



Tips and Tricks of the New PDS

PDS Help Desk

1-800-206-8530

Browse Album:

- This is great place to find the stock you're looking for.

Comments (Order):

- Only use the comments section for order specific information. Placing repeat or insignificant information in the comments section will cause your order to be pulled from order process and be DELAYED.

Comments (Item):

- Only use the comments section for item specific information. Placing repeat or insignificant information in the comments section will cause your order to be pulled from order process and be DELAYED.

Customer Order Look Up:

- You can use limited information to search the system. You can search for customers by last name, first name, zip code, or even just a few letters of their name.
- Please carefully check the information that you receive when searching for a customer. Make sure that you are selecting the correct customer, as there may be duplicate matches on the list. Verify the customer's address with them to ensure correct customer information.

Templates:

- This will help you lay out item as in the albums on selected items.

Email Proof:

- All proofs emailed through the system will also be sent to the store's email address.

Enlarge View:

- This is available for small stock items only (for example, business cards) and is for information verification purposes only. This is not to scale.

Envelopes

- For Stationery Envelopes, an Autotext Lettering Style may be used. This style sets the first line (the name line) at 2 points larger than the second and third lines (the address lines). If you are only entering address information, you should start on the second line.
- For most items, a Matching Envelope will automatically be added to your order. If you do not want the item, simply remove it from the Order Summary page.
- If you update your Primary item, its Matching Envelope will change to the Matching Envelope for the new item you've selected. All content provided on your Matching Envelope will transition to the new one.

Etiquette Help:

- Also refer to the Blue Book for traditional etiquette guidelines.

Find by Stock

- If you don't know the exact stock number that you are searching for, you can simply enter the first couple of characters of your stock in order to find your item.

Ink Color:

- Pearl Ink is not available on PDS due to its limited usage on selected monograms only. You will need to use your comments section to select Pearl Ink.

Lettering Style:

- Please allow the order time to reload after selecting a font. There are quite a few of them and it may take a few seconds to load.
- On Stationery items, Autotext Lettering Styles are used that have special sizes and characteristics. Please review your point sizes using the Customize By Line view before submitting an order with Autotext Lettering Styles included.

Liners:

- The Drop Down menu, located at the top of the Liner selection page is grouped by color families.

Monograms:

- The Customized Menu images of Monograms are not to scale. They will be scaled correctly on the proof.
- MOST of the monograms are available on the PDS, however there are some that are not. Use Item Comments to request a monogram that is not yet built for the system. We continue to add them regularly.
- If you notice spacing issues with a monogram, please use Item Comments to request that Crane's Design Services fixes the issue.

Motifs:

- The Customized Menu motif images are not to scale. They will be scaled correctly on the proof.
- MOST of the motifs are available on the PDS, however there are some that are not. Use Item Comments to request a motif that is not yet built for the system. We continue to add them regularly.

Print Order:

- Print two copies of every order before you Submit it. Give one copy to your customer and keep one for in-store records.

Print Proof:

- This will only print the item that you are working with, if it is a multiple piece order you will need to print proof for all the items.
- When printing your proof, please verify that the Zoom is set to 100% in order to ensure that the proof be scaled accurately as compared to the actual stock.
- Only the proof received by clicking "Print Proof" is actual scale. Other proofs delivered by the system (on screen or otherwise) will vary in size from the actual product because of varying computer settings.

Process:

- When changing the process for all on the Order Summary page, only the text will be updated. You will need to return to the monogram, frames, and motif customized menus and change the process of these items manually.

Product Selector:

- When using Product Selector and searching for Red paper, please note that it is under "Handmade."
- Please carefully select your stock from the images shown. Note: Thumbnails do not reflect sizes.

Sign In:

- If PDS is idle for 15 minutes you will be automatically logged off the system. To continue an idle order, click on any button **except** "Preview" and you will be sent to the Login screen.
- During sign on to PDS you have up to 5 tries before the system disables the user information and you will need to contact your manager or call the PDS Help Desk to allow you to access the system.

Special Characters:

- Special characters always appear at the end of a line of text after they are selected. To add a special character select the character in sequence when you are typing, otherwise you will need to Cut and Paste the special character into the correct position.
- Not all special Characters are available in all fonts. Proofs will render with a black box if the font you are using does not support that Special Characters.
- All PDS fonts have the underscore character replaced with a capital E accent. To set an underscore (for example, in an email address), use the Horizontal rule line option in the Text Tools.

Supplied Artwork:

- It is best to send electronic artwork through the PDS with your order rather than e-mailing it separately whenever possible. This eliminates the need to match them up at Crane's Design Services.

Supplied Die:

- When using a die from a previous item, select "Die on file" and use the comments section to indicate "use die from previous item."
- If you select "mail die" your order will be delayed until the die is received.
- If you are planning on using one die for two or more items, you must define the supplied die for each item or pricing will not be correct.

Wording Wizard:

- Use this tool to set up a basic wording template for your occasion. Click on the text image that most closely matches the needs of your customer in order to set up the text on the item edit page.
- Confirm correct wording etiquette using the Blue Book.

Documenting performance issues with PDS is an important part of improving the quantity and efficiency of the system. Please make sure to accurately record and submit any issues that may arise to the PDS Help Desk via phone (800-206-8530) or e-mail (pdshelpdesk@crane.com).