



SYNERGY[®] HomeCare

Dokshop User Guide



dokshop
powered by prisma

The customer service team at Prisma is here to help.

If you need technical assistance, please reach out to us.

2937 East Broadway Road

Phoenix, AZ 85040

T 888-365-7411

E dokshop@prismagraphic.com

M-F, 6am-6pm (MST)

dokshop.com

Login

Visit shc.dokshop.com to login.

Your User Name is your new specially designated SHC office email address: e.g. AK01@synergyhomecare.com.

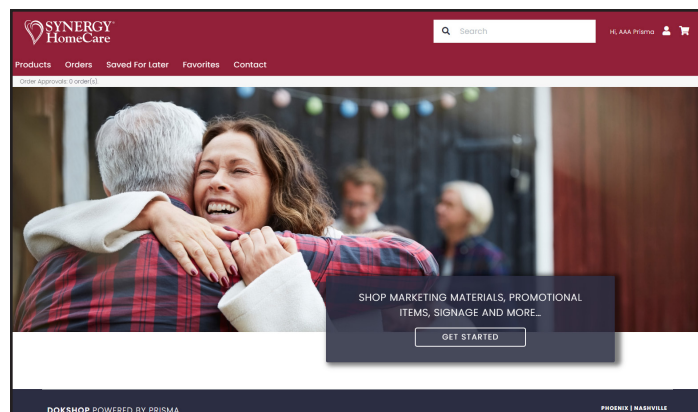
This address and login may be used by any authorized team members in your office.

When you are logging in for the first time, you'll need to select **Forgot your password? Reset it here.**

Welcome

On the welcome page, you have access to the following:

- **Products** - View available categories and order products.
- **Orders** - Find previous orders.
- **Saved for Later** - Access carts that were saved/closed from a previous ordering session. You can also find reverted orders here.
- **Favorites** - View items that have been favorited.
- **Contact** - Contact the dokshop Customer Service Team for support.
- **Search** - Find items by keyword.
- **Account** - Select the person icon to view details.
- **Shopping Cart** - Select the shopping cart to view items in your open cart.



Products

Select **Products** then choose a category.

On the top level of a product, you can see the product name and other descriptions.

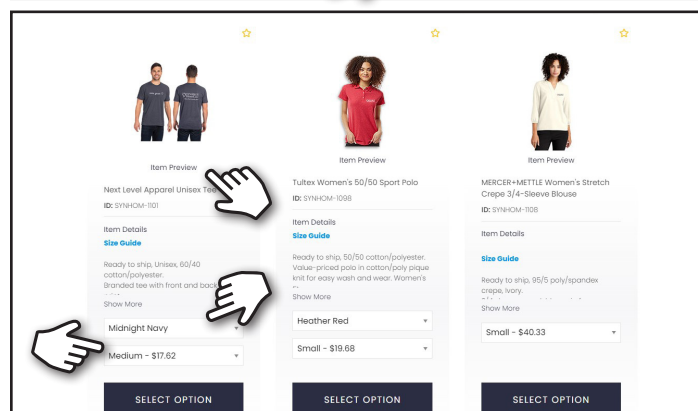
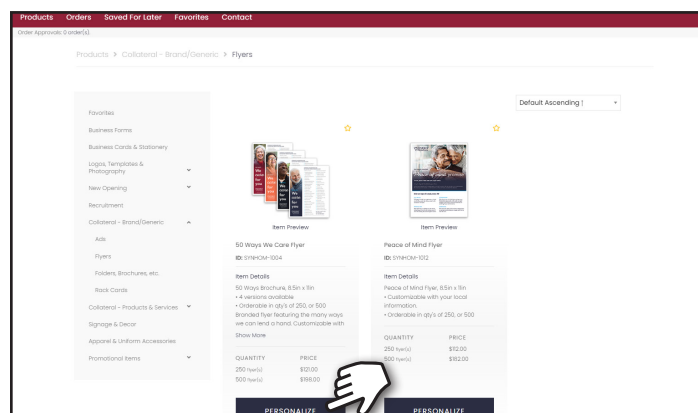
Select the **Item Preview** link to view a larger proof.

