

DCJ Printing Portal for CHP/NGO User Manual

Printed copies of this document may not be up to date.
Ensure you have the latest version before using this document.

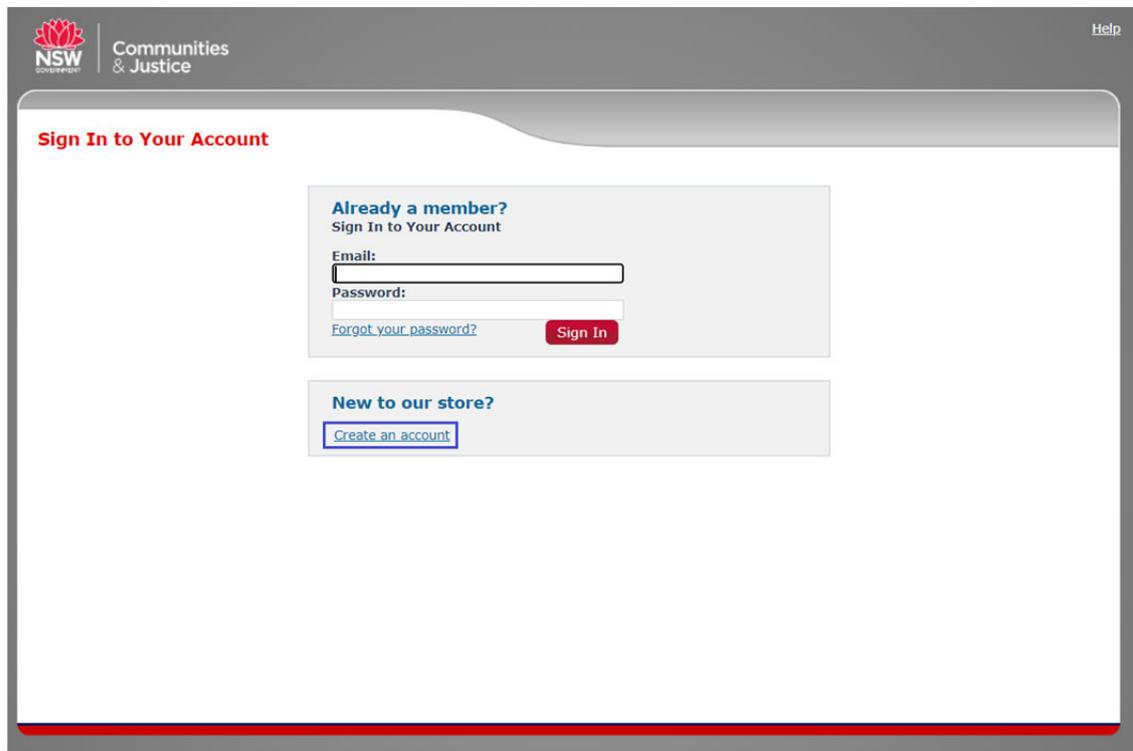
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A. Login to the Printing Portal

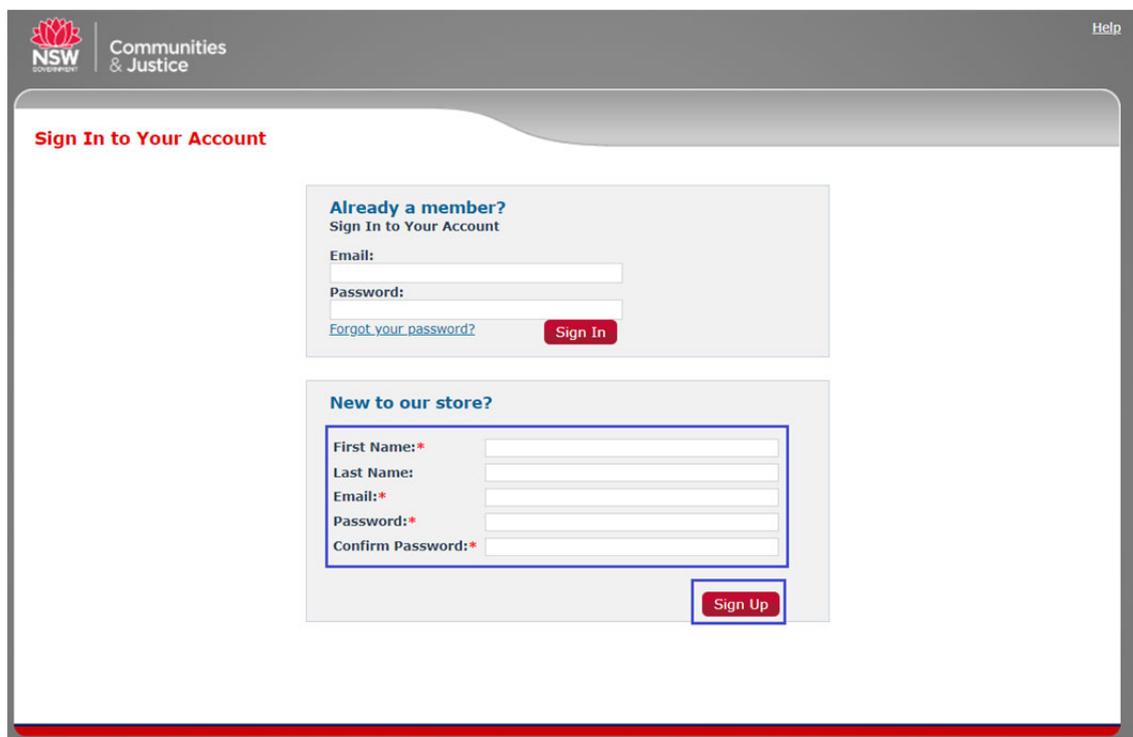
You can login to the Portal by entering the following link <https://www.flagstaffwebportal.com.au/dcprinting/> in your browser.

