

Photo Express @ Home – Quick Start Guide

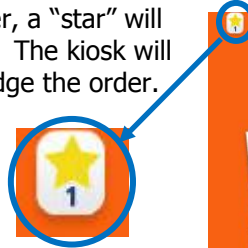
Please use this Quickstart document as a guide to navigating the Photo Express @ Home ordering system!

a) Distribute Software

Before you receive any orders through your **Photo Express @ Home** service, it is essential that you actively promote the service to your customers. This can be as simple as bag stuffers and instore poster displays. Continual awareness raising campaigns will also ensure your **Photo Express @ Home** orders increase.

b) Receiving and Printing a Photo Express @ Home order

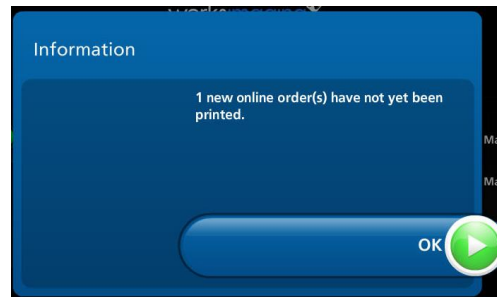
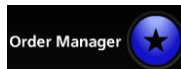
1. When you receive **Photo Express @ Home** order, a "star" will appear in the top left corner of your kiosk screen. The kiosk will also make a "chiming" sound until you acknowledge the order. NOTE – The number below the star denotes how many **Photo Express @ Home** orders are awaiting printing.



2. Triple tap the star to enter your access PIN and enter the admin screen.

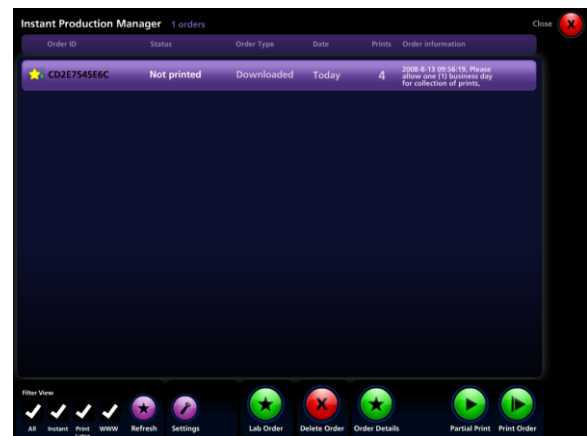
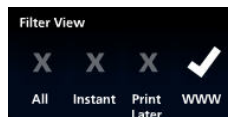


3. An alert will be displayed on the screen, informing you how many **Photo Express @ Home** orders are waiting to be printed. Press OK and then click the "Order Manager" button.



4. The Order Manager screen displays all your kiosk orders, including Instant, Collect Later and **Photo Express @ Home**.

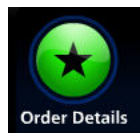
#NOTE – If you have a lot of orders on this page, you can sort by the various order types by pressing the buttons in the bottom left of the screen.



5. The **Photo Express @ Home** orders will now be displayed and similar to your Instant and Collect Later orders, you can view the order number, print status and payment requirements.



- To view the Order Details, highlight the order (it will turn green) and press the Order Details button (located along the bottom of the screen).



- To print a **Photo Express @ Home** order, simply highlight the order (it will turn green) and press "Print Order" in the bottom right corner of the screen.
- Once the order has completed printing, either print other pending orders, or close out of the Order Manager screen until the Photo Express screen saver is showing.

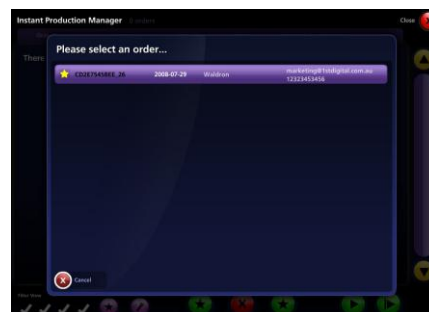


- Collate the customer's prints and place them behind the counter to await customer collection.

10. When a customer comes to collect their prints, you may be required to accept payment for them. Please ensure you make note of this to avoid any unpaid orders.

c) Viewing Photo Gift Order Details

- To access photo gift order details, simply access the Order Manager on your stores' kiosk and press the "Lab Order" button.
- All photo gift orders for your store will be displayed on this screen.
- To view the order details, simply press on the order you wish to view and the details will be displayed.



IMPORTANT – it is now essential that you update photo gift order status, so customers know when their orders are available for collection.

- Once you receive the completed photo gift order from 1st Digital, please access this menu and mark the order as "Ready to Collect". The customer will then be sent an email notifying them that their order is available for collection.
- Once the order has been collected by the customers, please mark it as "Order Collected".



You are now ready to start processing **Photo Express @ Home** orders as well as managing photo gift orders.

Please contact our friendly Customer Support team at customercare@1stdigital.com.au or call **1300 761 170** if you have any questions regarding these processes.

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