

# **Digital Hub Cloud Print Services (DHCPS) Saint Mary's University Web-to- Print Portal Client User Guide**

Version 2.0 (04/27/2026)

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**Note:** The 'Table of Contents' are active links. To go to a specific section, click on the topic.

Within this Guide cross references are [blue](#). To move to a section, left-click on the cross reference.

Please note, this 'User Guide' is correct to the corresponding Platform at time of 'Go Live'.

Further enhancements will be made over time, but the basic functionality will remain the same.

If 'Process Changes' are made, **Release Notes** will be made available via the **Xerox Account Team** to help provide continued support.

## 1 Introduction

The 'Saint Mary's University Catalogue' is used to order products in a variety of formats from the online Catalogue: 'Print on Demand', 'Branded Products', 'Special Request', and 'Help and Support'.

### 1.1 Creating an Account for Access to the Web-to-Print Portal

To log into the catalog an account needs to be created. Follow the established process listed below.

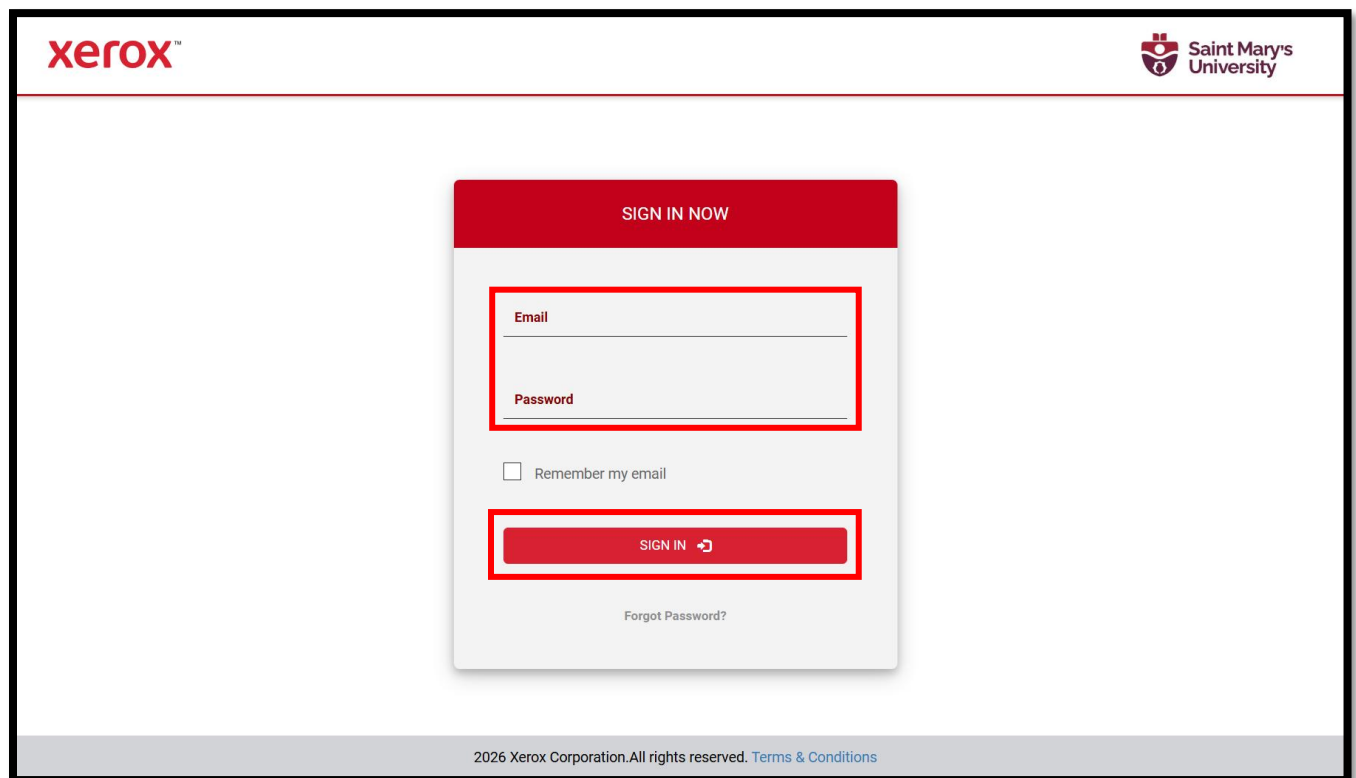
#### Getting access to the web-to-print portal

Saint Mary's staff and faculty can set up access to the web-to-print portal (including formalizing the FOAPs they will be using to charge for print services) by completing this [Saint Mary's University Print Portal Registration Form](#). Via this form, users register to access the web-to-print portal, identify the FOAP they wish to use to charge for their print services orders, and have the signing authority for that FOAP approve its use.

### 1.2 Logging In

Click the link provided below.

<https://naocmsstore.services.xerox.com/SMU/Login.aspx>

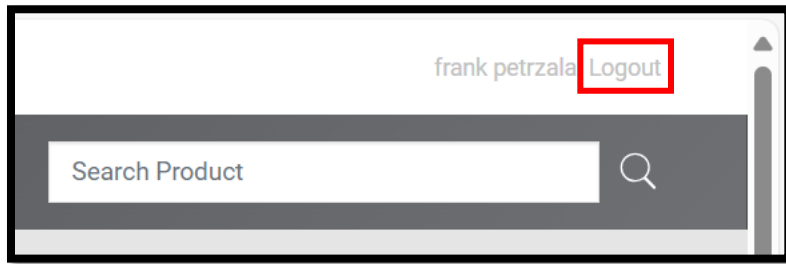


Enter your 'Email' and 'Password'.  
Click 'Sign In'.

'My Catalog' displays.  
Refer to section 2 'My Catalogue' for details.

## 1.3 Log Out

Next to your **'Username'**, top right of the screen, **'Click'** **'Logout'** option and to exit the **'Catalogue'**.



## 1.4 Getting Help

If you need help with the **'Catalogue'**, Please Contact Your Account Advisor at: [SMUPrint@xerox.com](mailto:SMUPrint@xerox.com)

## 2 My Catalogue

'My Catalogue' is an online Catalogue for ordering standard products. The products ordered are placed in the 'Shopping Cart'. When all products are selected proceed to the 'Checkout' to place the Order.

Help is available explaining what to do at each part of the ordering process.

Before ordering from 'My Catalogue' for the first time, please access 'My Account' to enter 'Personal information' and 'Addresses' for the default shopping and billing information used in Orders.

Refer to Section 3 'My Account – Enter Default Information for Catalogue Orders' for details.

At the top of each Page are 'Easy Access Links'. 'My Catalogue' is highlighted by a light grey shading, as it is currently displayed.

The 'Easy Access Links' available are:

- 'My Catalogue' for ordering Catalogue documents.  
Refer to Section 4 'My Catalogue – Select an Option' for details.
- 'Shopping Cart' for reviewing products selected.  
Refer to Section 6 'Shopping Cart – Summary' for details.

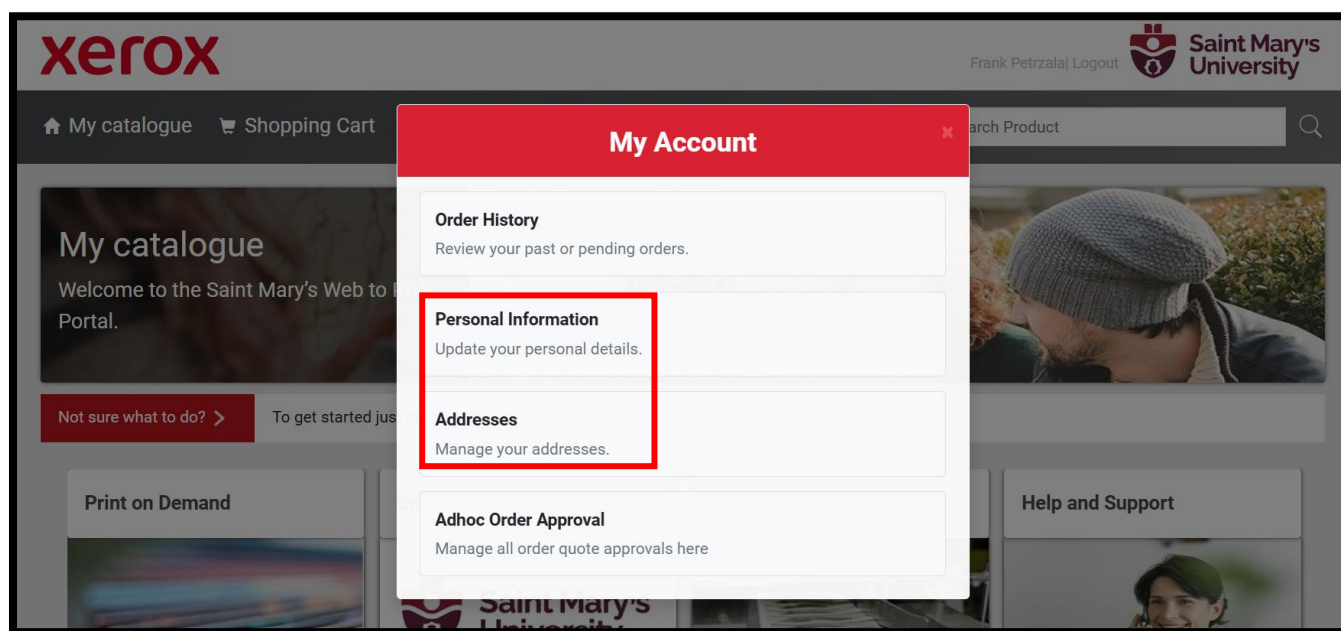
- **'Drafts'** for retrieving products saved for later.  
Refer to Section 12 **'Drafts Folder'** for details.
- **'My Account'**.  
Contains: **'Order History'** for reviewing past and current Orders which can be reordered or viewed, default **'Personal information'**, Delivery **'Addresses'** which are used in Orders, and **'Adhoc Order Approval'**.  
Refer to Section 3 **'My Account – Enter Default Information for Catalogue Orders'** for details.
- **'Help and Support'** for advice and support on any part of your communications project.

Click a link to go directly to that **'Page'**.

### 3 My Account – Enter Default Information for Catalogue Orders

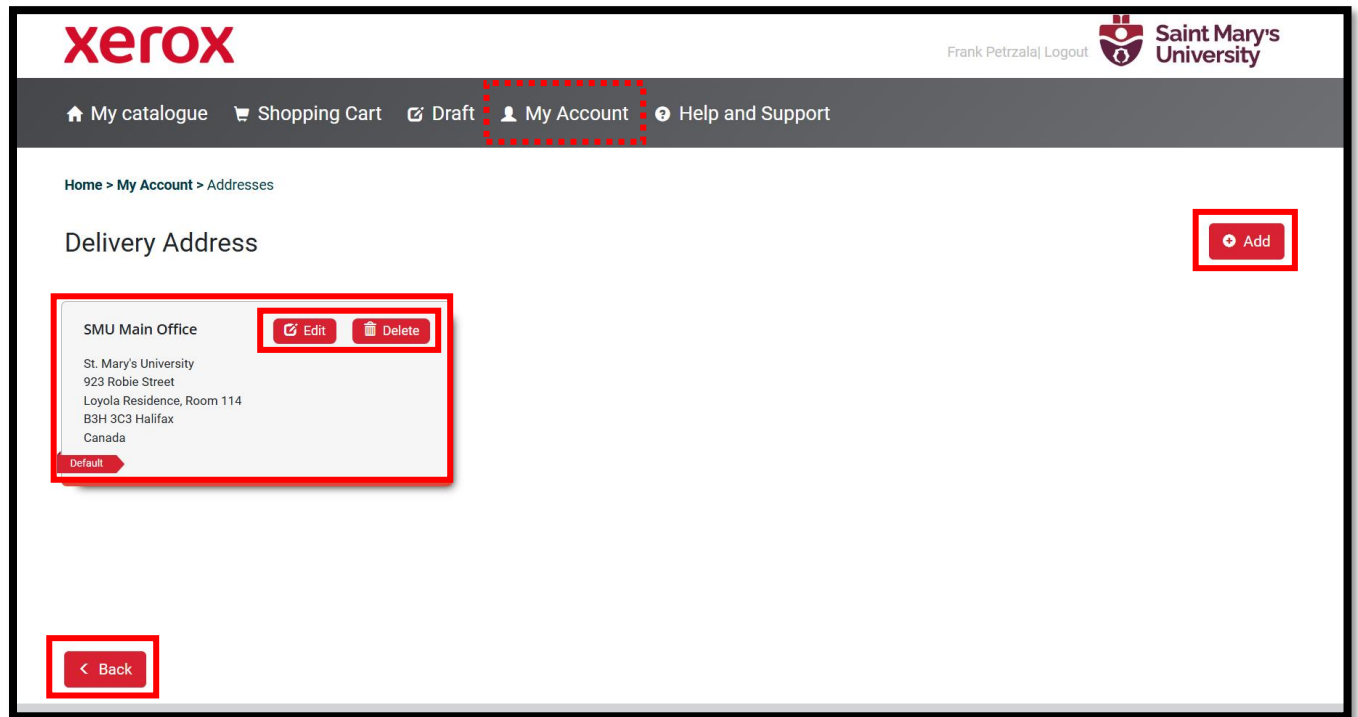
**'My Account'** is used to enter the **'Personal Information'** and **'Addresses'** used as default shopping and billing information in Orders. The information entered is not available to other users.