1a) Select the **Create an account** link (if you already have an account proceed to Step 2).



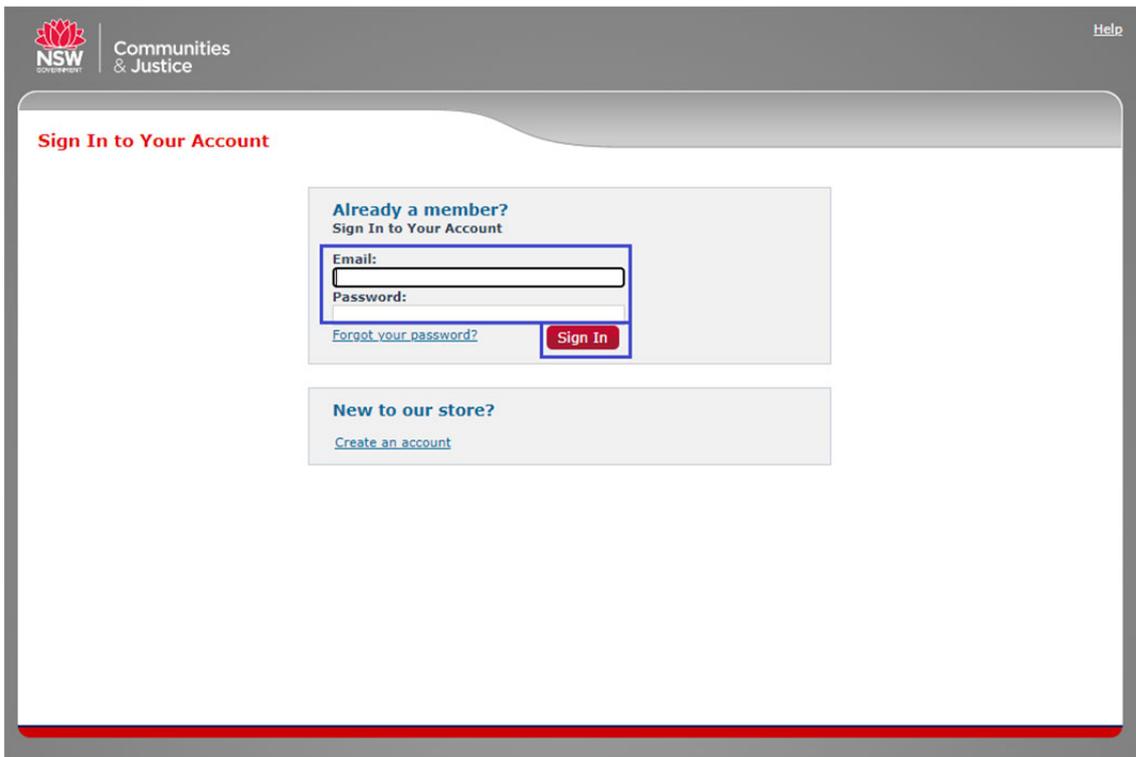
The screenshot shows the 'Sign In to Your Account' page. At the top left is the NSW Communities & Justice logo. At the top right is a 'Help' link. The main heading is 'Sign In to Your Account'. Below this, there are two sections: 'Already a member?' and 'New to our store?'. The 'Already a member?' section contains a 'Sign In to Your Account' heading, an 'Email:' field, a 'Password:' field, a 'Forgot your password?' link, and a 'Sign In' button. The 'New to our store?' section contains a 'Create an account' link.

1b) Enter your credentials and click **Sign Up**.



The screenshot shows the 'Sign In to Your Account' page. At the top left is the NSW Communities & Justice logo. At the top right is a 'Help' link. The main heading is 'Sign In to Your Account'. Below this, there are two sections: 'Already a member?' and 'New to our store?'. The 'Already a member?' section contains a 'Sign In to Your Account' heading, an 'Email:' field, a 'Password:' field, a 'Forgot your password?' link, and a 'Sign In' button. The 'New to our store?' section contains a 'Sign Up' heading, a 'First Name:*' field, a 'Last Name:' field, an 'Email:*' field, a 'Password:*' field, a 'Confirm Password:*' field, and a 'Sign Up' button.

2) Enter your login details and select **Sign In**.



The screenshot shows a web page for the NSW Communities & Justice organization. The page has a grey header with the NSW logo and the text 'Communities & Justice' on the left, and a 'Help' link on the right. Below the header, the main content area is white and features the heading 'Sign In to Your Account' in red. There are two main sections: 'Already a member?' and 'New to our store?'. The 'Already a member?' section contains a 'Sign In to Your Account' sub-heading, an 'Email:' input field, a 'Password:' input field, a 'Forgot your password?' link, and a red 'Sign In' button. The 'New to our store?' section contains a 'Create an account' link.

