DistributorCentral

The Promotional Product Industry's
Leading Technology Provider

User's Guide

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August, 2007

Up-to-date instructions for your account can be downloaded at www.DistributorCentral.com.

Frequently Asked Questions

What is DistributorCentral?
DistributorCentral is a free online software package that's available for every Distributor in the Promotional Products Industry. Because each Distributor is different, we allow him or her to use DistributorCentral to fit specific needs. DistributorCentral includes these features:

- Supplier Contact Information—database includes all Suppliers in the Industry
- Product Search—accurate pricing and information maintained by Suppliers
- Order Management—send, track, invoice and run reports on your orders
- Website Creation Tools—build an entire website to fit your company's needs
- Email Hosting—each person in your company can have his or her own account
- Domain Name Hosting—your personalized domain name hosted for free
- Marketing Tools—create email or printable sales flyers and quotes
- Online Color Proofing—Distributors and Customers can view proofs posted by Suppliers
- Online Payment Options—with a merchant account, your customers can pay at your site

What Suppliers are listing products on DistributorCentral?
DistributorCentral is continually adding new Suppliers. Here's how to see who is onboard today:

1) Sign in to your DistributorCentral account
2) Go to the **Suppliers** menu in your account
3) Select **Suppliers on DistributorCentral**

How do I find what Supplier makes a product?
You must be signed in to your account to see Supplier names and contact information. That information does not show on your own website that your customers use. If you are signed in to your account you'll see the Supplier name just above the picture of the product.

Can you teach me how to use my account?
Yes! We have several methods of helping you learn how to make the most of your DistributorCentral account.

- **Live Webinars** – These online meetings allow you to interact with a trainer via phone and computer. You'll have other participants in the class with you, so it's a good way to hear what others are doing with their accounts.
- **User's Guide** – If you like to have written instructions, this is for you. The User's Guide is available as a PDF so you can look at it online or print it.
- **Video Tutorials** – Perhaps our most popular training tool, these short three to five minute videos give you a recorded lesson on using different features. Be sure to have your speakers or headphones on to hear the audio along with the video.

What Suppliers are listing products on DistributorCentral?
DistributorCentral is continually adding new Suppliers. Here's how to see an up-to-date list:

1) Go to the **Suppliers** menu in your account
2) Select **Suppliers on DistributorCentral**

How do I change my contact information?

1) Go to the **Account** menu in your account
2) Select **Account Maintenance**
3) Click the gray **Contacts** tab
4) Click **Edit** next to the contact you wish to modify, and make your changes
5) Click **Submit**
6) Repeat steps 4 and 5 until you have edited all your contacts

How do I change my PromoPass username and password?

1) Go to the **Account** menu in your account
2) Select the **Users** menu
3) Select **User Maintenance**
4) Click **Edit** beside the user you wish to modify
5) Change your name, username, password, etc.
6) Click **Save**

The next time you sign in to your DistributorCentral account, use the new username and password.

How do I order?

There are two ways to start placing an order:

- Go to the **Orders** menu of your account, then select **Add New Order**. Enter your **Customer's** information, search for the **product** you want to order, then click **Next** on each page as you answer the questions about quantity, product colors, artwork, shipping, etc.

-OR-

- Find the product you want to order using the **Product Search**, then click the **Order** link on that product. Select your **Customer**, then click **Next** on each page as you answer the questions about quantity, product colors, artwork, shipping, etc.

After you have followed the above steps you'll see the **Order Review and Confirmation** page. You can **edit** the order at this stage if needed.

When your order is ready to send, scroll to the bottom of the page and put a **check mark** beside **Create PO** and **Send PO**. Then click **Save**. This creates the purchase order, sends it to the Supplier and saves the order in your account all at once.

If you just click the **Save** button (without checking Create PO and Send PO) the order will simply be saved in your account. You can come back later to make changes and send it to the Supplier at that time.

How do I link my product catalog to the website I already have?

You can find the HTML code for your product catalog in the welcome letter that gives you your login information. If you no longer have that email, you can find the catalog code this way:

1) Go to the **Websites** menu in your account
2) Select **Add/Edit Websites**
3) Click the **Edit** link beside your website
4) Click the **Website Publisher** tool. The catalog link shows at the bottom of the page.

How do I get a domain name?

A domain name is a website address. You can purchase your own unique domain name from a domain name registrar of your choice. One of the most well-known is GoDaddy.com. It doesn't matter where you purchase your domain name, just be sure to hang onto the information they give you when you sign up with them.

If you want to have DistributorCentral host your domain name, you will need our DNS (domain name server) information to give your registrar:

Primary DNS: ns1.distributorcentral.com
Secondary DNS: ns2.distributorcentral.com

How can I get more traffic to my site?

This is one area where DistributorCentral won't be much help. We give you the software to make a great site, but it's up to you to figure out the best strategy for marketing your website. Luckily, you're in the promotions business, so I bet you can find a great way to promote your site.

How do I qualify for a DistributorCentral account?
SUPPLIERS:
Please contact us at info@distributorcentral.com if you are interested in listing your products with DistributorCentral. When you have products on DistributorCentral your products will also show in the UPIC PowerSearch as well.

DISTRIBUTORS:
You must meet these criteria before we consider you for a DistributorCentral account:

1) Your company must be a verified Distributor in the Promotional Products Industry
2) You must sign up for an account at www.DistributorCentral.com
3) Provide one of these items to prove your legitimacy in the industry:
    a) An Industry number (PPAI, UPIC, etc.)
    b) Two invoices from promotional product Suppliers with which you have recently placed an order

How much does it cost?
DistributorCentral is free to Distributors; it is paid for by the DistributorCentral Supplier Alliance.

Suppliers pay to list their products in the DistributorCentral product catalog.

What is a PromoPass?
PromoPass is the username and password used to access a DistributorCentral account. The DistributorCentral software is all online, so each user must have his or her own PromoPass to access the proper account.

A Distributor's PromoPass can also give him or her access to a Supplier's website, if that Supplier's site is hosted by DistributorCentral.

Are you connected with TradeNet?
TradeNet is a stockholder of DistributorCentral. After TradeNet's website programmers began consistently winning the PPAI Supplier website award for TradeNet's online catalog, TradeNet decided it was a smart investment to offer the catalog software to the entire Industry. That's when DistributorCentral was born. DistributorCentral is separate from TradeNet, so if you have questions about magnets or memo boards, we won't be much help.

Where are you located?
We are in Gardner, Kansas, just a little southwest of Kansas City.

What is ePSA?
The Electronic Promo Standards Alliance is a group of Distributors and Suppliers within the Promotional Products Industry who are defining a standard for electronic ordering. DistributorCentral allows Distributors to send ePSA compliant purchase orders to Suppliers and to receive ePSA compliant order status and Invoices from Suppliers. All orders made with DistributorCentral are ePSA compliant. You can learn more at www.epromostandards.org.

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Answers for Suppliers:

What information do I need to send to get my products on your site?
Please send us product images saved on a CD in .JPEG format. The image names should match the product names/numbers in your printed catalog. Images should be approximately 500 pixels wide or tall and 72-150 dpi and in RGB format. We also need two copies of your printed catalog.

How do you define a product?
Any item in your catalog that has a unique style name or number and/or a unique base price is considered one product. (NOTE: Imprint colors, product colors, categories, etc. are not usually separate products.)