**Note:** A **'Default'** address is already setup and cannot be edited or deleted. Additional addresses can be created, including on the fly during the **'Checkout'** process.



Click the **'My Account'** quick link.

### 3.1 My Account – Work With Delivery Addresses



Select **'My Account' > 'Addresses'** to set up or modify standard **'Delivery Addresses'**.

Click **'Add'**  to add an address.

Click **'Edit'**  to modify an address or click **'Delete'**  to remove one.

### 3.2 My Account – Add a Delivery Address

Delivery Addresses for the Companies main locations are managed centrally and automatically displayed to all users. Other less commonly used Delivery Addresses are entered in '**My Account**'.

From the '**Addresses**' Page click '**Add**'.

Enter a recognisable '**Display name**' to identify the address.

**Note:** This will be listed in the drop-down list to select an address at '**Checkout**'.  
It is not available to other users or listed on Orders or Invoices.

Scroll down to enter information in the additional fields.

**Note:** An address needs to be set as '**Default**'. Set the address used most often as the default address. This will display at checkout but you can change to another address as needed.

Click '**Submit**' to save the address.

Clicking '**Cancel**' will leave the address without saving.

To leave the '**Addresses**' Page '**Click**' the '**Back**' button to return to '**My Account**' or click a link at the top of the Page.

**Note:** Additional '**Addresses**' can also be added when placing an '**Order**', when entering the '**Delivery Details**'.

### 3.3 My Account – Add Personal Information

'Personal Information' is used to set the details displayed at 'Checkout'.

Select '**My Account**' > '**Personal information**' to enter the default information displayed on an Order.

**Note:** All required fields are marked with a **Red** asterisk (\*).

'**First Name**' and '**Last Name**' can be modified

'**Email Address**' is read-only and cannot be changed.

Modify/Enter '**Department**'.

Enter '**Phone Number**' as appropriate.

Enter the '**FOAP**' Orders will be charged to.

**Note:** The '**FOAP**' value entered autofills at checkout but can be overwritten when necessary.

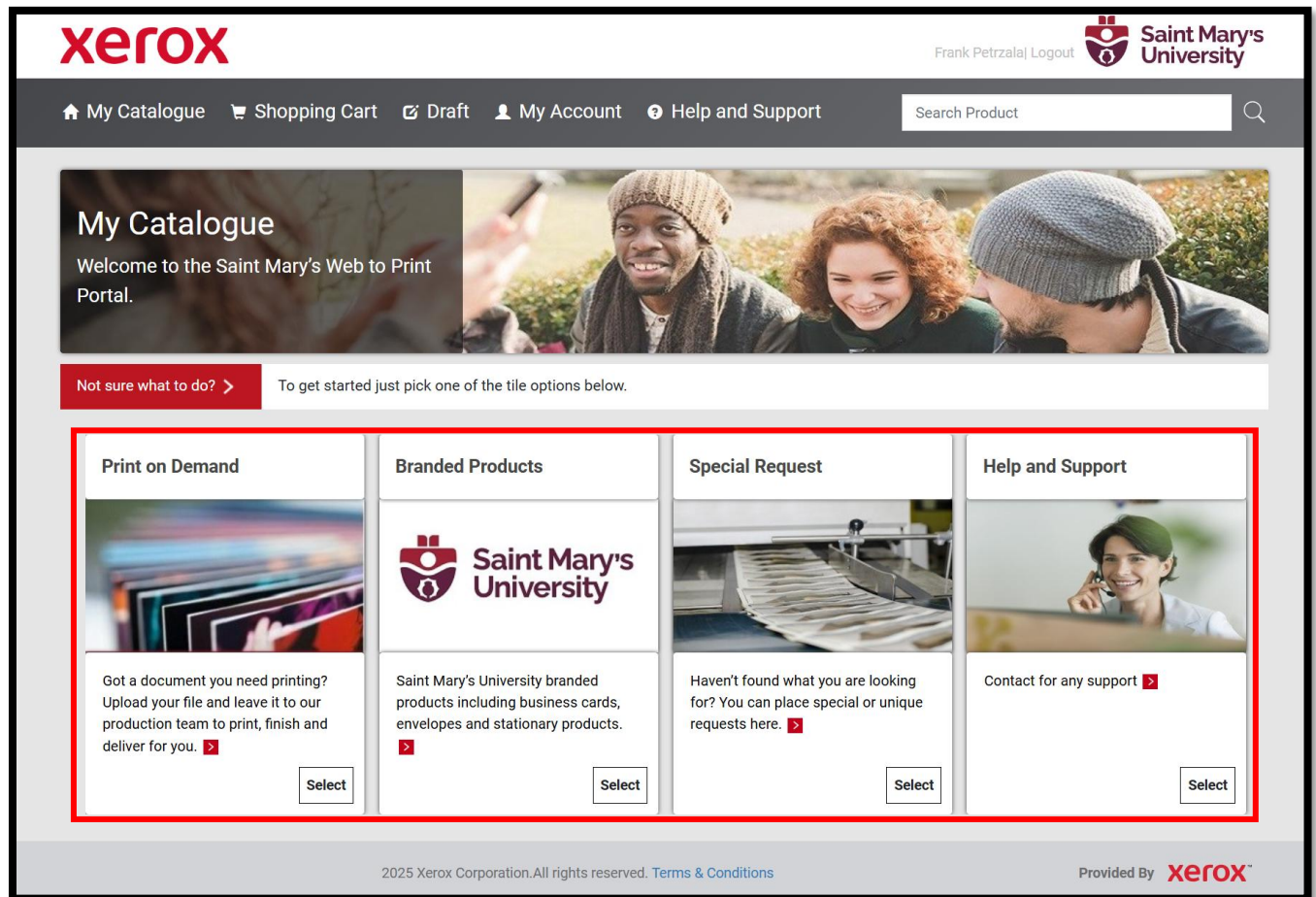
The format is '**XXXXXX-XXXX-XXXX-XXXX**'.

Scroll down to make the '**Save**' and '**Cancel**' buttons visible.

Click '**Save**' to update the information.

To leave this Page click '**Back**' to return to '**My Account**' or click a link at the top of the Page.

## 4 My Catalogue – Select an Option



Products are grouped with similar products. These are available via the options in 'My Catalogue':

- **'Print on Demand'**  
Upload a **Word**, **PowerPoint** or **PDF** file and send it to the **'Print Shop'** to be produced in the specified format. Refer to Section 5 **'Print on Demand'** for details.
  - **'Branded Products'**  
Saint Mary's University branded products. Includes business cards, envelopes and various stationery products.
  - **'Special Request'**  
For items not defined in the 'Catalogue'.  
Refer to Section 9 **'Special Requests (Adhoc)'** for details.
- Click an option to list the products available for ordering.

### 4.1 Search



Enter a product name in the **'Search'** box and click to list matching products.

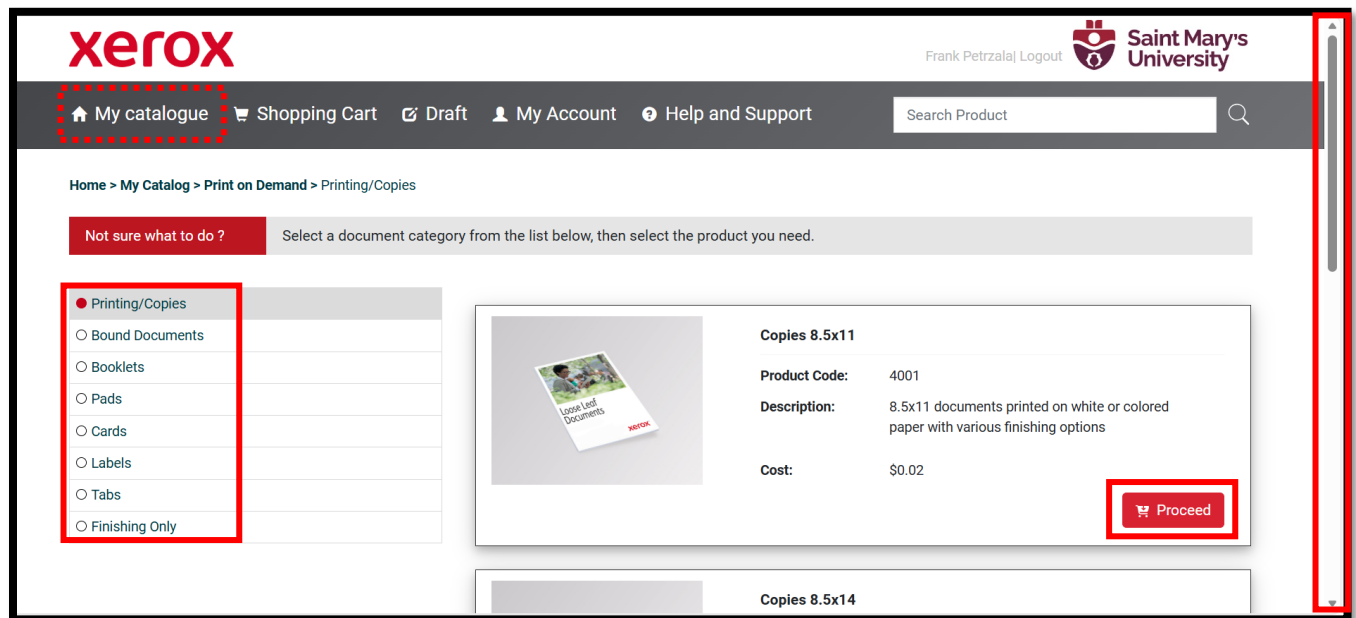
## 5 Print on Demand

'Print on Demand' is used to order pre-defined ad-hoc prints in a variety of formats. One or more files are uploaded and manipulated. 'Document Properties' are selected to define how it should be produced.

There is a variety of subcategories of document types to select from to meet your printing needs.

To check the selection and price, a PDF is created with the Specification selected. The product may be amended and then placed in the 'Shopping Cart'.

**Note:** While you select the 'Print on Demand' tile on the Catalogue page, the path displayed is: 'Home > My Catalogue > Print on Demand > Subcategory selected'.



Click 'Print on Demand' tile from 'My Catalogue'.

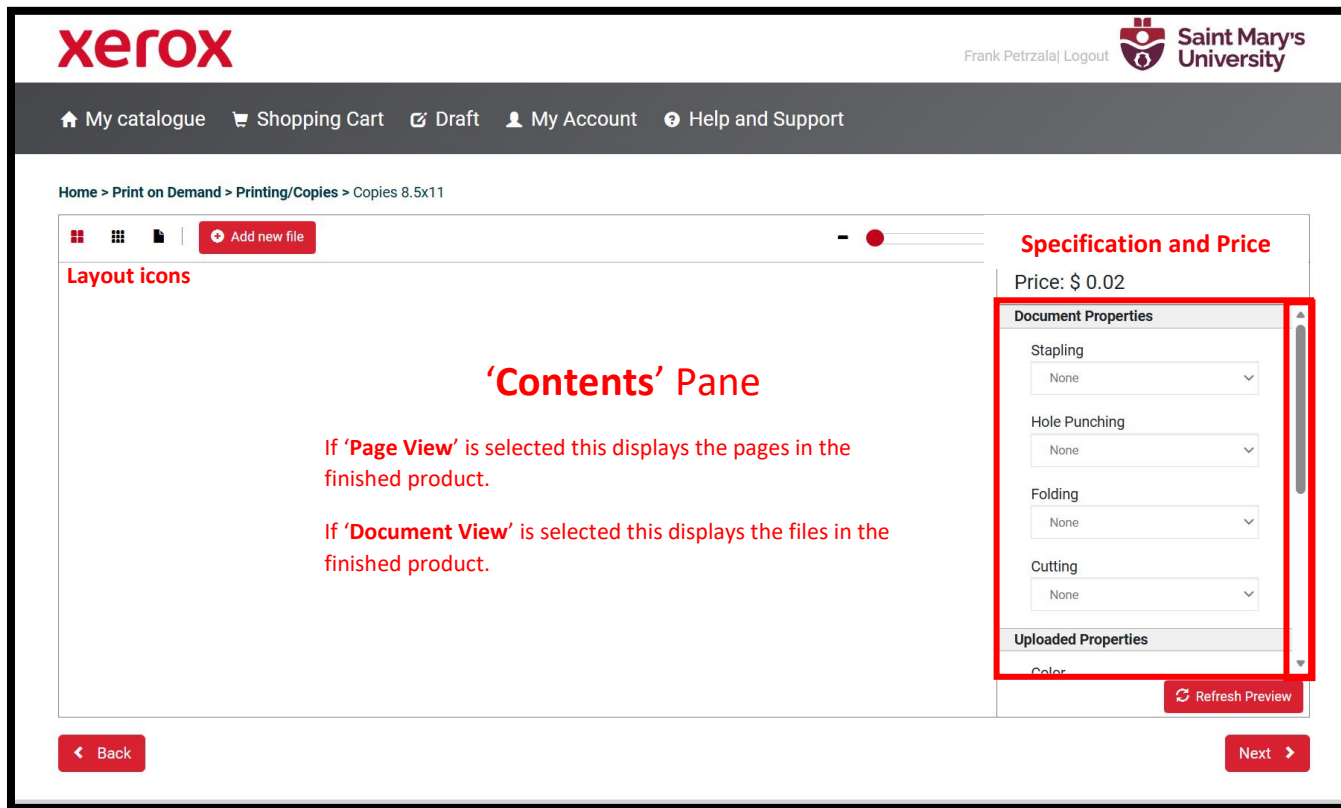
A list of document categories is displayed.