(For apparel items, you'll need to select the designated size before you can view a larger preview.)

You can also select **Item Details** to see production information, expanded pricing and your order history for that product.

If you wish to order an item that does not require personalization, select **Add to Cart** to proceed to the **Order** page.

If you do not see a product that you need, please reach out to the **Dokshop Customer Service Team** to request adjustments to your account.



Products - Variable Items

Many products allow you to customize. Select **Personalize** to proceed to the personalization page.

Select the required and desired fields - these will auto-populate with your office information. Select **Generate Proof**.

A proof of the product will be displayed for your review. **Please note that this proof is an exact representation of what will print on the final product.**

You may select **Back** to make edits. If you are happy with your proof, select **Accept Proof** to continue.

Please note: there is an approval process, so all orders need to be approved before going to production. This may include a waiting period.

Quantities

After selecting and/or personalizing an item, you will go to the **Order** page. On this page, you can enter the **Item Description** and choose your desired **Quantity**.

If you want your product to be printed and shipped to you, you will select the **Print and Ship** tab. Select the quantity you want to order from the dropdown, and select **Add to Cart**.

Digital Downloads

To order an item as a digital download, you will click on the **Digital Download** tab next to the Print and Ship tab, then you will select **Add to Cart**. The item will be added to your cart just like a **Print and Ship** item would, and you'll receive a download link after submitting your order.

Cart

Once in your shopping cart, you may **Continue Shopping**, **Close** and **Save for Later** (accessible from the **Saved For Later** link) or **Checkout**.

50 Ways We Care Flyer
ID: SYNHCM-1004

The information you enter will be printed exactly as entered. Please double check the information for accuracy.

Product Description *

Product Description

Enter a product description to help uniquely identify this product from other similar products contained in your order.
Example: 50 Ways We Care Flyer for ADP

Select Photo *

Image 1

50 WAYS We care for you

1. Laundry and housework
2. Checking food expiration dates and freshness
3. Preparing healthy meals
4. Grocery shopping
5. Changing linens
6. Polishing all silverware
7. Scheduling appointments
8. Reminding and assisting with medication
9. Answering the telephone
10. Planning the day's schedule
11. Caring for house pets
12. Safety supervision
13. Brain boost activities
14. Singing to and with caregiver
15. Playing games and cards
16. Taking out the trash
17. Answering the door
18. Washing dishes
19. Grooming and hygiene
20. Drying and recovering
21. Transportation to hairdresser
22. Assisting with bathing
23. Birthday and anniversary reminders
24. Shopping for gifts
25. Maintaining calendar
26. Scheduling appointments
27. Sorting and reading mail
28. Visiting and visiting care
29. Reading books, newspapers, magazines aloud
30. Assisting with art and crafts, puzzles, sewing
31. Personal care
32. Making lists and letters
33. Discussing current events
34. Reminding to important events
35. Reminding about the past
36. Reading and playing movies
37. Assistance visiting houseplants
38. We'll help you get the most out of every day
Call 999-999-9999

BACK DOWNLOAD PROOF ACCEPT PROOF

Order

Quantity	Unit Price	Price
250 (pack)	\$0.48 each	\$120.00
500 (pack)	\$0.40 each	\$200.00

Item Description & Quantity

Item Description *

Test Product

Print and Ship Digital Download

This product will be produced, packaged and shipped.

Quantity

250 Flyers - 1 pack

BACK ADD TO CART

Order

Quantity	Unit Price	Price
250 (pack)	\$0.48 each	\$120.00
500 (pack)	\$0.40 each	\$200.00

Item Description & Quantity

Item Description *

Test Product

Print and Ship Digital Download

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BACK ADD TO CART

Order

Quantity	Unit Price	Price
250 (pack)	\$0.48 each	\$120.00
500 (pack)	\$0.40 each	\$200.00

Item Description & Quantity

Item Description *

Test Product

Print and Ship Digital Download

This product will be produced, packaged and shipped.

