CLOC Ltd

Getting Online

Your personal guide to CLOC ONLINE

Contents

Logging on

Welcome to CLOC Online, your one-stop portal to all of your printing needs!

Let's get started....

Logging on to the system couldn't be easier, simply write your email address in the '*Email ID'* field and your password in the '*Password'* field.

If you are unsure of your details or need your account reset for any reason, please call 020 8801 6983 and speak to any of the CLOC Online Support Team.

If you do not have an account setup and this is your first time of ordering, please email support@clocltd.co.uk with the information below.

Company/Organisation:
Department:
Name:
Telephone:
Email:
Delivery address:

Please be aware, that in some circumstances CLOC will need authorisation from a senior member of your organisation to ensure that you are allowed to place orders.

WARNING – the system has a security time-out that will end your session if you pause for longer than 5 minutes during ordering. Please note that due to your computer's cache, the timed-out system may still appear to be logged in until you go to complete your order. To avoid any frustration or issues, if you do have to pause during ordering, CLOC recommends logging out and then logging back in to the system to start a new session. If you experience any issue whatsoever, please contact your local CLOC representative (details can be found on page 23 of this guide).

Place an order

Now that you have logged on, chances are that you'll want to place an order. This couldn't be easier, simply locate and click the button on the homepage that looks like this:

Now that you have selected 'New Orders', you will be brought to a page that allows you to select your product. There are 2 types of product that you can order from this screen:

1. Catalogue items (business stationery, paper, branded items), indicated in the yellow area below.

2. Bespoke items (books, simple copying, posters, flyers, brochures), indicated in the blue area below.

Bespoke orders

For now, let's select a bespoke item from the blue 'instant quote' section. To help you choose the correct product for your application please refer to 'Choosing the right product' on page 19 of this guide.

Once you have decided which product is right for you, select it by simply clicking it with your mouse. For the purpose of this guide we'll select 'Wiro bound'.

Our system has been designed with ease in mind and follows a step-by-step process:

Step 1 –
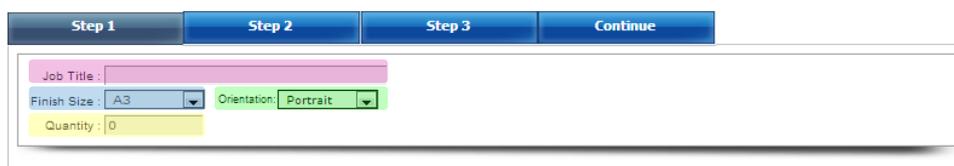
- Job title (highlighted in pink) – This is the title we will use when corresponding with you regarding this order. Use something that is immediately recognisable, especially if this is an order you may want to have reproduced at a later date.

- Finished size (highlighted in blue) – Use the drop down menu to select the finished size of your product. You will only be able to select sizes that are relevant to the product you're requesting, i.e. there is no option to select A2 size for Wiro binding as the maximum size for this type of binding is A3.

- Orientation (highlighted in green) – use the drop down menu to select between portrait (longest edge on side) and landscape (longest edge on top).

- Quantity (highlighted in yellow) – how many items do you require, please refer 'Choosing the right product' on page 19 of this guide for minimum quantity information.

Step 2 –

- Pages (highlighted in pink) – Please write the total number of sides. If your document is 10 leaves printed double sided you must enter 20 in the 'pages' field.

- Material (highlighted in yellow) – Use the drop down menu to select you paper preference. The paper options you have available to select will have been chosen by your organisation when CLOC were setting up this system. If you require a stock outside of this range, please contact your local CLOC representative (details on page 23 of guide) and they will be happy to arrange this for you. CLOC can edit the materials available to select at anytime, so just ask! If you are unsure of what material would be best suited for your application, please refer to 'Which Paper?' on page 22 of this guide.