Is there a guide to help me set up or edit my products?
Yes! If you log in to your DistributorCentral account you will find a detailed Product Setup Guide.

1) Go to the **Education** menu
2) Select **DistributorCentral Tips**
3) Select **Product Setup/Entry Guide**

We also offer video tutorials and live webinars to help you learn to set up and maintain your products. For additional help, email info@distributorcentral.com.

How do I know if I get an order?
A Distributor can order online through his account or through your website. Either way, you will receive an email to let you know an order has been placed. Log in to your DistributorCentral account to view the order and send it to production. If you usually send a confirmation email or fax when you receive an order, be sure to do that with your DistributorCentral orders too.

Industry Wide Theme Catalogs
At the request of Distributors, DistributorCentral has created several theme-oriented catalogs covering such categories as Golf Products, Union Made Products, Products with Patriotic Imprints and more. Suppliers are invited to put their products in the appropriate theme catalogs to make searching easier for Distributors. The only thing we ask is that the product images show imprints related to the catalog the product is in. For instance, if an umbrella is in the Patriotic catalog, it must show a patriotic imprint.

What other types of catalogs are available?
Private Catalogs are set up mutually between a Supplier and a Distributor. These are used when a Supplier offers a certain product to one Distributor (or group of Distributors) but doesn't offer it to all Distributors in the industry. With a Private Catalog a Distributor can show special versions of a Supplier's products, often with special pricing. Distributors also use Private Catalogs to exclusively display one Supplier's products.

Industry Wide Theme Catalogs are available to all Distributors for their own searching needs and for their customers to see on Distributor websites. DistributorCentral determines the themes of industry wide catalogs and Suppliers are invited to add the products that fit the theme.

The **Website Catalog** allows Suppliers to break their main product line down into smaller subcategories. Numerous catalogs can be created and displayed on one website.

What is a Relationship Request?
If your website or product catalog is hosted by DistributorCentral, Distributors can use their PromoPass username and password to access your site. They don't have to remember a separate username and password for different Supplier sites. However, each Supplier must grant permission for the Distributor to sign in with his PromoPass. A Distributor requests permission by issuing a Relationship Request. Learn how to approve a Relationship Request below.

How do Distributors sign in to my site?
Suppliers have control over which Distributors may sign in to their websites to order products. When a Distributor wants access to your site, she will send you a relationship request from her DistributorCentral account. If you choose to activate this Distributor and give her access to your site, follow these steps:

1) Go to the **Distributors** menu in your account
2) Click the link that says **Requested, but not received activation**. This will show you all the Distributors who have made business relationship requests to your company.
3) Click the **Info** link to the right of the Distributor's name.
4) Adjust the Distributor's status by clicking either **Activate Relationship** or **Deny Relationship**

Note that Distributors can still order from you even if you have not activated them to have access to your website. Distributors can view Supplier products and place orders through their own DistributorCentral accounts.

How do I run reports on my website traffic and orders?
The Reports menu in your DistributorCentral account allows you to create reports to get a big picture of how your company is doing. You can see what categories get viewed most in your catalog or see what type of orders you've placed in the past six months. You customize these reports to your needs. Here's how:

1) Go to the **Reports** menu in your account
2) Select **Add A New Report**
3) Choose which type of report you want to create
4) Choose the specific information you want to include in this report
5) Click **Submit**
6) Adjust the date range and view format for your report
7) Click **View**

Can Distributors upload artwork with their orders?
Yes. When Distributors order through your website or through their own DistributorCentral accounts, they can upload artwork. That artwork is stored on DistributorCentral's servers so you and the Distributor always have access to it. You'll see a link to the artwork on the emailed order notification and you can access it by signing in to your account too.

As a Supplier, you should define which programs or file types are acceptable for your art department. Here's how:

1) Go to the **Account** menu
2) Select **Misc**
3) Select **Artwork Setup**
4) Select the software and file types your art department accepts
5) Click Save

How do I retrieve artwork from an electronic order?
The email notification of an order will have a link to the artwork. You may retrieve artwork that way or by signing in to your own DistributorCentral account and clicking on the order.

Can I send online proofs to Distributors?
Yes. DistributorCentral has created a tool that makes it easy for you to send an online proof to your Distributor and for him to pass it along to his customer. Using the online proofing system saves Suppliers time and effort. All of the proofs are delivered electronically and any approvals, changes or comments are recorded and stored in your DistributorCentral account for Distributors and Suppliers to access.

How do I send my Distributors electronic invoices?

1) Go to the **Summary** page of the order
2) Scroll down to the **Invoice To Distributor** section
3) Click **Create Invoice**
4) **Edit** the invoice if applicable
5) **Send** the invoice

If your account is set up with an Authorize.net or Payflow Pro payment gateway, the Distributor's credit card payment can be automatically processed. Think of all the time saved!

Can I keep notes on my Orders and Distributors?
The Correspondence feature allows you to attach notes to an order or an account. You can copy and paste email and fax documents to the correspondence logs.

DistributorCentral provides storage associated with each order or account so that your staff can easily see what they have emailed, faxed or said. The correspondence logs are time stamped and identify which of your users uploaded or entered the correspondence or file.

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Answers for Distributors:

General Questions

I don't see the Supplier's name on my website. How do I find out who makes the product?
The product catalog on your website is for your customers to use, that's why there are no Net prices or Supplier names on it. When you are searching for products you should sign in and use your DistributorCentral account. There you will have access to the Suppliers' names and contact information. You'll see Net pricing, and you can order the product right from your account. The Supplier's name will show just above the picture of the product. Click the name to view contact information for that Supplier.

How do I search for products?

1) Go to the **Products** menu in your account
2) Select **Product Search**
3) Search for your product by Category, Keyword, Supplier or Advanced Search
4) The Supplier's name is listed just above the picture of the product. Click it to get the Supplier's contact information.

To place an online order, click the Order beside the product description.

How do I know if I get an order?
When a customer orders through your website, you will receive an email notifying you that an order has been placed. You can then log in to your account and view it in your Orders from Customers section. Contact your customer to confirm payment and artwork if necessary then send the order to the Supplier.

Note: All order notifications will be sent from info@distributorcentral.com. Be sure you are not blocking that address from your email box.

How do I get access to Supplier websites?
If a Supplier is using its DistributorCentral-powered catalog on its website, you can log in with your PromoPass username and password after the Supplier gives you permission. We call this giving you an active relationship with the Supplier. Here's how to request a relationship with a Supplier.

1) Go to the **Suppliers** menu in your account
2) Look up the Supplier you're interested in
3) Next to the Supplier's name, click **Info**
4) Click **Do Business**

This request will be reviewed by the Supplier. If the Supplier chooses to grant you access to its website, an Active icon will appear next to the Supplier's name when you look in your Suppliers menu.

Even if a Supplier does not activate you to log in to its website, you can still order from that Supplier using your own DistributorCentral account. Simply log in to your account and click the Order button beneath the product you want to order.

Why don't all products have automatic freight quotes?
Some Suppliers have not entered the information that allows you to get freight quotes. Contact the Supplier and encourage them to enter their freight information so it is available to you. Any feature you see available on one product is available on all products.

