

Mobile Ordering Setup

To offer mobile packages you must have the mobile option enabled on your account or event and on your offer. Packages must also be listed under the mobile tab.

Enabling the Mobile Option on your Account

To enable the mobile option on your account to the setup tab > Website > General Settings and check “Enable Mobile Retail Site”

CORE Candid Color Systems

Customers Events Reports **Setup** Queues

Retail Website

Account Number: 1 -Test

General Settings Custom Messages Email Opt In Advanced HTML Landing Page

Business Name: Candid Color Systems

Phone Number: 800-750-0494 ext. 3

E-mail Address: support@candid.com

Account Settings

- Send me a copy of all e-mail receipts.
- Enable cropping for all croppable products instead of honoring the per product optional crop m
- Enable advanced ActiveX and Java based image protection to prevent screenshots. (Warning: I
- Prompt for the event's password when searching by event name and when linking from extern

Event Defaults

- Use Candid Color Systems for customer service.
- Customers can find this event by event name or date.
 - Customers can find their proofs by last name.
 - Customers can choose to browse all images within a user selected Team/Division (SPRT/
- Before event images are active, show event not online yet.
 - Prompt for email address. (You may export collected emails later from your names/address
 - Show event's welcome message.
- Customers can browse all images with this events (GRAD & RACE only).
- Allow customers to zoom in to view larger version of thumbnail.
- Enable end-user yearbook pose selection (SCHL only).
- Enable mobile retail site.

Enabling the Mobile Option on your Offer

To enable the mobile option go to your offer and edit the offer settings and check “Enable Mobile Packages”

Offer Settings

What do you want to name your offer: CCS - Graduation Offer with Border Titles

Season: Default Season

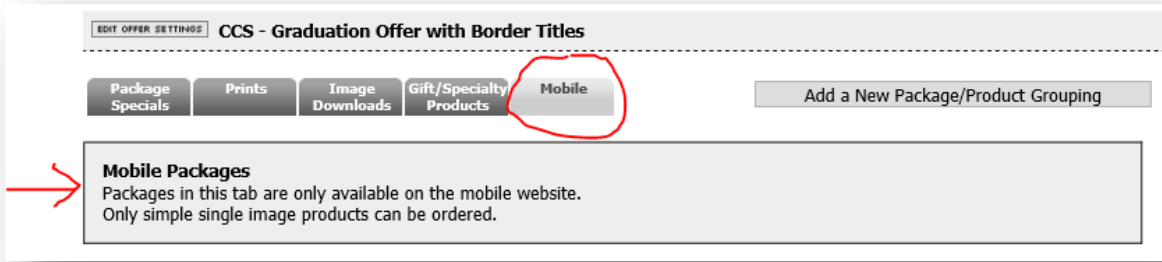
Module: GRAD

Retail Upsell Header: You may also be interested in:

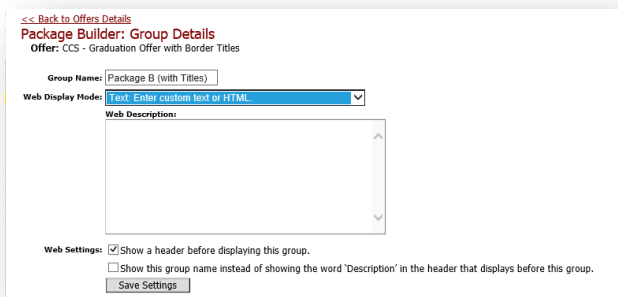
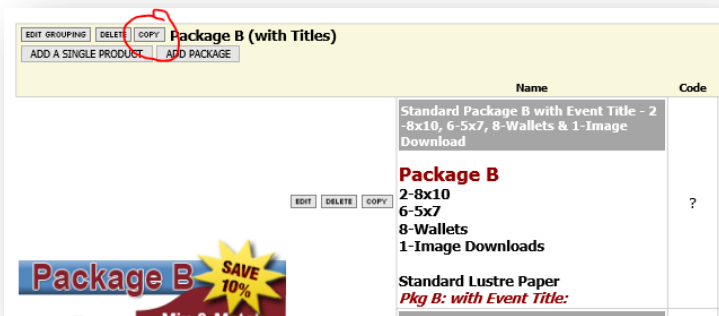
- This offer is active.
- Enable Mobile packages
- Enable Retail Freeform text and graphics
- Enable Retail User Image Enhancements

