



Ordering Instructions for Marketing-on-Demand Website

1. Login

Go to <http://www.stargas.consumergraphics.net> to login to the website.

Your Username and Password will be given to you by your manager or a Star Group Marketing Manager.

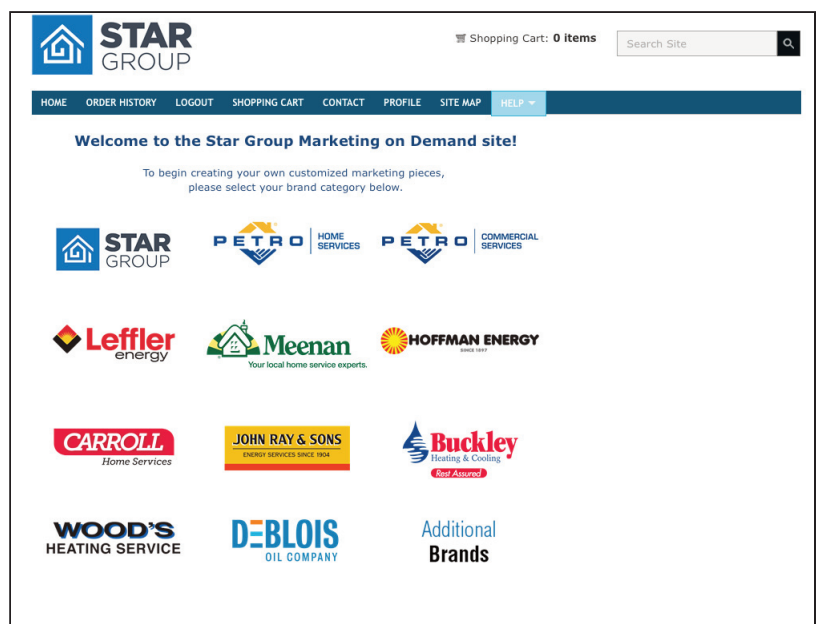
A screenshot of the Star Group login page. At the top is the Star Group logo. Below it is a navigation bar with links: LOGIN, HOME, SITE MAP, and HELP (with a dropdown arrow). A light blue box contains the text: "Please log in here to place your Star Group Marketing on Demand orders." Below this is a login form with two input fields: "Email or Username" and "Password". There is an orange "Login" button and a "Reset password" link.

2. Home Page

After you login, you will be brought to the Home page. At this page, you will be able to select the brand that you want to place an order for.

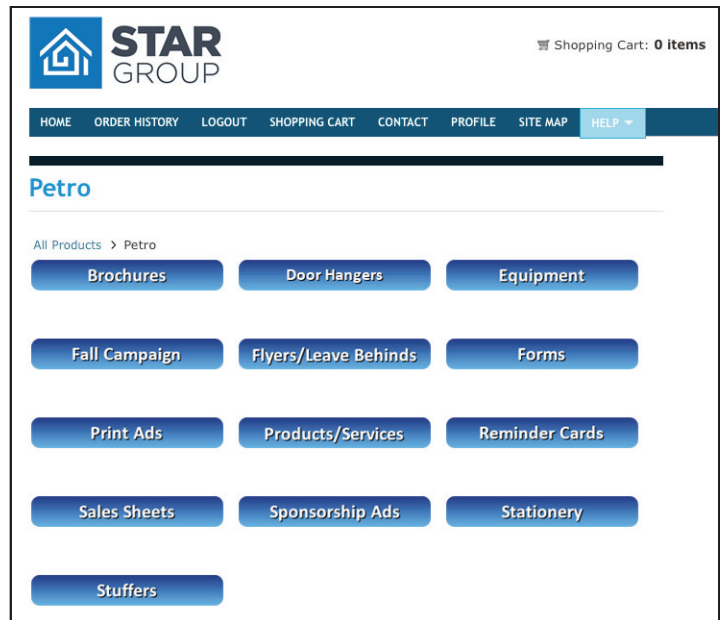
The brands that are included in Additional Brands are:

- Buckley Heating Services
- Carpenter & Smith
- Carroll Home Services
- Deblois
- General Utilities
- Wood's Heating Services



3. Category Selection

After you select a brand then you'll see categories of products that are available for that brand. Select one of the categories to see the items that are available.