Quantity

250 Flyers - 1 pack

BACK ADD TO CART

Cart #134815

Item	Quantity	Price
Test Product ID: SYNHCM-1004	250 (pack)	\$120.00

Subtotal: \$120.00

CONTINUE SHOPPING CLOSE AND SAVE FOR LATER CHECKOUT

Shipping Destination

When you select **Checkout** from the cart, you will see the Shipping Destination page.

The office address connected to your account will populate under the shipping address. Click **Edit** if you'd like to select or input another shipping address.

If you are shipping line items to different shipping addresses, select **Move Item to New Ship-To Destination** to input or select a new shipping address.

Select **Continue** to review your order shipping methods.

The screenshot shows the 'Shipping Destination' page. On the left, there's a 'SHIP-TO DESTINATION 1' section with a 'Shipping Address' form. The address is populated with: -Prisma, Attn: AAA Prisma Account, 2937 East Broadway Road, Phoenix, AZ 85040, US. Below this is an 'Items' section showing 'Test Product' with ID: SYNHCM-1004 and Qty: 250. On the right, there's a 'Cart #134815' section with a table showing the item '50 Ways We Care Flyer' (ID: SYNHCM-1004) with a quantity of 250 and a price of 12.00. At the bottom right, there are 'BACK' and 'CONTINUE' buttons, with a hand cursor pointing to 'CONTINUE'.

Shipping Method

Define the shipping method(s) you wish to use for your line items.

Select **Continue** to go to the billing/payment page.

The screenshot shows the 'Shipping Method' page. It has the same 'SHIP-TO DESTINATION 1' section as the previous page. Below the address, there's a 'Production' section showing '1 box at 2.34 pounds:'. To the right of this is a 'Shipping Method' dropdown menu, which is currently set to 'FedEx - Ground Service - Business (\$18.9*)'. A hand cursor is pointing to this dropdown. On the right side, the 'Cart #134815' section is visible, showing the same item and price as before.

Billing/Payment

Your order will be summarized for your review.

Enter an **Order Description** (used in your order history) and verify your contact information. You'll also be able to input your credit card information as well.

Keep in mind that for security reasons, we do not retain CC information on our website. You'll need to enter your details each time or save them to your browser for convenient future use.

Once complete, select **Submit Order**.

The screenshot shows the 'Billing/Payment' page. On the left, there's a 'BILLING/PAYMENT' section with a form for 'Order Information'. It includes fields for 'Order Description', 'Name' (filled with 'AAA Prisma Account'), 'Phone Number' (filled with '6022435777'), and 'Email Address' (filled with 'dokshop@primagraphic.com'). On the right, there's a 'Cart #134815 Checkout Summary' section with a table showing the item and price. Below this is a 'Sub Total' of 121.00, 'Tax' of 1.20, 'Postage' of 5.00, and 'Estimated Shipping' of 16.94, totaling an 'Order Total' of 144.14. At the bottom right, there are 'BACK' and 'SUBMIT ORDER' buttons, with a hand cursor pointing to 'SUBMIT ORDER'.

Confirmation & History

An order confirmation will display and be emailed to you. A shipping confirmation with tracking information will be emailed to you when your order is on its way.

Check on your order's progress via the **Orders** page. Select **Manage My Order** to access a detailed order summary with order contents, current order status, and tracking information.

To re-order an item from your history, select the **Reorder** button. If the item is personalized, you will have a chance to review and update any details before viewing a new proof and adding it to your cart.

The screenshot shows the 'Orders' page. It has a 'FILTER BY' section with 'Order Status' set to 'All' and 'Order Age' set to 'All'. Below this is a table with columns for 'Order Number' and 'Item Description'. The 'Order Number' column shows '0'. On the right, there's a 'SORT BY' section with 'Page Size' set to '25 Orders' and 'Sort By' set to 'Order Number'. Below this is a 'Sort Order' dropdown set to 'Descending'. At the bottom right, there is a 'VIEW' button, with a hand cursor pointing to it.

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The support staff at **Prisma** is here to help. We can answer any questions or concerns that you may have regarding the site.

If you need technical assistance,
please email **dokshop@prismagraphic.com**,
or call **toll free** at **888 DOKS-411**
M-F, 8am-5pm (MST)



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