Click the document category required to display the products available.

Scroll through the product list and click 'Proceed' for the product type required.

**Note:** 'Finishing Only' option - Have a document that has been printed but needs finishing? Take your documents to the print Kiosk and input an order with the finishing requirements. (Files are not uploaded for this option. Only the finishing options are selected.)

## 5.1 Print on Demand



**xerox**

Frank Petrzala Logout Saint Mary's University

My catalogue Shopping Cart Draft My Account Help and Support

Home > Print on Demand > Printing/Copies > Copies 8.5x11

Add new file

**Layout icons**

**'Contents' Pane**

If **'Page View'** is selected this displays the pages in the finished product.

If **'Document View'** is selected this displays the files in the finished product.

**Specification and Price**

Price: \$ 0.02

**Document Properties**

Stapling  
None

Hole Punching  
None

Folding  
None

Cutting  
None

**Uploaded Properties**

Color

Refresh Preview

Back Next

This example is using **'Copies 8.5x11'**.

A variety of files may be uploaded into the final product and manipulated in the **'Contents Pane'**.

**Note:** Supported files: \*.pdf, \*.doc, \*.docx, \*.ppt, \*.pptx

Option of **'Tabs'** is also available for this product. Options other than **'Add new document'** available are dependent on the item selected. For example, **'Booklets 8.5x11'** no other options are available.

Click 'Add new document'.

Click 'Browse' to launch the file chooser.

**Note:** Only the file formats stated above can be uploaded. But many applications will save files in PDF format e.g. Excel.

Navigate to the file required and click to select it, then click 'Open' to confirm.

If a 'PowerPoint file' is selected, select the preferred view.

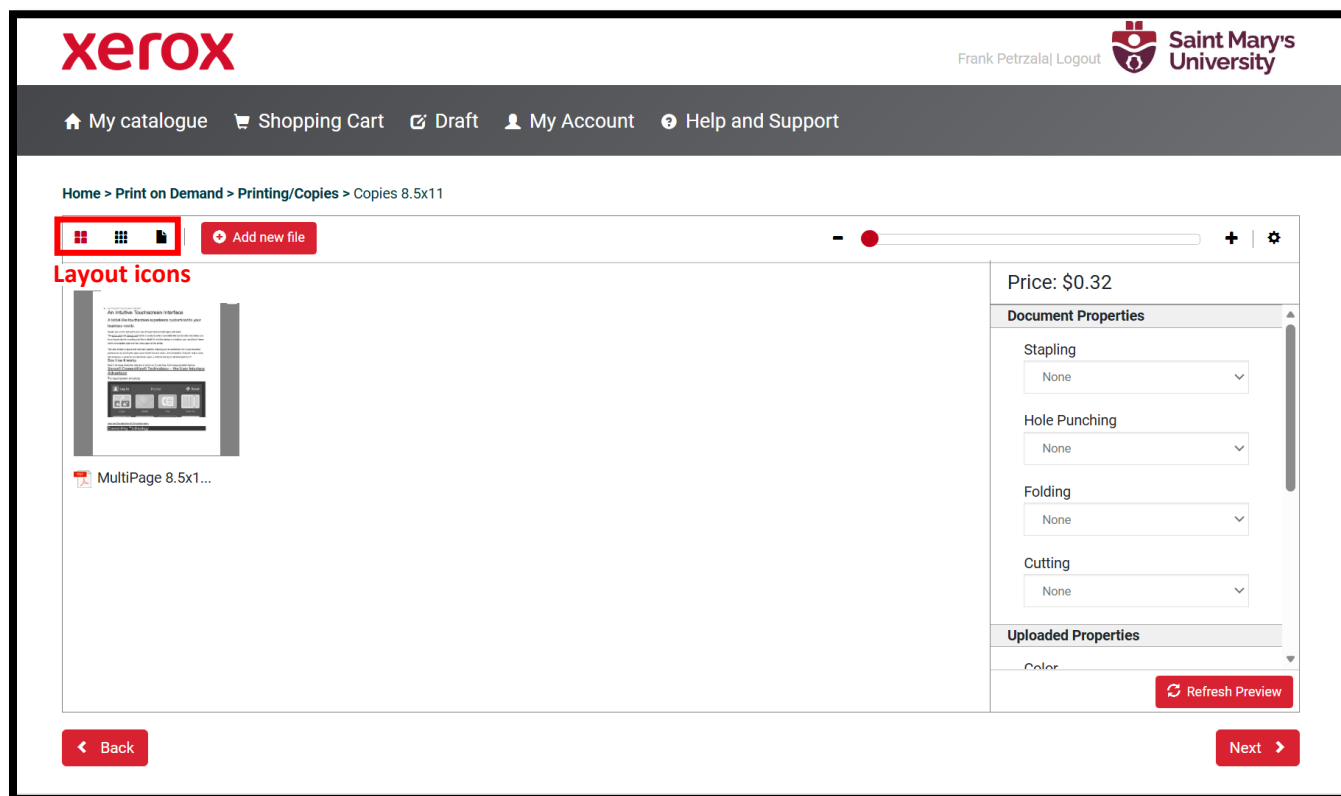
**Note:** A warning is displayed if the file's format is different to the format selected e.g., an 8.5x14 document is loaded into an 8.5x11 format. Select 'OK' to continue if required or 'Cancel' to upload a different file.

When the file has uploaded click 'OK'. The file is displayed in the 'Contents' Pane.

Repeat the process for any other files to be included in this product.

**Note:** When uploading multiple files, the printing will be combined for the product ordered.

## 5.2 Print on Demand



The files are listed in the **'Contents'** Pane and will be merged in the finished product.

The **'Contents'** Pane is manipulated by clicking the **'Layout'** icons:

**'Document View'**



Shown above. Each tile is a document with the file name displayed below and the page numbers it will occupy in the finished product displayed above.  
E.g. The first document displayed above contains pages 1 to 34 of the finished product.

**'Page View'**



Displays each page with the file name displayed below and the page number in the finished product displayed above.  
In **'Page View'** a specific page may be deleted.

**'Content/Layout'**



Provides a visual representation of your product configuration in PDF format. This should **not** be considered a Digital Proof.

**Note:** The icon for the selected layout is colored **red**.

Click the **'Document View'** icon to view files in the **'Contents'** Pane.

Click the **'Page View'** icon to view pages in the **'Contents'** Pane.

To move a page or document, click it and holding the left Mouse button down, move it to the required location.

### 5.3 Print on Demand - Changing the Content

The files or pages can be modified using the editing icons.



Hover the Mouse over a file or page to display the editing icons and click an icon:



**'Upload new document'**

Insert a new file into the finished product after this file or page.



**'Delete this item'**

Delete a file in **'Document View'** or a page in **'Page View'**.



**'Edit'**

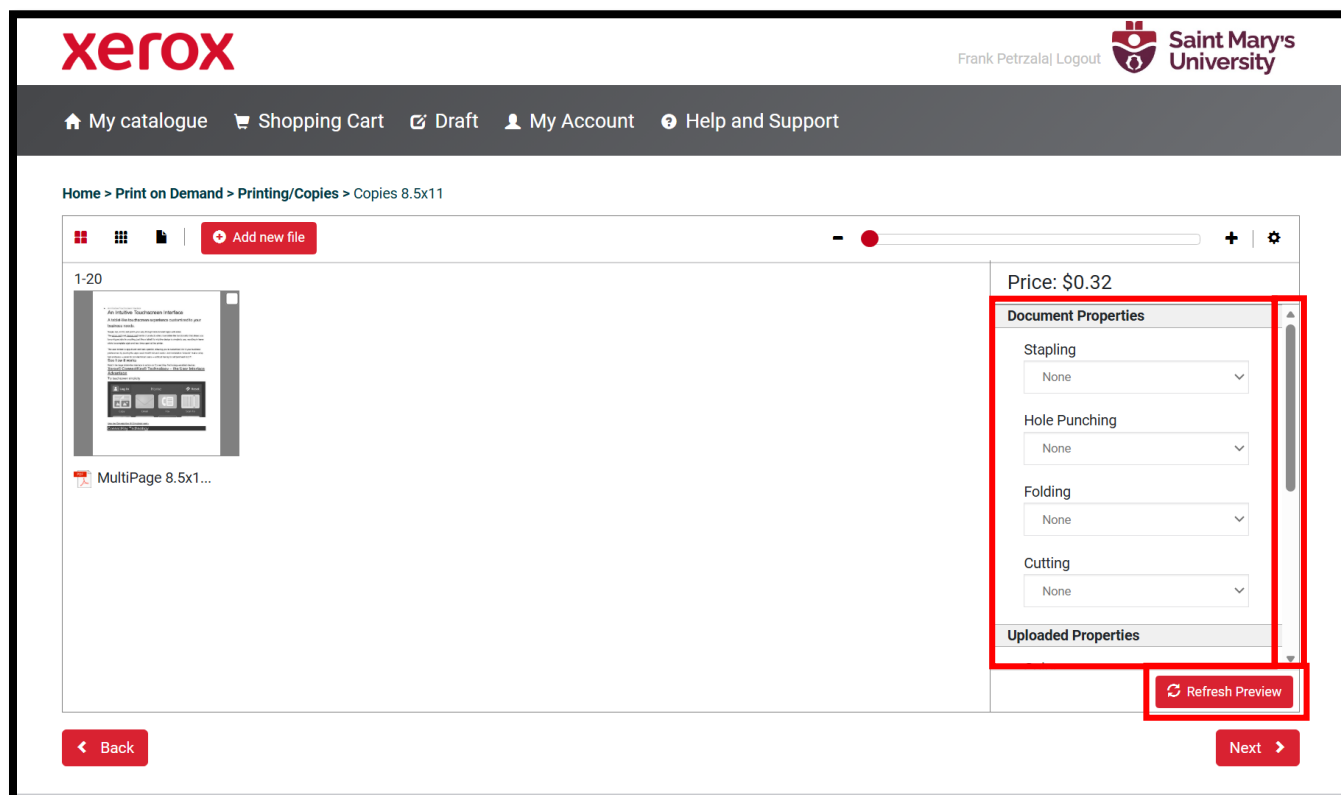
Checks the checkbox in the upper right corner of the document/page. At that point, you can modify the **'Document Properties'** and **'Uploaded Properties'** as needed.



**'Preflight'**

Displays the document's properties.

