Holland & Knight

BUSINESS CARD PORTAL MANUAL



Using the Holland & Knight Business Card and FYI Pad Order Portal

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About the Portal

Purpose

The Holland & Knight Stationery Order Portal was developed for easy ordering of Business Cards and FYI Pads. Every location can place their orders through the HK Order portal. The redesigned portal can be accessed by the following link.

https://hkorderportal.com

Each location was sent a login and initial password for their specific location. It is the responsibility of each office location to keep their business and shipping information current, as well as designating a staff member to act as an admin for their location on the Portal. The admin will be the "point person" that will receive all order confirmations for their location, and will be the person contacted with any questions that may arise on the Portal.

Highlights

After the personalized data has been entered for a product, a PDF of the product will be created for proofing, printing and approving. Please be sure that your data and/or proof is correct. You will not be able to process the order until you verify all information is correct on the proof. PDF proofs will not be sent except for special order items.

Please Note: Information should be entered exactly as it is to appear on your stationery.

Example: the email address should be formatted correctly, entered as all lowercase letters. Phone numbers should include dots between the area code and exchange. (*i.e.* 123.123.1234)

Once personalized data has been entered, a proof can be created immediately on screen next to the data entered. If modifications to the data are needed, they can be made directly to the data and a new proof generated.

Please Note: Proof can be magnified by hovering over the template. To print proof, click on the "Print Proof Button".

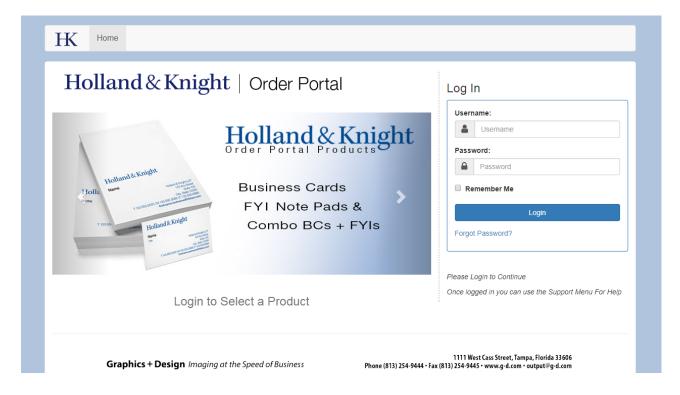
The admin or the order entry person for each office should review the proof (and/or the data), before submitting the order.

Once the order is submitted, a confirmation of the order, including a copy of the proof, will be sent to the admin email. Depending on the product, Business Cards & FYI Pads are generally completed and shipped within 2-3 days (Partner Cards will take 5-7 business days). Special requests, *i.e.* custom layouts or expedited deliveries, will be accommodated as necessary.

To Access Your Order Portal

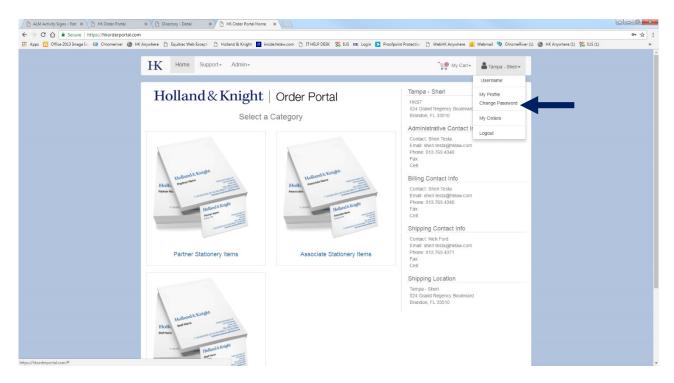
To enter the website, login to https://hkorderportal.com

You can then login with your username and password. Each location has a unique username and password that was assigned. Contact Support for help with logins. You must be logged in to access the Order Portal.

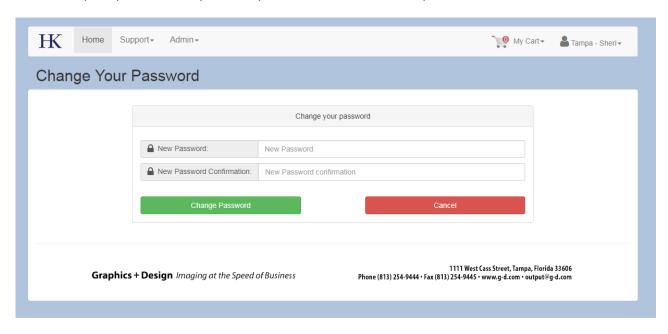


Change Password

To change your password click under username and a drop down will appear. Click on the "Change Password".