B. Portal Home Page

- 3) Once you have successfully logged in to the portal, you will be greeted with a home page similar to screen shot below.
- 4) The left hand pane lists categories of products available for order.
- 5) The top area of the page allows quick access to commonly used pages of the storefront.
- 6) The main screen details product information and order progress.
- 7) Clicking the **Home** link at the top of the page will always bring you back to this page.

The screenshot shows the DCJ Printing Portal for CHP/NGO. At the top, there is a navigation bar with the NSW Communities & Justice logo, a 'Hello John.' greeting, and buttons for 'Home', 'My Account', and 'Cart'. A search bar is in the top right. The left sidebar has 'Housing' and 'Community Services' categories. The main content area features the Flagstaff logo, a welcome message, and contact details for Housing and Community Service items. A section titled 'IMPORTANT INFORMATION PLEASE READ!' lists five key points for users. A search bar is also present in the top right of the main content area.

4 Housing
Community Services

7 Home My Account Cart **5** Drafts Help Sign Out

DCJ Printing Portal for CHP/NGO

POWERED BY **Flagstaff GROUP**

4 **Flagstaff GROUP**

Welcome to the new DCJ Printing Services Portal for CHP/NGO.

DCJ works in conjunction with National Disability Services and The Flagstaff Group to provide life skills and meaningful employment for people with a disability.

This easy to use portal allows you to order housing forms and other printed marketing material for your agency.

If you would like to add/amend an item on the portal or print a new item, please contact the following DCJ product owners.

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Rebecca Huntsman, Simonn Stratton, Jason Huntsman

Community Service Items
Nicole Manassa, Rebecca Gale, Melissa Pearce, Lance Borwick, Melissa Thatcher, Rebecca Hinchey, Amy Saunders

6 **IMPORTANT INFORMATION PLEASE READ!**

1. When placing your order please **check the proof carefully**. The Supplier and associated sub-contractors will not be liable for replacement stock if you confirm a proof with incorrect details.
2. There are various quantities for selection, please select the one that is **fit for purpose** with a balanced consideration of cost effectiveness versus storage and wastage.
3. To avoid unnecessary delays in processing of orders and invoices, please ensure you enter your full address including **suburb, state and postcode**.
4. The expected **delivery timeframe can be up to 2 weeks for Sydney metro areas and greater for Regional and Rural areas**, please ensure you plan any order ahead of time.
5. All items as shown are **exclusive of GST**. A GST component will be added as part of Checkout - Order Summary process at the end, it will also show on the order notification.

Click Here if you need help to find an item on the portal FACS_Sales@flagstaffgroup.com.au

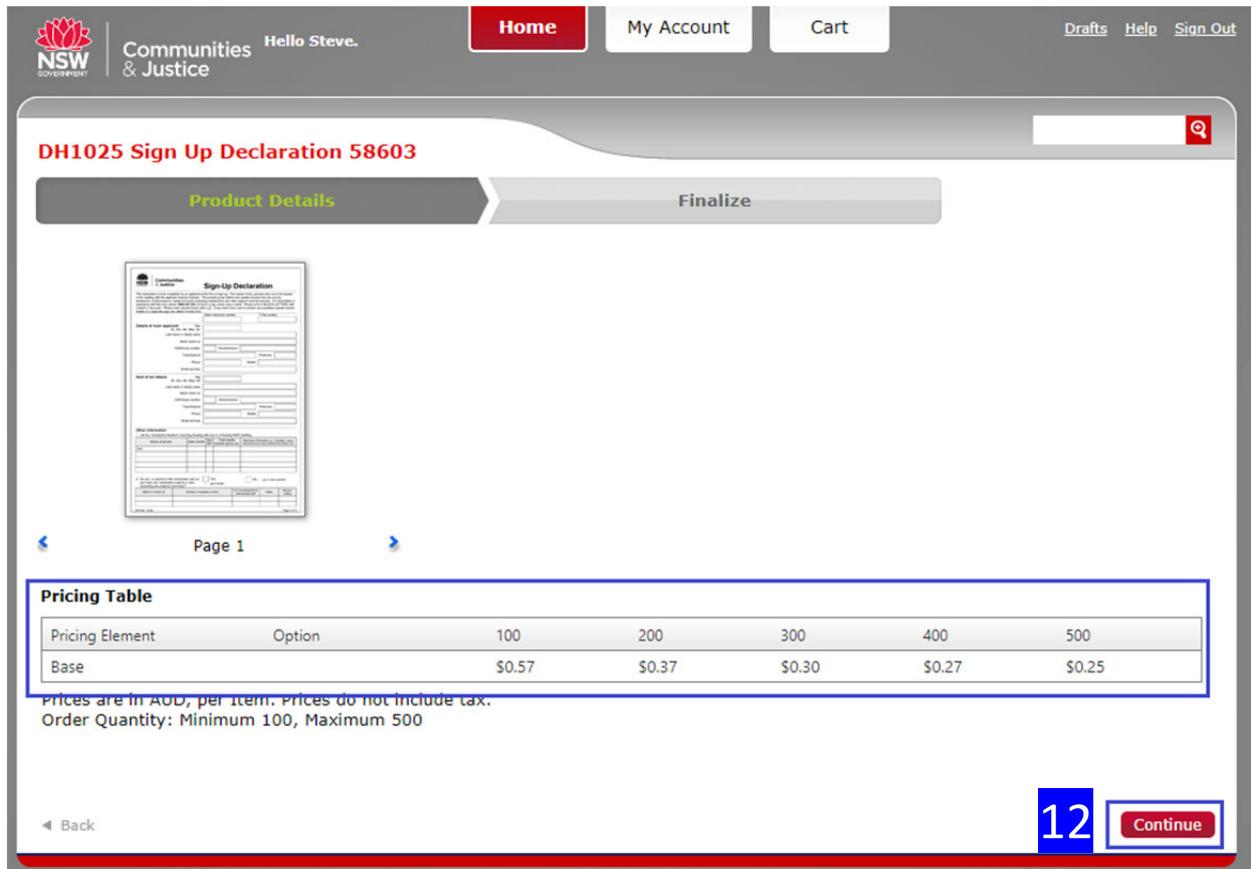
For portal technical support contact us on (02) 4272 0257 or click here webportalhelp@flagstaffgroup.com.au