### 5.4 Print on Demand - Enter the Specification



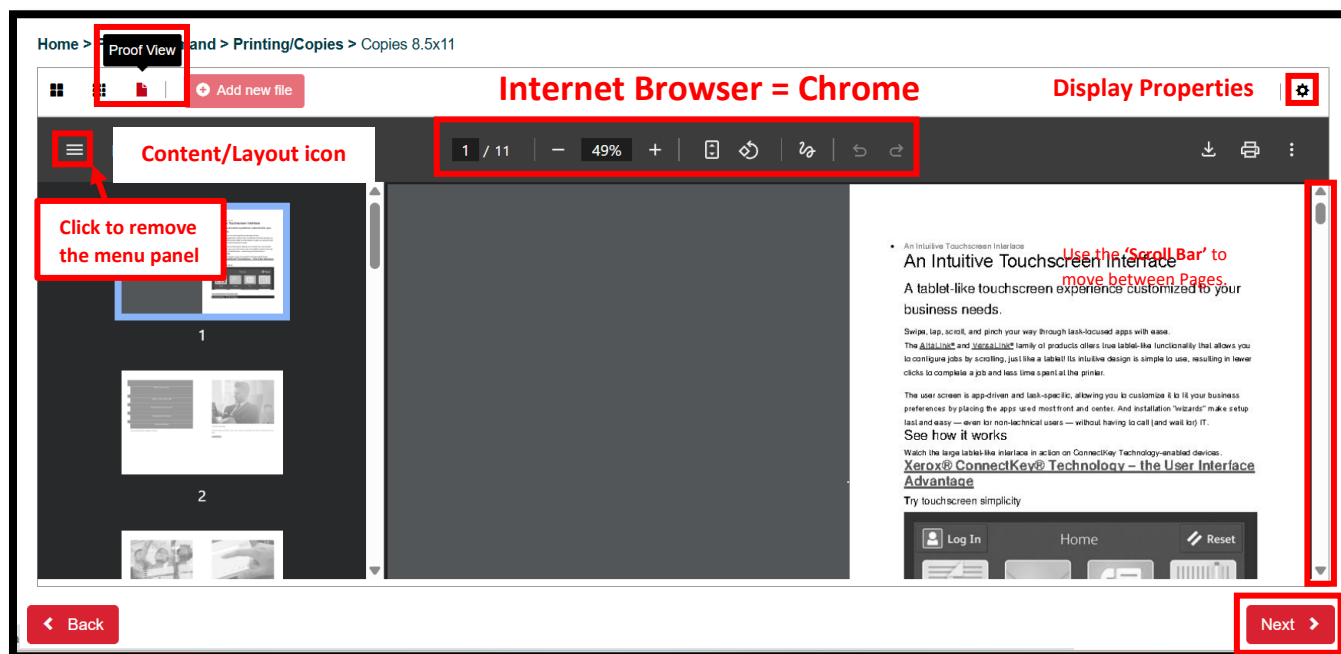
The final product can be produced in a variety of formats by changing the Specification.

Select the **'Document Properties'** from the drop-down lists to define how the finished document should be produced.

Then scroll down and select the **'Uploaded Properties'** from the drop-down lists to define how the pages should be produced.

Click **'Refresh Preview'** to update the price and the Specification.

## 5.5 Print on Demand – Content/Layout Check



Click the '**Content/Layout**' icon  to open a PDF view, providing a visual representation of your product configuration.

**\*\*** This is not to be considered as a Digital Proof.

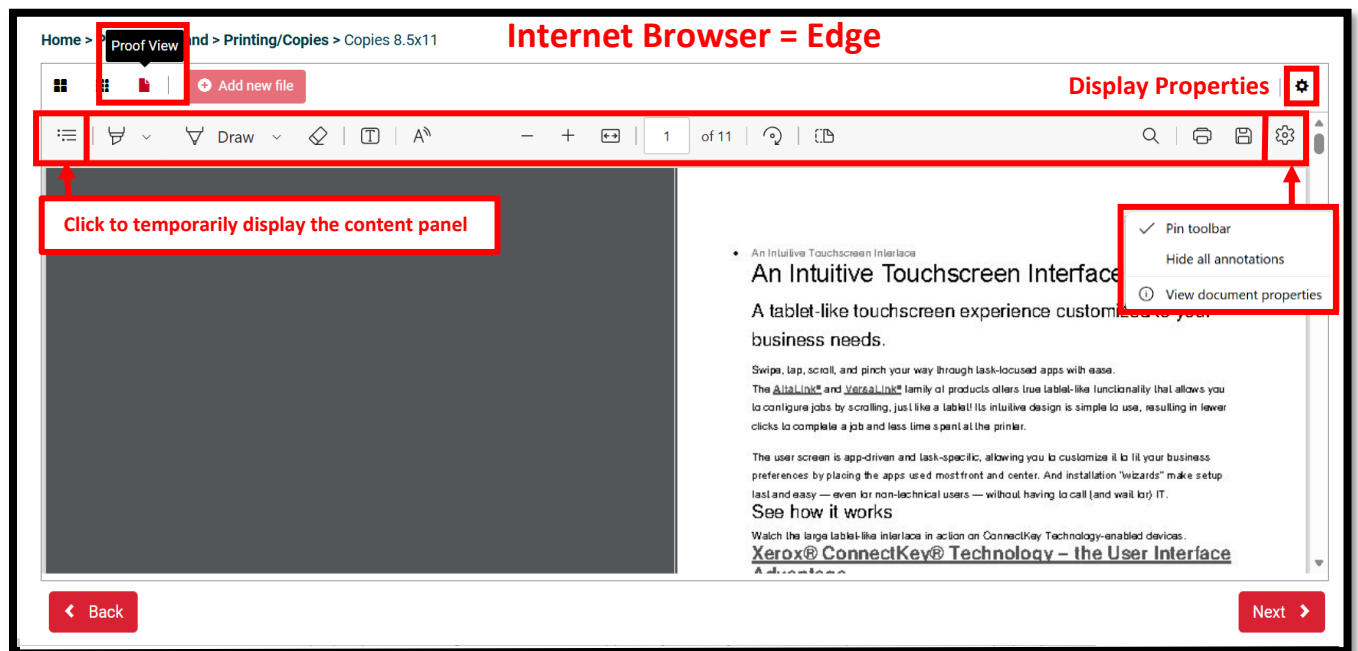
**Note:** Hover the Mouse over the PDF to display the PDF Command bar.  
The browser used for this screen shot is Chrome.

Click the '**Cog**' icon  to display the Properties. Change the details and click '**Refresh Preview**' to update the PDF.

Exit the PDF by clicking the '**Document View**' icon  or '**Page View**' icon .

Make any changes and click '**Refresh Preview**'.

To proceed with the Order, click '**Next**'.



## 5.6 Enter the Order Details and Confirm the Content/Layout

**xerox** Frank Petrzalaj Logout Saint Mary's University

My catalogue Shopping Cart Draft My Account Help and Support

Home > Print on Demand > Copies 8.5x11 > Finalize

Quantity \* 1

Job Name

Special Instructions

Time Zone (GMT-05:00) EST (US & Canada)

Service Level

☒ Standard 12/19/2025 05:49

☐ Negotiated  
Requires Approval of Production Team. 8am to 5pm – Monday to Friday as working hours

Note  
The Standard due date and time displayed above will update when the order has been submitted and again upon approval if approval is required. The Negotiated due date and time entered requires approval by the production team. Please note that the date and times do not include shipping from the Print Center.

Total Quantity 1

Price Per Item \$ 0.32

Delivery Price Will be added to order when job is completed

Total Price \$ 0.32

[Click here to view proof](#)

☐ Proof is approved\*

[Recalculate](#)

\*Indicates a required field

[Back](#) [Add to cart](#)

**Note:** Check this box to confirm that the content and layout are correct. Please be aware the 'Preview' provides a visual representation of your product configuration and **should not** be considered a Digital Proof. **ITEM WILL BE PRINTED AS SUBMITTED**

To determine an appropriate 'Negotiated' date/time, contact the 'Your Account Advisor' prior to selecting: [SMUPrint@xerox.com](mailto:SMUPrint@xerox.com)

Enter the '**Quantity**' required.

Enter a '**Job Name**' to identify the Job.

Enter '**Comments**' as needed.

Click the '**Click here to view proof**' link to generate a PDF visualisation. After reviewing the Content/Layout click the '**X**' at the top right to close the Page and either click the '**Proof is approved**' box or click the '**Back**' button to change the product.

**\*\*** This is not to be considered as a Digital Proof.

**Note:** Clicking '**Back**' will go back a stage so that the files may be manipulated, and additional files uploaded.

Do not click the Web Page '**Back**' button at the top left (next to the URL).

Clicking a link at the top of the Page will cancel the product leaving it as a '**Draft**' and display the selected Page.

Click '**Add to cart**' to confirm the Order and place it in the '**Shopping Cart**'.

Refer to Section 6 '**Shopping Cart – Summary**' for details.

## 6 Shopping Cart – Summary

After clicking 'Add to cart' the 'Shopping Cart' is displayed with a summary of the products selected.

This provides the opportunity to check the Order before proceeding to the 'Checkout'.

**Note:** After 'Logout' any products in the 'Shopping Cart' are available on return.

Click 'Continue shopping' to add another product to the 'Shopping Cart'.

When ready to process the Order check the products in the 'Shopping Cart'.

Click the 'Edit' link to amend product details.

After revising the product details click 'Add to cart' to return the amended product to the 'Shopping Cart'.

Click the 'Delete' icon to remove a product from the 'Shopping Cart'.

Click the 'Checkout later' icon to move the product to the 'Drafts' folder for processing later.

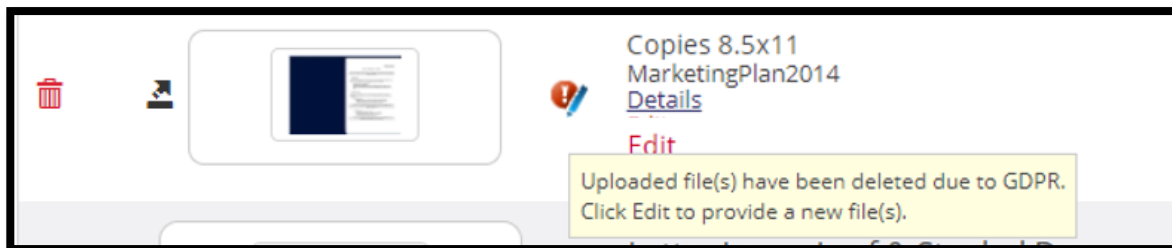
Refer to Section 12 'Drafts Folder' for details.

When all products are selected in the 'Shopping Cart' click 'Proceed to checkout' to finalise the Order.

**Note:** You cannot submit an order for 'Special Request' Or 'Xerox Copies' product with other store products.  
'Special Requests' must be submitted as the only items in the 'Shopping Cart'.

### IMPORTANT:

- If the order has been in the 'Cart' or 'Draft' for 30 days or longer, per **General Data Protection Regulation (GDPR)**, uploaded files are deleted and need to be re-added. Message displayed in the system:



## 7 Checkout - Delivery Details and Checkout Confirmation

Before the Order is completed, the 'Delivery Address' must be entered.

### 7.1 Delivery Details - Shipping Requirements

Frank Petrzalaj Logout

[Home](#)
[My catalogue](#)
[Shopping Cart](#)
[Draft](#)
[My Account](#)
[Help and Support](#)

[Home](#) > [Delivery Details](#)

### Address Details Payment & Submission

#### Shipping

Select from My Shipping Addressess\*

Add
Edit

Send to Multiple Addresses

Attn: Frank  
St. Mary's University  
923 Robie Street  
Loyola Residence, Room 114  
Halifax  
Canada  
Nova Scotia  
B3H 3C3  
9025550013

Delivery Service

Courier(Additional charges may apply)
Courier(Additional charges may apply)
Pickup at on-campus(Kiosk)

| Name          | Units |
|---------------|-------|
| Copies 8.5x11 | 13    |

Back

Proceed

## 7.2 Address Details for Shipment

In **'Select from My Shipping Addresses'** select an address from the drop-down list.  
Click the drop-down and select the appropriate **'Delivery Service'**.

**Note:** Addresses are entered in, either **'My Account' > 'Addresses'**, or by clicking **'Add'** to create an address.

Refer to Section [3.2 'My Account – Work With Delivery Addresses'](#) for details.

To select an alternative address already **'Saved'** in **'My Account' > 'Addresses'**, select the drop-down for **'Select from my Delivery Address'**.

If any changes are required or to view details of the Order, clicking the **'Back'** button will return to the **'Shopping Cart Summary'**.

Note: The **'Edit'** button is disabled for the default address.