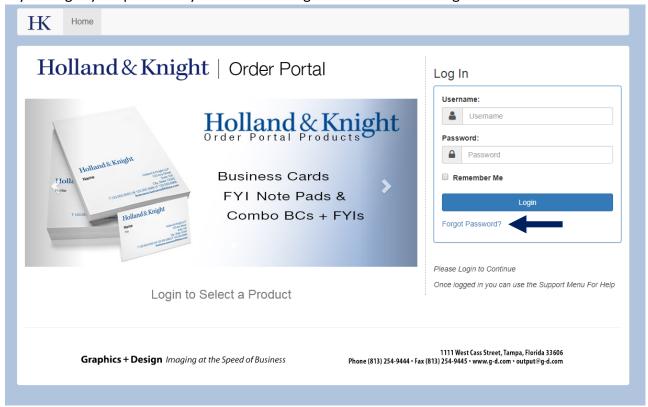


You will be prompted to enter your new password and confirm new password on the screen.

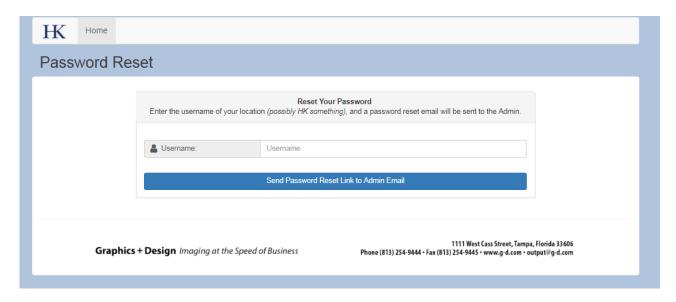


Forgot Password

If you forgot your password you can click "Forgot Password?" link to gain access.



A new screen will appear. You must know your Username in order to update password.



Once you enter username an email will be sent to the admin on the account.

Password Res	set		
	Enter the username of your location		
	We have e-mailed your password		
	≜ Username:	Username	
		Send Password Reset Link to Admin Email	
Graphics	+ Design Imaging at the Speed	1111 West Case Street, Tampa, Flo d of Business Phone (813) 254-9444 • Fax (813) 254-9445 • www.g-d.com • output	

Follow the instructions in that email to reset password.

HK Order Portal

Hello Admin!

You are receiving this email because we received a password reset request for your account.

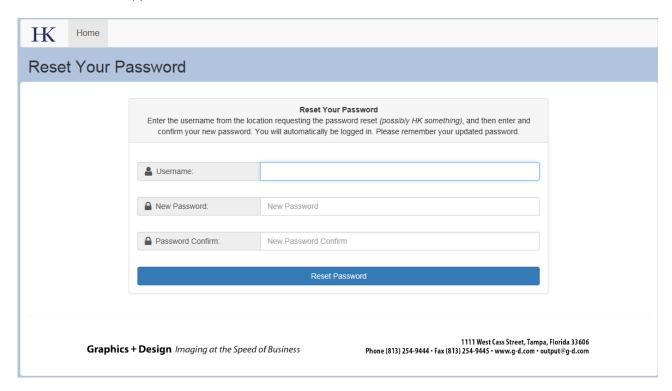
Reset Password

If you did not request a password reset, no further action is required.

Regards,

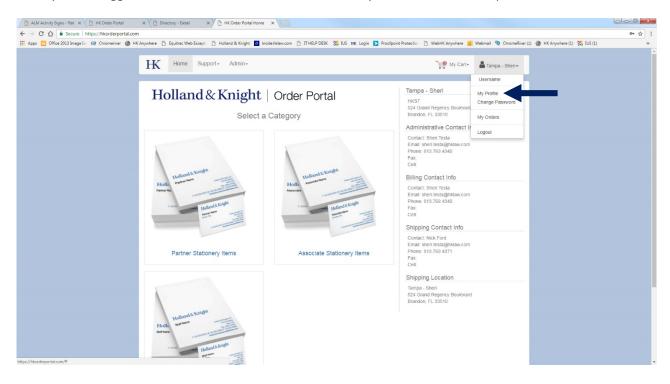
HK Order Portal

If you're having trouble clicking the "Reset Password" button, copy and paste the URL below into your web browser: http://hkorderportal.com/password/reset/e3e5203b8903ff0d661f976d4701eea297e77f73a39000e44ab1fc1888068cec A new screen will appear.