- Print (highlighted in green) – Please use the drop menu to select what type of printing you require:

  - Black only single sided = mono only to one side of the sheet
  - Black only double sided = mono only to both sides of the sheet
  - 4 colours single sided = full colour to one side of the sheet
  - 4 colours double sided = full colour to both sides of the sheet

  If your job has mixed printing types (i.e. some double sided mono, some double sided colour etc) please input this by using the 'sections' tool, explained below. If you can't find the printing options required to complete your product, please contact your local CLOC representative (details can be found on page 23 of this guide).

- Sections (highlighted in blue) – If every page of your product is printed the same way (i.e. potentially mono double sided) and the stock required is also the same throughout, please ignore the section field. If however your product has sections which are printed differently or on different stocks, this tool will allow you to build your job from scratch. The way to do this is to press the 'Add Pages' (highlighted in purple) button for each new section you require. For example, if your order had the following sections:

  - Page 1-20 is black only double sided on white 100gsm paper
  - Page 21-26 is black only single sided on yellow 80gsm paper
  - Page 27-54 is colour double sided on white 100gsm paper

  You would enter it as per diagram (Fig.1) over leaf.

Fig.1

```
------------------------- Per Copy -------------------------
   Sections      Pages     Material                              Print

   Section 1     20        Uncoated 100gsm            ▼          Black only double sided        ▼
   Section 2     6         Pale Yellow paper (80gsm)  ▼          Black only single sided        ▼   Remove
   Section 3     28        Uncoated 100gsm            ▼          4 colours double sided         ▼   Remove
```

- Covers – If you do not require covers, please ensure the 4 boxes highlighted (in Fig.2) below continue to display the message: 'Please select to add cover'. If you do require covers however, please use the drop down menus to select the type of printing and material you would like. CLOC recommend that covers are printed on a slightly heavier stock to differentiate them from the text portion of you order. If you are unsure of what material would work best for your order, please use the 'Which Paper?' guide on page 22.

Fig.2

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Add Pages

Front Cover
   Print    Please select to add cover   ▼   Material   Please select to add cover   ▼
Back Cover
   Print    Please select to add cover   ▼   Material   Please select to add cover   ▼
```

Step 3 –

```
   Step 1            Step 2            Step 3            Continue

   Covers                                                          ▼

   ⊟ Misc Finishing.
   ⊟ Misc Finishing.