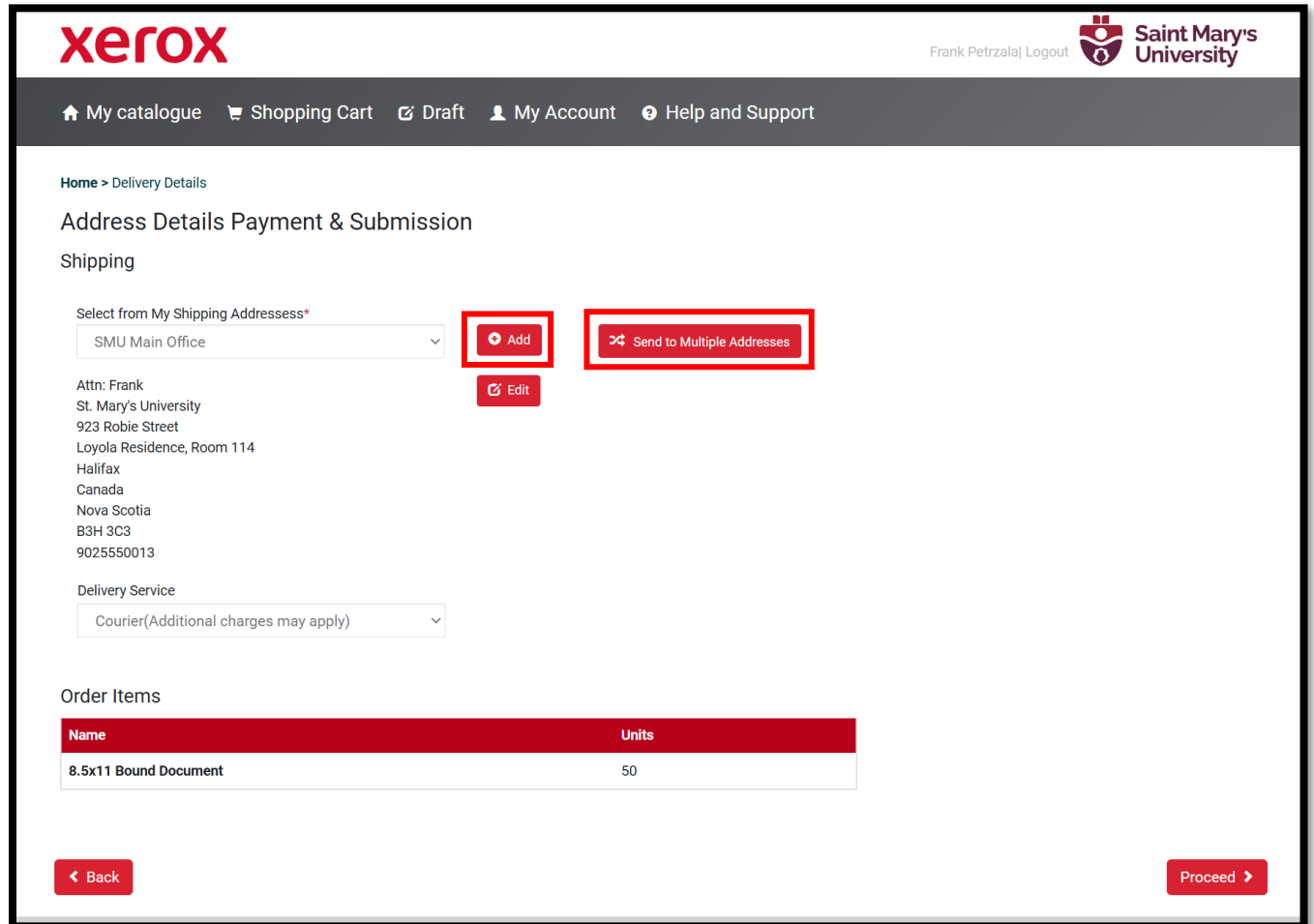
Refer to Section [6 'Shopping Cart – Summary'](#) for details.

Click **'Proceed'** to continue with **'Checkout'**.

### 7.3 Send to Multiple Addresses

An Order may have portions shipped to more than one location.

Click 'Send to multiple addresses'.



**xerox** Frank Petrzalaj Logout 

[Home](#) > [Delivery Details](#)

### Address Details Payment & Submission

#### Shipping

Select from My Shipping Addressess\*

SMU Main Office

[Add](#)
[Send to Multiple Addresses](#)

[Edit](#)

Attn: Frank  
 St. Mary's University  
 923 Robie Street  
 Loyola Residence, Room 114  
 Halifax  
 Canada  
 Nova Scotia  
 B3H 3C3  
 9025550013

Delivery Service

Courier(Additional charges may apply)

#### Order Items

| Name                  | Units |
|-----------------------|-------|
| 8.5x11 Bound Document | 50    |

[Back](#)
[Proceed](#)

The ability to split the order to multiple shipping addresses displays.

**Note:** Splitting is only available when the 'Units' is greater than 1.

Frank Petrzalaj Logout

[My catalogue](#)
[Shopping Cart](#)
[Draft](#)
[My Account](#)
[Help and Support](#)

### Delivery Information

Manage Delivery Address\*

SMU Main Office

Add
Edit

Attn: Frank  
St. Mary's University  
923 Robie Street  
Loyola Residence, Room 114  
Halifax  
Canada  
Nova Scotia  
B3H 3C3  
9025550013

### Order Items

| Name                  | Units |
|-----------------------|-------|
| 8.5x11 Bound Document | 50    |

| Item                  | Quantity | Address         | Delivery                              | Split          | Remove |
|-----------------------|----------|-----------------|---------------------------------------|----------------|--------|
| 8.5x11 Bound Document | 50       | SMU Main Office | Courier(Additional charges may apply) | Split Delivery |        |

Cancel Multiple Shipping option

Proceed

For a specific 'Item':  
Click 'Split Delivery'.

Enter quantity to split

Quantity
50

Split

Enter 'Quantity' for the split.  
Click 'Split'.

**Note:** Click 'Cancel Multiple Shipping option' to return to the 'Checkout Order Summary' Page.  
To use an unlisted address, click 'Add' and enter a new set of address details.

| Item                  | Quantity | Address                                                                                          | Delivery                                                                                                                                             | Split          | Remove |
|-----------------------|----------|--------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--------|
| 8.5x11 Bound Document | 25       | SMU Main Office                                                                                  | Courier(Additional charges may apply)                                                                                                                | Split Delivery |        |
| 8.5x11 Bound Document | 25       | <div> <div>SMU Main Office</div> <div>SMU Main Office</div> <div>SMU L&amp;D Office</div> </div> | <div> <div>Courier(Additional charges may apply)</div> <div>Courier(Additional charges may apply)</div> <div>Pickup at on-campus(Kiosk)</div> </div> | Split Delivery |        |

[Cancel Multiple Shipping option](#)
[Proceed](#)

Click **'Address'** drop-down to select a different address.

**Note:** To cancel the **'Split Delivery'** for an **'Item'**, click the **'Cancel'** ( ) icon.

After completing a split delivery, Items with a **'Quantity'** greater than 1 will continue to have the option to **'Split Delivery'**.

Click drop-down for **'Delivery'** to select delivery method.

Repeat for each **'Item'** that delivery needs to be split between addresses.

Click **'Proceed'** when **'Split Delivery'** is complete.

## 7.4 Checkout Confirmation

Frank Petrzalaj Logout

[Home](#)
[My catalogue](#)
[Shopping Cart](#)
[Draft](#)
[My Account](#)
[Help and Support](#)

[Home](#) > Checkout Confirmation

**Ordered items**

|  | Name                                        | Quantity | Total Price |
|--|---------------------------------------------|----------|-------------|
|  | Copies 8.5x11<br>4001<br>Workshop Materials | 13       | \$ 4.16     |

Subtotal: \$ 4.16  
**Total: \$ 4.16**

Payment Method: DHCP Clearing

Please enter your account information details.

| FOAP*                  | Department* | Percentage* |
|------------------------|-------------|-------------|
| 123456 1234 12345 1234 |             | 100         |
|                        |             |             |
|                        |             |             |
|                        |             |             |
|                        |             |             |

\* Note: Fields identified with "\*" are mandatory.

Back
Checkout

The products ordered are displayed.

'FOAP' is automatically populated with 'FOAP' number entered in Section 3.3 'My Account – Add Personal Information'. This can be overwritten.

Enter 'Department'.

Enter 'Percentage of Charge'.

**Note:** The 'FOAP' value entered autofills at checkout but can be overwritten when necessary.

The format is 'XXXXXX-XXXX-XXXX-XXXX'.

More than one 'FOAP' and 'Percentage' can be used for the order.

The 'Percentage' column must add up to 100.

Click 'Checkout' to confirm and place the Order, or 'Back' to make changes.

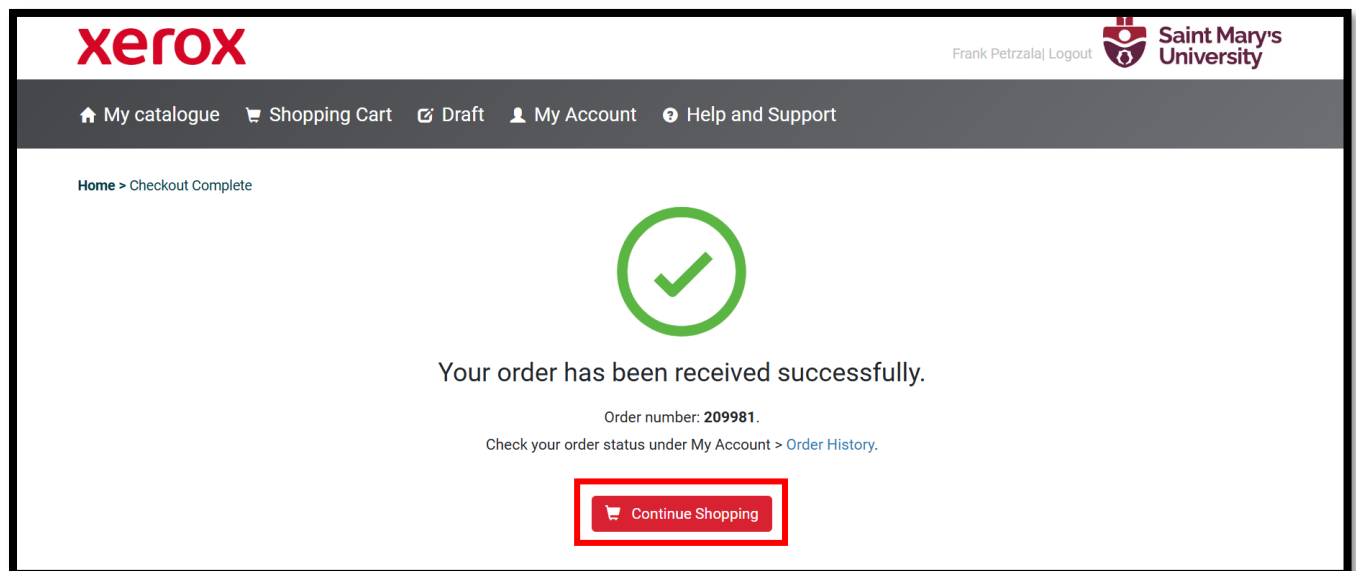
**Note:** Upon 'Checkout', an 'Order Confirmation' email is received.

Prepared by: Frank Petrzalaj

DHCPS Saint Mary's University Web-to-Print Portal Client User Guide Version: 2.0

Last modified on: 04/27/2026

## 7.5 Checkout - Order Summary



The Order is assigned an **'Order number'** and sent to the **'Print Room'** for processing. An email confirming the Order is sent for your records and a copy is sent to the **'Print Room'**. The Order is given a **'Status'** of **'In Progress'**.

The status of an Order may be tracked in **'Order History'** by clicking **'Order History'** on the **'Order Summary'** Page or by selecting **'My Account' > 'Order History'**.

Refer to Section [10.2 'Order History – View an Order'](#) for details.

**Note:** The **'Reorder'** option is available in **'Order History'** to copy a previous Order.

To create a new Order click **'Continue Shopping'**, click a link at the top of the Page or click **'Logout'** to exit **'My Catalogue'**.

If any changes are required or to view details of the Order, clicking the **'Back'** button will return to the **'Shopping Cart Summary'**.

