

Customer Portal

Your Gateway To Round-The-Clock Service

What is a Customer Portal?

A Portal is a special, password-protected "Web site within our Web site" designed to assist you in doing business with us. Once you know more about this powerful tool, you'll want to get started. This special service was designed to be user friendly and make it easier to do business with us. Know that this certainly doesn't replace our personalized service, so feel free to call us anytime.

Using a Customer Portal is easy:

- Simply go to our Web site at www.sprintqp.com.
- Click on the "Customer Log-In" button located conveniently on the front page.
- Enter your username and password. If you've forgotten, give us a call or email us by using the contact button located at the bottom of every page.
- Now you will have entered your Customer Portal. On the front page you'll find your own special greeting along with your corporate/organization logo as well as several of the following useful tools:

Document Library

Your **Document Library** is a collection of your frequently ordered documents that we'll upload. From here you'll be able to view past orders and quickly place reorders by simply entering a quantity. The forms will already be completed with your contact information. We can also track inventory that we keep in stock for you at our facility.

VersaDoc System

This feature is especially designed for companies that purchase products such as business cards with the same basic layout but with variable name and contact information. From your **Document Library** you'll be able to enter the variable data, proof the document instantly and place your order with us—all in a matter of minutes. This feature can be used for other variable purposes as well. Implementation and availability for your portal will depend on several factors. Call a representative to discuss further.

Request An Estimate

If you have a new project you'd like us to price, you can go to the **Request An Estimate** section of your Customer Portal. Your contact information will already be pre-populated for you. All you have to do is enter the job specifications, submit the request and we'll respond in a timely manner.



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Place A New Order

Much like the estimate feature, the contact information will already be filled out on the order form—you just need to complete the project specifications. We'll acknowledge receipt of the order, produce the project, deliver it, prepare it for pickup, or ship to your destination.

Send A File

The **Send A File** feature is possibly one of our biggest time-saving features. From here, you can send us a file and we'll be on the other end ready to handle the project. While email is convenient, sometimes files can transfer incorrectly. Our system, using website technology, ensures your files get to us error free. As your files are uploaded to our site, the system compresses them automatically. If you are submitting multiple files you may find it even more convenient to compress them first. For additional information on file compression software, visit the Resources and Support section on our website.

View A Proof

No more leaving your office or waiting for a delivery driver. Now when you have a proof ready, you'll receive an email notifying you to check your proof area. You can download the document, annotate changes using Acrobat software and email it to us. Or, simply print out the proof and fax it. We'll get the project right back into production so there's no delay in your project completion.

In order to work with our website and your customer portal, we recommend you download Adobe Reader so you can easily view proofs and past documents. This is a free software program that you most likely have on your computer already. If you find that you're having difficulty in viewing your documents, you can download Adobe Reader from a link on our website or give us a call and we'll assist you.

We appreciate your continued business and think you will find a customer portal to be extremely useful. If you have any questions about our customer portals, please give us a call at **302.478.0720**.

Now that you've read about customer portals, it's time to try for yourself. Go to our home page and click on "Customer Login."

At the Login window enter...

Username: sprintqp

Password: demo

Now just move through the pages such as the "Document Library" and try to order one of the available documents. Or "View a Proof". Review other pages such as "Request an Estimate" or "Place an Order" and start to visualize how we can tailor these pages for the way you work. ENJOY. As always, if you need help, we're just a phone call away.



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