

# Navigating Your Account

To access your account, you'll need to visit our ordering website: [www.orders.printswell.com](http://www.orders.printswell.com) and login with the login credentials from your Account Completion Email. Once you're logged in, there are four main areas for your account at the top of the page: Orders, Account Statement, Account, and Logout.

PRINTSWELL FULFILLMENT

## Four Main Account Areas

Orders Account Statement Account Logout

Orders Not Submitted (2) Order History

Orders Not Submitted

[>>> START ORDER](#)

Order #	Amount	Date	PO#	External #	Shipping Name
3735008	\$120.83				PrintsWell Fulfillment Services
3710220	\$2.46				PrintsWell Fulfillment Services

Processing Time

The current processing time is 2 to 3 business days.

Holiday Hours

PrintsWell will be closed Monday, January 2

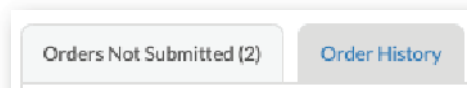
Out of Stock. Last update: October 31

## Orders

We have a separate document for an in depth look for placing your first order, but we'll touch briefly on it here.

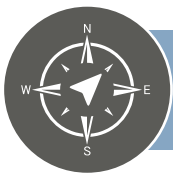
Under the Orders section of your account, you have two tabs to help navigate this area:

Orders Not Submitted for orders not yet placed and Order History for orders that are currently processing in our facility or have shipped.



### ■ Orders Not Submitted

- This tab reflects how many orders you have in your pending queue. You can work on multiple orders independently. Your items are added to separate shopping carts and saved in this area until you delete the order or submit it for printing.



# Navigating Your Account

## Orders (continued)

### ■ Order History

• This tab is where you can view any order that has been submitted. You can use the search bar here to search for an order using any of the field titles listed (PO Number, Order Number, Date, etc.) to quickly find a specific order. The status will also be posted: Shipped or Processing.

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need help?

Orders Account Statement Account Logout

Orders Not Submitted (0) Order History

Order History

Search:

Order #	Amount	Date	PO Number	Shipping Address Name	Status	
3735655	\$		Greene Envelopes	PrintsWell Fulfillment Services	Processing	<a href="#">Cancel</a>
3735008	\$		Kirbie Holiday Cards	PrintsWell Fulfillment Services	Processing	
3710220	\$		Smith Envelopes	PrintsWell Fulfillment Services	Shipped	

Previous 1 Next

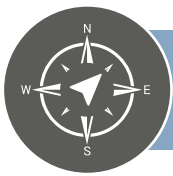
Processing Time

The current processing time is 2 to 3 business days.

Holiday Hours

## Canceling An Order

When an order is placed, there is a 20 minute window after submission where a yellow Cancel button is available on the order within this section. If you press Cancel, the order moves back to the Orders Not Submitted Tab in your account under a new order number so that edits can be made. Once that button disappears, please consider your order status as printed.



# Navigating Your Account

## Order Details

You can click the PrintsWell order number listed in blue to view the specifics of any order. For an order that has shipped, the tracking number will be listed in the upper right hand corner. When the order is processed for shipping, a shipping notification via email will also be sent to the email address on your account.

You can also view our current production time, any special holiday hours that can effect our standard production times, and stock outages if we have any at the bottom of the Orders section page.

ORDER 3735700

[Print Invoice](#) [Copy Invoice To New Order](#)

**Billing Info:**  
PrintsWell Fulfillment Services  
135 Winslett Road  
Pelham, AL 35214

**Shipping Info:**  
PrintsWell Fulfillment Services  
135 Winslett Road  
Pelham, AL 35214

**Invoice Info:**  
Terms: Credit Card  
Date: 12/28/2022  
Due: 12/28/2022  
PO #: Timothy Jones - Save the Date 2

**Tracking Info:**  
UPS - Ground  
[1Z671R8Y0313139995](#)

Invoice Memo:

Line	Item #	Description	Shipped	Price	Total
14264841	YHAND	Per Order Handling Charge	1	\$0.00	\$0.00
14264878	yc0c-88	5x7 Flat Card 4 0 110 Smooth Ultra White	50	\$0.00	\$0.00

File: FRONT

14264879 DC-7x5-DBLROUNDED Double Rounded Shape Upgrade

14264880 YENV-C-CB-EURO EURO FLAP - A7-COOL-BLUE | A7 Euro Flap 5.25x7.25 91# Cool Blue Co

14264881 yimp-flap Envelope Imprinting on the Flap/Back of envelope

File: BACK

14264882 y10EuroA7-80 A7 Euro Flap Liner - 80 Text Weight Eggshell White

14264883 ylinedenv Lined Envelope Assembly (Env & liner not included - Adds additional day of processing)

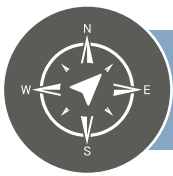
14264884 yPrem Premium Fulfillment Box (Double thick stock and lined envelopes may increase box qty)

14264914 yrush2 Rush Processing (3-5 items)