4. Product Selection

After you select a category then you will see a selection of products that are available for that category.

You can also find products by using the search tool in the upper right hand corner.

If you place your arrow on a product then the name and product number will appear.

If there is an offer for the product then it will appear under the photo of the product.

Some categories will have multiple pages. Scroll to the bottom of the page to see if there is more than one page of products.

Click on the product that you want to order and you will be brought to the order information page.



5. Order Information

This is where you will enter information about your order.

- *Quantity*: Select the quantity that you want printed. The price will change based on the quantity that you select.
- *File Upload*: If you want the postcards mailed to a mailing list then click Choose File to attach the list with your order. You can upload up to 3 mailing lists.
- *Ship To*: This will autopopulate with your main office address. You can choose another address from the drop down menu or type a different address in Additional Instructions. If you want the postcards mailed to your list then type Mail. UPS shipping charges or postage and lettershop charges will be calculated in the Shopping Cart.
- *Postal Code*: You can see estimate shipping or mailing costs by entering your zip code.
- *Additional Instructions*: Add any special instructions for your order here.

After you have entered your order information, click **Customize Order** to proceed to personalizing your postcard.

STAR GROUP Shopping Cart: 0 items Search Site

HOME ORDER HISTORY LOGOUT SHOPPING CART CONTACT PROFILE SITE MAP HELP

All Products > Petro > Products/Services Petro > Oil Petro > Low Oil Price - no year specified P_20065

Low Oil Price - no year specified P_20065

Quantity
500

Number of Orders
1

Price
\$66.00

File Upload (optional)
Mailing List Upload 1
Choose File No file chosen

Mailing List Upload 2
Choose File No file chosen

Mailing List Upload 3
Choose File No file chosen

Ship To
40 Cragwood Road, South Plainfiel...

Estimate Shipping
Select Country
United States of America

Postal Code
Get Rates

Additional Instructions

Customize Order
Back to Catalog Shopping Cart

Quantity

Price based on quantity

Upload mailing list(s)