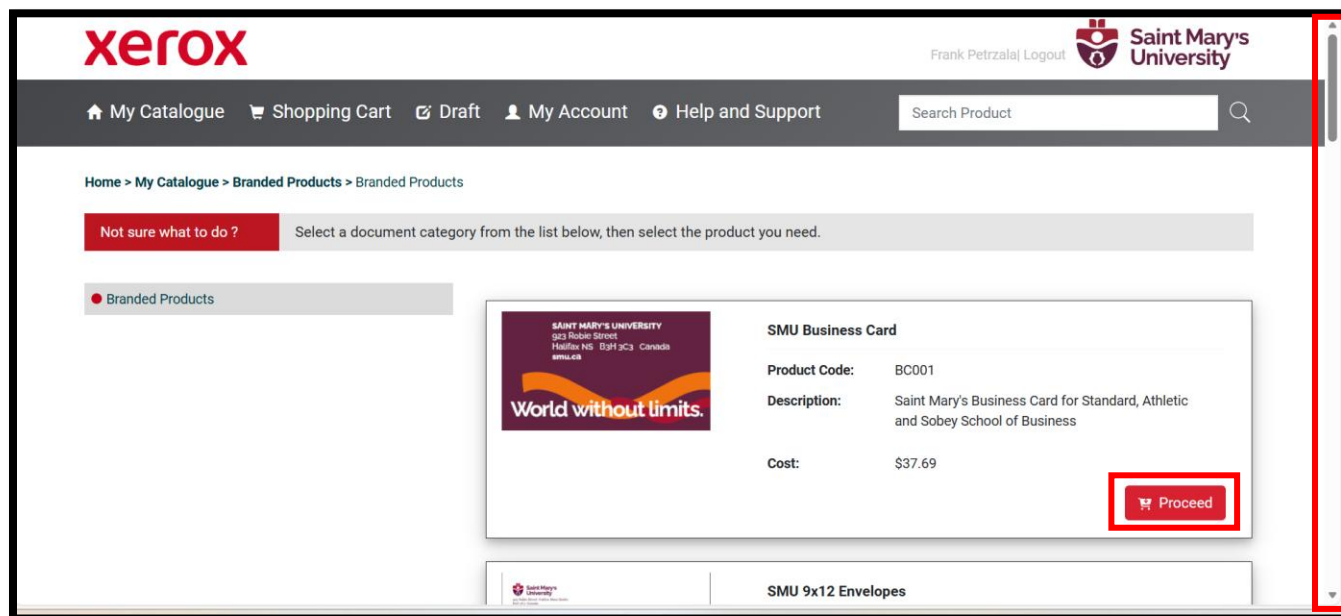
Click the **'Edit'** button for a product to amend the requirements.

Refer to Section [6 'Shopping Cart – Summary'](#) for details.

Click **'View order summary'** to confirm the Order and proceed to **'Checkout'**.

## 8 Branded Products

'Branded Products' is used to order 'Business Cards', 'Envelopes', and other 'Stationery' products.



Click 'Branded Products' tile from 'My Catalogue'.

Scroll through the product list and click 'Proceed' for the product type required.

Depending on the product, you will find:

- Drop-downs to select a value from the list
- Free-form text fields to enter information as needed

Click 'Next' once the form is complete.

Enter information as required/needed.

Ensure to click the 'Click here to view proof' button to view the proof.

Click the 'Proof is approved' checkbox if the proof meets the requirements.

**Note:** The product will be printed as submitted. Ensure it meets the needed requirements prior to adding to the cart.

Click the '< Back' ( < Back ) button if changes are required.

Click 'Add to cart' to confirm the Order and place it in the 'Shopping Cart'.

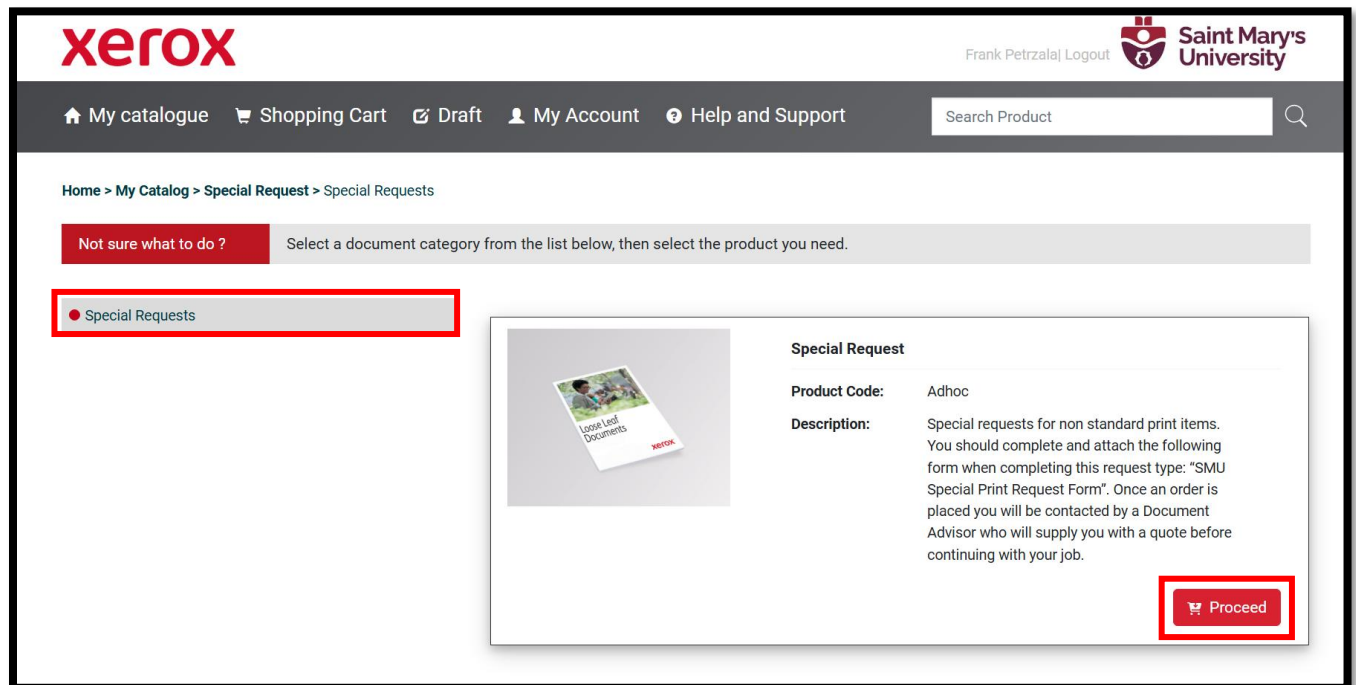
See Section 6 'Shopping Cart – Summary' for more details.

## 9 Special Requests (Adhoc)

This is used for ordering items that are not defined within the catalogue. Prior to selecting this item, please ensure that you have completed '**SMU Special Print Request Form**'. This will need to be uploaded with the request.

**Note:** '**Special Request**' is also known as an '**Ad hoc**' request.

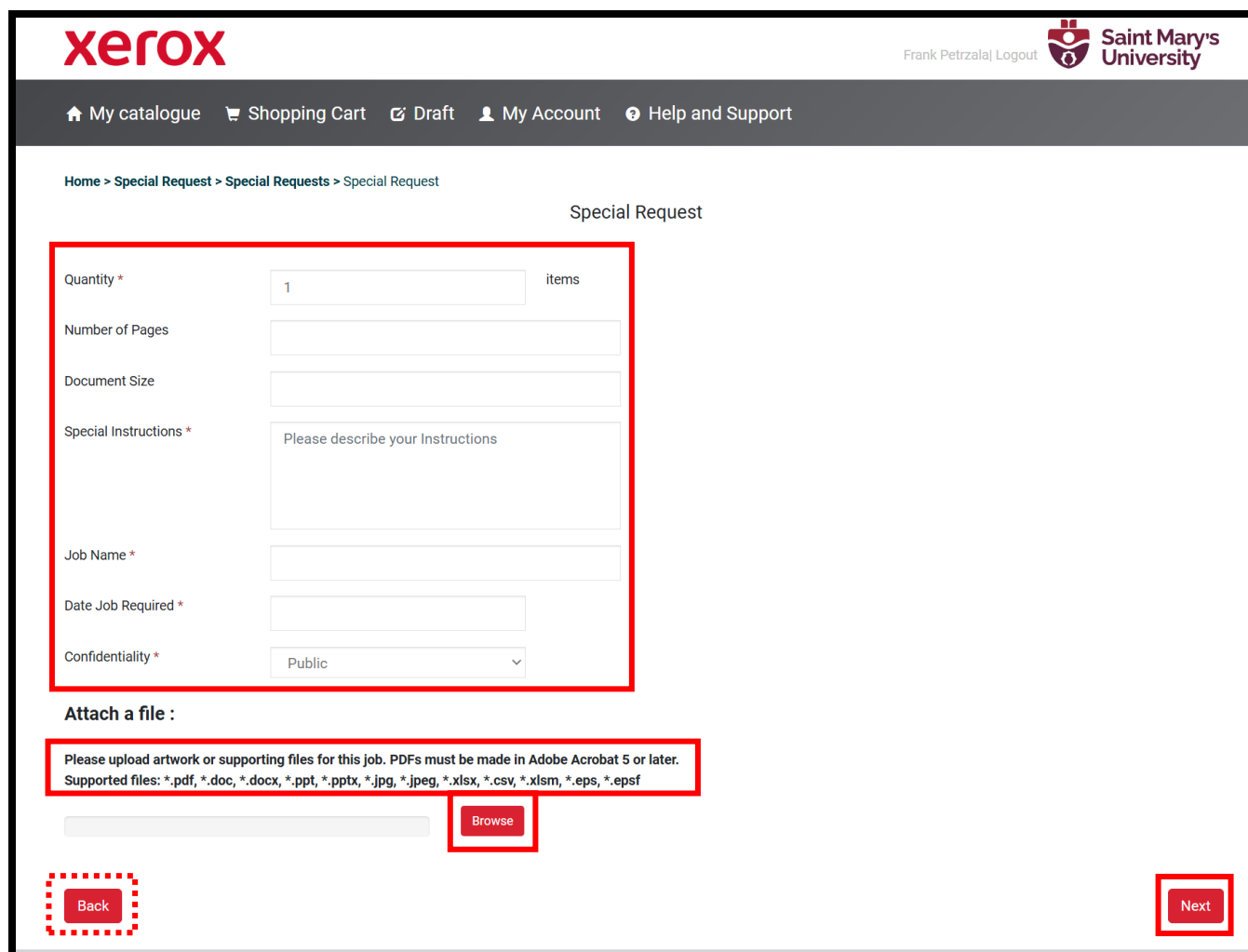
Click '**Special Request**' tile on '**Home**' screen.



The screenshot shows the Xerox web-to-print portal interface. At the top, there is a navigation bar with the Xerox logo on the left and the Saint Mary's University logo on the right. Below the navigation bar, there is a search bar and a list of navigation links: 'My catalogue', 'Shopping Cart', 'Draft', 'My Account', and 'Help and Support'. The main content area displays a breadcrumb trail: 'Home > My Catalog > Special Request > Special Requests'. Below the breadcrumb trail, there is a section titled 'Not sure what to do?' with a subtext: 'Select a document category from the list below, then select the product you need.' Under this section, there is a list of document categories, with 'Special Requests' highlighted. To the right of the list, there is a detailed view of the 'Special Request' product. This view includes a product image of a 'Loose Leaf Documents' folder, a 'Product Code' of 'Adhoc', and a 'Description' that states: 'Special requests for non standard print items. You should complete and attach the following form when completing this request type: "SMU Special Print Request Form". Once an order is placed you will be contacted by a Document Advisor who will supply you with a quote before continuing with your job.' At the bottom right of the product view, there is a red button labeled 'Proceed'.

Click '**Proceed**'.

## 9.1 Special Request (Adhoc) – Enter Requirements



The screenshot shows the Xerox Special Request form. The form is titled "Special Request" and is located under the breadcrumb "Home > Special Request > Special Requests > Special Request". The form contains several input fields and a file upload section. The fields are: Quantity (with a dropdown set to 1), Number of Pages, Document Size, Special Instructions (with a text area), Job Name, Date Job Required, and Confidentiality (with a dropdown set to Public). Below these fields is a section for attaching a file, which includes a text area for the file name and a "Browse" button. At the bottom of the form are "Back" and "Next" buttons. Red boxes highlight the following elements: the main form area, the "Attach a file" section, the "Back" button, and the "Next" button.

Quantity \*  items

Number of Pages

Document Size

Special Instructions \*

Job Name \*

Date Job Required \*

Confidentiality \*

Attach a file :

Please upload artwork or supporting files for this job. PDFs must be made in Adobe Acrobat 5 or later.  
Supported files: \*.pdf, \*.doc, \*.docx, \*.ppt, \*.pptx, \*.jpg, \*.jpeg, \*.xlsx, \*.csv, \*.xlsm, \*.eps, \*.epsf

Enter the '**Quantity**' required.

Enter '**Number of Pages**'.

Enter '**Document Size**'.

Enter the '**Special Instructions**'.

Enter a '**Job Name**' to identify the Job.

Enter the '**Date Job Required**', either manually or by clicking the calendar icon.

Select '**Confidentiality**' value from the drop-down.

## 9.2 Special Request (Adhoc) – Supporting Digital Information

After selecting 'Supporting Digital Information', the 'File Name' is displayed, as shown above.

**Note:** 'Supported files: \*.pdf, \*.doc, \*.docx, \*.ppt, \*.pptx, \*.jpg, \*.jpeg, \*.xlsx, \*.csv, \*.xslm, \*.eps, \*.epsf'.

Multiple files can be uploaded at one time. If multiple specifications are required for the print job, attach a detailed file with the information.