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Answers for Distributors:
Your Account Menu

How do I change my contact information?
1) Go to the **Account** menu in your account
2) Select **Account Maintenance**
3) Click the gray **Contacts** tab
4) Click **Edit** next to the contact you wish to modify, then make your changes
5) Click **Save**
6) Repeat steps 4 and 5 until you have edited all your contacts

Different contact types do different things:
- **Main** – This is the primary contact for the account. If no other contacts are set up, everything will go to the Main contact. If you're a one-person company, just use the Main contact.
- **Billing** – Information will appear in the Bill To field on orders to Suppliers
- **Customer Service** – Shows on the Request More Info link of each product on your website
- **Orders** – All order notifications will be sent to this contact
- **Shipping** – This address appears on the Ship To field on orders to Suppliers
- **Proofs** – Online proof notifications are sent to this address
- **Artwork** – When a customer orders, she sees this contact as the artwork expert
- **Webmaster** – No specific actions are tied to this contact type
- **Sales** – Record your sales force using this contact type
- **Other** – Use as you wish

How do I change my PromoPass username and password?
1) Go to the **Account** menu in your account
2) Select the **Users** menu
3) Select **User Maintenance**
4) Click **Edit** beside the user you wish to modify
5) Change your name, username, password, etc.
6) Click **Save**

The next time you sign in to your DistributorCentral account, use the new username and password.

What is a Child Account?
A Child Account is a sub-account set up under the umbrella of a main account (also called a Parent Account). This type of account setup is useful when a large Distributor has several independent sales representatives under its control. The corporate office is the Parent company and the independent reps are the Child companies. If you think your company might benefit from setting up parent-child relationships, please contact DistributorCentral for more information, info@distributorcentral.com.

How does the Correspondence tool work?
DistributorCentral allows you to make notes about Suppliers, Customers or Orders using our Correspondence tool. To see a list of your most recent correspondence follow these steps:
1) Go to the **Account** menu in your account
2) Select **Correspondence**
3) Sort your Correspondence as desired

You can add a new Correspondence record from this point. Just click **Add New Correspondence** at the top of the page.

What’s in the Feedback section?
If a customer fills out the Contact Form or uses the Request More Information link on your website, the information is saved as Feedback. You can view it here:

1) Go to the **Account** menu in your account
2) Select **Feedback**
3) Adjust the date range, show all or search for a specific feedback request

What are Users?
A user is anyone who has his or her own username and password. Each user can be assigned customized security and access rights within your DistributorCentral account. The Administrator assigns these rights via User Groups.

What is a User Group?
A user group is a specific set of rights within your DistributorCentral account. The account administrator is responsible for giving everyone in his company access to DistributorCentral, but not everyone may need to see the same things. If someone’s only task is designing and maintaining the company website, that person may be assigned to the Webmaster user group. We have pre-configured several user groups in your account. View them by clicking your **Account** menu, selecting **Users**, then the **User Groups** option.

How to Add a New User

1) Go to the **Account** menu in your account
2) Select the **Users** menu
3) Select **User Maintenance**
4) Click **Add New User**
5) Fill out the information for the user, then click **Save**
6) Click the **Add To User Group** tab
7) Select the user groups to which you want this user to belong
8) Click **Save**

DistributorCentral has **pre-made user groups** available on the Add To User Group tab in each account. These user groups will usually fit the needs of your company. If you need to make a User Group of you own, here’s how:

How to Make a Customized User Group

1) Go to the **Account** menu in your account
2) Select **Users**
3) Select **User Groups**
4) Click **Add New User Group**
5) Name the User Group according to the features it will have
6) You will then see a series of small menus lower on the screen that match the large menus across the top of your page. **Click a small menu** to designate what rights you’re giving to this User Group. Each file folder that you’ll see shows a set of rights. Click the link beside a folder to show all available rights in that set.
7) Put a **check mark** beside the rights you’d like to add to the group
8) When you're finished with one tab, click **Save**
9) Repeat steps 6 through 8 for any other rights you wish to add

Once you've made your customized user group, you can start adding users to it.

How do I collect payment from my customers when they order from my website?
You can choose which type of payments you will accept. Some people have a merchant account and accept credit cards through their catalog (see instructions below). Others prefer to bill their customers later or have them pay up front.

How do I show my customers what type of payments I accept?

1) Go to the **Account** menu in your account
2) Select **Payments**
3) Select **Payment Setup**
4) Choose the type of payment you will accept. Click it in the **Payment Types Available** list and use the arrow to move it to the **Payment Types Accepted** list
5) Click **Save** at the bottom of the page

Can my customers order with a credit card?

Yes, you can enable your shopping cart to accept credit cards. DistributorCentral securely transfers the credit card information from your customer to you. You must have your own merchant account to process the transaction. Here's how to set up your catalog to accept credit cards:

1) Go to the **Account** menu in your account
2) Select **Payments**
3) Select **Credit Cards**
4) Choose the type of credit cards you will accept. Click the card name in the **Credit Cards Available** list and use the arrow to move it to the **Credit Cards Accepted** list.
5) Click **Save** at the bottom of the page

What is a Payment Gateway?

The payment gateway is a tool that works with your merchant account to process credit cards through your website. The payment gateway checks the validity of a credit card and can automatically process the card at a certain point in the order. You may purchase your merchant account from any source, but your payment gateway must be from **Authorize.net** or **Payflow Pro**.

Can my customers pay with PayPal?

At this time, the traditional PayPal is not integrated with the DistributorCentral shopping cart. In the Payment Setup section of your account you will see that you can give your customers the option to pay via PayPal. If a customer selects this option, you will then need to send her a separate email giving instructions to pay via your PayPal email address or account.

If I saved a Credit Card on file to pay a Supplier, can I edit or delete that card?

Yes. Here's how:

1) Go to the **Account** menu
2) Select **Users**
3) Select **User Maintenance**
4) Click **Edit** next to the user whose credit card you need to update
5) Click the **Payment Methods** link
6) Add, Edit or Delete as needed

What is ePSA?

The Electronic Promo Standards Alliance is a group of Distributors and Suppliers within the Promotional Products Industry who are defining a standard for electronic ordering. DistributorCentral allows Distributors to send ePSA compliant purchase orders to Suppliers and to receive ePSA compliant order status and Invoices from Suppliers. All orders made with DistributorCentral are ePSA compliant.

You can learn more about ePSA at their website, www.epromostandards.org.

How do I make my orders ePSA compliant?

1) Go to the **Account** menu in your account
2) Select **ePSA Setup**
3) Read through the introduction, then click **Enable My Account for ePSA**

Full ePSA compliance you will need your DUNS number, available free from www.DNB.com.

How can I make my account work the way I want it to?
You can customize your DistributorCentral account by adjusting the preferences.

1) Go to the **Account** menu
2) Select **Preferences**
3) Choose either **Account Preferences**, **User Preferences** or **Website Preferences** depending on what you'd like to adjust

I want to put the same wording at the bottom of every Customer Order, PO to Supplier or Quote, how can I do that?

1) Go to the **Account** menu
2) Select **Preferences**
3) Choose **Account Preferences**
4) On the left side, select the document you want to put the wording on (for example Orders)
5) **Type** in the stock language you like
6) **Save**

How do I tell my customers what art formats they should use?

1) Go to the **Account** menu
2) Select **Misc**.
3) Select **Artwork Preferences**
4) Make your selections by moving the preferred formats to the right side of the page
5) Click **Save**

What's an Action Status?
You can program your DistributorCentral account to automatically perform functions when the status of an order is changed. For example, you can have a copy of the order sent to an additional email address when a new order is received. Here's how to program that specific function.