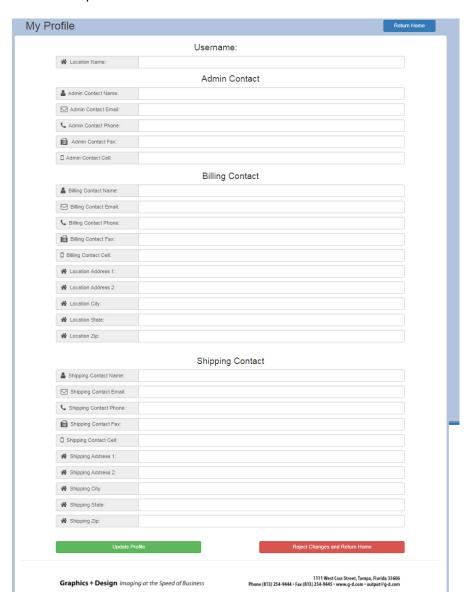


Changing Account Information

Once you are logged in, click under username and select My Profile from the drop down list.



A new screen will appear and location's information will be displayed. Change the information as needed and select Update Profile.



Portal Products

The H&K Order Portal has the following products available for ordering online

Partner Business Cards and/or FYI Pads

1. Partner Business Cards

(Partner Business Cards should be ordered for Partners ONLY)

2. Partner FYI Pads

(Partner FYI Pads: Note pads with contact info; Titles do not appear on FYI pads)

3. Partner Business Cards & FYI Pads

(Partner Business Cards & FYI Pads Combination)

Associate Business Cards and/or FYI Pads

1. Associate Business Cards

(Associate, Senior Counsel, Of Counsel Business Cards should be ordered here)

2. Associate FYI Pads

(FYI Pads: Note pads with contact info; Titles do not appear on FYI pads)

3. Associate Business Cards & FYI Pads

(Business Cards & FYI Pads Combination)

Staff Business Cards and/or FYI Pads

1. Staff Business Cards

(All Staff Cards)

2. Staff FYI Pads

(FYI Pads: Note pads with contact info; Titles do not appear on FYI pads)

3. Staff Business Cards & FYI Pads

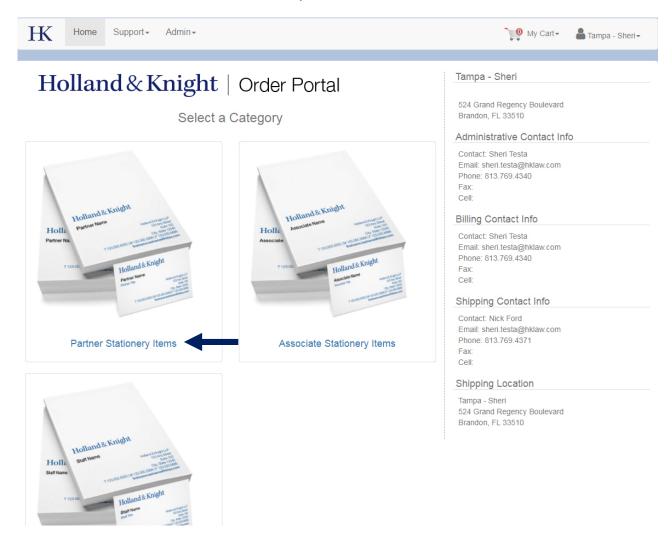
(Business Cards & FYI Pads Combination)

The ordering process for entering your data, selecting a quantity, adding the item into your cart, modifying your data, creating an online proof, and submitting your order is the same for all products. The following section uses the "Partner Business Card" as an example for all products.