Shipping address or mail

Shipping or mailing estimates

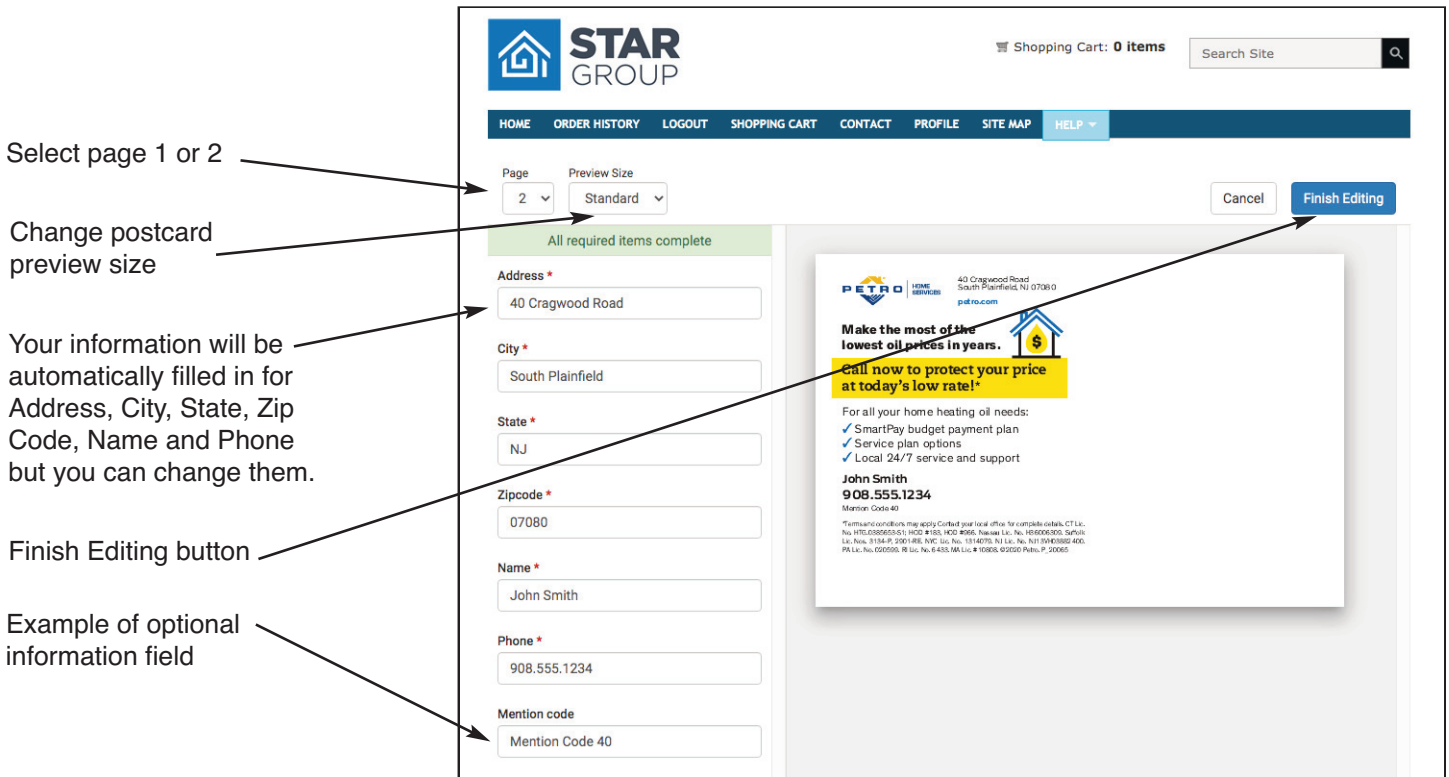
Special instructions for your order

Click on Customize Order to personalize your postcard.

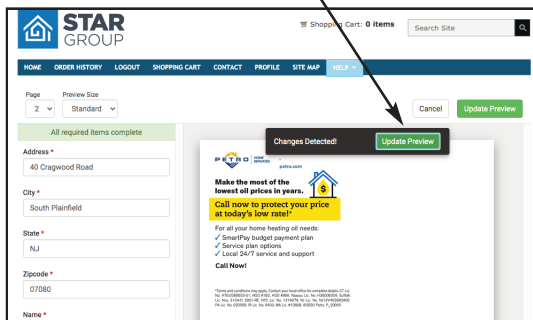
6. Customize Order

On this page you will customize your postcard.

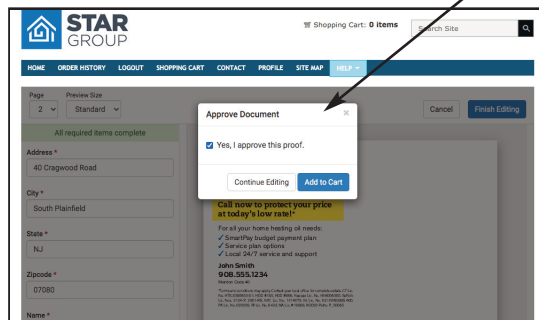
- A visual of the front of the postcard will be on the page. Select “Page: 2” to see the back side with your customizable information.
- You can zoom in or out by clicking on Preview Size.
- For postcards that are available for more than one brand (Meenan brands and Additional Brands) there will be a drop down menu above Address for you to select your logo.
- Your address, city, state, zip code, name and phone number will autopopulate but you can change this information if you desire. Any field that has an asterisk (*) is a required field.
- In some postcard layouts below Phone there will be additional fields for you to fill in. Some are optional and some are required (license number, copyright).
- If you have no changes to the information that is in the layout then click the Finish Editing button.
- If you make changes to the information then you’ll click the Update Preview button to update the layout before clicking Finish Editing.
- After you click Finish Editing a box will pop up. You need to check “Yes, I approve this proof.” and then Add to Cart.
- After you click Add to Cart then you’ll be brought to your Shopping Cart.



