

Getting started with the CalFlowers – FedEx Office Print Program



For CalFlowers members

May 2019

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Getting started with the CalFlowers – FedEx Office Print Program

Welcome to the CalFlowers FedEx Office Program

Thanks to the long and healthy business relationship between FedEx and CalFlowers, FedEx Office is offering CalFlowers members significant discounts on printing and production projects ranging from simple black and white copy jobs to signage and banners.

This document provides you with information about the various print possibilities and discounts available to you, and how to sign up to receive them.

We'd like to thank all of you who responded to our survey on this topic last November, 2018. Your responses affirmed that this program would be of value to you, our members.

Program Benefits

Here are the benefits available to CalFlowers members:

1. Deep discounts on your Black and White and Color copies using standard 8.5x11 size plain white paper:
 - a. Member will pay no more than 3.4 cents - (\$.034) for one Black and White copy (regular price is 12 cents) **using standard plain white paper – the price is higher with different paper.**
 - b. Member will pay no more than 35 cents – (\$.35) for one Color copy (regular price is 75 cents) **using standard plain white paper.**
2. A 15% discount on other printing and production services provided by FedEx.
3. The convenience of 2000 FedEx Office stores around the country, so you can choose a FedEx Office store near your business or send your print job to a store near an event where you will use your marketing materials.
4. Free delivery of finished print projects of \$25 or more within 30 miles of the production center.

Note: When you place your order with a FedEx Office store, be sure to get a written price estimate to ensure the discount has been applied.

CalFlowers' and Members' Roles in this Offer

CalFlowers has a corporate agreement with FedEx Office that allows members to become "Participants" in the agreement. Members will receive the discounts mentioned in this document by being linked to the corporate agreement between FedEx Office and CalFlowers.

Members and their subsidiaries must each sign up as "Participants" with their own discrete accounts.

Each member, or "Participant", is responsible for paying their own credit card or invoiced bills.

***** Please note that your FedEx Office Print Program account number is different from your existing FedEx Shipping account number. Use your FedEx Office Print account number when ordering print materials. *****

Signing up for the FedEx Office Print Program

If you think you could benefit from the program's discounts and services, we encourage you to **sign up for a Non-Invoice (Credit Card) account** now so that when the time comes, you can readily send your print or production job in to a nearby FedEx Office.

If your company **already has a FedEx Office account**, you can link it to the discounts you'll receive through the CalFlowers discount. See **Section 3** below to learn how to link your existing account.

Payment Options

Your organization may sign up for one or both of the FedEx Office account options:

- **Non-Invoiced Account (Credit Card account)**
 - Members pay for their print jobs by credit card or cash.
- **Invoiced Account**
 - Members are subject to a credit check before being assigned the account
 - Members receive a monthly invoice for any print job and are required to follow payment terms.
 - Members must use their legal name to open an account

How to open a new Credit Card Account

CalFlowers members will pay with a credit card (or other form of payment) at the completion of a project. The system will identify your company or subsidiary as a “Participant” in the CalFlowers Corporate Agreement with FedEx Office and will link you to your discounts.

Important Note: Please refer to the [Member List](https://cafgs.memberclicks.net/calflowers-member-roster) (<https://cafgs.memberclicks.net/calflowers-member-roster>) **we have posted on the CalFlowers website.** Use the same Member Company Name that appears on the Member List so that you will receive the CalFlowers discount.

Use the same company name when completing both the Account Application and the Participation Agreement. If your company does business under a different name (DBA) than its legal name, the name you are doing business under can be entered into the “Preferred Account Name” field on the Account Application.