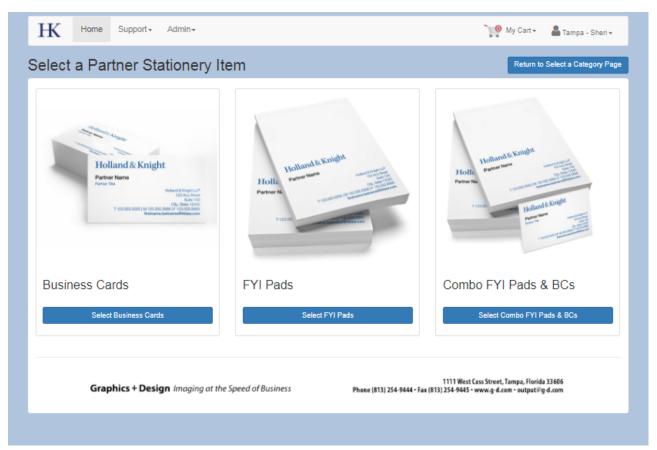
Partner Business Card

Please note: This is an example of the ordering process for All Products

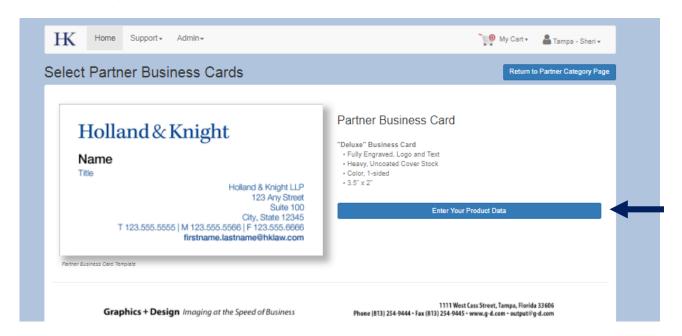
From the main screen select "Partner Stationery Items".



Once you select the Partner Stationery Items, on the next screen, select the product you wish to order.



Once you select product, a new screen will appear. Select "Enter Your Product Data".

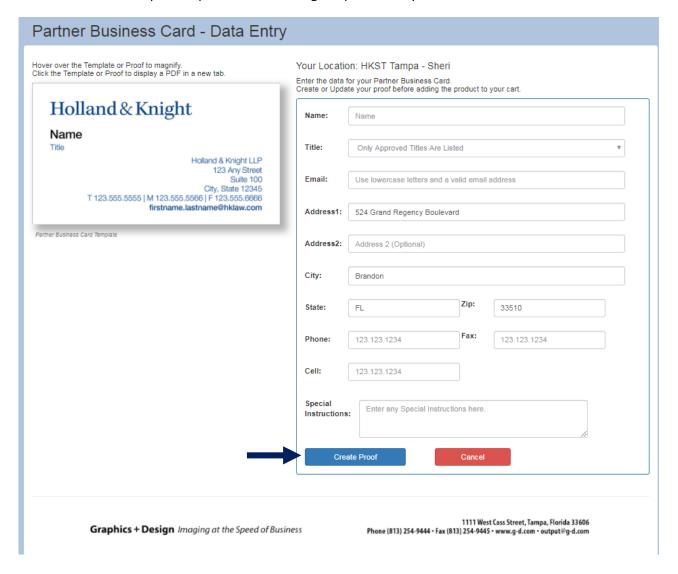


Enter your information exactly as it is to appear on the business card or FYI pad. The title entered must be on the approved title list. For a Partner, Associate or Staff card, use the dropdown arrow to make your selection, or as you type, the list of titles will narrow to your selection. (*i.e* type "S" to see all approved titles that begin with "S"). If the title entered is not on the approved list, you will be prompted to correct it before continuing your order entry.

