**Potential Solution Evaluation Results – editandprint**

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| **#** | **Use Case** | **Ranking**  (5 very important,  1 Low Importance) | **Score**  (2 Fully satisfy  1 Partially Satisfy  0 not satisfy) | **Extended Score**  (Ranking x Score) | **Comments** |
| 1 | Customer Registration | 5 | 2 | 10 | Confirmation email received. Allows you to edit the confirmation email through the admin dashboard. |
| 2 | Customer Login | 5 | 2 | 10 |  |
| 3 | Online Template use | 5 | 2 | 10 | Customers can download template files for each item type. Template formats includes eps, psd, ai, pdf, and indd. Customers can also upload their own template for an order. |
| 4 | Customer Design Upload | 5 | 2 | 10 | Supports jpg, pdf, gif, and png image files. You can also upload straight from your Flickr or Picasa album. |
| 5 | Design assistance request | 4 | 2 | 8 |  |
| 6 | Online information request | 4 | 2 | 8 | Through the contact us form or custom quote/call us form. |
| 7 | Add to Shopping Cart | 3 | 2 | 6 |  |
| 8 | Remove from shopping cart | 3 | 2 | 6 |  |
| 43 | Price calculated | 5 | 2 | 10 | Fixed pricing guide |
| 43 | Price calculated | 3 | 2 | 6 | Dynamic calculation |
| 43 | Price calculated | 4 | 2 | 8 | Artwork quote price is displayed in the quote history. |
| 9 | New Customer Order Submitted | 5 | 2 | 10 |  |
| 10 | Customer Reorder | 4 | 2 | 8 | The customer’s designs are saved in their portfolio and can be added to the shopping cart at a later time. |
| 11 | Order Cancellation | 4 | 0 | 0 |  |
| 12 | Credit card Payment | 5 | 2 | 10 | Credit card payment is passed through ANZ egate. |
| 13 | Internet Payment Selected | 5 | 0 | 0 | No Internet payment option for Online Customers. Corporate customers are sent an invoice at the end of every month. |
| 15 | Customer views History | 5 | 2 | 10 | Order and quote history can be viewed from the MyAccount menu tab. |
| 16 | Customer Approves Custom Design | 3 | 2 | 6 | Customer can approve a custom design. |
| 17 | Customer wants change to custom design | 3 | 1 | 3 | Customer can place a feedback for a custom design after it has been reviewed by an admin. |
| 18 | Customer wants to cancel custom design | 3 | 2 | 6 | Customers can disapprove a custom design after it has been reviewed by an admin. |
| 19 | Customer completes Survey | 3 | 0 | 0 |  |
| 20 | Copy Express Updates website | 5 | 2 | 10 | The website is managed through the Admin Control Panel. There is only one admin account but you can create multiple accounts for staff members. |
| 21 | Copy Express Uploads Quote/feedback | 5 | 2 | 10 | Copy Express can update a custom quote of a customer and quote progress is tracked in Customer’s Account. |
| 39 | Customer fails to log out | 3 | 1 | 3 | The account is still logged in. |
| 40 | Browser closed without log out | 3 | 1 | 3 | The account is still logged in. |
| 22 | Choosing Template | 5 | 2 | 10 | Copy Express can upload their own templates |
| 23 | Making Appointment | 4 | 1 | 4 | Appointments can be made through the contact us form |
| 24 | Job Priority | 5 | 0 | 0 | No job prioritization, but you can filter jobs by customer name, email, ID, order status, and customer type. |
| 25 | Check Backlog | 5 | 2 | 10 | Check the status of orders and quotes |
| 28 | Payment | 5 | 2 | 10 | Change status of order |
| 29 | Feedback | 3 | 2 | 6 | Customers can submit a feedback through the contact us form. |
| 30 | Quote (Estimates) | 3.5 | 2 | 7 | Admin can set artwork price, change quote status and upload proof |
| 31 | Cancel Order | 5 | 0 | 0 |  |
| 38 | Add Order | 5 | 1 | 5 | Admins can place orders from the backend on behalf of customers using Express Order. Express order requires you to make a customer account for every new customer. |
| 45 | Pre-Press PDF Proofing | 5 | 2 | 10 | PDF preview with cut lines |
| 46 | Pre-Press JDF File | 2 | 0 | 0 |  |
| 41 | Print job completed | 4 | 2 | 8 | An email is sent to the customer. Admins can also send manually send email notifications. |
| 42 | Job needs to be rerun | 5 | 2 | 10 |  |
| 32 | Load Invoices into Xero using CSV format | 5 | 2 | 10 | Reports can be exported to a CSV file |
| 32 | Load Invoices into Xero using API Integration | 4 | 0 | 0 | They are working on Xero integration. |
| 33a | Monthly Invoicing | 3 | 1 | 3 | Monthly invoicing is only allowed for Corporate Customers. They are billed at the end of each month. |
| 34a | Weekly Invoicing | 3 | 0 | 0 |  |
| 35 | Customer Credit | 5 | 0 | 0 |  |
| 36 | Produces Sales Trends Report | 5 | 2 | 10 | Top 10 selling products within 12 months. |
| 37 | Produce Sales History Report | 5 | 2 | 10 | Sale reports can be exported to CSV. |
|  |  | (188.5) | **Total** | **284** | **75% of total** |