Setting up your Mobile Packages/Products

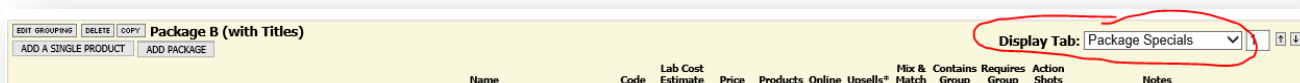
Once this option is enabled you will see a "Mobile" tab in your offer. Make sure you see the gray bar that says "Mobile Packages". Just creating a tab that's labeled mobile will not work, so to insure you see the mobile packages box when on the mobile tab.



Once you have your "Mobile" tab you can either copy packages from other tabs or begin creating packages. To copy a package or packages, you will actually copy the grouping. Once the grouping is copied you will need to remove any package graphics you have. The graphics for the full retail website are too large for the mobile site. Change the Web Display mode to Text/HTML



Once your grouping has been copied and the graphic removed, change the dropdown to move it over to the Mobile tab



Adding Graphics to Your Mobile Package

You can have graphics on the mobile website but the maximum size is 240x70 pixels. Graphics also must be displayed in the web description via HTML code.

To display graphics you will need to upload your graphics to your file manager in CORE. The file manager is under Setup > Website > file manager. You will then link that image using this code:

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```

The image can be a jpg or a png. Make sure you use .jpg if the image is a jpg and .png if it's a png.

Adding images to file manager

The screenshot shows the CORE File Manager interface. The top navigation bar includes 'Customers', 'Events', 'Reports', 'Setup', and 'Queues'. The left sidebar lists various settings categories, with 'File Manager' highlighted. The main area displays a table of files:

File Name	Size	Date/Time
zapC222.png	146 KB	1/26/2015 2:48:52 PM
zapC2222.png	101 KB	1/25/2015 7:48:42 PM
zapD222.png	175 KB	9/20/2013 11:27:36 AM
zapD2222.png	176 KB	7/10/2014 9:52:31 AM
zapD22222.png	131 KB	7/9/2014 11:20:16 PM
zapE222.png	78 KB	9/20/2013 2:49:52 PM
zapE2222.png	120 KB	1/25/2015 7:48:50 PM
zapE22222.png	78 KB	1/22/2015 9:03:48 PM
zapF222.png	60 KB	9/20/2013 2:49:52 PM
zapF2222.png	102 KB	1/27/2015 9:19:25 PM
zapF22222.png	58 KB	1/24/2015 10:34:54 AM
zapG222.png	74 KB	9/20/2013 2:49:52 PM
zapG2222.png	116 KB	1/25/2015 7:58:12 PM
zapG22222.png	71 KB	1/25/2015 7:57:32 PM
zapH222.png	25 KB	9/20/2013 2:49:52 PM
zapH2222.png	68 KB	1/19/2015 12:03:15 PM
zapH22222.png	23 KB	1/12/2015 6:59:47 PM
zaplaminated.png	56 KB	9/20/2013 2:49:52 PM
zapunprotected.png	8 KB	9/20/2013 2:49:52 PM
zazooshheader.jpg	18 KB	10/12/2013 4:41:56 AM

Below the table are controls for file management: 'Delete', 'Make Folder', and a dropdown menu for 'Copy selected files to account:' with a 'Go' button. At the bottom, there is a 'Browse...' button and another 'Go' button.

Adding an image to your Online Package Description

This area can also take text, it does not have to be a graphic /image. Keep in mind the area is small so you should keep you text descriptions under the maximum 84 characters.

It is suggested that you setup your mobile packages with the name "Mobile" in the package/product name line so you can tell which packages are which. This will also help you when you run packages sold reports so you know how many orders come in via a mobile device compare to non-mobile devices.

HTML Example

Product/Package: Full Resolution Image Download (Mobile)

Package/Product Name: Full Resolution Image Download (Mobile) Displayed everywhere except where description and web description are used.

Package/Product Description: Full Resolution Image Download Displayed on manual order entry package listing.