C. Ordering Process

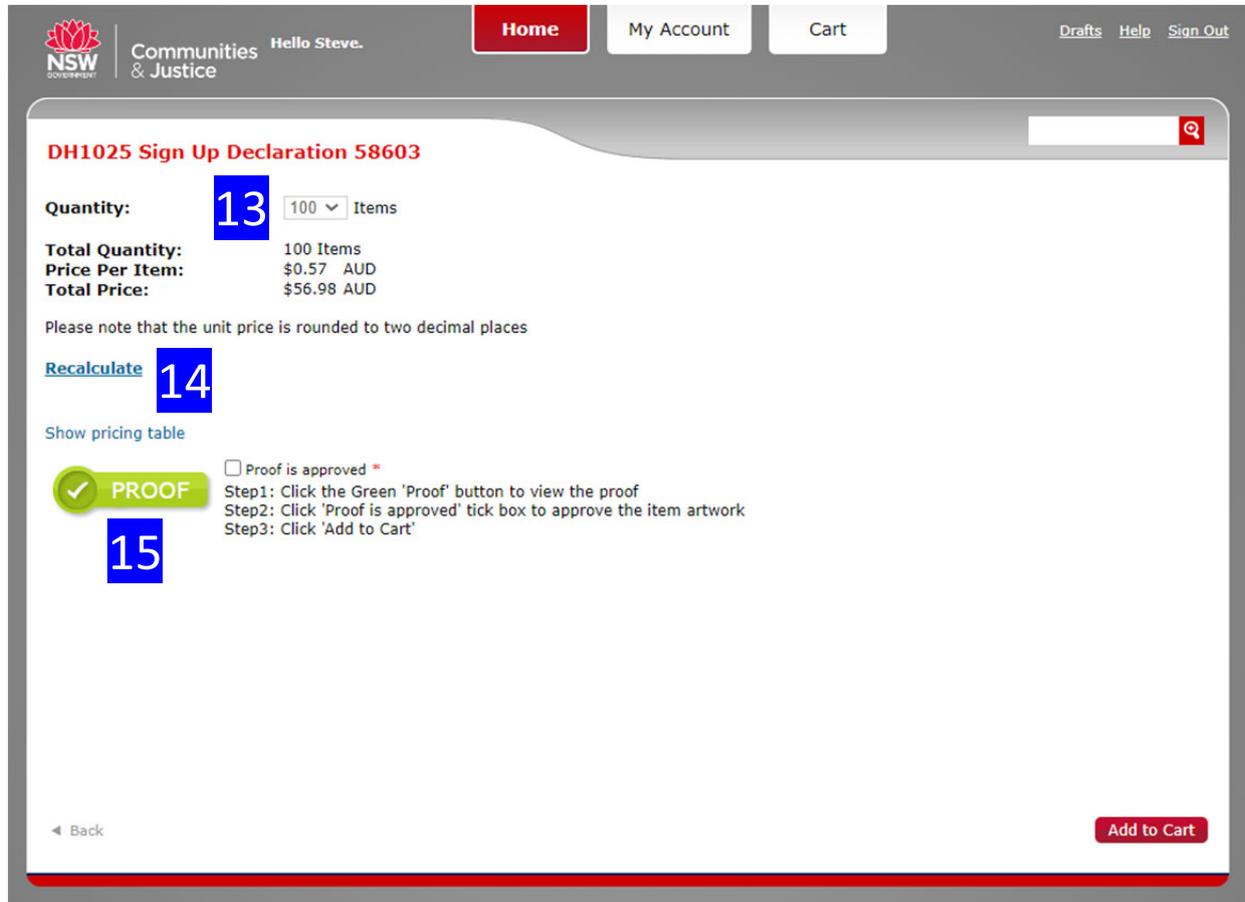
- 8) To access a product, press the + button for the associated category.
- 9) You will then need to select the correct sub-category.
- 10) You can then select the product you wish to order by pressing the **Place an Order** button.