   Finishing                                                       ▼

   ⊟ Design / Prepress Studio
                                            Select
      Artwork or Typesetting                  ☐
      Digital Proof                           ☐
      PDF Proof                               ☐
   ⊟ Misc
                                            Select
      Acetate Backs                           ☐
      Acetate Fronts                          ☐
   ⊟ Misc Finishing.
                                                        Select
      1 Hole Drilled (leaves)                             ☐
      2 Hole Drilled (LEAVES)                             ☐
      4 Hole Drilled (LEAVES)                             ☐
      Gloss Lamination (stock must be 200gsm or over to enable to have this option)   ☐
      Matt Lamination (stock must be 200gsm or over to enable to have this option)    ☐
      Silk Lamination (stock must be 200gsm or over to enable to have this option)    ☐
```

Step 3 is where you select what finishing options you require. The options displayed are relevant to the product you have selected and were chosen by your organisation when the system was setup. In the above example (Wiro Binding), there are options to select proofing and typesetting, acetates, drilling (hole punching), as well as several lamination options. Choosing which finish will work best for your product is entirely up to you and each option has an aesthetical or functional purpose. To help you make this selection, please see 'Choosing the right product' on page 19 of this guide.

Order completion –

Once you have made your selection and clicked the final 'Continue' tab, you will be brought to the page below:

As well as show you a summary of your order, this page gives you several other useful options:

- Edit job (highlighted in green) – If you notice that your order is incorrect or would simply like to make changes to certain aspects of your job, click this button and you will be taken back through the 3 step process. There is no limit to the amount of times you can do this.

- Submit job (highlighted in blue) – Once you are happy with your order, click this button to be taken to the order completion screen.

- Additional info box (highlighted in orange) – If you wish to explain any part of your order to CLOC, please use the additional information box. Anything written in this box will be seen by the print operator responsible for you order at CLOC. We strongly recommend using this box as a failsafe to ensure that your orders are produced exactly as you require – often something that is obvious to you as the creator of your order, may not be to the operator.

- Price (highlighted as yellow) – Here you will see an accurate price for your order. This price will be calculated directly from pricing matrices pre-agreed with your organisation.

- Upload artwork (highlighted in purple) – If you click this button a window (see Fig.3) will open, allowing you to browse your computer and select the artwork (file to be printed). You can upload several artworks if necessary and the upload limit for the total order is 40mb. If your artwork is larger than 40mb, please contact you CLOC representative (details can be found on page 23 of this guide) and they will instruct you as to what other options are available for artwork submission.

Fig.3
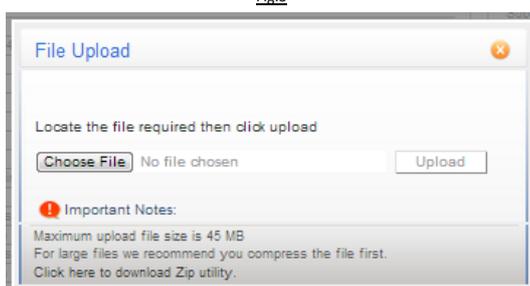
Once you have checked the specification of your order and uploaded your artwork, you will need to click the 'Submit Job' button (highlighted in blue on the previous page) taking you to the 'Billing Page', shown as Fig.4 below:

Fig.4

If we were supplied a company billing address during system setup, the billing address portion of this page will already be filled in, leaving you just the delivery address to complete. You have a tick box option (highlighted in green) that allows you to input the billing address details as a delivery address without having to write them in. You will also notice a box titled 'Activity Code' (highlighted in purple) that is for entering the purchase order number that tallies with this order. If you have budget codes setup instead of purchase orders please enter your budget code in the 'Activity Code' box instead. Once all of your details are correct, make sure you tick the final confirmation box (highlighted in yellow) and then press the 'Submit Order' button (highlighted in blue).

Your order is now submitted with CLOC and you will receive a confirmation email to confirm this.

Catalogue item

There are 2 main types of catalogue item:

- Non-customisable - business stationery and other items that CLOC hold in stock ready for call-off