1) Go to the **Account** menu
2) Select **Misc**
3) Select **Action Status**
4) Next to the **Received** status, click **Add Action**
5) At the bottom, select **Send Order Notification**
6) Near the top, type in the **email address** to which the order notification will be sent
7) Save

Can I add my own fields to the Contact Us form on my website?
Yes, but think carefully before you start adding. You have a limit of three custom fields, and once a form field is saved it can never be edited.

1) Go to the **Account** menu
2) Select **Misc**
3) Select **Custom Form Fields**

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Answers for Distributors:
Your Customers Menu

Why would I want to list my customers in my DistributorCentral account?
DistributorCentral has created an online program that you can use to run your entire business. If you are placing all of your orders, making quotes and sending proofs online, it's likely that you will want a customer database in the same online account.

DistributorCentral does not sell or rent your information or your customer information to anyone. In our eyes, that's unethical. All of your customer information is safeguarded by your PromoPass username and password. You may view our Privacy Policy at www.DistributorCentral.com for more details.

How do I add a new customer?
Adding a customer to your customer list is simple:
1) Go to the **Customer** menu in your account
2) Click the **Add New Customer** link. Fill in the appropriate contact information for each of your clients. Note that you will need their email addresses.

If you have a long list of customers, DistributorCentral can upload your customer list for you. Make us a spreadsheet containing one column for each of the entries on the Add New Customer form, insert your customers' information, then email the spreadsheet to us at info@distributorcentral.com.

When a customer signs up for a username and password on your site, her contact information is automatically added to your customer list.

Why is my Customer's email required?
DistributorCentral is a software program that helps you do more business online. Now that you'll be making electronic orders, invoices and quotes, you'll want to send them to your customer via email.

How do I send a username and password to my customer?
If you already have your customer in your customer list, send his username to him this way:
1) Go to the **Customer** menu in your account
2) Find the customer you're looking for
3) Click the **Send Login** link to the right of the customer's name

What's a vCard?
The vCard format is used for saving contacts in several popular applications. It's like an electronic business card. If you choose not to use your DistributorCentral account as your main customer management program, it's easy to export your customer data as a vCard.
1) Go to the **Customer** menu in your account
2) Find the customer you're looking for
3) Click the **Save vCard** link to the right of the customer's name
4) Save the file on your computer, then import it into your contact management software

How do I see all the Orders one customer has placed?
1) Go to the **Customer** menu in your account
2) Find the customer you're looking for
3) Click the **Orders** link to the right of the customer's name

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Answers for Distributors:
Your Suppliers Menu

What Suppliers are listing products on DistributorCentral?
DistributorCentral is continually adding new Suppliers. Here's how to see an up-to-date list:
1) Go to the **Suppliers** menu in your account
2) Select **Suppliers on DistributorCentral**

How do I find contact information for a Supplier?
If you are signed in to your account searching for products, you can click the Supplier's name just above the picture of the product. A pop-up box will show you the contact information for that Supplier. Supplier information does not show up on the website your customers see, you must be signed in to see Supplier names.

You may also look up contact information using your Suppliers menu:
1) Go to the **Suppliers** menu in your account
2) Select **Look Up Supplier Contact Information**
3) Choose whether you are searching by Company Name, Product Line Name, UPIC Number, etc.
4) Type in the name or number you want to search for, then click **Search**.
5) The record for that company will show. For more information click the **Info** link to the right of the company name.

You may contact these Suppliers directly or order their products online in your DistributorCentral account. To place an online order, Go to the **Orders** menu in your account, then click **Add New Order**.

Can I look up a Supplier using an ASI number?
No. DistributorCentral is not affiliated with ASI in any way. You may look up a Supplier using its company name, line name or UPIC number. Most Suppliers print their UPIC number on their catalogs.

Can I change Supplier information?
The list you see in the Supplier menu of your account is tied directly in to the DistributorCentral database of Suppliers. This means you can look, but you can't make changes. If you find out-of-date or non-working contact information for a Supplier, please let DistributorCentral or the Supplier know about it.

You can make your own notes about a Supplier by using the Correspondence feature (see below).

Can I record notes when dealing with a Supplier?
Yes. DistributorCentral has a Correspondence feature for you to use.
1) Go to the **Suppliers** menu in your account
2) Select **Look Up Supplier Contact Information**
3) Search for the name of the Supplier you're interested in
4) Click **Info**
5) Click the **Correspondence** tab
6) Click **Add New Correspondence**

What does the Active status mean on a Supplier?
The Active icon next to a Supplier means that the Supplier has given you permission to log on to its website with your PromoPass. You can always place an order with any Supplier listing products in DistributorCentral when you use your DistributorCentral account; but you may not log in to that Supplier's individual website unless you have active status with that Supplier.

How can I request activation by a Supplier?

1) Go to the **Suppliers** menu in your account
2) Select **Look Up Supplier Contact Information**
3) Search for the name of the Supplier you're interested in
4) Click **Info**
5) Click the **Do Business** link

An email request will be sent to the Supplier. If that Supplier chooses to grant you activation, an Active icon will appear in your account next to the Supplier's name. If you don't receive activation from a Supplier, you can still place an order to them using your own DistributorCentral account.

What is a Vendor? How is it different from a Supplier?
A Vendor is a business that might not be a nationally-known Supplier. Examples of Vendors include screen printers, embroiderers, engraving shops and other local businesses. Your Vendor list is controlled by you and is not accessible by any other Distributor. Suppliers in the Supplier list are not maintained by you, and they are accessible by every Distributor with a PromoPass.

How do I add a new Vendor?

1) Go to the **Supplier** menu in your account
2) Select **My Custom Vendors**
3) Click the **Add New Vendor** link
4) Fill in the contact information for your Vendor
5) Click **Save**

Important: You should not add a Vendor record if that company already displays in the Supplier list. Always check the Supplier menu in your account prior to adding a Vendor.

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Answers for Distributors:
Your Orders Menu

How do I order?
There are two ways to start placing an order:
- Go to the **Orders** menu of your account, then select **Add New Order**. Enter your **Customer's** information, search for the **product** you want to order, then click **Next** on each page as you answer the questions about quantity, product colors, artwork, shipping, etc.

-OR-
- Find the product you want to order using the **Product Search**, then click the **Order** link on that product. Select your **Customer**, then click **Next** on each page as you answer the questions about quantity, product colors, artwork, shipping, etc.

After you have followed the above steps you'll see the **Order Review and Confirmation** page. You can **edit** the order at this stage if needed.

When your order is ready to send, scroll to the bottom of the page and put a **check mark** beside **Create PO** and **Send PO**. Then click **Save**. This creates the purchase order, sends it to the Supplier and saves the order in your account all at once.

If you just click the **Save** button (without checking Create PO and Send PO) the order will simply be saved in your account. You can come back later to make changes and send it to the Supplier at that time.

I saved an order earlier. Now I want to send it to the Supplier. What do I do?
Use the **Order Summary** page to send an already-saved order.
1) Go to the **Orders** menu
2) Select **Orders**
3) Select **Orders from Customers**
4) Either search for the order or click **Recent Orders – 30 Days** to see orders from the last 30 days
5) Next to your order, click **Summary**
6) Scroll down to the **Order to Supplier** area
7) Click **Create PO** (if you haven't yet created the purchase order) or **Send** to send the order

An email notification will be sent to the Supplier and the order will go into the Supplier's own DistributorCentral account.