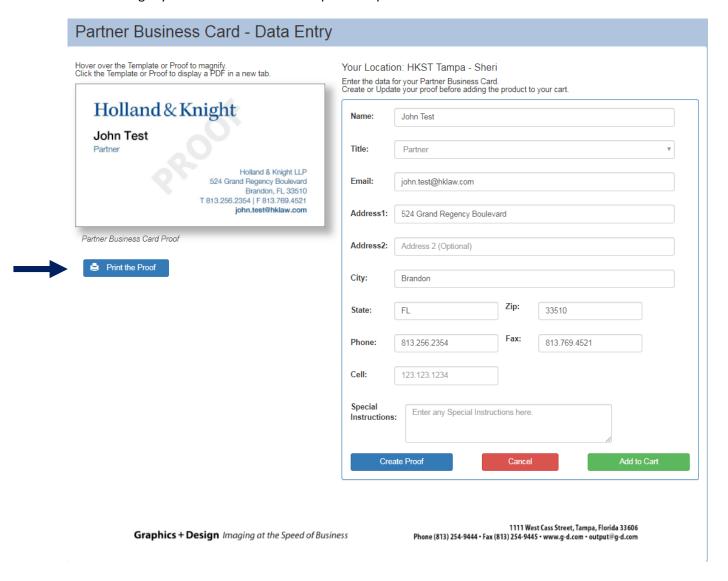
The email address should be formatted correctly, entered as all lowercase letters. Phone numbers should include dots between the area code and exchange (i.e. 123.123.1234). You can also note any other necessary information about your order in the "Special Instructions" area.

Fields entered incorrectly will automatically be highlighted in Red to notify user they need to make a change before proceeding.

You must create or update a proof before adding the product to your cart.



From this screen you can create your proof directly on the screen. You can hover over the Template or Proof to magnify the information and also print the proof.



To create a pdf of the proof, click on the template and a new window will appear.

After your verify all information is correct and create a proof, you can add the item to your cart.

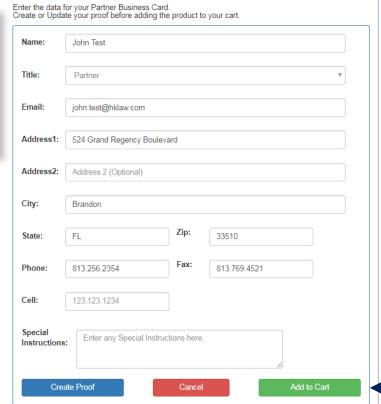
Partner Business Card - Data Entry

Hover over the Template or Proof to magnify.
Click the Template or Proof to display a PDF in a new tab.

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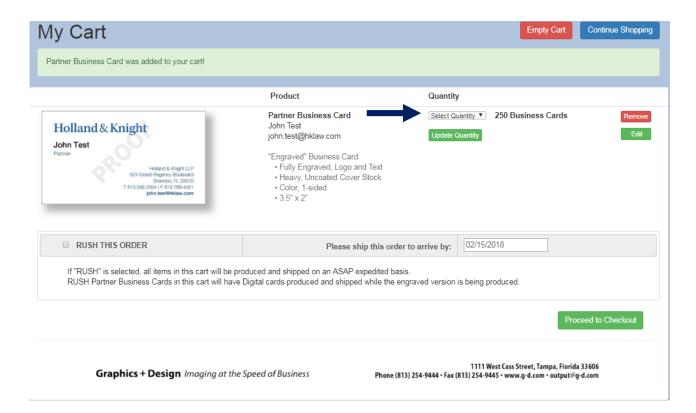


Your Location: HKST Tampa - Sheri

Graphics + Design Imaging at the Speed of Business

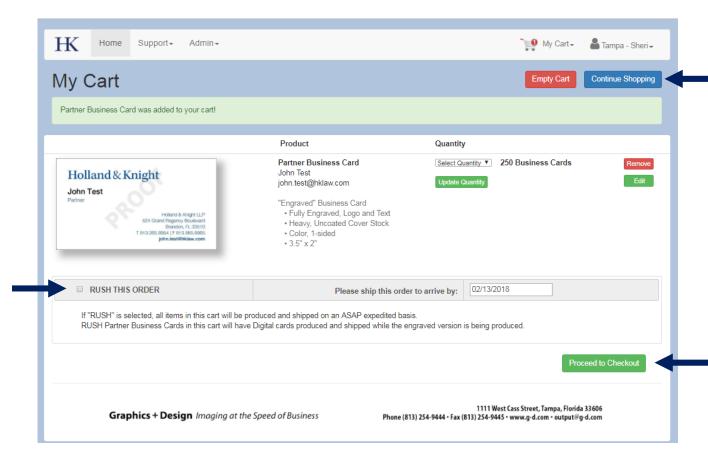
1111 West Cass Street, Tampa, Florida 33606 Phone (813) 254-9444 • Fax (813) 254-9445 • www.g-d.com • output@g-d.com Once the card has been added to the cart, the "My Cart" screen will appear showing the information that has been entered.