- Customisable - business cards and other template driven orders

This guide will teach you how to order both.

First, you need to view the 'New Order screen' accessed by clicking the button shown below on the homepage:

Once selected you will be brought to the New Orders page, where you will be able to see the yellow catalogue section that includes all non-customisable products, as shown below:
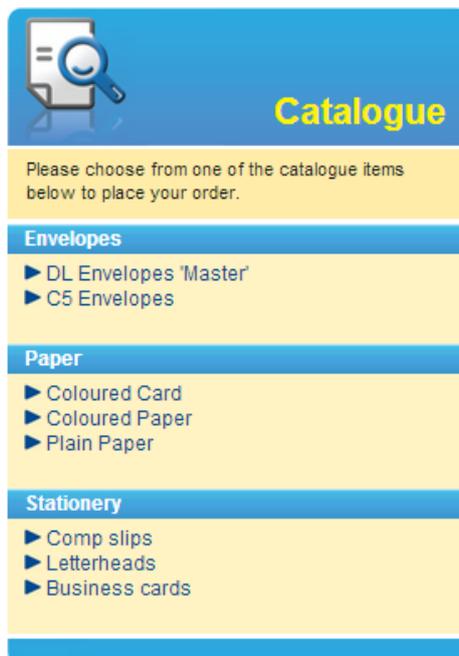
As you can see, the products in this section are split into categories. The categories and the products within them were set during the setup of this system and can be edited at any stage. If you cannot see the product you are looking for, please contact your local CLOC representative (contact details can be found on page 23 of this guide). If you can however see the product you are looking for, simply make your selection by clicking over it with your mouse.

Non-customisable Items

For the purpose of this guide and to demonstrate what you could expect to see after choosing a product from the Catalogue menu, we have selected 'Coloured Paper' and therefore now have the following options:

Here you can see thumbnails of the selectable items with a small bit of descriptive just in case your screen's calibration is slightly off. Please note that the system will only show 9 items per page to avoid clutter and if your item is not displayed, you must click 'More' (highlighted in blue) to view other products within the category. To make a selection you simply click 'Add to cart' (highlighted in pink) below the desired product.

Once you have made your selection, you will be shown the following page:

The features of the above page include:

- Shopping basket (highlighted in green) – Here you will be able view all of the items in your shopping basket, adjust quantities, set items to be charged to a particular budget code or Purchase order, delete items and view costing information. If you have not completed your order and would like to continue shopping, simply click the 'Continue Shopping' button (highlighted in orange). As well as have costing information for each item separately, you will also be able to see the total sum of your order (section highlighted in yellow).

- PO Number (highlighted in blue) – here you will be able to enter a budget code or purchase order for the entire order.

- Job title (highlighted in purple) – if your order falls under a specific job title, please enter it here. We will use this title reference when corresponding with you about this order.

- Order submission – Once your order is complete, please ensure you have clicked the 'progress tick box' (highlighted in lime green) and then press the 'Submit Order' button (highlighted in deep purple).

Now your order has been placed, you will receive confirmation by email, as well as an on-screen summary as shown below

Order Summary

Thank you for your order.

Your order number is: 2660

(Print) (Done)

Items

Description	Quantity	Price
GREEN	5 (500)	£
CREAM	3 (500)	£

Sub Total :	£
Total Discount	£
Total Price:	£

Delivery address

Company:	BOURNEMOUTH UNIVERSITY
Address line 1:	TALBOT HOUSE
Address line 2:	TALBOT CAMPUS
City:	BOURNEMOUTH
State \ County:	TEST
Zip Code \ Post Code:	BH12 5BB
Country:	UNITED KINGDOM
Delivery Contact Number:	01 23456789

Billing address

Billing Name:	
Job Title:	
Company:	
Address line 1:	
Address line 2:	
City:	
Zip Code \ Post Code:	
Country:	
Billing Contact Number:	
Order reference:	

Customisable
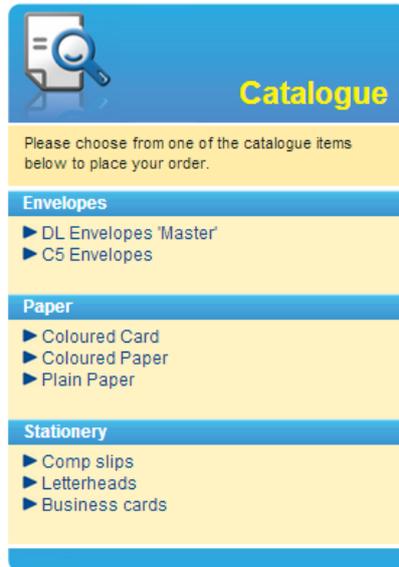
The only customisable item available to order from the above sample 'Catalogue' are business cards. In your actual system, you more than likely will have several other customisable items, all of which will be displayed within your sites' catalogue. If you are unable to find the item you are looking for, please get in touch with your local CLOC representative (details can be found on page 23 of this guide. Once you have located your item, simply click on it to make your selection.

For the purpose of this guide we have selected business cards. The page below is an example of what you could expect to see after making your selection:

The above snapshot shows all of the orderable items that fall under the selected business card category. To order a card, simply click the relevant 'Add To Cart' button (highlighted in green).

Once a selection is made, an application called 'Microsoft Silverlight' will open in your browser. If you do not have this software installed on your computer, you will have an option to download it free-of-charge via your CLOC ordering system. Some customers may need to speak to their IT Support to temporarily disable any locks on downloading prior to trying to install Silverlight. If you need to talk to your CLOC representative or CLOC IT support please use the contact details found on page 23 of this guide.