1. Go to <https://psg.office.fedex.com/participate> and choose Open FedEx Office Account
2. You will be taken to a page with a Participation Agreement (<https://psg.office.fedex.com/participate/jsp/agree1.jsp>)
3. Read, complete, and accept the terms of the Participation Agreement. Enter the CalFlowers **Participation Code: 2018NCF045**
4. Under “Participant’s Company Name”, be sure to specify your company’s name as it appears in the **Member List** on the CalFlowers website. Subsidiaries of parent companies should use their subsidiary name.
5. The **Contract Holder’s Company Name** is Northern California Flower Growers and Shippers LLC
6. The **Company Affiliation** is Association Member
7. Enter your contact information as requested
8. Click the “**I Agree**” button
9. Complete the **Company Info/Physical Address** section
5. There is no need to fill out the Additional Info section or Existing Account Information section
6. Check the box if your company is Tax Exempt—otherwise leave blank
7. Complete the 4-question questionnaire
8. Complete the “Application Submitter” portion under Terms and Conditions
9. Review the Terms and Conditions. Please make sure to click the “I accept these terms and conditions” box at the bottom of the page
10. Click the SUBMIT button in the lower right corner

Once you submit your account application you will receive the following auto response “Thank you for applying for a FedEx Office account. Your application will be processed within the next 2-3 business days. If you have any questions in the meantime, please contact FedEx at 1.800.488.3705.”

Please note that this message does not mean you will receive your account in 2-3 business days, just that your application will be reviewed and processed within 2-3 business days if all information can be validated (e.g., all appropriate information has been provided.)

How to open a new Invoice Account

Some members printing large projects may want to use an Invoice Account in addition to their credit card account. A credit check is required to apply and be approved for an Invoice Account.

If you want to open an Invoice Account, you must use your company's legal name so that FedEx can run a credit check. Before you apply for an Invoice Account, please find your company name on [this list of CalFlowers members](#). If the company name on the list is the legal name, you can proceed with the instructions below.

If the company name on the list is NOT your legal name, please send your company's legal name to ginger@cafgs.org so that we can add it to our database and match it with FedEx Office's name for your company. Ginger will notify you when your legal name has been added, and you can proceed with your order.

This will identify your company as a Participant in the CalFlowers Corporate Agreement with FedEx Office and will link you to your discounts.

Important Note: Please use the same company name when completing both the Account Application and the Participation Agreement. If your company does business under a different name than its legal name, you can enter the different name as the "Preferred Account Name" on the account application.

1. Go to <https://psg.office.fedex.com/participate> and choose/click Open FedEx Office Invoice/Charge Account.
2. Read, complete, and accept the terms of the participation agreement. Enter the CalFlowers **Participation Code: 2018NCF045**
3. Under "**Participant's Company Name**", be sure to specify **your company's legal name**
4. The Contract Holder's Company name is – **Northern California Flower Growers and Shippers LLC**
5. The Company Affiliation is **Association Member**
6. Enter your contact information as requested
7. Click the "I Agree" button
8. Complete the Company Info/Physical Address section
9. Complete the Additional Info section
10. Complete the Charge Account Options section
11. Check the box if your company is Tax Exempt—otherwise leave blank
12. Complete the 4-question questionnaire

13. Complete the “Application Submitter” portion under Terms and Conditions
14. Review the Terms and Conditions. Please make sure to click the “I accept these terms and conditions” box at the bottom of the page.
15. Click the **SUBMIT** button in the lower right corner

Once you submit your account application you will receive the following auto response
“Thank you for applying for a FedEx Office account. Your application will be processed within the next 2-3 business days. If you have any questions in the meantime, please contact FedEx Office at 1.800.488.3705.”

Please note that this message does not mean you will receive your account in 2-3 business days, just that your application will be reviewed and processed within 2-3 business days if all information can be validated (e.g., all appropriate information has been provided, passes credit check if applying for an invoiced account, etc.)

How to link your existing FedEx Office account to the CalFlowers Print Account

If you already have a FedEx Office account, follow this process so that the account can be updated and link you to the discounts provided by the CalFlowers Corporate Agreement with FedEx Office.

