that says 'Approve Layout':   Approve Layout:
6. Click on this icon and follow the prompts.

What are the benefits of approving online?
There are a few benefits of approving artwork online:
- you do not have to email or fax your approval through to your Account Manager
- you can approve artwork at your convenience wherever you are and at any time
- you can eliminate human error by approving exactly what you want

Please note: standard lead-times still apply and day 1 in production is the day after approval and payment (if not on credit terms) has been received.

Why can't I approve merged branding jobs online?
At the moment we are still developing a system to facilitate this. As soon as we have designed a flawless way to do this we will notify all our clients.

Why do I have to tick all those boxes?
Branding approvals are very important. When a branding approval is done internally by your Account Manager, they have a checklist to complete to ensure that they are approving exactly what you requested.

When an approval is given, we brand the job exactly as per the approval. Therefore when you approve a layout, we require you to use the same checklist in order to protect you from approving something incorrectly.

Do I get confirmation that my approval has been processed?
You will receive a notification saying that you have approved the order. You can also download the proof of approval from the 'Active Job Cards' tab.

ONLINE ORDERING:

How do I place an order online?

1. You need to search for the item that you are looking for.
2. Click the icon for ordering online: 🖥️   or   **ORDER ONLINE**
3. Choose your colours and quantities you require. The system will prevent you from ordering a quantity that is in excess of the quantity of stock that we have on hand.
4. Finalise the order by following the remaining self-explanatory steps.

Please note: if you are on the Carbon Tier, you will be directed to a payment screen to pay for your order.

What happens if there is no stock and I have ordered that item online?
If you try to place an order with a quantity that we do not have in stock, the system will not allow the order for that quantity.

If there is no stock, an incoming stock quantity and arrival date will be visible.

If you would like to reserve incoming stock, click on the button to reserve stock and indicate the quantity you require.

If I place an order online, does it fast track my order?
Unfortunately it does not fast track your order as normal warehouse lead-times apply.

ADD A LOGO:

How do I place a logo onto an item?

1. Select the item you require and click 'add logo'.
2. Choose the colour of the item that you require.
3. You will be directed to a new screen, then click the 'add logo' button.
4. Click **Choose File** and then browse your documents and select the logo that you want to use.
5. Click **Upload a new Logo** - the logo will appear in the preview box.
6. If you are happy, click **Add logo** - the logo will then appear on the item.
7. You can then edit the image by using this panel:
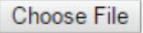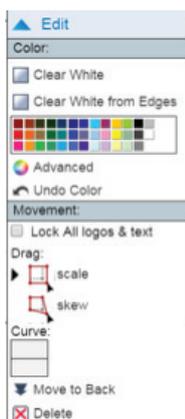
Can I add more than one logo on an item?
Yes you can add as many as you like but remember that the block on the item shows you more or less the maximum branding area available on that item. If you exceed that block then your client may expect something that is not possible from a branding perspective. It is advisable to view the branding guideline for the item at the time of uploading a logo.

TOOLBOX:

What are the benefits of the Toolbox?
Toolbox enables our clients to quote their clients (end-users) directly from our system and include a mark-up on the items that they have chosen. Once all the items have been selected, we also have a feature where our clients can add their clients' logo to the items that will be displayed on the quote.

Can the branding calculator not give me the same service as the Toolbox?
Unfortunately not. Our main website is designed to give our clients the best self-help service possible. This means that our clients can only quote themselves through the website. Toolbox is designed for our clients to quote the end-user.

How many people can I add to use toolbox and can I add them myself?
Toolbox is a feature on the website which means that if you need more than one person to access it, you need to acquire login details for each user. You can have unlimited users but will need to request login details from Amrod each time you want to add someone.

DASHBOARD:

What documents can I access from the dashboard and how do I download them?

The following documents are available:
- Sales Order documents
- Tax Invoices
- Credit Notes
- Layouts
- Approvals
- POD's (Proof of delivery or collection)
- Detailed Ledgers

To download a document:
1. Choose the relevant tab, for eg: if you are looking for a sales order click on **ACTIVE ORDERS**
2. Choose the relevant SO#.
3. Click the arrow next to the SO#: **> SO0**
4. Hover your mouse over the download button **Download: ↓** and you will see which documents are available for download:

   SALES ORDER
   (Click here to download.)

   TAX INVOICE
   (Unavailable - Order is uncollected.)

   POD
   (Unavailable - Order is uncollected.)

Is the dashboard live?
Yes, it is connected to our internal system so as our system updates, so does the dashboard. If your dashboard is not updating, press Ctrl+R to refresh the page. If the problem persists for 24 hours, please contact your Account Manager.

My order has already been collected so why does it still show on the collection shelf?
This means that it was dispatched manually and the system did not track it. Please send an email with the SO# to your Account Manager and we will rectify it.

WEBSITES:

What is the difference between www.amrod.co.za, Promogifts and My Website?
The Amrod website is predominantly for our clients to use. It gives our clients all the information they need to know about Amrod, our products and our branding.

Promogifts and My Website are tools which our clients use when dealing with their clients (end-users).

Promogifts is a generic website which mirrors the Amrod website but there are no prices indicated and no references to Amrod whatsoever.

My Website allows our clients to personalise almost everything on it from the design to the pricing. Our clients can create login details for their clients (end-users) and allocate price lists to different clients.

Can carbon status clients add a banner to the Promogifts website?
Yes you can. Please contact a call centre agent and they will assist you.

Why can't I add prices on the Promogifts website?
As this site is utilised by end-users, there cannot be any pricing.

PERSONALISED LAYOUTS OFFERING:

What is this and what are the benefits?
In order for branding layouts to look like they came from your company and appear more professional, we offer our clients the ability to add their company logo onto each layout. Simply send your company's logo to your Account Manager in a JPEG format, and we will upload it to our system. Thereafter every layout that is generated for you will have your company's logo on it.

All our terms and conditions at the bottom of a layout will apply to your clients as well.

Once I send it through, do I have an option if I want it to be displayed or not?
If we upload your logo it will automatically appear on all of your layouts going forward. However, if you want us to exclude it from a layout, simply request this from your Account Manager and we will communicate with the layouts department to ensure it is taken off for that specific order only.