

USING VISTAPRINT





What is VISTAPRINT?

ProShop is a personalised,
dedicated printing shop

Here you can order merchandise
products and printing

Your club will have its own
online portal where you can
store logos, templates etc

You will have access to design
services - graphic designers can
help put the finishing,
professional touches on your
design.

Free standard delivery on all
orders over \$75 (incl. GST)

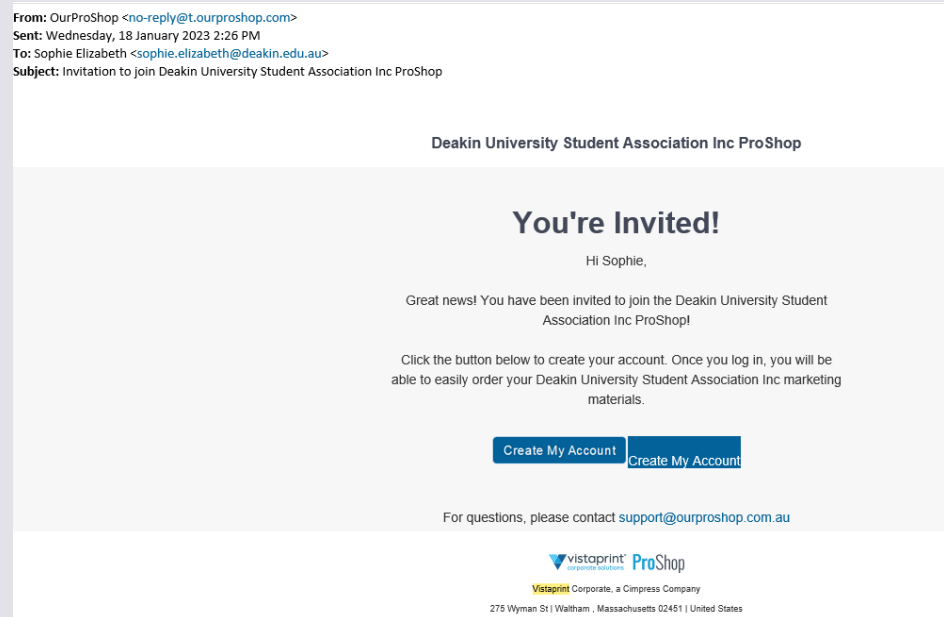
Corporate discount of 20% will
automatically be applied to
orders

If an item is not listed on the
website you can still customise
items you wish

Order tracking

How do I get started?

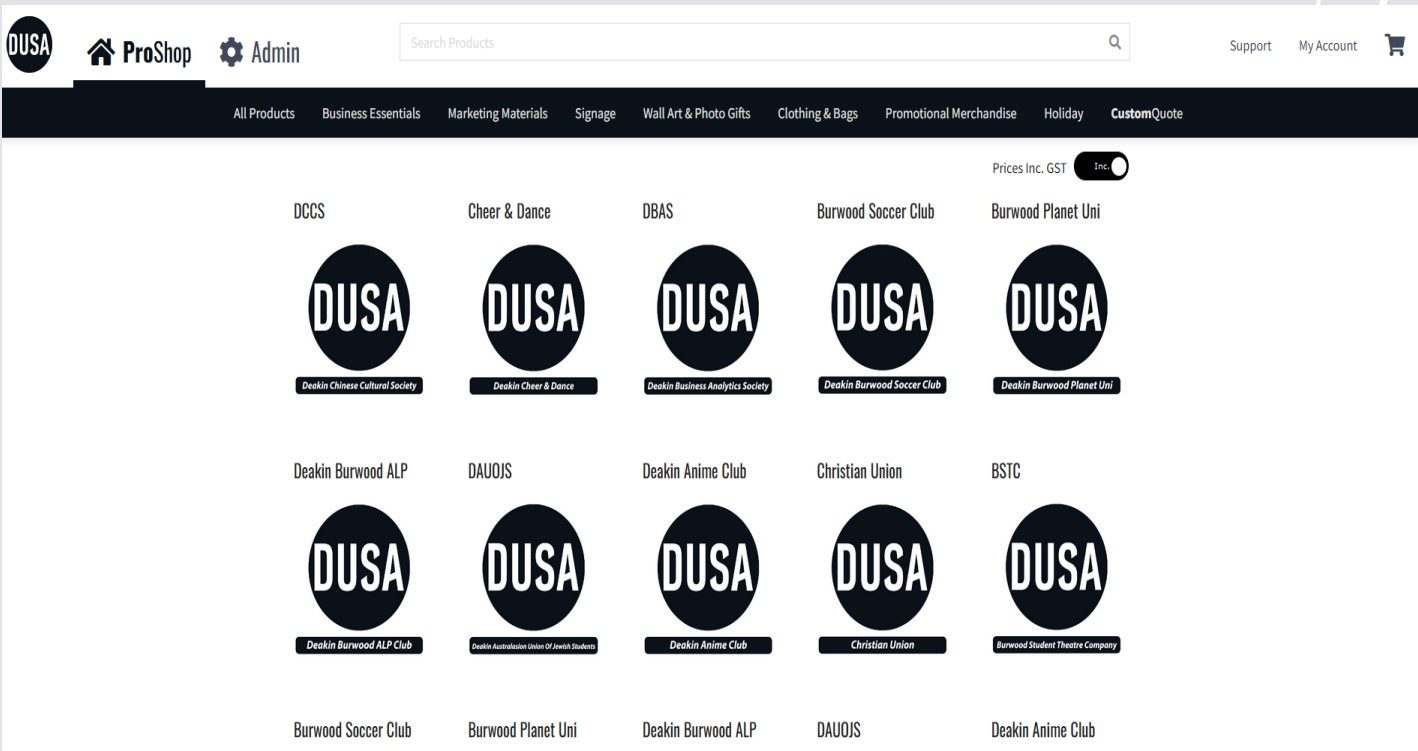
You will receive an email similar to this