You will be able to update the order quantity on this screen.



Verify that all the information is correct as entered and correct quantity is selected.

You can proceed to checkout, rush the order or continue shopping from the My Cart screen.

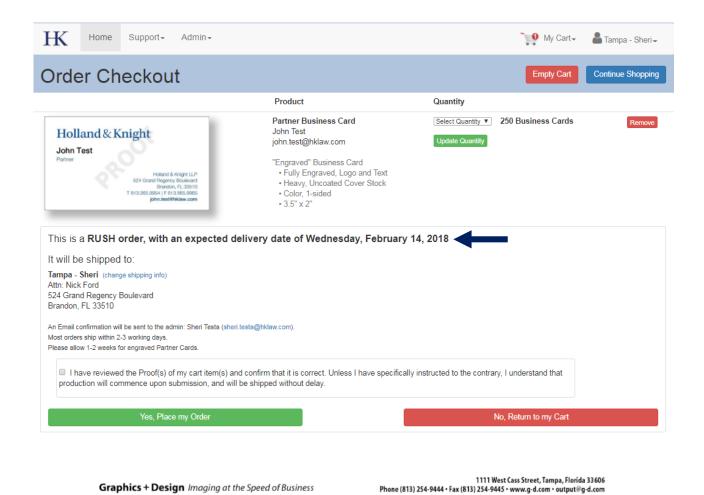


Rush Orders

If an order is needed by a certain date you can rush an order. In order to rush an order, the "Rush This Order" button will need to be checked and a date entered that the cards will be needed. If a date is not entered, the order will be produced ASAP. Any cards in the cart will be rushed. If you only need one item rushed, only that order should be in the cart by itself.

Please note: Partner cards will have digital cards produced and shipped while the engraved version is being produced.

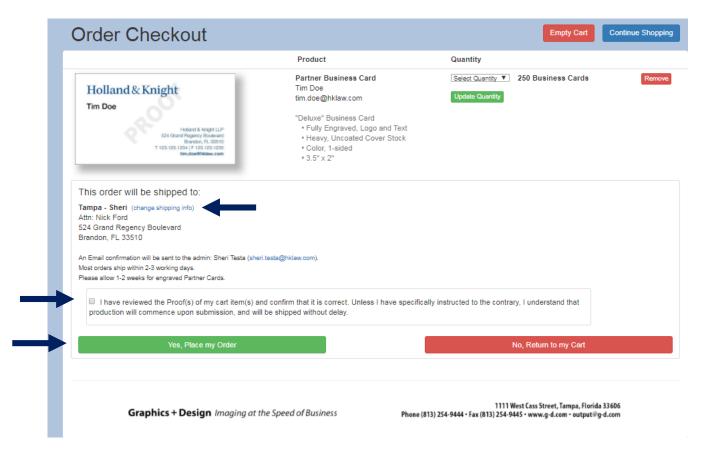
When orders are rushed, on the order checkout page you will see information on the rush order.



Checking Out

Click on "Proceed to Checkout" to proceed.

After clicking on "Proceed to Checkout," the "Order Checkout" screen will appear.

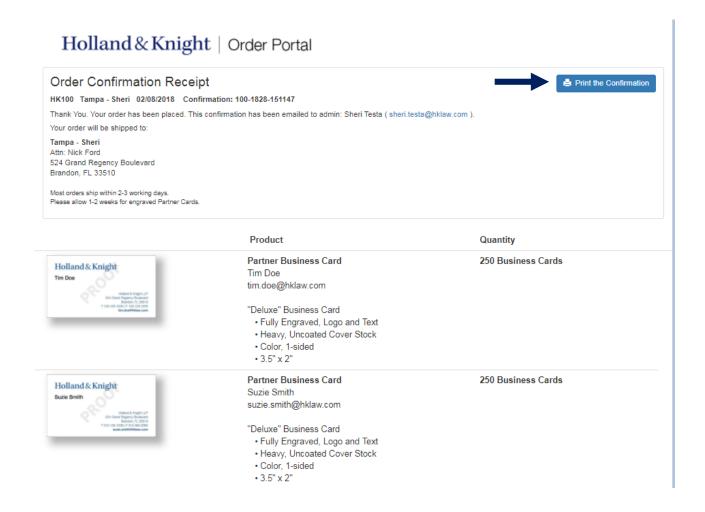


From this page you can review your order or change the shipping information for the order. You must select the box that the proof(s) is/are approved in order to proceed with checking out.