1. Go to <https://psg.office.fedex.com/participate> and choose *Open FedEx Office Account*
2. Read, complete, and accept the terms of the Participation Agreement -- enter the **CalFlowers Participation Code: 2018NCF045**
3. Under “Participant’s Company Name,” be sure to specify **your company’s legal name**
4. The Contract Holder’s Company name is – **Northern California Flower Growers and Shippers LLC**
5. The Company Affiliation is – **Association Member**
6. Enter your contact information as requested
7. Click the “I Agree” button
8. Send an email to mydiscount@fedex.com requesting that your existing account number be updated with your company’s discount. Your email should include the following:
 - The participation code **2018NCF045**
 - Your existing account number.
 - Your company’s legal name and address
 - The name of the company that has the contract with FedEx Office: **Northern California Flower Growers and Shippers LLC**

After the request has been approved, you will receive an email informing you the discount has been applied to your account.

Please send an email to ginger@cafgs.org with your FedEx Office account number so we have a record of it. Thank you.

HOW TO PLACE YOUR FEDEX OFFICE ORDER

You Have Three Options

1. PLACE YOUR ORDER IN A FEDEX OFFICE STORE

- Have your **FedEx Office** account number with you to link to your print discounts
- Go to your local FedEx Office store
- Identify yourself as a member of the CalFlowers discount program
- Have your print-ready file available (.pdf is best) on your flash drive
- Discuss your specifications for the project with the FedEx Office team member, including:
 - Signs, Banners, Posters and other large format print options
 - Retail Point of Purchase (POP signage), directional signs, weekly/monthly specials
 - Specialty print such as window clings, magnets, branded promotional items
 - Direct Mail needs
 - Business Cards and Letterhead
 - Marketing materials such as brochures, coupons, product collateral, sales slicks
 - Forms and Statements
 - Details such as B&W/Color, paper type, additional needs such as coil binding, lamination, front/back covers, quantities, etc.
 - Ask for consultation help as needed.
- Ask for a written quote for the project to ensure that discounts have been applied
- Obtain completion date and time.
- Plan to pick up or ask for FREE local delivery (The delivery location must be within 30 miles of the FedEx Office center you are using and the project must be over \$25)

2. EMAIL YOUR PROJECT TO A FEDEX OFFICE STORE

- Contact your local FedEx Office store by phone
- Ask for their main email address (it will be “usa” followed by 4 digits, ie. usa1234@fedex.com)
- Construct an email with the following –
 - Communicate that you are part of the CalFlowers discount program
 - Provide your FedEx Office account number
 - List the specs, details, and quantities for your project
 - Attach your print-ready (.pdf is best) file to email
 - Ask for a written quote to be sent to you before production begins
 - Provide your contact information
- Obtain completion date/time. Plan to pick up or ask for FREE local delivery (The delivery location must be within 30 miles of the FedEx Office center you are using and the project must be over \$25)

- Ask the FedEx Office store to contact you with any questions to ensure clarity of your needs

3. ORDER USING THE CALFLOWERS FEDEX PRINT ONLINE WEBSITE

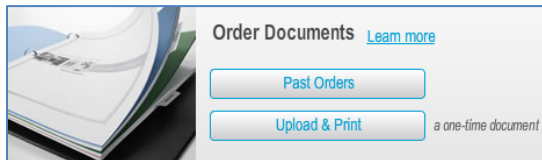
- Go to the CalFlowers-dedicated website at <https://printonline.fedex.com/latest/calflowers>
- FedEx Office recommends using the Chrome browser for best experience
- The website requires the use of Adobe Flash. You will get a pop-up asking you to enable Adobe Flash. You do not need to download Flash – just click on the “click here” message and it will be enabled.
- Please refer to the reference guide on the next two pages to place an online order.

If you have any questions or issues setting up your account, please contact Ginger Tulley at ginger@cafqs.org or 415-254-5717.

Thank you.