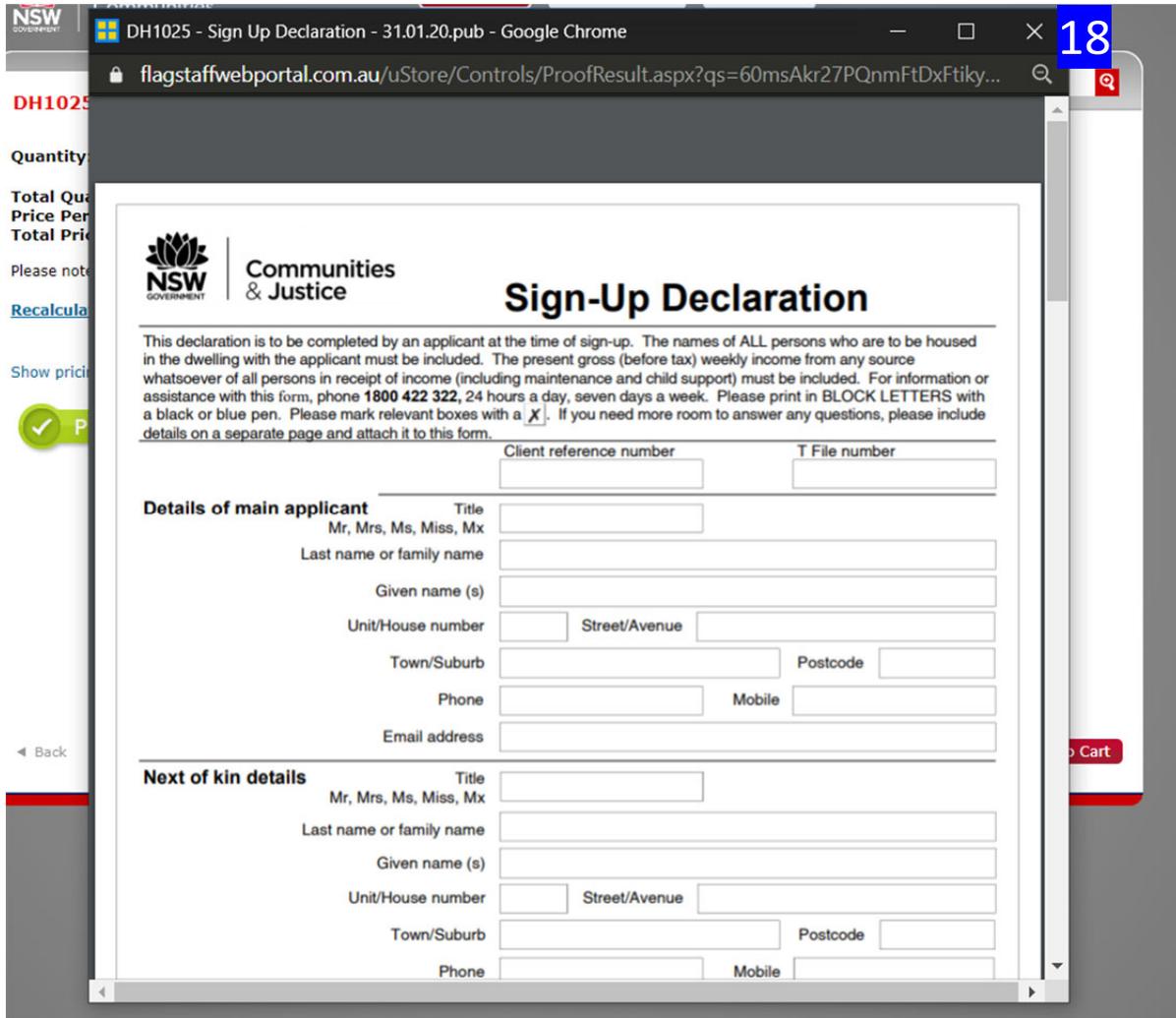
- 11) You will now be able to view the cost per unit for the various quantity breaks.
- 12) When satisfied select **Continue**.



- 13) From here you will need to select the quantity you wish to order by selecting the 'Quantity' drop-down menu.
- 14) The total price for these can be calculated by pressing the **Recalculate** button.
- 15) Then you can select the **Proof** button to view a proof of the product being ordered. This will bring up a popup screen of the product.
- 16) Please note that the unit price is rounded to 2 decimal places.



- 17) Please inspect your proof thoroughly as this is your last opportunity to ensure that the product is the one you would like to order and the details are correct.
- 18) Once satisfied with the proof please close this window by clicking the X. If this is not the correct product please return to the home page and look again. Please contact the Flagstaff team at sales@flagstaffgroup.com.au if you require assistance.



19) Once you have confirmed the product is correct tick the **Proof is approved** tick box and then select **Add to Cart**.

The screenshot shows the product page for 'DH1025 Sign Up Declaration 58603'. The page includes a search bar, navigation tabs (Home, My Account, Cart), and user information (Hello Steve.). The product details are as follows:

Quantity:	100	Items
Total Quantity:	100 Items	
Price Per Item:	\$0.57 AUD	
Total Price:	\$56.98 AUD	

Please note that the unit price is rounded to two decimal places.

[Recalculate](#)

[Show pricing table](#)

PROOF

Proof is approved *

Step1: Click the Green 'Proof' button to view the proof
Step2: Click 'Proof is approved' tick box to approve the item artwork
Step3: Click 'Add to Cart'

Navigation: [Back](#) | [Add to Cart](#) (19 items)

20) If you are ready to checkout select the **Checkout** button or select the **Continue Shopping** and repeat steps 8 to 18.