Update Preview button will appear if you make changes to the customizable information. \



“Yes, I approve this proof” and Add to Cart box.



7. Shopping Cart

The Shopping Cart will show a summary of your order.

- *Shipping Address* and *Ship To*: Your default shipping address or the alternate shipping address that you chose. You can change it by selecting another address under Ship To.
- *Shipping options*: This will default to UPS Ground with an estimated cost for all orders that have an address in the Ship To field. All orders are shipped via UPS Ground. If a mailing list is uploaded with the order and the Ship To option says Mail then the estimated Postage and Lettershop charges for the quantity you chose will be in this field. The final billing for Postage and Lettershop charges will be based on your actual mailing list count. For instance, if your order quantity is 1,000 but your mailing list is 800 then you will be billed for 800, not 1,000.
- *Order Summary*: Totals printing and shipping or mailing costs.
- You will see a thumbnail of the item you're ordering and your item details.
- You can edit an item or delete it.
- You can click on Continue Shopping to add more items to your order.

If the information in your Shopping Cart is correct, then you can click on Proceed to Checkout to finalized your order.

The screenshot shows the STAR GROUP Shopping Cart interface. At the top, the header includes the STAR GROUP logo, a shopping cart icon with '1 items' and '\$86.78', and a search bar. Below the header is a navigation menu with links: HOME, ORDER HISTORY, LOGOUT, SHOPPING CART, CONTACT, PROFILE, SITE MAP, and HELP. The main heading is 'Shopping Cart'. A blue banner states: 'Postage and Letter shop charges are based on the quantity ordered. Your final charge will be based on the actual record count in your mailing list.' The 'Shipping Address' section shows '40 Cragwood Road, South Plainfield, NJ 07080'. The 'Ship To' dropdown is set to the same address. The 'Shipping options' dropdown is set to 'UPS Ground \$20.78'. The 'Order Summary' section shows: '1 product shipping to 1 location', 'Items : \$66.00', 'Shipping : \$20.78', 'Total Before Tax : \$86.78', 'Estimated Tax : \$0.00', and 'Order Total : \$86.78'. Below this is a 'Continue Shopping' button and a 'Proceed to Checkout' button. The item list shows 'Low Oil Price - no year specified P_20065' with a quantity of 500 and a price of \$66.00. Below the item are 'Duplicate', 'Edit', and 'Remove' buttons. A 'Details' section shows 'Quantity = 500' and 'Number of Orders = 1'. Annotations with arrows point to various elements: 'You can change your shipping address or change to Mail if you uploaded a list.' points to the 'Ship To' dropdown; 'Estimated shipping or mailing costs.' points to the 'Shipping options' dropdown; 'Order Summary totals costs.' points to the 'Order Summary' section; 'Proceed to Checkout' points to the 'Proceed to Checkout' button; and 'Make changes to the item you're ordering.' points to the 'Edit' button.

Shopping Cart: 1 items \$86.78

HOME ORDER HISTORY LOGOUT SHOPPING CART CONTACT PROFILE SITE MAP HELP

Shopping Cart

Postage and Letter shop charges are based on the quantity ordered.
Your final charge will be based on the actual record count in your mailing list.

