



CenturyLink™



**using the in museum
online ordering
website**

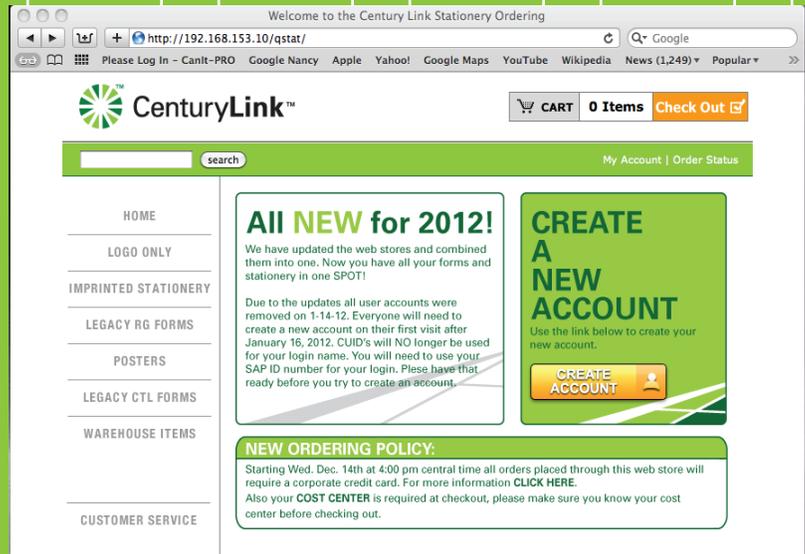


Online Ordering Made Easy

Use the web site to order customized stationary and forms. Our web site is conveniently open 24 hours a day, 7 days a week. Use it from work, home, anywhere you have Internet access!

STEP 1 -

First thing you will need to do if this is your first visit is to "Create a New Account". Follow the link and fill out the required fields to create your account.



STEP 2 - Finding Items

Once you are logged in you will see a menu down the left side of the page. Some categories have sub menus that open, which help direct you faster to your items. You can also search for the item you are looking for in the "Search" box at the top of the menu.

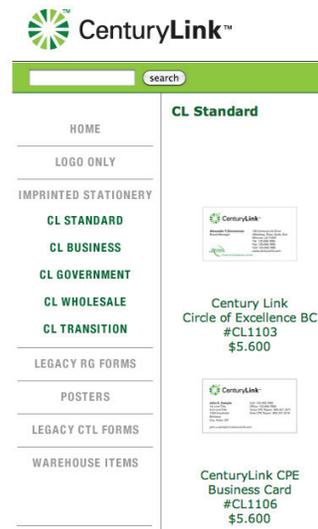
*****Please Note:** The "IMPRINTED STATIONERY" category is where you will find all variable data stationery. (Personalized items)

Ordering Variable Data Stationery (Personalized Items):

To order a personalized item, ex. Standard Business Card, you will see a screen that asks you to fill out the information you would like to appear on the item you have chosen. Some fields are marked "Required" and must have data in the field. Then click the "Create Online Proof". You will now see a soft proof of your finished piece.

IMPORTANT: At this time make sure that the information is correct. If you "Approve" the piece this is exactly how your finished piece will look. You can still hit "Make Changes" at this step. Once approved you will not have access to make changes.

Once approved you will then have to enter the quantity you want to purchase and add to your shopping cart. At the top of the page you will see a box that shows how many items you have in your shopping cart.



Forms & Logo Only Stationary:

To order forms and logo only stationary, find the item you will be ordering. Click the thumbnail and then you will be taken to a page to add the quantity you want to order. Read the descriptions to find out how the item is sold. All items are sold in different quantities.

STEP 3 - Checkout

The CenturyLink Online Store is a shopping cart system. This means you can order as many items as you want per order and in any combination. Once all your items have been placed in your shopping cart you are ready to checkout. There is a link to “Check Out” at the top of the page. There are a few steps to checking out:

- 1) Shipping information - Enter your shipping information.
- 2) Payment Information - three things to fill out here, method of shipping, credit card (check box only, see step 5) and cost center. All three are required. Contact your supervisor if you do not know your cost center.
- 3) Confirm Order
- 4) Process Order
- 5) Enter Credit Card Information

Once you have processed your order you will receive an e-mail confirmation. Use this confirmation as your receipt of purchase. You will not be mailed a receipt for your credit card order. You can also login to your account to view your order history. Your order will be marked invoiced and then you can click the job number and print out your receipt.



Tracking Order

Orders will be received and entered into production the following business day. At that time you can check “My Account” link at the top of the page to see your order in process. Once the order ships a UPS tracking number will be attached to the order for you to follow if needed.

Frequently Asked Questions:

1. How do I cancel an order?

To cancel an order once you have processed the order, please contact Chris Munson, chris@faconline.com - 402.592.7888 x104.

2. My SAP ID is not recognized? (Please make sure you are entering all letters in caps.)

If you are a new employee you will need to wait 2 weeks before you can create an account. If you need access earlier please contact Chris Munson, chris@faconline.com. If you are not a new employee and it is your first visit to the new site then you will need to create an account. If you are still receiving errors please contact tech support, David Dertzo - david@faconline.com.

3. The business cards in my cart are not showing the correct information?

Once you have approved your variable data (personalized information) for an item you will not be able to see or edit the content. Please place the order and review your e-mail confirmation as there will be a soft proof attached to your confirmation. At that time if there is incorrect data please contact Chris Munson - chris@faconline.com.

Contact Information:

For Order Information Questions Please Contact:

Chris Munson - 402-592-7888 x104

chris@faconline.com

For Technical Site Questions Please Contact:

David - 402-592-7888 x117

david@faconline.com



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