The screenshot shows the 'Shopping Cart' page. The page includes a search bar, navigation tabs (Home, My Account, Cart), and user information (Hello Steve.). The cart contains one item:

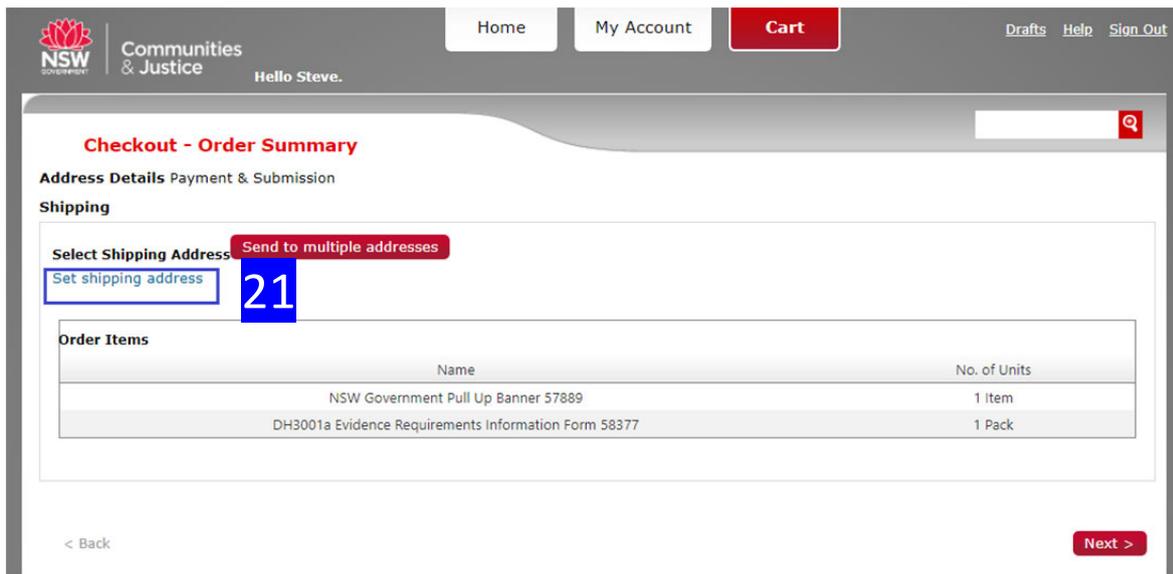
Name	Units	Price
<input checked="" type="checkbox"/> DH1025 Sign Up Declaration 58603 Edit	Total: 100 Items	\$56.98 AUD

Subtotal: \$56.98 AUD

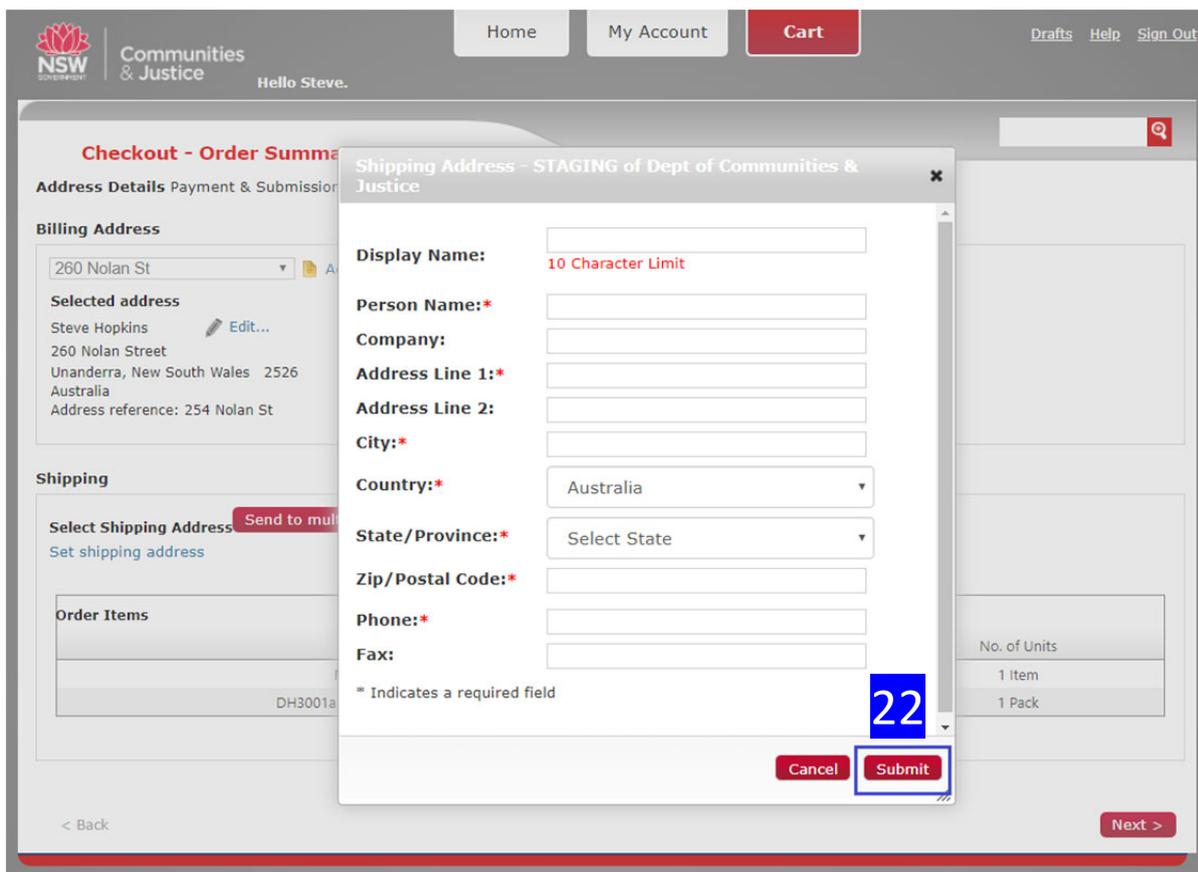
[Continue Shopping](#) | [Checkout](#)

Navigation: [Back](#) | [Add to Cart](#) (20 items)

21) To set a shipping address, click the **Set shipping address** link. Once this has been set you do not need to set it each time.