If I saved a Credit Card on file to pay a Supplier, can I edit or delete that card?
Yes. Here's how:
1) Go to the **Account** menu
2) Select **Users**
3) Select **User Maintenance**
4) Click **Edit** next to the user whose credit card you need to update
5) Click the **Payment Methods** link
6) Add, Edit or Delete as needed

How do I see orders I've sent to Suppliers?
1) Go to the **Order** menu in your account
2) Select **Orders**
3) Select **Orders To Suppliers**
4) Search for the order or click **Recent Orders– 30 Days** to show everything from the last 30 days
5) Click the **Summary** link next to the order for more information

How do I see orders from my Customers?

1) Go to the **Order** menu in your account
2) Select **Orders**
3) Select **Orders From Customers**
4) Search for the order or click **Recent Orders– 30 Days** to show everything from the last 30 days
5) Click the **Summary** link next to the order for more information

Can I print a PO I've placed on DistributorCentral?

1) **Find** the order in your account (see steps above)
2) Click the **Summary** link
3) Go to the **Order to Supplier** area and click the **Print** button

How do I upload artwork to an order?

You (or your customer) will be asked to upload artwork during the order process on most orders. If you choose not to upload the artwork during the order process, you can add it later. Artwork is stored on DistributorCentral's servers and is also sent with the PO to the Supplier. The Supplier, Distributor or Customer can sign in to their respective accounts and view/download the artwork at any time.

1) **Find** the order in your account
2) Click the **Summary** link
3) Go to the **Order** area at the top of the page
4) Next to **Artwork From Customer**, click **Add**
5) **Browse** to find the artwork on your computer
6) Click **Upload Files**
7) Click **Save Artwork Files**

What's happening with my order?

Every order in your account will show an order status. All statuses are ePSA compliant:

- **Received** – If you're looking at a Customer Order, this means you have received an order from a customer who ordered through your website. If you're looking at a Supplier PO it means the Supplier has received your order.
- **Entered** – You have saved the order. The order has not yet been sent to the Supplier.
- **Placed** – You have sent the order to the Supplier.
- **In Production** – The order has been received and the Supplier is working on it.
- **On Hold –** There is something wrong with the order and the Supplier has it on hold.
- **Proof Ready** – The Supplier has posted a proof for your approval, OR you have sent a proof to your customer for approval.
- **Proof Approved** – The proof has been approved by either the customer or the Distributor and notification has been sent to Supplier
- **Shipped** – The Supplier has shipped the order. Suppliers can enter UPS or FedEx tracking numbers. To see tracking information, go to the order's Summary page.
- **Void** – The order has been cancelled.

Can I change the status on an order myself?
If a Supplier forgets to change the status on an order (let's say the order has already shipped, but the status still says "In Production") you can change the status yourself.

First you’ll need to turn on the **Advanced Order** features to give you access to the status changer feature
1) Go to the **Account** menu
2) Select **Preferences**
3) Select **User Preferences**
4) Click the **Orders** section on the left side
5) Click **YES** to activate the Advanced Order feature

When the Advanced Order option is on, you can go to the **Summary** page and adjust the status in the **Order to Supplier** area. If you change the status in the Order to Supplier area it will also change in the Order to Customer area.

Can I edit an order?
If you have not yet sent the PO to the Supplier, you can still make changes:
1) **Find** the order in your account
2) Click the **Summary** link
3) Go to the **Order to Supplier** area and click the **Edit** button
4) Make your changes and click **Save**

How do I invoice my customer?
An invoice may be created as soon as the order is saved in your account. You don’t have to send the purchase order to the Supplier before making an invoice to your customer.
1) **Find** the order in your account
2) Click the **Summary** link
3) Go to the **Invoice to Customer** area and click the **Create Invoice** button
4) Click the **Edit** button to make changes if needed
5) Click the **Send** button to email the invoice to your customer

If you have a merchant account and payment gateway, your customers can pay you online via the electronic invoice you just created. Read more about merchant accounts and payment gateways later in this section.

How do I record a payment from my customer?
You can record payment after an invoice has been sent to your customer.
1) **Find** the order in your account
2) Click the **Summary** link
3) Go to the **Invoice to Customer** area
4) Next to **Payments**, click **Add**
5) **Record** the payment type and amount
6) Click **Submit Payment**
7) Click **Confirm Payment** if everything is correct

Can I export my Invoices and Purchase Orders to QuickBooks?
Yes. There are more detailed instructions inside your account. Here’s how to get started:
1) Go to the **Order** menu in your account
2) Select **QuickBooks File Export**
3) Select whether you want to export **Invoices** or **Purchase Orders**, what date range of transactions you would like to export.

How do I collect payment from my customers when they order from my website?
You can choose which type of payments you will accept. If you have a merchant account, you can accept credit cards through your website. If you don't want to deal with credit cards, you don't have to. There are other payment types available.

How do I show my customers what type of payments I accept?
1) Go to the **Account** menu in your account
2) Select **Payments**
3) Select **Payment Setup**
4) Choose the type of payment you will accept. Click on the name in the **Payment Types Available** list and use the arrow to move it to the **Payment Types Accepted** list
5) Click **Save** at the bottom of the page

Can my customers order with a credit card?
Yes, you can enable your shopping cart to accept credit cards. DistributorCentral securely transfers the credit card information from your customer to you. You will still need a merchant account of your own to process the transaction. Here's how to set up your catalog to accept credit cards:
1) Go to the **Account** menu in your account
2) Select **Payments**
3) Select **Credit Cards**
4) Choose the type of credit cards you will accept. Click on the name in the **Credit Cards Available** list and use the arrow to move it to the **Credit Cards Accepted** list.
5) Click **Save** at the bottom of the page

What is a Payment Gateway?
The payment gateway is a tool that works with your merchant account to process credit cards through your website. The payment gateway checks the validity of a credit card and can automatically process the card at a certain point in the order. You may purchase your merchant account from any source, but your payment gateway must be from **Authorize.net** or **Payflow Pro**.

Can my customers pay with PayPal?
At this time, the traditional PayPal service is not integrated with the DistributorCentral shopping cart. In the Payment Setup section of your account you will see that you can give your customers the option to pay via PayPal. If a customer selects this option, you will then need to send her a separate email giving instructions to pay via your PayPal email address or account.

How do I see all the Orders one customer has placed?
1) Go to the **Customer** menu in your account
2) Find the customer you're looking for
3) Click the **Orders** link to the right of the customer's name

Can I turn off the Shopping Cart on my website?
When a customer places an order through your website, the order comes straight to you, the Distributor. Orders do not go to the Supplier until you send them through the system. However, if you do not want your customers to order at all, you can turn off the order feature this way:
1) Go to the **Website** menu
2) Select **Add/Edit Websites**
3) Next to your site name, click **Website Preferences**
4) On the far left side, click **Orders**
5) Now look for the question that says "**Display Order Button on Website?**" and select **NO**
6) Click **Apply**
7) **Publish** your website for the changes to take effect

How do I view a proof from a Supplier?
Suppliers can post online proofs for Distributors to view and approve. Here's how to access a proof:

1) **Find** the order in your account
2) Click the **Summary** link
3) Scroll to the **Order To Supplier** area of the page
4) Find **Proofs From Suppliers**, then click the link
5) Click **View Details / Approve Proof**

How do I post a proof for my customer?
If you create your own artwork, you can post a proof to your customer before you even send the order to the Supplier. We suggest uploading PDF documents for your proofs.