Click on 'Create My Account'

You should then receive an email to club email address asking you to verify the email

Once email has been verified you be directed the Vistaprint ordering homepage

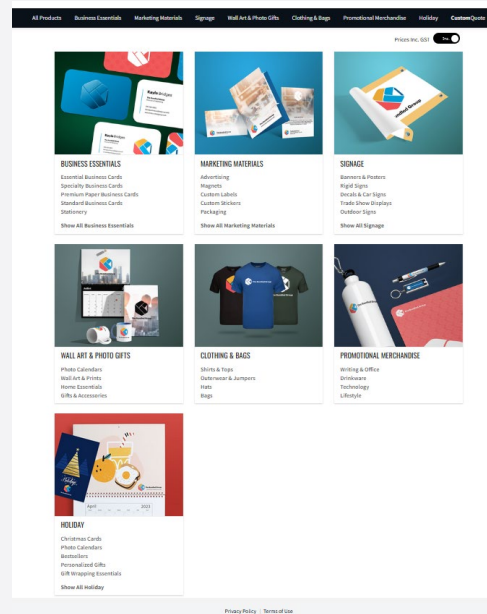


Which looks like this...

How can I access Vistaprint once my account is set up?

<http://dusacclubs.ourproshop.com.au/>

Find your club and click on DUSA logo



Choose and design what you would like to order



1 | 2

**Review, order,
approve and
add to cart**

Review and Order

Option

Basic Light Weight T-Shirt · White · **M** · Blank

Backside · Full Front

Quantity

10

Reorder Options

☒ One-time purchase

☐ Auto Reorder · Select a frequency to reorder

[Learn more](#)

☐

I have reviewed and approve my design.

[Back](#)

Add to Cart

[← Continue Shopping](#)

YOUR CART

i Cart item prices in the drop-down field are always GST exclusive.



Basic Light Weight T-Shirt - White - M - Blank Backside - Full Front

10 at \$04.48 (\$0.45/ea)

Edit

Remove

Save

Empty Cart

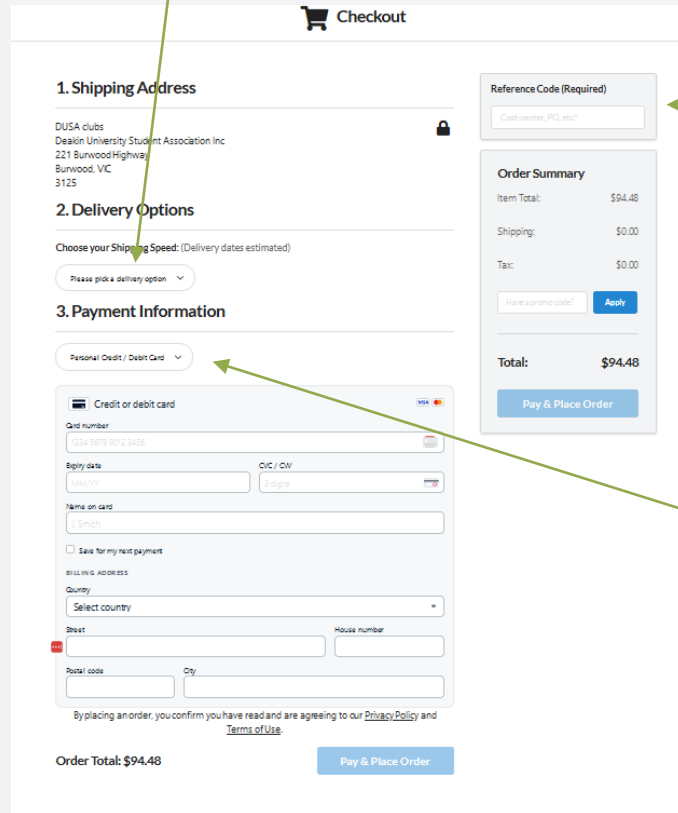
Subtotal

1 item: \$103.93
(inc. GST)