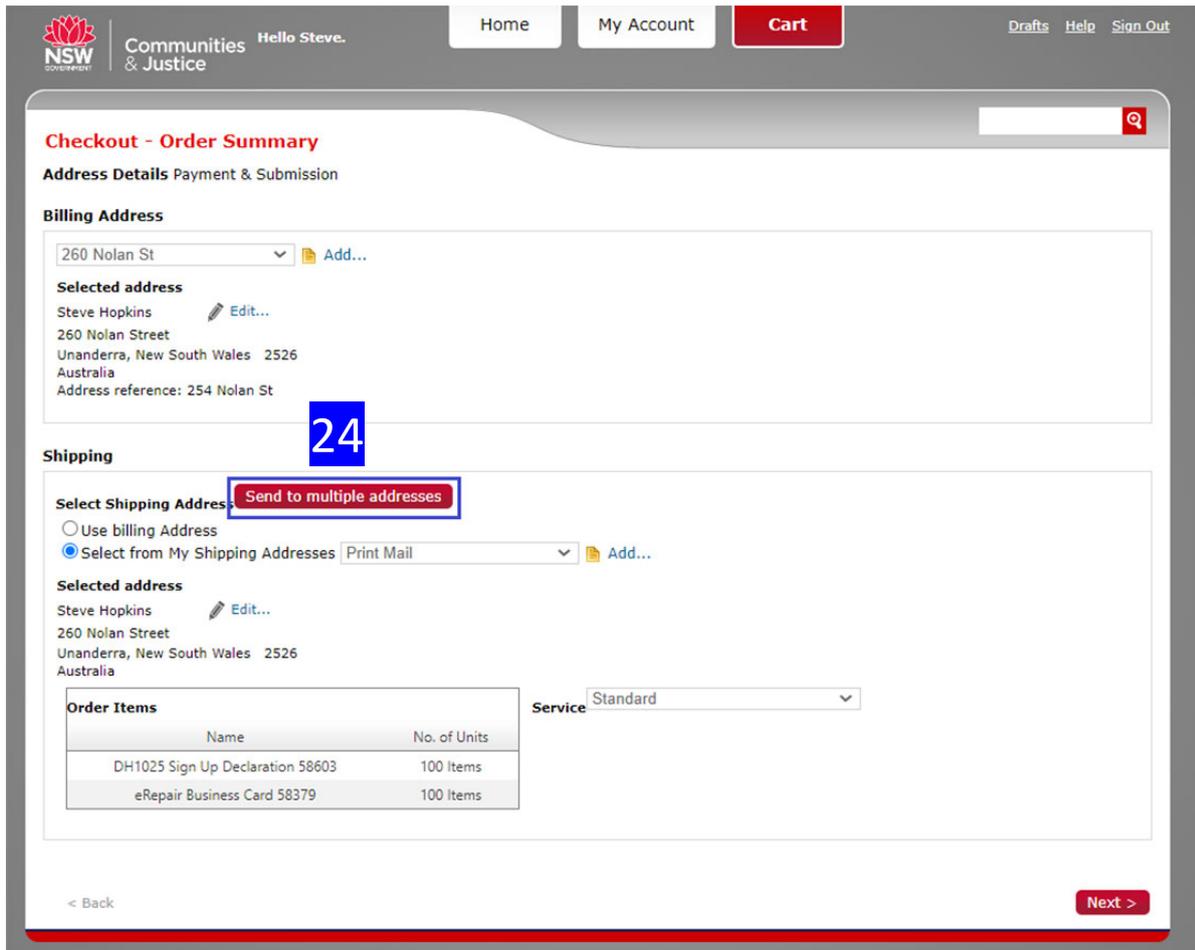


22) Enter your shipping details into the popup window and press the **Submit** button.