1) **Find** the order in your account
2) Click the **Summary** link
3) In the area labeled **Proofs To Customer**, click **Add**
4) Fill in the required fields then click **Browse** to find the proof file on your computer
5) Click **Save and Send**
6) Review your customer's email address and type any notes you'd like to include with the proof. We recommend using the **Direct Link** method to send the proof to your customer. This way the customer doesn't have to sign in to your website to see and approve the proof.
7) Click **Send Proof Notification**

I want to put the same wording at the bottom of every Customer Order, PO to Supplier or Quote, how can I do that?

1) Go to the **Account** menu
2) Select **Preferences**
3) Choose **Account Preferences**
4) On the left side, select the document you want to put the wording on (for example Orders)
5) **Type** in the stock language you like
6) **Save**

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Answers for Distributors:
Your Products Menu

Can I send e-flyers to my customers?
E-flyers are a quick way to get information about a product to a customer. Here's how to send one:
1) Find the product you want to send
2) Click the **Details** link
3) Click **Email Product**
4) Type in your email, your customer's email and add a note to the product flyer
5) Click the **Send Email** button

The logo that appears as a letterhead on the e-flyer is the same logo you upload to your website. You cannot change prices on an e-flyer or put more than one product on a single e-flyer. All prices are Retail. Your customers can send email flyers to you too. If they're on your website and looking in your product catalog, they can follow the steps above to send you a request for information on a certain product.

How do I get samples?
To get samples, you must contact the Supplier directly. When you're looking at a particular product either click the **Supplier's name** or click **Request More Info** to send a quick email to the Supplier.

How do I print a sales sheet?
1) Find the product you're interested in
2) Click the **Details** link
3) Click the **Sales Tools** tab
4) Use the drop-down menu to choose to which (if any) **website header** you want to print on the flyer. This will allow you to choose from the logos you have uploaded to your websites.
5) **Print** the flyer and present it to your customer.

The printable sales sheet has the same information as the email sales flyer. All prices are Retail.

How do I view an artwork template for a product?
If the Supplier as loaded artwork templates on their products, you'll find them here:
1) Find the product you're interested in
2) Click the **Details** link
3) Click the **Sales Tools** tab

What decoration options does the product have?
To find more information about a product, click the **Details** link, then click the **Options** tab beside the picture. The Supplier will have listed each of the decoration options and the prices. The Options tab also gives information about product colors, proof options, packaging and more.

What types of online catalogs are in my account?
The **All Products** catalog shows all the products from every Supplier in the DistributorCentral Supplier Alliance. It's divided into categories for easier browsing.

Industry Wide Theme Catalogs cover such categories as Golf Products, Union Made Products, and Products with Patriotic Imprints. Suppliers control the products that display in these theme catalogs. Distributors can use the catalogs for ideas or put the catalogs on their own websites.

A **Custom Catalog** is created by a Distributor. The Distributor can put any products from the All Products catalog in a custom catalog to make a smaller grouping that's easier to search.

Preferred Supplier catalogs allow Distributors to showcase their favorite Suppliers or exclude Suppliers that they don't want to do business with.

A **Private Catalog** is set up mutually between a Supplier and a Distributor. The Supplier puts special products in the Distributor's private catalog that aren't available to all Distributors. Oftentimes, Suppliers use private catalogs to show preferred pricing for their best Distributors.

How do I make a Custom Catalog with only the products I choose?
1) Go to the **Products** menu in your account
2) Select **Manage My Catalogs**
3) Click the **Add New Catalog** button
4) Name your catalog according to what you plan to put in it
5) Keep Catalog Type setting at **Custom Catalog For Your Website** and choose active and display dates if you like
6) Click **Save**
7) Click the **Add Products to Your Custom Catalog** button
8) Use the **Keyword Search** or **Advanced Search** to find the products you want to include.
9) Either click **Save Full Search** to save all the results or click the check box next to only the products you want, then click **Save Selected Products**.
10) After you have saved your first search you can add another or simply close the search window.
11) Click the **Save & Exit** button

The catalog is now available for you to use inside your account. Keep reading to find how to put the catalog on your website so your customers can see it.

Can I make a catalog that shows only my Preferred Suppliers?
Yes. You can select up to 75 of your favorite Suppliers per catalog. Here's how:
1) Go to the **Products** menu in your account
2) Select **Manage My Catalogs**
3) Click the **Add New Catalog** button
4) Name your catalog
5) Change the Catalog Type setting to **Preferred Supplier Catalogs**
6) Check **Include Selected Suppliers** and choose active and display dates if you like
7) Click **Save**
8) Select the Suppliers you want to include. They're sorted by the first letter of the company name. Click **Save** after adding Suppliers from each letter group. There is a limit of 75 Suppliers per catalog.
9) Click the **Save & Exit** button when you're finished.

Can I make a catalog where the Suppliers I don't like won't show up?
You can exclude up to 75 Suppliers from the All Products catalog.

1) Go to the **Products** menu in your account
2) Select **Manage My Catalogs**
3) Click the **Add New Catalog** button
4) Name your catalog
5) Change the Catalog Type setting to **Preferred Supplier Catalogs**
6) Check **Exclude Selected Suppliers** and choose active and display dates if you like
7) Click **Save**
8) Select the Suppliers you want to exclude. They're sorted by the first letter of the company name. Click **Save** after adding Suppliers from each letter group. There is a limit of 75 Suppliers per catalog.
9) Click the **Save & Exit** button when you're finished.

How can I put a Custom Catalog, Preferred Supplier Catalog or Industry Wide Theme Catalog on my website?

1) Go to the **Website** menu in your account
2) Select **Add/Edit Websites**
3) Click **Edit** beside the name of your website
4) Click the **Product Catalog** tool
5) Click **Add/Remove Catalog**
6) From the left side list of **Catalogs Available**, select the catalogs you want to display on your site
7) Use the arrow to move the selected catalog to the right side showing **Catalogs Selected**
8) Click **Save**
9) Publish your website using the **Website Publisher** tool
10) Click **Publish New Changes**

How can I recommend more products to my customers when they order on my site?
You can use your website to up-sell your customers when they place an order by recommending additional products. For example, let's say your customer places an order for a notepad. You could choose a ballpoint pen as a Recommended Item. Here's how to do it:

1) Go to the **Products** menu in your account
2) Select **Recommended Products**
3) Click **Add**
4) **Search** for the product to which you want to add recommendations (In the example above, we'd search for a notepad…the original product our customer is purchasing.)
5) Click the exact product you want, then click **Select Product**
6) Now **search** for the type of product you want to recommend (In our example, we'd search for a ballpoint pen.)
7) Click the exact product you want, then click **Save Recommendations**

You can save up to five recommendations to any one product.

Can I use DistributorCentral to make a Company Store?
We define a company store as a group of products that all are branded with the same logo. For example, a company store for RE/MAX would have RE/MAX logos on everything in the product catalog.

At this time, DistributorCentral is not offering company stores with specifically branded products to Distributors. There are other companies in the promotional products industry that focus solely on running company store programs. We encourage you to learn more about them.