Shipping Address
40 Cragwood Road
South Plainfield, NJ 07080

Ship To
40 Cragwood Road, South Plainfield, NJ, 07080

Shipping options
UPS Ground \$20.78

Order Summary

1 product shipping to 1 location
Items : \$66.00
Shipping : \$20.78
Total Before Tax : \$86.78
Estimated Tax : \$0.00
Order Total : \$86.78

Continue Shopping

Proceed to Checkout

Low Oil Price - no year specified P_20065 500 \$66.00

Duplicate Edit Remove

Details
Quantity = 500
Number of Orders = 1

You can change your shipping address or change to Mail if you uploaded a list.

Estimated shipping or mailing costs.

Order Summary totals costs.

Proceed to Checkout

Make changes to the item you're ordering.

8. Checkout

At the Checkout page, you can review your order one more time before submitting it. You can still make changes at this point.

- Payment is not required. All orders are invoiced through the Star Group Marketing Department on a monthly basis.
- Please make sure that your Billing Address is correct. It will default to your main office address. The billing address and shipping address can be different.
- You can add comments on this screen.
- If you're ready to place your order, then click Submit Order. You will receive an email confirmation with your order details.
- Your order will be submitted to your manager for approval. You will receive an email confirmation when it has been approved. Your order will not go into production until after it has been approved.

STAR GROUP

Shopping Cart: 1 items \$66.00 Search Site

HOME ORDER HISTORY LOGOUT SHOPPING CART CONTACT PROFILE SITE MAP HELP

Checkout

Please fill out the following information before completing your order.

Comments or other information about this order (optional)

Payment Method

☒ **Submit Order**

Billing Address

40 Cragwood Road, South Plainfield, NJ, 07080 (Petro South Plainfield NJ)

- 40 Cragwood Road
- South Plainfield, NJ 07080

Edit Address

Order Summary

1 product shipping to 1 location

Items : \$66.00

Shipping : \$20.78

Total Before Tax : \$86.78

Estimated Tax : \$0.00

Order Total : \$86.78

Edit quantities or shipping options.

Submit Order

Order Item Summary

(1) Item Shipping To		
Description	Quantity	Price
Low Oil Price - no year specified P_20065	500	\$66.00

You can change the billing address if it is not correct.

You can go back to the Shopping Cart by clicking here.

If you're ready to place your order, then click Submit Order.



Communications After Order is Placed on Marketing-on-Demand Website

1. Login

Go to <http://www.stargas.consumergraphics.net> to login to the website.

Your Username and Password will be given to you by your RSM or a Star Group Marketing Manager.

1. Order Confirmation

After submitting your order, you will receive an email which confirms your order. If your order requires approval from your manager, then it will state that in the email. If you are a manager and your orders do not require approval, then it will state in the email that your order is approved.

2. Approval Request Sent to Manager

Managers will receive an email notifying them that an order has been placed which requires approval. The details of the order will be in this email. At the top of the email, you can select to view the postcard layout in the website. At the bottom of the email, you can select to approve or deny the order.

3. Order Approval

After the order is approved, the person who placed the order will receive an email stating that it's been approved. The person who placed the order doesn't need to do anything else. The approved order will be sent to Consumer Graphics for processing.

4. Shipping or Mailing Confirmation

After the order is completed, the person who placed the order will receive an email stating that the order is complete and has either been shipped or mailed. If shipped, then the email will include the UPS tracking number. If mailed, then the email will include that date that the postcards were dropped at the post office.

5. Order History

You can select Order History from the menu bar to view current and past orders. Order History will show you details for all of the orders that you have placed.

Order History

You can access Order History from the menu bar on every page. This is a handy tool for referencing previous orders and for checking to see if a recent order has been approved. Managers can use this to bring up orders for all of their Account Executives.

Enter the date range for the orders that you want to see.

Selection from options given. If in doubt select All.

Click View to see order details.

Click Reorder for fast repeat ordering.

Click Apply Filters to see list of orders.

Order details page after clicking on View.