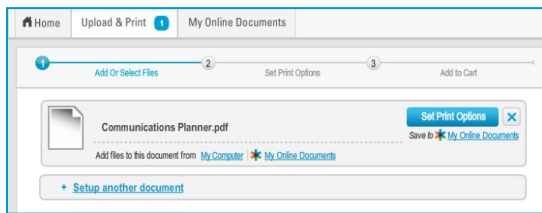
Log in to FedEx Office Print Online Corporate

1. Open your browser and navigate to:
https://printonline.fedex.com/v3.8.0_s8/calflowers/
2. Select an option from the **Order Documents** menu to begin your order.



Upload Files and Create Documents

1. Click **Upload** to navigate to and select file(s) for uploading. Maximum file size is 150MB each. You may combine files to create single document, or upload files separately to create multiple documents.



2. If your document has a custom page size, you may convert it to a standard size or use the file as-is. To use the file as-is, enter instructions into the **Keep this size** field about how you would like the document produced.



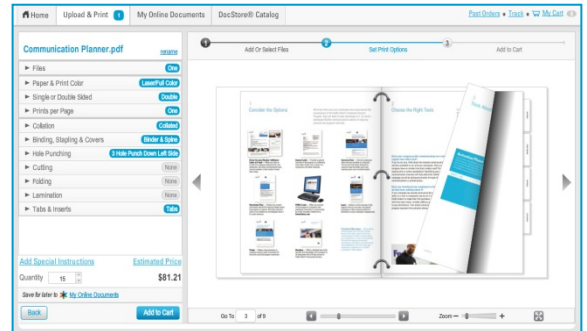
NOTE: Full preview and pricing may not be displayed for nonstandard page sizes. A FedEx Office team member will contact you within 30 minutes of order submission to discuss your order.

3. You may choose to add files to your document by adding them from **My Computer** or from **My Online Documents** (if available for your account). If combining multiple files into a single document, you may override the default document name, if desired.
4. Once all files have been uploaded/selected, click **Set Print Options** to begin configuring your document(s).

Configure Document Print/Finishing Options

1. Configure documents by selecting print and finishing options from menus. **Document Preview** and **Estimated Price** dynamically update to reflect selections.

TIP: Click on **Estimated Price** to reveal detailed document pricing.



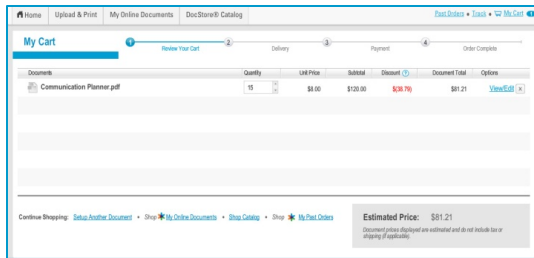
2. Review your document preview by clicking and dragging pages, or by using the controls within the preview window. This is your online proof of the finished document.
3. If the options you need are not available, use the **Special Instructions** field to describe how you would like the document produced.
NOTE: Full preview and pricing may not be available online for documents with special instructions. A FedEx Office team member will contact you within 30 minutes of order submission to discuss your order.
4. Click **Add to Cart** once you have finished setting up your document.

View and Reorder From Past Orders

1. Documents are available to reorder for six months from last date of order. To reorder a document, use the **From Past Orders** button, or add a previously ordered document to your order from the **My Cart** page by clicking the **Shop My Past Orders** button.
2. Switch to the **Reorder** tab to view eligible documents. Mark the checkbox beside all documents you would like to reorder.
3. Click the **Reorder** button at the bottom of the screen to place the selected items in **My Cart**.

My Cart Options

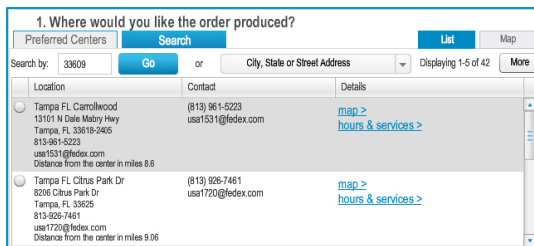
1. Adjust document quantities as needed (defaults to 1).