**IMPORTANT:** The form 'SMU Special Print Request Form' must be included.

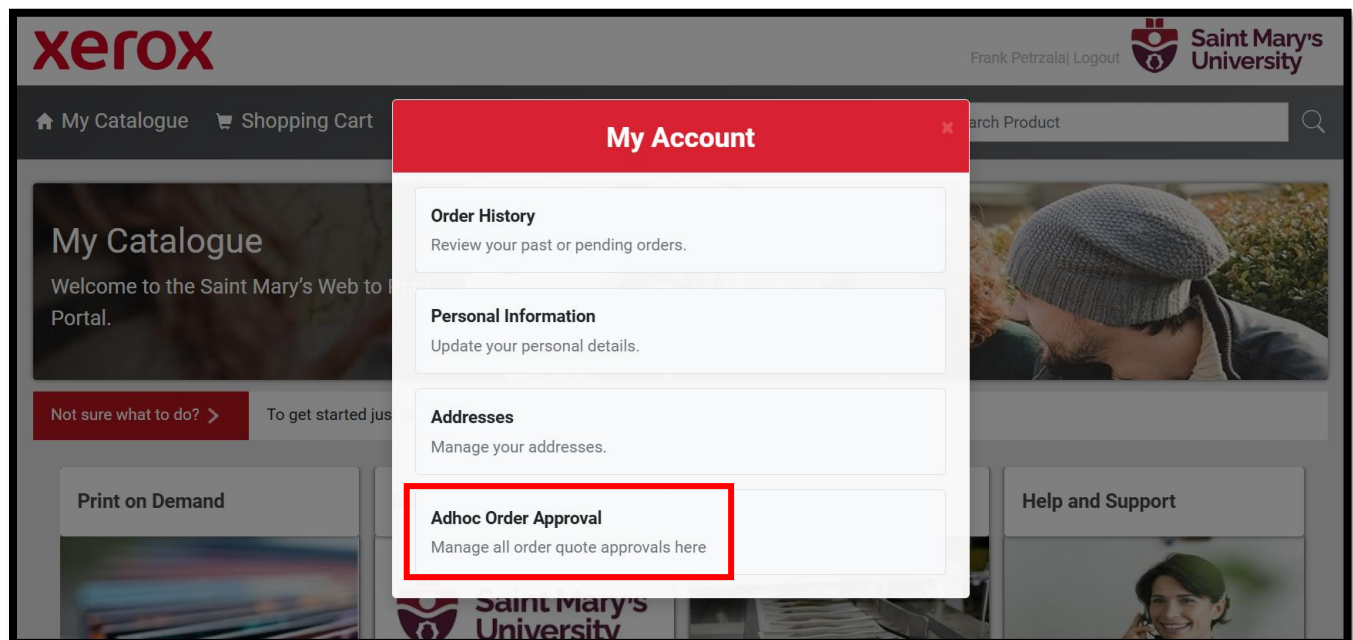
Click 'Next' to place the 'Special Request' in your 'Shopping Cart'.

**Note:** Mixed basket - Please note - you cannot submit a 'Special Request' (ad hoc) with other requests in the same basket - Please save any items to drafts and submit Ad-hoc requests as single items.

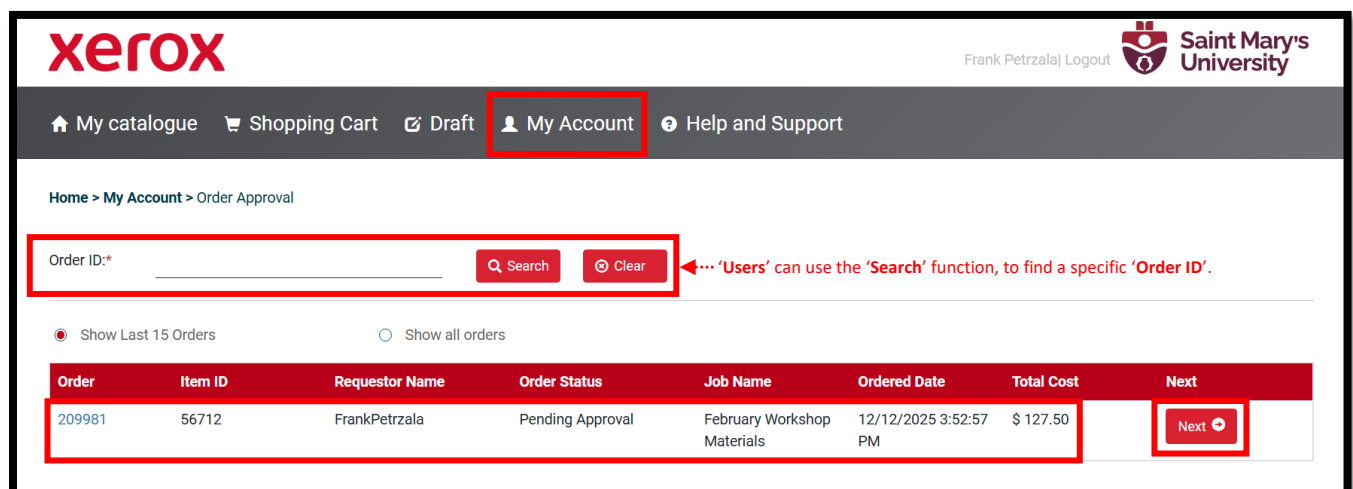
Refer to Section 6 'Shopping Cart – Summary' for details.

## 9.3 Adhoc Order Approval – Approving / Rejecting Quotations

Click 'My Account'.



Click 'Adhoc Order Approval'.



When the 'Xerox Account Manager' sends back a 'Quotation' for an 'Ad Hoc Job', an 'Email Notification' is received.

Click the link in the email, or go to 'My Account' > 'Order Approval', if already logged in.

Find the relevant 'Order', by scrolling down, or by using the 'Search' function.

Click 'Next' when ready to view the 'Quotation'.

Frank Petrzalaj Logout

[My catalogue](#)
[Shopping Cart](#)
[Draft](#)
[My Account](#)
[Help and Support](#)

[Home](#) > [My Account](#) > Order Approval Details

### Item Details

|                       |                                   |                                      |                  |
|-----------------------|-----------------------------------|--------------------------------------|------------------|
| Order ID              | 209981                            | Date Job Required                    | 01/21/2026 15:51 |
| Item ID               | 56712                             | Quantity                             | 25               |
| Product Name          | Special Request                   | Price                                | \$ 127.50        |
| Confidentiality Level | Public                            | Number of Pages                      | 40               |
| Print Requirements    | Requirements are:                 |                                      |                  |
| Artwork               | <a href="#">Click to download</a> |                                      |                  |
|                       | Document Size                     | 8.5x11                               |                  |
|                       | Comments                          | Will commence printing upon approval |                  |
|                       | Quotation PDF                     | No Quotation PDF available           |                  |

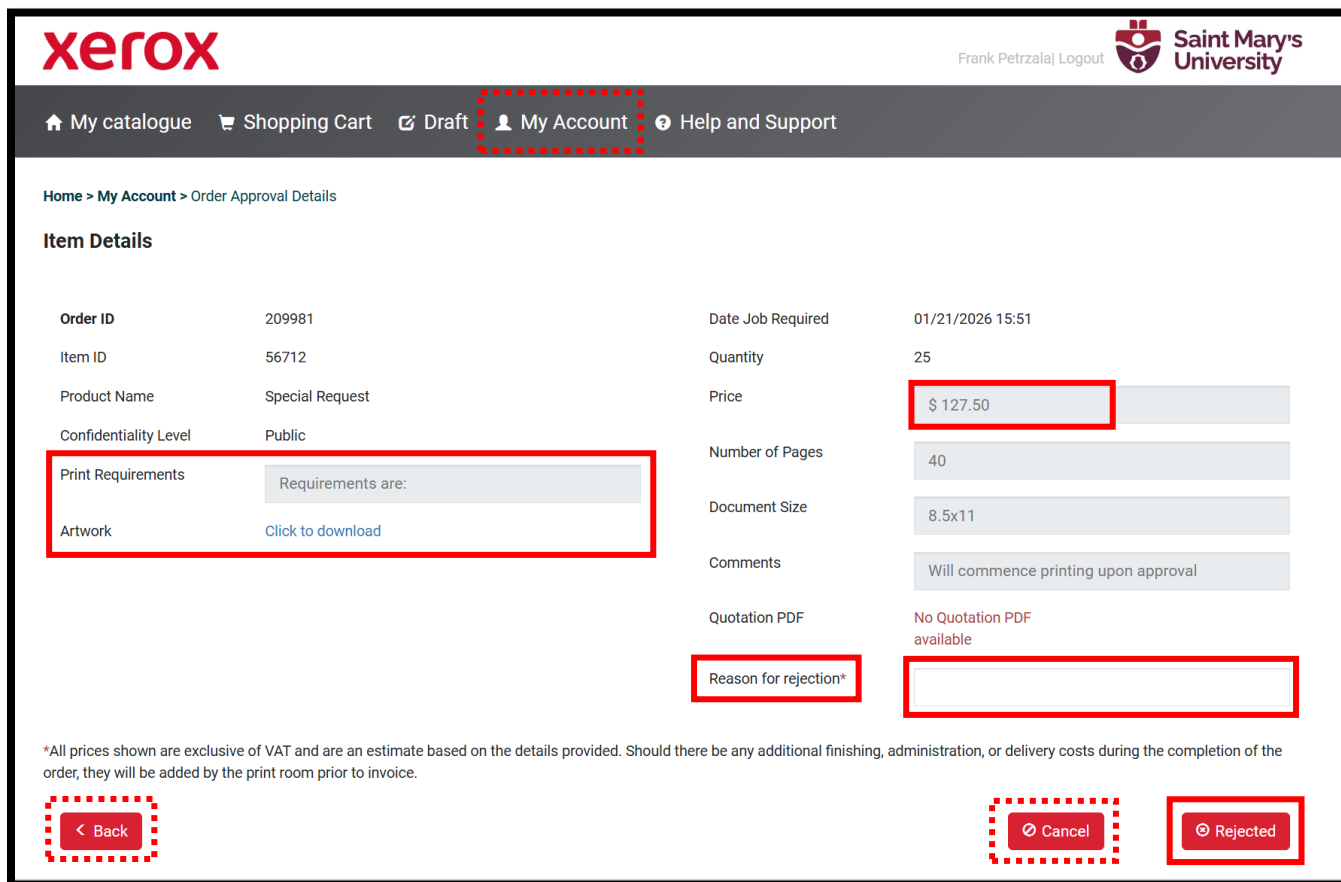
When no "Quotation PDF" is uploaded by the Print Shop, the message 'No Quotation PDF available' is displayed

\*All prices shown are exclusive of VAT and are an estimate based on the details provided. Should there be any additional finishing, administration, or delivery costs during the completion of the order, they will be added by the print room prior to invoice.

[< Back](#)
[Approved](#)
[Rejected](#)

The 'Ad Hoc Job' details are displayed, quoting the 'Price', 'Comments', and if added, an optional 'Quotation PDF' available to download is received form the 'Xerox Account Team', originally submitted 'Print Requirements' and the ability to 'Download' any originally submitted 'Artwork' or 'Documentation', uploaded during submission. Check all details and either 'Approve' or 'Reject' the 'Quotation'.

## 9.4 Adhoc – Rejection Quotations - Additional Comments



**xerox** Frank Petrzalaj Logout Saint Mary's University

Home > My Account > Order Approval Details

**Item Details**

|                       |                   |                       |                                      |
|-----------------------|-------------------|-----------------------|--------------------------------------|
| Order ID              | 209981            | Date Job Required     | 01/21/2026 15:51                     |
| Item ID               | 56712             | Quantity              | 25                                   |
| Product Name          | Special Request   | Price                 | \$ 127.50                            |
| Confidentiality Level | Public            | Number of Pages       | 40                                   |
| Print Requirements    | Requirements are: |                       |                                      |
| Artwork               | Click to download |                       |                                      |
|                       |                   | Document Size         | 8.5x11                               |
|                       |                   | Comments              | Will commence printing upon approval |
|                       |                   | Quotation PDF         | No Quotation PDF available           |
|                       |                   | Reason for rejection* |                                      |

\*All prices shown are exclusive of VAT and are an estimate based on the details provided. Should there be any additional finishing, administration, or delivery costs during the completion of the order, they will be added by the print room prior to invoice.

< Back Cancel Rejected

**Note:** If 'Rejected' is selected, an additional 'Free type Textbox' is displayed, allowing users to enter details for the 'Rejection'.

Upon rejecting the quote, the status for the order is 'Cancelled'.