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Answers for Distributors:
Your Reports Menu

How do I run reports on my sales volume?
The Reports menu allows you to create reports to get a big picture of how your company is doing. You can see what categories are viewed most in your catalog or see what type of orders you've placed in the past. You may customize these reports to your needs. Here's how:

1) Go to the **Reports** menu in your account
2) Select **Report List**
3) Click **Add A New Report**
4) Choose which type of report you want to create
5) Choose the specific information you want to include in this report
6) Click **Submit**
7) Adjust the date range and view format for your report
8) Click **View**

What other reports are available?
Go to the **Reports** menu, then click **Report List** to see the wide variety of reports.

Can I see how much traffic my website is getting?
Yes. If you have your domain name hosted by DistributorCentral, you can see a traffic report.

1) Go to the **Websites** menu in your account
2) Select **Add/Edit Websites**
3) Next to your website, click **Edit**
4) Click the **Website Traffic** tool

You can also sign up to have the traffic report emailed to you each week.

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Distributors and Suppliers:
Your Education Menu

What will I find in the Education area of my account?
DistributorCentral has collaborated with several industry Suppliers and Distributors to create online video presentations that help your run your business, sell more products and better use your DistributorCentral account. You can watch these videos on your computer anytime you like.

How can I watch the videos?
All videos are in Flash format so you can watch them on your computer. You'll need Flash player version 6 or higher. Be sure to have your speakers or headphones on.

What are DistributorCentral Tips?
We've divided your online training resources into two formats: a readable User's Guide and recorded Video Tutorials. Both of these resources will help you do more with your DistributorCentral account.

What are Sales Tips?
DistributorCentral has teamed up with the industry's top presenters to create a series of short online classes that help you become a better salesperson.

What is DC*Show*?
DC*Show* is an innovative online tradeshow. No longer do you have to travel across the country to hear Suppliers talk about how to sell their products. You can watch DC*Show* presentations at any time, day or night, from the comfort of your own home or office.

I'm a Supplier. How can I get my own DC*Show* on DistributorCentral?
Just email us at info@distributorcentral.com

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Distributors and Suppliers:
Your Websites Menu

How do I link my product catalog to the website I already have?
You can find the HTML code for your product catalog in the welcome letter that gives you your login information. If you no longer have that email, you can find the catalog code this way:

1) Go to the **Websites** menu in your account
2) Select **Add/Edit Websites**
3) Click the **Edit** link beside your website
4) Click the **Website Publisher** tool. The catalog link shows at the bottom of the page.

How do I add my logo to my website or product catalog?
NOTE: Images must be saved as either .JPEG or .GIF format and in RGB color mode. The website will display the image at the size it's uploaded; it won't automatically adjust the size.

1) Go to the **Websites** menu in your account
2) Select **Add/Edit Websites**
3) Click the **Edit** link beside your website name
4) Click the **Sitewide Settings** tool
5) In the Sitewide Settings page, look for the section that says **Website Logo**
6) Click the **Add A New Logo** link
7) Name your logo and click **Browse** to retrieve it from your computer or disk
8) Click **Save**
9) Publish your website. Click the **Website Publisher** button
10) Click on the **Publish New Changes** button

Your logo should now appear at the top of your website and product catalog.

My logo is too big. How do I make it smaller?
Once you have saved an image to the Image Library, you can't change its size. You must open the image in your graphic editing software (i.e. PhotoShop), adjust the size of the image, re-save the image and then load the new image into the Image Library.

What is a domain name?
A domain name is the address for your website. It's also called a URL. The domain name you get for free from DistributorCentral will be something like www.DistributorCentral.com/websites/YourCompanyName.

How do I get my own domain name?
You may purchase a different domain name on your own. There are several domain name registrars to choose from. One of the most well-known is GoDaddy.com. It doesn't matter where you purchase your domain name, just be sure to hang onto the information they give you when you sign up with them.

If you want to have DistributorCentral host your domain name, you will need our DNS (domain name server) information to give your registrar:

Primary DNS: ns1.distributorcentral.com
Secondary DNS: ns2.distributorcentral.com

How do I use my own domain name on my website?
Hooking your domain name to your website is called mapping. Before you begin mapping your domain name, be sure you know where you bought the domain name (the registrar) and know the username and password the registrar gave you.

1) Go to the **Websites** menu in your account
2) Select **Domain Names**
3) Click **Add New Domain Name**
4) Follow the on-screen instructions for adding your Domain Name to DistributorCentral and changing your DNS at the account where you registered your domain name. Changes will take 24 to 72 hours to be fully implemented.

What are pre-made templates?
If you don't have the time or desire to make a website from scratch, you can use one of the pre-made websites from DistributorCentral. Be sure to customize the template by adding your own logo, address, company name, etc.

How do I view and use a pre-made template?

1) Go to the **Websites** menu in your account
2) Select **Add/Edit Websites**
3) Browse at the Pre-made Templates by clicking **Preview** beside the template name
4) When you find one you like, click **Use**
5) **Name** the website (i.e. Pretty Neat Promotions)
6) Click **Create Site From Template**
7) Edit your website as desired

How do I add my own logo to a pre-made template banner?
You'll need PhotoShop or a similar graphics program to put your logo on top of the provided template banner. If you're not experienced with graphics, find a friend to help you.

1) In your website editor, select the **Content Library**
2) Click the gray **Documents** tab
3) Click the link for logo_bannertemplates.ZIP
4) Unzip the file. You will find two items in the file. A .TIF picture of the banner and a .PSD PhotoShop document picture of the banner.
5) Open one of the banner pictures in your graphics program
6) Use the graphics program to add your logo to the leaf picture
7) Adjust the file type to be a .JPEG or .GIF, adjust the color format to RGB
8) Save the new picture, the banner with your logo on top
9) Upload the new picture as the logo in your **Sitewide Settings**

How do I change the colors on my website?

1) Click the **Sitewide Settings** tool
2) Scroll to the bottom of the page to see the pre-made color schemes. You can see a sample of the colors in each scheme by clicking the **View** link to the right of the scheme name.
3) To select a color scheme, click the radio button beside it, then click **Save**.
4) To edit a color scheme, click **Edit** to the right of the scheme name
5) Use the **Modify Your Website Colors** section to choose new colors
6) Be sure to **Save** after every color change you make

Your new colors will not be active on your live site until you publish it.
Note: If you selected a pre-made template for your website, not all colors are changeable.

Can I change the font on my site?

1) Click the **Sitewide Settings** tool
2) Scroll to the bottom of the page to the **Color Schemes** section
3) Next to the scheme labeled Active, click **Edit**
4) Change your fonts and sizes at the bottom of the next page where it says **Modify Your Website Fonts**. Be sure to click **Save** after each change.

What is a block?
A block is an invisible container for the things you want to put on your website: words, pictures, forms, etc. Most webpages you have on your site will be made using blocks. You must have one block on each page, but you can have many more than that. Each block is just as wide as your website, but the height of a block varies according to what's in it. Think of a block's height as being "stretch-to-fit."

Each block is divided into sections. In each section you can put one type of content. If you want to include a picture and some text in the same block, that block must have two sections. A picture could go in one section, the text must go in a separate section.

How do I add new pages to my site?
1) Click the **Add/Edit Webpages** tool
2) Look for the list of **Pages You May Add** at the bottom of the screen
3) Choose which page type you want, then click **Add New Page**.
4) Add blocks to this page according to what you want it to look like. Sometimes it helps to sketch out your webpages before you start making them in your website.