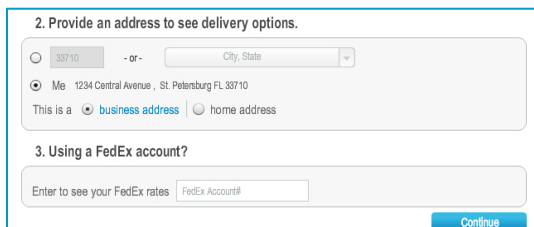
2. You may continue shopping or **Check Out**.

Shipping and Production Details

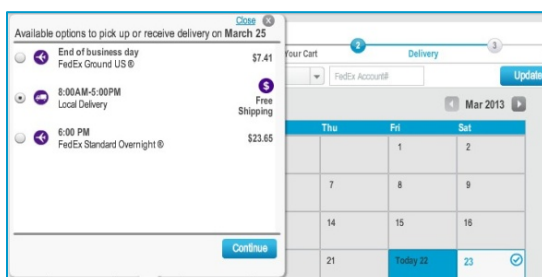
1. Choose a FedEx Office production center from the **Preferred Centers** list, or click **Search** to access options for locating a center.



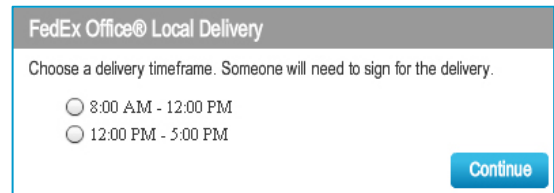
2. Provide an address to see delivery options. If your order will be shipped, you may enter a **FedEx Ship Account** number (if enabled for your account).



3. Choose the date you would like to receive your order to see delivery options. Delivery options are calculated based on your project(s) and selected center. If you are unable to select your preferred method of delivery, you may select another center or change your order due date to see additional options.
4. Select your delivery option and click **Continue**.

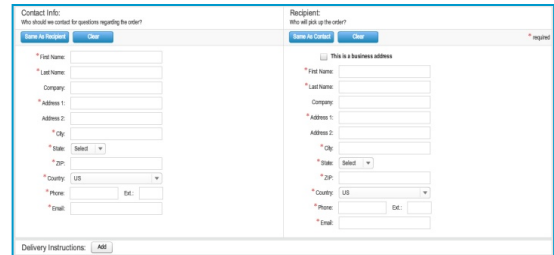


5. Select the time you would like to receive your order and click **Continue**.



Contact and Recipient Information

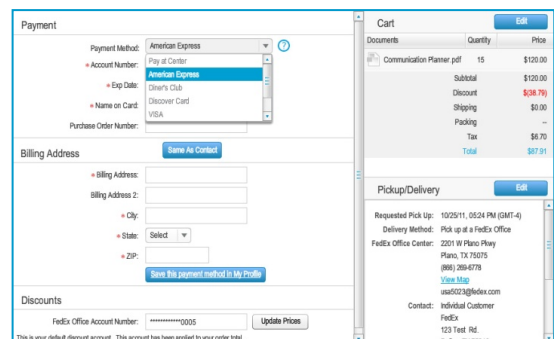
1. Complete the **Contact Info** and **Recipient** form.



2. If **Recipient** address is a home address, remove the mark in the **This is a business address** checkbox.
3. Click the **Add** button to enter any special **Delivery Instructions** and click **Continue**.

Payment and Order Submission

1. Select a **Payment Method** from the drop-down list and complete the fields below.



2. Click **Submit Order** to complete your order. If your company has applied spending limits to your FedEx Office Print Online Corporate order site, you will receive a warning message if you exceed the limits. Adjust documents and quantities in your order so it does not exceed the limit, or click **Continue** to request approval.

NOTE: Orders requiring approval are not sent to the producing center until they are approved by your organization's approver.

3. You will receive an on-screen confirmation as well as an email confirmation. This confirmation is your receipt and will contain order details as well as a tracking number to allow you to track your order status.