Checkout

Checkout

Choose delivery option



The screenshot shows a checkout page with three main sections: 1. Shipping Address, 2. Delivery Options, and 3. Payment Information. A green arrow points from the 'Choose delivery option' text to the 'Please pick a delivery option' dropdown menu. Another green arrow points from the 'In reference code field enter club name' text to the 'Reference Code (Required)' field. A third green arrow points from the 'Under payment information, use drop down and choose 'Pay by invoice'' text to the 'Personal Credit / Debit Card' dropdown menu. The 'Order Summary' on the right shows a total of \$94.48. At the bottom, there is a 'Pay & Place Order' button.

Checkout

1. Shipping Address

DUSA clubs
Deakin University Student Association Inc
221 Burwood Highway
Burwood, VIC
3125

2. Delivery Options

Choose your Shipping Speed: (Delivery dates estimated)

Please pick a delivery option

3. Payment Information

Personal Credit / Debit Card

Credit or debit card

Card number
1234 5678 9012 3456

Expiry date
MM/YY

CVC / CVV
1234

Name on card
J. Smith

☐ Save for my next payment

BILLING ADDRESS

Country
Select country

Street
House number

Postal code
City

By placing an order, you confirm you have read and are agreeing to our [Privacy Policy](#) and [Terms of Use](#)

Order Total: \$94.48

Pay & Place Order

Reference Code (Required)

Club name, PO, etc.

Order Summary

Item Total: \$94.48

Shipping: \$0.00

Tax: \$0.00

Have a promo code? Apply

Total: \$94.48

Pay & Place Order

In reference code field enter club name

Under payment information, use drop down and choose 'Pay by invoice'

PLACE ORDER

Club Support Officers will then approve order and order will be fulfilled

Can I change the delivery address?

In most cases, yes, after you place an order you may **request** to change your delivery address up until your order has dispatched. Follow the steps below, or contact us and we'll help you out.

1. Access **My Account** > **Order History & Reorder**.
2. Click **Order Details** for the order you need to update.
3. On the Order Details page, click **Change** under the Delivery Address.
4. Update the delivery address as necessary and click **Update**.
 - You cannot change to which country your order is being delivered.
 - You cannot change the address if the change will affect taxes.
5. Read the restrictions in the pop-up and select the box to indicate that you understand the request may not be granted. Click **Update address**.
6. You will receive an email stating that we are working on your request.
7. You will receive another email indicating either the request was successful and the delivery address was changed, or the request was denied and the delivery address was not changed.

A few things to note:

- The new delivery address is applied to all items in an order, even if they have not all dispatched yet.
- Changing the email address or phone number for an order does not change the information in your account.

I still need some help....

<https://www.vistaprint.com.au/customer-care/help-centre/>

Customer support +61 1800 841 872 or email us at support@ourproshop.com.au for:

- Questions on your order
- ProShop assistance

Vistaprint Customer Care Team is available 7 days a week.

I can't find the product I want to order?

CustomQuote

Not available on ProShop?

Get a CustomQuote!

We have a lot of great print and promo products in the ProShop, but if you are looking for something in large quantities that you don't see, talk to us – we can likely get any product that you need in bulk. Whether you are looking for booklets, brochures, custom signage or merchandise, let us know.

The minimum order for CustomQuote is \$500.

Frequently Asked Questions

What happens after I submit a quote request?

Your account manager will reach out with a quote within 24-48 hours. Your account manager may also reach out to request additional details on your request.

How long will it take to get a quote?

24-48 hours depending on complexity of the request.

The product I want is not in the "Select Product" list.

Please select "other" and describe your products request in the "Describe Your Product Request" field.

What information should I put in the "Describe Your Product Request" field.

Please include specifications such as size, stock, finishing options, etc. If you aren't sure, provide as much detail as you can and let us know you'd like help defining the product.

What do I do if I want more than one product?

Describe your additional product in the "Describe Your Product Request" field.

I need help with design...

Vistaprint offer design services – create your design here, save and then upload to your folder

<https://create.vista.com/>

VistaCreate is an online graphic design platform that contains a vast library of templates on any topic and theme, as well as millions of royalty-free images, videos, and vectors.

It also offers convenient editing tools, such as Background Remover, Brand Kit, Logomaker, social media scheduler, resizing tool, and more.