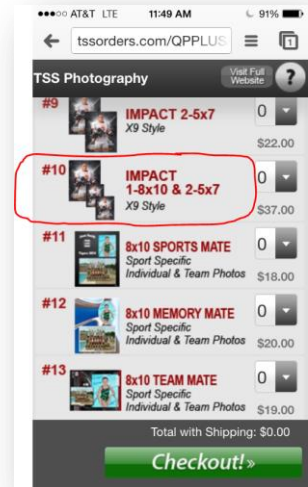
```

```

Online Description:
(Does not support HTML)

Price you'd like to charge for this package/product: Displayed on website package listing.

Advanced Options [Show Options](#)



Text Example

Product/Package: 1 5x7

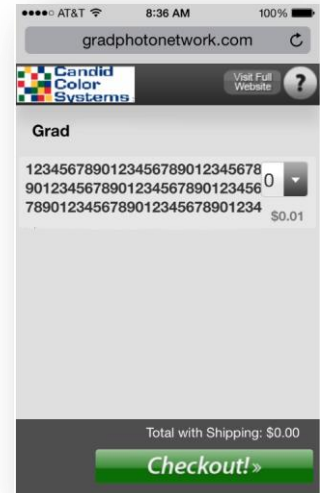
Package/Product Name: 1 5x7 Displayed everywhere except where description and web description are used.

Package/Product Description: 1 5x7 Displayed on manual order entry package listing.

```
1234567890123456789012345678<br>  
9012345678901234567890123456<br>  
7890123456789012345678901234
```

Online Description:
(Does not support HTML)

Displayed on website package listing.



Setting Your Package Up for PreOrders

If you want the package available for preordering you must check the preorder option.

If you only check the first option, the package will be available for preordering and available once you post images and it's no longer a preorder event.

Where do you want this package/product offered?:

- I want this package/product to be available to order through my CORE account.
- I want this package/product to be available for ordering online.
 - I want this package/product to be available as an upsell only. Do not show on the offer list.
 - This package is available for bulk orders across multiple favorite images.
- I want this package/product available for pre-orders online.
 - Restrict this package to ONLY pre-orders. Do not show it for normal online orders.

If you want the package only available for preorder, then you will check both options. This is primarily used when your package has a special price or is a preorder only special.

Where do you want this package/product offered?:

- I want this package/product to be available to order through my CORE account.
- I want this package/product to be available for ordering online.
 - I want this package/product to be available as an upsell only. Do not show on the offer list.
 - This package is available for bulk orders across multiple favorite images.
- I want this package/product available for pre-orders online.
 - Restrict this package to ONLY pre-orders. Do not show it for normal online orders.

All packages you want available for PreOrdering, must have a package code assigned

	Name	Code
<input type="button" value="EDIT"/> <input type="button" value="DELETE"/> <input type="button" value="COPY"/>	1 5x7	1

Optional Upsells

If you want to offer product/packages as upsells at special prices or you simply want to restrict as an upsell, you'll check that option. If you don't check the upsell only option, the package will be visible and can be ordered any time. With the option checked the package will only be presented to your customer once the package is selected that you are attaching the upsell on.

Where do you want this package/product offered?:

- I want this package/product to be available to order through my CORE account.
- I want this package/product to be available for ordering online.
 - I want this package/product to be available as an upsell only. Do not show on the offer list.
 - This package is available for bulk orders across multiple favorite images.
- I want this package/product available for pre-orders online.
 - Restrict this package to ONLY pre-orders. Do not show it for normal online orders.

Once you have your package setup as an upsell, you will click the “Upsell this Package” link

Products

[ADD A PRODUCT](#)

	ProductID	Qty	Lab Cost Estimate	Product Description	Modifiers	Contains Group	Notes
<input type="checkbox"/> <input type="button" value="COPY"/> <input type="button" value="DELETE"/> <input type="button" value="EDIT"/>	1_5x7	1	1.13	1 5x7	BN,	No	details...

Upsells
Upsells can be used to increase your revenue by giving your customers the opportunity to upgrade to different products. For example, if a customer chooses Package B, you might suggestion Package A instead.

This package has no upsells. [ADD AN UPSELL](#) or [Upsell this package](#)

You will see all your packages listed, check the ones that you’d like to offer the upsell on. Keep in mind you will likely have your packages listed twice. Once for the full site and once for the mobile site. You will only select the upsell for your mobile packages if the upsell itself was setup as a mobile package.

You will setup separate upsell packages for the full site offers.