Once Silverlight has opened you will see a screen similar to the one shown below. Silverlight, used in this manner is essentially sophisticated template software where you can edit fields to customise them for your application. Below is an example of one of the business cards on one another CLOC customer's system. We have ghosted some details in keeping with our client confidentiality procedures.


Using the system couldn't be easier, simply click on the field you want to change and enter the correct information:


All of the fields were defined when this system was customised for your organisation and you will therefore not be able to edit items in a way that would affect your branding guidelines. If you would like to make any changes to your item that the system is blocking, please contact your local CLOC representative (details can be found on page 23 of this guide). All features of non-customisable items can be changed at anytime.

Once you have correctly edited your customisable item, proceed to order by clicking the 'Continue' button found on the bottom left of the screen, shown below (highlighted in yellow):
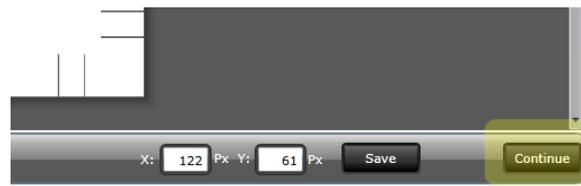
Some customisable items have more than one side, such as many business card designs. If this is the case with your product, you will be given the option to 'view side 2' even if it is non-editable. Simply select 'Yes' (highlighted in yellow below) to view side 2 or 'Continue' (highlighted in pink below) to skip viewing side 2.
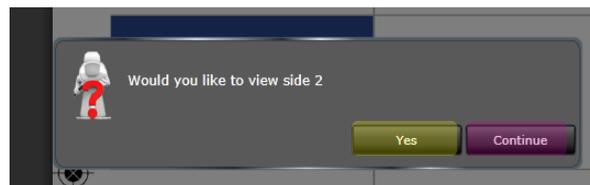
Once you have selected 'continue' you will be shown the following screen:

Features of the above screen include:

- 'Proof box' (highlighted in yellow) – here you can do a final check on the details you entered.

- 'Return to designer button' (highlighted in blue) – If you spot something wrong or would like to change your artwork, click this button to be sent back through the template software.

- 'Enter quantity box' (highlighted in green) – here you are able to enter the quantity you require for this order. Any number entered will be multiplied by the 'pack number' (in brackets to the right of the box). For example, if your item comes in packs of 250, by entering 3 in the quantity box, you will receive 750 items back (3 x 250 packs). Often pricing for customisable items is not based on a unit cost and larger orders will therefore see significant price reduction. Instant pricing is also given in this box.

- 'Add to basket' button (highlighted in pink) – once you have completed your selection, click add to basket to proceed with your order.

Once 'Add to Basket has been selected, you will be brought to the following 'Billing Page':

Some of the features of this screen are:

- Shopping basket (highlighted in green) – Here you will be able view all of your items, adjust quantities, set items to be charged to a particular budget code or Purchase order, delete items and view costing information. If you have not completed your order and would like to continue shopping, simply click the 'Continue Shopping' button (highlighted in orange).

- As well as have costing information for each item separately, you will also be able to see the total sum of your order (section highlighted in yellow).

- PO Number (highlighted in blue) – here you will be able to enter a budget code or purchase order for the entire order.

- Job title (highlighted in purple) – if your order falls under a specific job title, please enter it here. We will use this title reference when corresponding with you about this order.

- Order submission – Once your order is complete, please ensure you have clicked the 'progress tick box' (highlighted in lime green) and then press the 'Submit Order' button (highlighted in deep purple).

Now your order has been placed, you will receive confirmation by email, as well as an on-screen summary (shown as Fig.5 on the page overleaf).

Fig.5

Your order number is: 2556

Print Done

Items

Description	Quantity	Price
Standard Business Card	500	£

Sub Total :	£
Total Discount	
Total Price:	£

Delivery address

Company:	BOURNEMOUTH UNIVERSITY
Address line 1:	TALBOT HOUSE
Address line 2:	TALBOT CAMPUS
City:	BOURNEMOUTH
State \ County:	Test
Zip Code \ Post Code:	BH12 5BB
Country:	UNITED KINGDOM
Delivery Contact Number:	Test

Billing address

Billing Name:	
Job Title:	
Company:	
Address line 1:	
Address line 2:	
City:	
Zip Code \ Post Code:	
Country:	
Billing Contact Number:	
Order reference:	Test

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