Once this box has been checked, you can place your order by selecting "Yes, Place my Order."

Once your order has been placed, an Order Confirmation Receipt will appear, and an email confirmation will be sent to the account admin's email address.

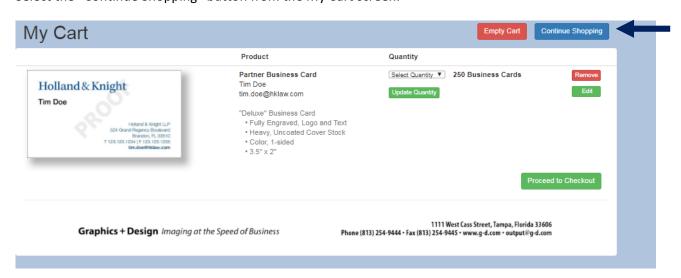
You should also print the Confirmation Page from this screen for your file.



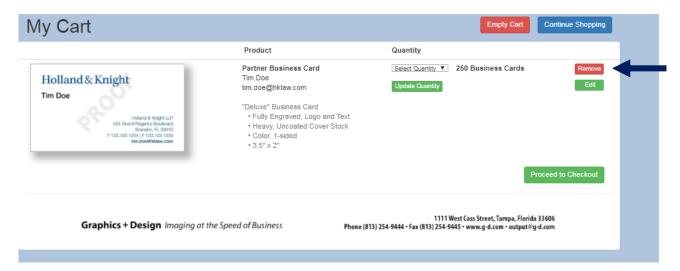
Multiple Orders

Once in your cart you have the option to add additional orders to your order or proceed to checkout.

Select the "Continue Shopping" button from the My Cart screen.



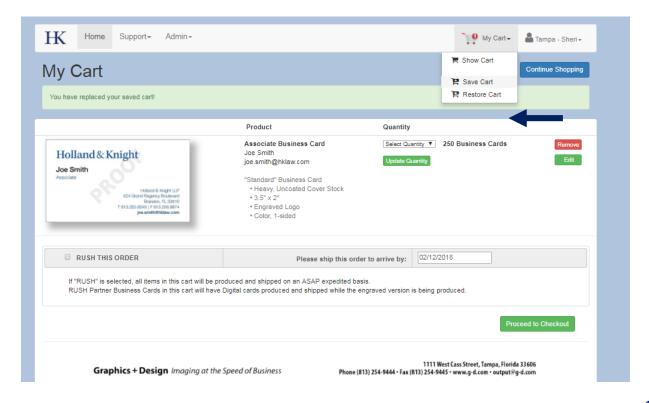
You can also remove individual items from your cart.



Saving Your Cart

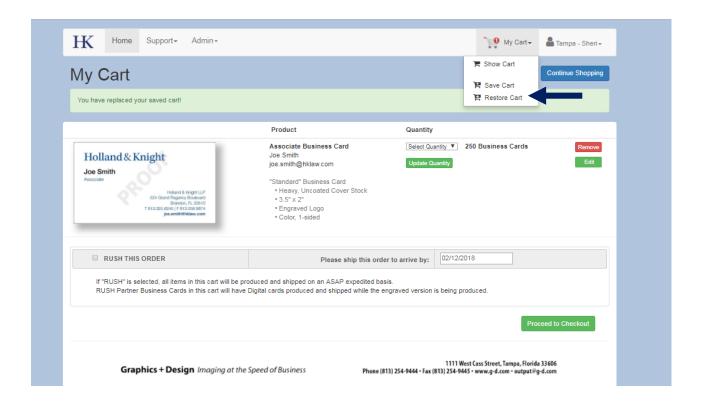
Once an item has been entered into your cart, you have the ability to save the cart for later use. Use this feature, for example, if you have entered one or more items into your cart but are not ready to place the order. You will have the ability to retrieve the cart at a later time to complete the transaction.

To save your cart for later use, click on the drop down next to "My Cart" menu item on the top menu and a drop-down menu will appear. Click on "Save Cart" and your items will be saved for later retrieval.