Subtotal: \$0.00  
Sales Tax: \$0.00  
Invoice Total: \$0.00  
Amount Due: \$0.00

### Quick Reordering Feature

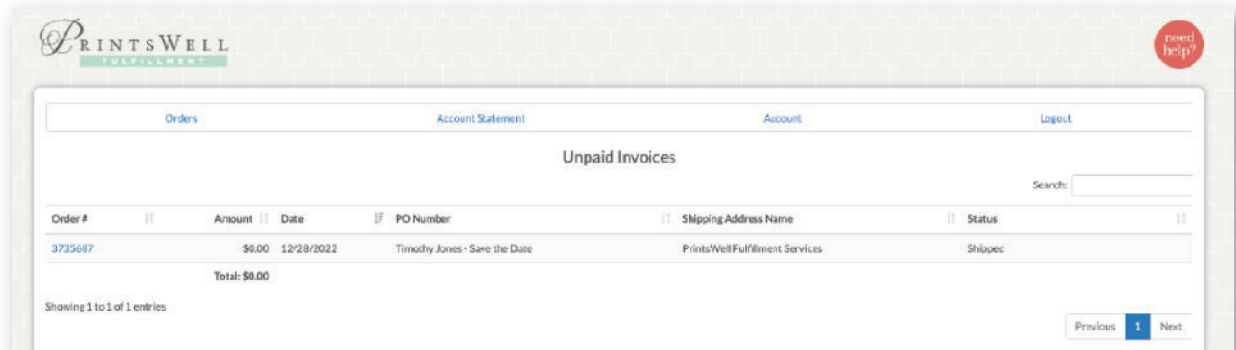
An important feature on this page is the Copy Invoice to New Order button located in the upper left hand corner of the screen. If you need to replicate the order, you can click this button. Doing this will create a new order in the Orders Not Submitted section and you can edit all of the details for a quick reorder!



# Navigating Your Account

## Account Statement

All invoices that will be charged to the payment method on file in the next billing cycle will appear here. You can search these invoices the same way you can search for a specific invoice in the Order History section. Paid invoices will not appear in this area.

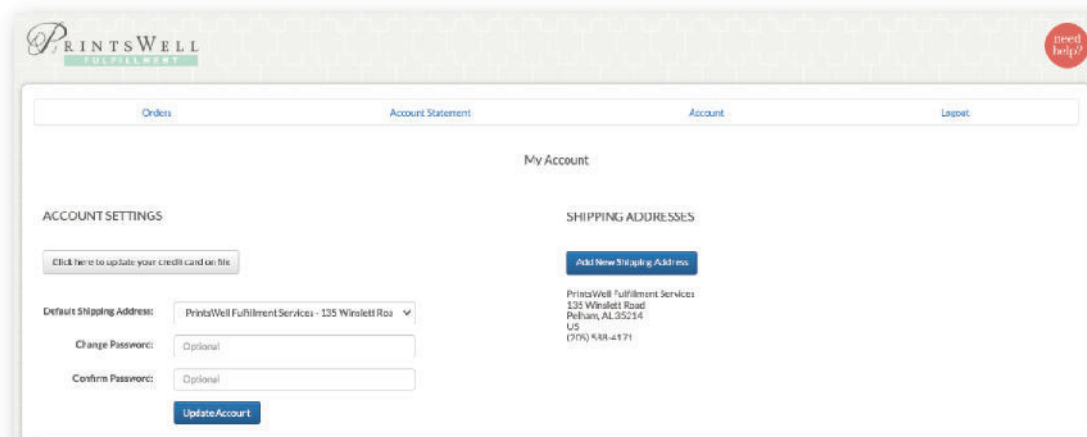


## Account

Here you can update your login password, payment information, default shipping address, and add new addresses for shipping.

### ■ Update Your Payment Information

- Click the button to update the credit card we have on file for monthly billing. You will be redirected to a secure link where you can enter in the new information.



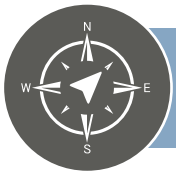
### ■ Shipping Address

- You can add multiple shipping addresses to the dropdown for the shipping address on the ordering page in the Shipping Address Section. You would not enter in a one time drop shipping address here. Those can be entered on a per order basis when placing the order.

- If you would like to change the default address that appears in your address dropdown, you can select a different address using the dropdown and press "Update Account".

### ■ Update Password

- In this area, you can update the password for your login credentials.



# Navigating Your Account

## Logout

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This is a button in and of itself. Use this to logout of your account!

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You can see the Need Help? button shown in the upper right hand corner of the website no matter where you are on our site. If you need file setup tips, file templates to help with setup, policies or more, simply click that button to access our library of resources! Our team is also happy to help. Shoot us an email to [fulfillment@printswell.com](mailto:fulfillment@printswell.com) or give us a call at 205.588.4171

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Want to tell us how we can improve or what has been the most helpful on your outsourcing journey? Click the Feedback tab on the right hand side of the page. We monitor these comments closely and want to make this process as easy as possible!