INTERNET PLAQUE DESIGN AND ORDERING SYSTEM

This information will guide customers in the use of the Phoenix Foundry online system. The complete system is on the Phoenix Website. All you need is a PC with internet access and Internet Explorer Version 5.5 or later. To gain maximum benefit from the system you should also have a colour printer.

> Find the web site: **www.phoenixfoundry.com.au**

> Access your customer details: Go to Login page;
Obtain User Name and Password.

N.B. *Requesting a User Name and Password can take some time as your identity must be verified by Phoenix Foundry staff. New logons' will only be processed during working hours. You will be emailed a user name and password as soon as possible.*

> **Your User name is:**…………………………………….
> **Your Password is:**…………………………………....

> Design a new plaque: Click on the 'Standard Plaques' Image;
Select a plaque from the list of your favourites or select a different plaque size from our extensive database.

OR Click on a 'Sculpture Series' image and select from the list of sizes;

CONTINUE BY Selecting Colour, Texture, Border and Font from menus;
Enter inscription line by line choosing size and italics;
Choose motifs from Motif Library (right hand corner) by following prompts;
Preview design and make any changes required.

> Save design and print proof: In 'Preview' click 'Save' and print proof if required.
You can also ask for a quote from this screen.

> Changing a saved proof: Go to 'Saved Proofs' and find required plaque;
Make any changes, 'Preview' and click 'Save'. Print new proof if required.

> Order plaque: Find saved proof or design new plaque;
Go to 'Preview' page;
Click 'Order' button.

> To upload a pre-designed plaque: Select plaque size from favourites or by searching database;
Change colour and finish if necessary;
Click 'upload file';
Select your image and upload.

> Review transactions: Go to 'Current Orders' to view 'Search Orders Database';
Order - Plaque is in production
Proof - If a proof was generated by Phoenix compositors;
Saved Web Proof - Design generated by you on the web site;
Quote - Quote submitted in last 3 months;
Completed - Plaque is ready but not dispatched;
Invoiced - Plaque dispatched and invoice raised.

> Review your details: Go to 'Your Details' screen to view:
Comprehensive plaque details and monitor progress;
Favourites (regularly used plaques);
All current and this years transactions;
Address and other contact details.

Please contact Phoenix Foundry if you require any further assistance.

AUSTRALIAN MADE & OWNED

PHOENIX FOUNDRY

> Sydney   > Melbourne   > Brisbane   > cast bronze plaques and artistic castings