

IDEA Quick Reference Tool

Logging into IDEA

- Open your Web Browser and enter orders.affinityexpress.com in the Address Bar
- Enter your User ID and Password
- Click on **Login**

Entering an Order

- Select **New Order** and click on **Start an Order**
- Click on **Document or Artwork**
- **Select a product** and click on **Next**
- Complete all required fields (required fields are marked with a red asterisk (*))
- Attach files to your order by clicking on **Manage Attachments**
- Tell us where to apply images or text in the **Additional Instructions** field
- Click on **Submit**
- Review the confirmation screen and click **Continue**
- Record your UTN and click on **OK**

Attaching Files to your Order

- Click on **Manage Attachments**
- Click on **Browse**
- Tell us how to use the file
- Click **Add File to List**
- Click on **Attach**
- Click on **Back to Order**

Searching for an order

- Click on the **Search** menu
- Enter a UTN or PO number
- Click on **Submit**

Requesting a Quote

- Select **New Order** and click on **Request a Quote**
- Click on **Document or Artwork**

Approving a Quote

- Select **Order List** and click on **Quote Assessed**
- Click on the **UTN** number
- Click on **Approve and Order**

On Hold Resolution

- Select **Order List** and click on **On Hold**
- Click on the **UTN** number
- Review the on hold reason displayed in the **Previous Notes** field
- Attach new input files if needed by selecting **Add Attachments**
- Click on **Resolve**
- Enter the information needed to resolve the issue in the **Comments** field
- Click on **Save**

Downloading Delivered Files

- Select **Order List** from the menu and click on **Delivered**
- Click on the **UTN** number
- In the **Delivered Files** section, **click on the file's name**
- Click on **Save**

Revision Requests

- Select **Order List** and click on **Delivered**
- Click on the **UTN** number
- Download and review the **Delivered Files**
- Click on **Revise**
- Click in the **Notes** field and enter your revision instructions
- Choose Production Error or Customer Change for the **Reason for Revision**
- **Attach** new files if needed
- Click on **Submit**

Editing your Account Info

- Select **Administration** from the menu and click on **Your Account Info**
- Click on **Edit**
- Enter your changes
- Click on **Submit**

Online Billing Information

- Select **Administration** and click on **Billing Statements**
- Billing information for the current month will be displayed (it may take several days for billing information to be added for completed orders)
- Select previous months billing information from the **Activity Range** drop-down menu
- Previous months invoices are also available by clicking on **View Invoice**

Language Translation Service

- All language translation orders must be submitted as a **Quote Request** (see Requesting a Quote)
- If you have the native files for the document that is to be translated, enter "**Job requires translation services only**" in the additional instructions box.
- If the order requires that we design the document and translate it enter "**Job requires design and translation services**" in the additional instructions box along with other order instructions
- Translation services hours are Monday - Friday from 8am until 6pm EST

High End Creative Design Service

- All Creative Design orders will be quoted
- Fill out a **Design Brief** for the project and attach it to the order.
- Enter "**Order is for Manila design team**" in the additional instructions box along with the other instructions for the order.
- Creative services are available Monday - Friday only
- You can call a **production coordinator** to discuss your order by calling 312-361-8701 Monday - Friday from 8am until 7pm EST

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