Restoring Your Cart

To access the item(s) saved in your cart, you must be logged in to the website. Hover over the "My Cart" menu item on the top menu bar and a drop-down menu will appear. Click on "Restore Cart" and your cart will be restored with the items in it when it was saved. The saved cart will be removed after retrieval. Save the cart again to preserve the saved cart.



Double-Sided Business Cards

Partners get double sided cards engraved on one side and printed on the other. All others are digital only.

To place an order for double-sided partner business cards, log on to the website. Enter the information needed for side one of card. The information entered for side one will be the engraved side of the business card. Side two information needs to be entered under special instructions. In the special instructions, place all the information that should be printed on the card including, Name, Title, Address, Phone Numbers and email address. Once data has been entered and submitted, order will be reviewed for approval. Please request a proof of the card before printing to ensure all information is correct.

Online proofing of double-sided cards may be available in a future update.

Foreign Language

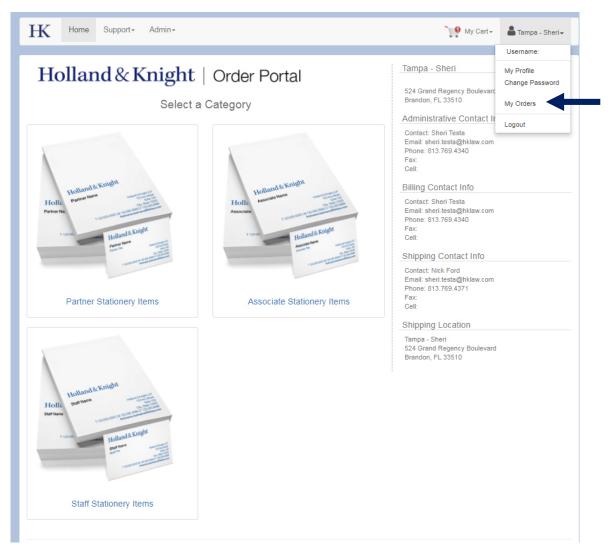
Any special cards will need to be sent to our print partners via PDF by Sheri Testa. The Creative Department will only be involved on special cards that require foreign language or a disclaimer. The requester will need to send an editable (Word document) containing the foreign characters they wish to include on the card for the partner's name and title. A proof will be sent to approve prior to printing.

Admitted Disclaimers on Business Cards

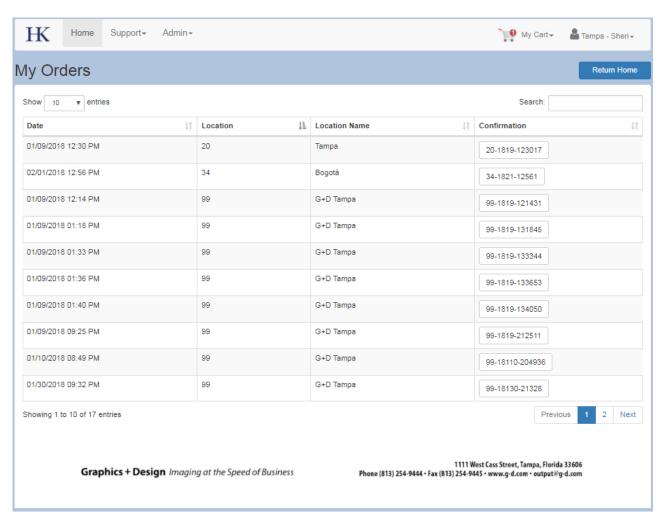
If an "admitted statement" needs to be added to business cards, please send this information to Sheri Testa for layout. A proof will be sent to approve prior to printing.

View Orders

To access your order history click on your username and drop down list will appear. Select "My Orders".



Using the "Search Box" you can search for orders and/or view all orders placed by your location. You are able to search for any word that is contained in the email confirmation for each order. (i.e. if searching for "Partner Card Orders" type in "Partner" and click the search button, all the "Partner Card" orders will show. If you're searching for a specific person, type their name in the search box to show all the orders with the corresponding name). Categories can be sorted, Up or Down by selecting the Up or Down Arrow next to the Date or Confirmation Number.



Support

Need some help with the Portal? Have a question about your order? Have a special request? You can contact support by phone, fax, email, or submit a support form online by selecting the "Support" menu item from the top menu bar on the Portal.