How can I put a Custom Catalog, Preferred Supplier Catalog or Industry Wide Theme Catalog on my website?
1) Go to the **Website** menu in your account
2) Select **Add/Edit Websites**
3) Click **Edit** beside the name of your website
4) Click the **Product Catalog** tool
5) Click **Add/Remove Catalog**
6) From the left side list of **Catalogs Available**, select the catalogs you want to display on your site
7) Use the arrow to move the selected catalog to the right side showing **Catalogs Selected**
8) Click **Save**
9) Publish your website using the **Website Publisher** tool
10) Click **Publish New Changes**

Can I password protect some pages of my site so only my customers can see them?
Yes, when you edit a page you will see the **Show/Hide Advanced Options** link. One of the advanced features is **Page Access**. Here are the different options and how they work:
- **Both**, the page can be seen by people not signed in to your site AND people who are signed in
- **Private**, the page can only be seen by people who are signed in
- **Public**, the page can be seen only by people who are not signed in

You will have to add a **Sign In** block and the **My Account** page to your website to allow your customers to sign in.

Also note, that *anyone* who goes to your website can request a username and password. All requests are immediately approved on Distributor sites. On Supplier sites, password applications are directed to DistributorCentral. If we determine that the person is a verified promotional product Distributor, we'll grant him access.

How do I publish my site?
1) Click the **Website Publisher** tool
2) Click **Publish New Changes**

There will be a short delay before your changes are published to your live website.

How do I add pictures to my site?
All images you want to display on your website must be saved either as a .JPEG or .GIF, with RBG color format. Any image that you want to put in a block must first be added to the Image Library. There are two ways to do that:

1) Click the **Content Library** tool
2) Click the gray **Images** tab
3) Click the **Add New Image** link

OR

1) In the block you're working on, change the content to **Picture**
2) Click the **Add A Picture** button

- Once you've done the above, type in a short image description
- Click **Browse** to go find the image on your computer
- Click **Save**

Now the image is in the Image Library. To add it to a picture block, just choose the picture's name from the drop-down list in the picture block. Don't forget to click **Save**.

How do I put a link on my site?
A link on your site must go within a block on a page. You can make a link at the bottom of Written Content sections or Picture sections, or by using the Link To Another Webpage type of content. Before you can put a link in a block you must first add the link to the **Link Library**. Here's how:

1) Click the **Content Library** tool
2) Click the gray **Links** tab
3) Click **Add New Link**

OR

1) In the block you're working on click the **Add A Link** button

- Once you've done the above, type in a name for the link
- Type in the address for where you want the link to go
- Click **Save**

Now the link is in the Link Library. To add it to a block, just choose the link's name from the drop-down list. Don't forget to click **Save**.

Can I add HTML coding to my DistributorCentral website?
Yes, if you know HTML, you can put it in a Written Content block on any page in your website.

1) **Add a block** to your page
2) Select **Written Content** as the type of content for the section you're working in
3) Change the **Web Editor Preference** to **Basic HTML**
4) Type or paste in your HTML code
5) Click **Save** at the bottom of the page

Can I add my own fields to the Contact Us form on my website?
Yes, but think carefully before you start adding. You have a limit of three custom fields, and once a form field is saved it can never be edited.

1) Go to the **Account** menu
2) Select **Misc**
3) Select **Custom Form Fields**

Can I add meta tags to my DistributorCentral website?
Meta tags are hidden keywords that sometimes help your website show up higher in search engine results. Here's how to add them to your website:

1) Click the **Sitewide Settings** tool
2) Click the gray **Footer** tab
3) **Add a Block** to your footer
4) For the content type in your block, select **Meta Tags**
5) Follow the on-screen instructions to set up your meta tag block

Can I see how much traffic my website is getting?
If you have your domain name hosted by DistributorCentral, you can see a traffic report..
1) Go to the **Websites** menu in your account
2) Select **Add/Edit Websites**
3) Next to your website, click **Edit**
4) Click the **Website Traffic** tool

How can I get more traffic to my site?
This is one area where DistributorCentral won't be much help. We give you the software to make a great site, but it's up to you to figure out the best strategy for marketing your website. Luckily, you're in the promotions business, so I bet you can find a great way to promote your site.

Can I turn off the Ordering feature on my website?
When a customer places an order through your website, the order comes straight to you, the Distributor. It does not go to the Supplier until you send it through the system. However, if you do not want your customers to order at all, you can turn off the order feature this way:
1) Go to the **Website** menu
2) Select **Add/Edit Websites**
3) Next to your site name, click **Website Preferences**
4) On the far left side, click **Orders**
5) Now look for the question that says "**Display Order Button on Website?**" and select **NO**
6) Click **Apply**
7) **Publish** your website for changes to take effect

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Distributors and Suppliers:
Email Answers

Can you host my email?
Yes. If DistributorCentral is hosting your domain name, we can host your email too. We provide multiple addresses to each mailbox and multiple mailboxes per account. We use Webmail.us as our email hosting service.

How do I set up email?
After you've set up your domain name, follow these steps:
1) Go to the **Websites** menu in your account
2) Select **Domain Names**
3) You will see your domain name listed and see the column titled **Main Email**. If you don't see the word **Yes** in the Main Email column, click **Use This Domain**.
4) When the Main Email column shows Yes, click the **Add Mailbox** link
5) Select which user you want to create an email for, click **Edit** next to the user's name
6) Click the **Email Manager** tab
7) Click the **Setup Email** link

Can I have more than one address go to the same mailbox?
Each user in your account has one mailbox, but each mailbox can have multiple email addresses. Here's how to set up additional addresses.
1) Go to the **Account** menu
2) Select **Users**
3) Select **User Maintenance**
4) Select the user for which you want to create an email address. Click **Edit** next to the user name.
5) Click the **Email Manager** tab
6) Use the **Additional Email Addresses** section to type in new addresses for this user
7) Click **Add Additional Address** after each

Can everyone in my company have his or her own email account?
If you have several people in your company, each can have his own email mailbox. First, set up each person with his own User account, giving him a unique password, username and security rights. (See "How to Add a New User" below for instructions.)

When all of your users have been created, click **Edit** beside one entry. Click the **Email Manager** tab to set up the email address for that person. Repeat for each user. Each user can log in to DistributorCentral using his private username and password. When he logs in this way, he will have access to only his email mailbox.

How to Add a New User
1) Go to the **Account** menu
2) Select **Users**
3) Select **User Maintenance**
4) Click **Add New User**
5) Fill out the information for the user, then click **Save**
6) Look for the user's name in the User List and click **Edit** beside the name
7) Click the **Add To User Group** tab
8) Select the user groups to which you want this user to belong
9) Click **Save**

How do I check my email online?
Go to www.DistributorCentral.com and log in with your PromoPass. On the home page of your account, click the **Email** link to log in. AOL users should use the Internet Explorer or FireFox browser when accessing email this way. AOL's browser won't work.

Does my email work with Outlook?
Yes. DistributorCentral-hosted email can be downloaded into your Outlook or Outlook Express mail program. To find instructions for setting up Outlook or Outlook Express, click the **Email Help** link on the **Home** page of your account.

Is there a size limit on my email account?
The maximum capacity of your email box is 1 GB.

If I have more than one domain, how does that affect my email?
If you have email set up for your first domain it will automatically be set up for your second domain too.

For example, if I had email as info@distributorcentral.com and then I added the domain name distributorcentralrocks.com I would automatically have the email address info@distributorcentralrocks.com. Email for both domains would go to the same inbox.

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