<input type="checkbox"/>	Sport Products: Elite Plaques	9x12 Team Elite Plaque
<input type="checkbox"/>	Sport Products: Superstar Plaque	9x12 Superstar Plaque
<input type="checkbox"/>	Sport Products: Water Bottle	Water Bottle
<input type="checkbox"/>	Sport Products: Bag Tag	Bag Tag
<input checked="" type="checkbox"/>	Mobile: #1 Hall-of-Fame Package (Mobile)	#1 HOF (Mobile): 1-8x10, 2-5x7,4-3x5,8-wallets, 1-Mate, 1-Ke Cards
<input checked="" type="checkbox"/>	Mobile: #2 All-Star Package (Mobile)	#2 All-Star (Mobile): 2-5x7, 2-3x5, 4-Wallets, 1-Team Mate, 1-
<input checked="" type="checkbox"/>	Mobile: #3 Pro Package (Mobile)	#3 Pro (Mobile): 1-8x10,1-5x7,1-5x7 Team, 1-3x5, 4-Wallet
<input checked="" type="checkbox"/>	Mobile: #4 MVP Package (Mobile)	#4 MVP (Mobile): 1-5x7,1-5x7 Team, 2-3x5, 8-Wallets
<input checked="" type="checkbox"/>	Mobile: #5 Starter Package (Mobile)	#5 Starter (Mobile): 1-5x7, 4-3x5, 4-Wallets
<input checked="" type="checkbox"/>	Mobile: #6 Player Package (Mobile)	#6 Player (Mobile): 1-5x7, 4-3x5
<input type="checkbox"/>	Mobile: PreOrder/Add-On - Impact 8x10 (Mobile)	Impact 8x10 - Thunder Style (Mobile): Impact 8x10 - Thunder
<input type="checkbox"/>	Mobile: PreOrder/Add-On - Team Prints (Mobile)	8x10 Team Photo (Mobile): 8x10 Team Photo
<input type="checkbox"/>	Mobile: PreOrder/Add-On - Individual 8x10 (Mobile)	8x10 (Mobile): 8x10

Once you check all the packages that are to get the upsell, you will select the “Add-On Products Popup Offer” (only the Popup Offer works on mobile devices) Unlike the “replacement” and “addition” option, the Popup option is not limited to 3 add-ons. You can have as many add-ons as you’d like when using the popup add-on.

If you are offering a discount on this add-on package, you’ll enter that discount amount in the discount area. (Note: when you originally setup your add-on package, you’ll set it at full price, and enter the discount here. The reason to set it up this way, is so if your customer removes the original product that the upsell was presented on, the add-on will go to full price in the cart.)

Suggested Package: Add-On - 8x10 Team Photo (Mobile)

Minimum Order: The current basket contents must meet or exceed this amount before the upsells will be presented. Set to zero to apply to all orders.

Discount: The suggested package will be discounted by this amount if the customer accepts the upsells. Set to zero for none.

Type: **Replacement:** Original package in basket will be replaced with suggested package.
 Addition: Basket will contain both original and suggested package.
 Add-On Products Popup Offer: Appears in a new horizontal list. Other upsell types will not appear when this type is present.

Quantity: **Single:** Quantity of addition will always be one.

Web Display Mode: Add-On Product Upsells list the "Suggested Package"'s group/package html. There is no additional upsell text to configure.

Enabling Preorders

If you would like your event to be able to accept pre and onsite orders you will need to enable the Pre-Order option on the event and enable it on the retail website.

To enable your event go into your event in CORE, then into “event settings”. Check “Enable Online PreOrders”. You must remember to uncheck this option once you have photographed the event and are ready to put the images online. You can optionally upload an image that has information or instructions on how to PreOrder by adding the order/roll/frame info in the Placeholder Image section.

You may also optionally put in a preorder message and custom text in the preorder receipt. These areas are best used to give your customer instructions on what to do on photo day.

This event is **ENABLED**. The event can be disabled from the CORE event overview page.

General Settings

- Use Candid Color Systems for customer service.
- Customers can find this event by event name or date.
 - Customers can find their proofs by last name.
- Customers can browse all images within this event.
- Allow customers to zoom in to view larger version of thumbnail.
- Enable online PreOrders.

PreOrders Placeholder Image
You may optionally configure a placeholder image to be shown during pre-orders. Otherwise the CCS default pre-order image will be used.

OrderNumber

Roll

Frame

PreOrders Event Message

PreOrders Receipt Message