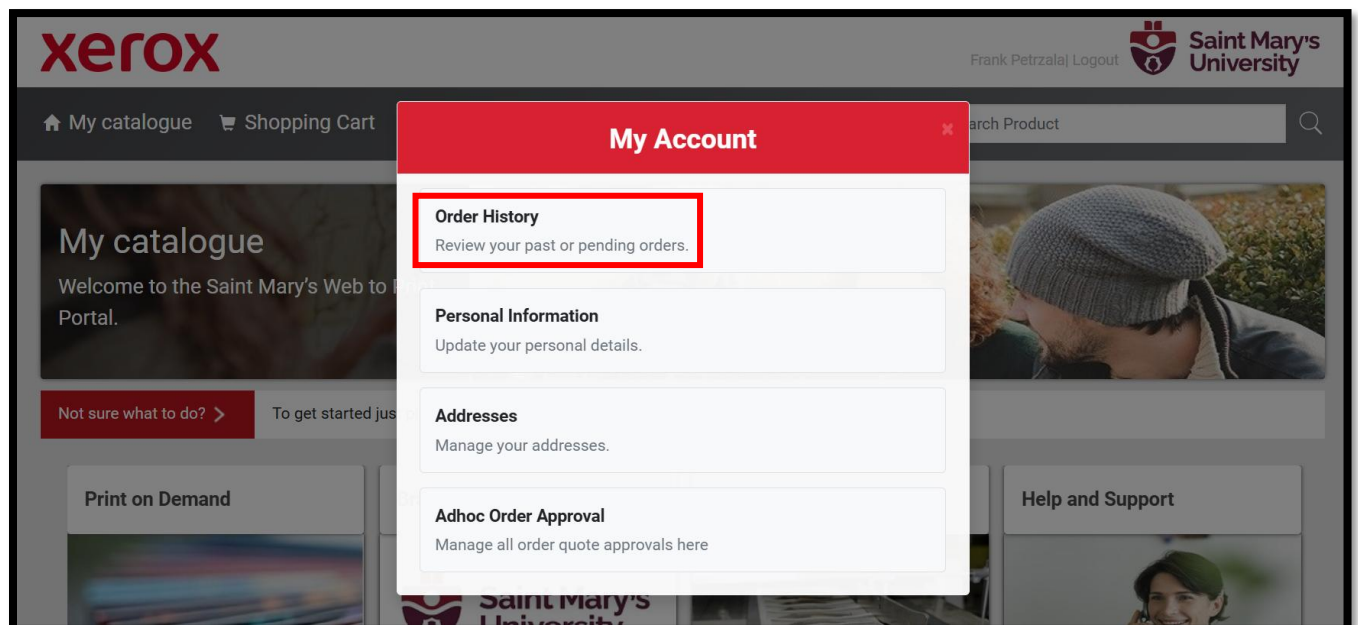
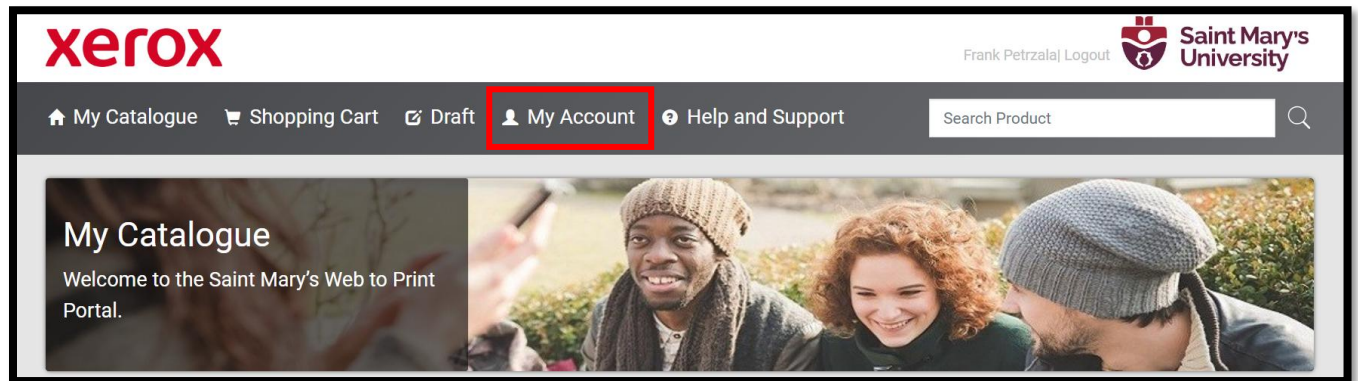
'Approved Orders' will go into production.

## 10 Order History

'Order History' contains a record of **ALL** your Catalogue Orders. It is used to track Orders or to 'Reorder'.

Click 'My Account' and 'Order History' or click the 'View Job' link in an email confirmation.

To leave 'Order History' click a link at the top of the Page.



The 'Order History' page displays:

Home > My Account > Order History

Product Code, Product Name, Order Number, Job Name:\*

☒ Show Last 15 Orders ☐ Show All Orders

| Order  | Order Status     | Ordered Date           | FOAP Details                 | Order Cost | Shipping Cost | Ancillary Cost | Total Cost |                         |
|--------|------------------|------------------------|------------------------------|------------|---------------|----------------|------------|-------------------------|
| 729981 | In Progress      | 12/16/2025 10:44:56 AM | <a href="#">FOAP Details</a> | \$ 31.02   | \$ 0.00       | \$ 0.00        | \$ 31.02   | <a href="#">Reorder</a> |
| 209981 | Pending Approval | 12/12/2025 3:52:57 PM  | <a href="#">FOAP Details</a> | \$ 0.00    | \$ 0.00       | \$ 0.00        | \$ 0.00    | <a href="#">Reorder</a> |
| 798981 | Completed        | 12/12/2025 11:21:43 AM | <a href="#">FOAP Details</a> | \$ 4.16    | \$ 7.95       | \$ 0.00        | \$ 12.11   | <a href="#">Reorder</a> |

Orders have an 'Order Status' of: 'In Progress' for Orders waiting to be processed; 'Completed' for dispatched Orders.

**Note:** 'Reorder' is only available for 30 days as General Data Protection Regulation (GDPR) setting restricts the ability to reorder after 30 days. The duration is determined by the Client.

## 10.1 Order History – Search for an Order

To retrieve a specific Order, enter one of the following search parameters: 'Product Code', 'Product Name', 'Order Number', 'Job Name:\*

**Note:** 'Job Name\*' is an optional field that can be populated when ordering an item. A 'Job Name' must be entered when 'Finalizing' the requirements for it to be a search parameter.

To manually search for an Order scroll through the Order List.

## 10.2 Order History – View an Order

Frank Petrzalaj Logout

[Home](#) > [My Account](#) > [Order History](#) > [Order Details](#)

Order ID #839981

Download order detail: [Download PDF](#)

Order Details

| ID    |  | Product Name                                                    | Job Name                      | Status      | Quantity | Price    | Additional Info                 |
|-------|--|-----------------------------------------------------------------|-------------------------------|-------------|----------|----------|---------------------------------|
| 56715 |  | 8.5x11 Bound Document 4007<br>SLA: STANDARD<br>12/23/2025 05:54 | Special Presentation Material | In Progress | 4        | \$ 30.00 | <a href="#">Additional Info</a> |
| 56716 |  | Booklets 8.5x11 4010<br>SLA: STANDARD<br>12/23/2025 05:54       |                               | In Progress | 30       | \$ 5.57  | <a href="#">Additional Info</a> |

Delivery Details

|            | Address         | Product Name          | Quantity | Operator Name | Tracking Number | Ancillary Cost | Shipping Cost | Dispatch Date | Status      |
|------------|-----------------|-----------------------|----------|---------------|-----------------|----------------|---------------|---------------|-------------|
| Delivery 1 | SMU Main Office | 8.5x11 Bound Document | 4        |               |                 | \$ 0.00        | \$ 0.00       |               | In Progress |
| Delivery 1 | SMU Main Office | Booklets 8.5x11       | 30       |               |                 | \$ 0.00        | \$ 0.00       |               | In Progress |

[< Back](#)

SMU Main Office  
 St. Marys University  
 923 Robie Street  
 Loyola Residence, Room 114  
 Halifax  
 B3H 3C3  
 Phone: 9025550013

Total \$ 35.57

Click the '**Order#**' (Order Number) to display the Order and details of each product required.

**Note:** The '**Status**' is updated when each product is dispatched, and an email notification is sent.

Hover over the '**Address**' to display address details.

Click '**Download PDF**' to download a copy of the Order details.

### 10.3 Order History – Reorder

The details of a completed Order are retained in **'Order History'** for 30 days, after which, per General Data Protection Regulation (GDPR), they are deleted.

The **'Reorder'** link is removed after 30 days, and a new order will need to be created.

Find the product in **'Order History'** and click **'Reorder'**.

All products in the Order are listed.

Click **'Select all items'** to copy all products to the **'Shopping Cart'** or click the box in the **'Add to cart'** column for each product required.

Click **'Add to Cart'**.

Click **'OK'** to confirm and copy the products to the **'Shopping Cart'**.

Refer to Section 6 **'Shopping Cart – Summary'** for details.

To change product details, click **'Edit'**.

After amending the requirement click **'Add to cart'**.

Select other products to add to the **'Shopping Cart'** if required.

## 11 Cancelling an Order

An Order may be cancelled provided the **'Print Shop'** has not started to produce any of the products in the Order.

Contact the **'Print Shop'** with the **'Order Number'** you wish to cancel.

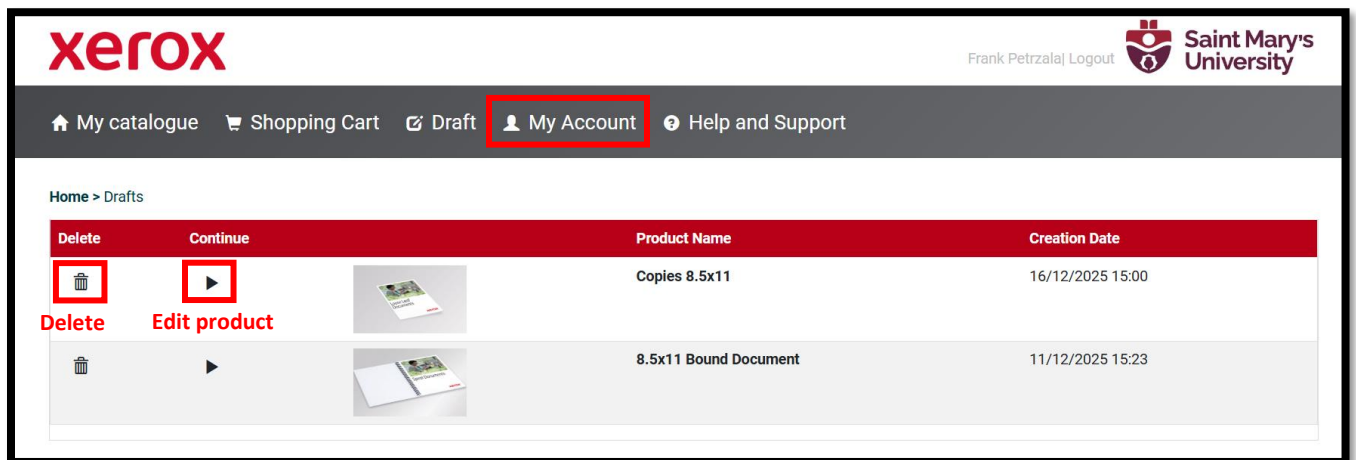
**Note:** The **'Order Number'** is available in a confirmation email or in **'Order History'**.

## 12 Drafts Folder

Products in the **'Shopping Cart'** are moved to the **'Drafts'** folder by clicking the **'Checkout later'** icon .

Products may be automatically moved to the **'Drafts'** folder when a link is clicked during ordering or if the system times out.

These may be retrieved and included in an Order.



The screenshot shows the Xerox web-to-print portal interface. The navigation bar includes links for 'My catalogue', 'Shopping Cart', 'Draft', 'My Account' (highlighted with a red box), and 'Help and Support'. The user is logged in as 'Frank Petrzala'. The main content area shows the 'Drafts' folder with a table of items. The table has columns for 'Delete', 'Continue', 'Product Name', and 'Creation Date'. Two items are listed: 'Copies 8.5x11' and '8.5x11 Bound Document'. The 'Delete' and 'Continue' icons for the first item are highlighted with red boxes.

| Delete                                                                            | Continue                                                                          | Product Name          | Creation Date    |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------|------------------|
|  |  | Copies 8.5x11         | 16/12/2025 15:00 |
|  |  | 8.5x11 Bound Document | 11/12/2025 15:23 |

Click the **'Drafts'** link to list the products saved in the **'Drafts'** folder.

Click the **'Delete'** icon  to remove a product from the **'Drafts'** folder.

Click the **'Continue'** icon  to continue ordering the product.

Click ['Contents'](#) to return to the **'Table of Contents'**.