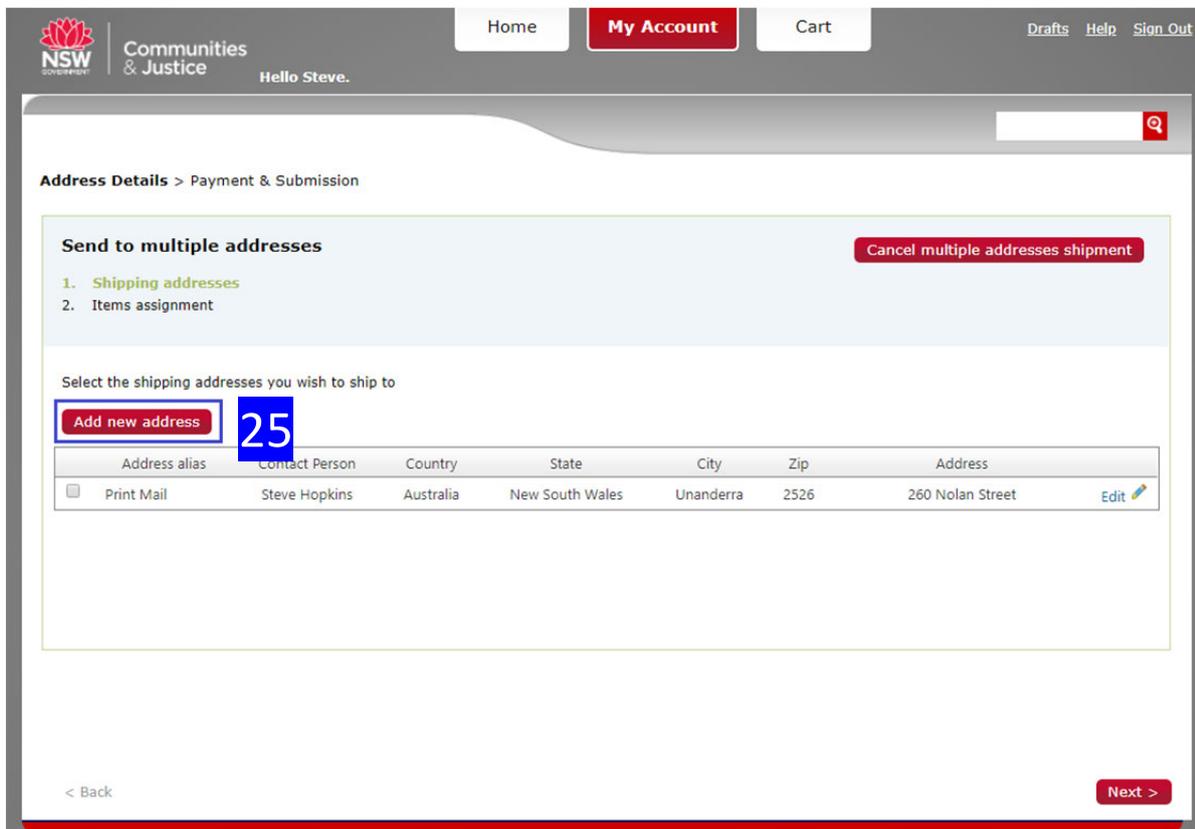


23) If you have ordered multiple products, you will have the option to send to multiple shipping addresses.

24) If this is required, please select the **Send to multiple addresses** button. If not, please proceed to step 30.



25) From here you need to add a second address. To do this click **Add new address**.



26) This will bring up the same shipping address menu. Please fill in the details of the second address and click **Submit**.

Shipping Address - STAGING of Dept of Communities & Justice

Display Name: 10 Character Limit

Person Name:*

Company:

Address Line 1:*

Address Line 2:

City:*

Country:*

State/Province:*

Zip/Postal Code:*

Phone:*

Fax:

* Indicates a required field

Cancel Submit

27) Check the tick boxes for the addresses you would like to use and select next.

NSW GOVERNMENT Communities & Justice Hello Steve.

Home My Account Cart Drafts Help Sign Out

Address Details > Payment & Submission

Send to multiple addresses [Cancel multiple addresses shipment](#)

1. Shipping addresses
2. Items assignment

Select the shipping addresses you wish to ship to

[Add new address](#)

	Address alias	Contact Person	Country	State	City	Zip	Address	
<input checked="" type="checkbox"/>	Print Mail	Steve Hopkins	Australia	New South Wales	Unanderra	2526	260 Nolan Street	Edit
<input checked="" type="checkbox"/>	Laundry	Brenda Gilmore	Australia	New South Wales	Unanderra	2526	254 Nolan St	Edit

< Back [Next >](#)

28) Select the quantities and products you would like to send to each address in the 'Assigned Units' field and click **Assign**.

29) Once you have completed this step click **Next**.

NSW GOVERNMENT | Communities & Justice | Hello Steve. | Home | My Account | Cart | Drafts | Help | Sign Out

Address Details > Payment & Submission

Send to multiple addresses Cancel multiple addresses shipment

1. Shipping addresses
2. **Items assignment**

Attach each order item to the relevant shipping address

Unassigned items

Thumbnail	Name	Total Units	Remaining Units	Assign Units	To Address
	DH1025 Sign Up Declaration 58603	100 Items	100 Items	<input type="text" value="100"/>	Steve Hopkins 260 Nolan Str
	eRepair Business Card 58379	100 Items	100 Items	<input type="text" value="100"/>	Steve Hopkins 260 Nolan Str

Assign all

Steve Hopkins 260 Nolan Street, Unanderra, New South Wales, 2526, Australia
260 Nolan Street, Unanderra, New South Wales, 2526, Australia

Brenda Gilmore 254 Nolan St, Unanderra, New South Wales, 2526, Australia
254 Nolan St, Unanderra, New South Wales, 2526, Australia

< Back Next >

30) From here you can see that the items have been assigned to the individual addresses. If you would like to edit the assignment of the products select **Edit shipments**. If not, click **Next**.

31) On this page you will need to confirm your order and enter your credit card details. It is imperative that you check all the details before checking out.

32) Ensure your details are correct as you will not have another chance to go back after this step.

33) Once you have entered your credit card details click **Checkout**.

NSW GOVERNMENT | Communities & Justice | Hello Steve. | Home | My Account | **Cart** | Drafts | Help | Sign Out

Checkout - Order Summary

Address Details > **Payment & Submission**

Ordered Items

Name	Units	Price
DH1025 Sign Up Declaration 58603	Total: 100 Items	\$56.98 AUD
eRepair Business Card 58379	Total: 100 Items	\$41.00 AUD

Subtotal:	\$97.98 AUD
Tax:	\$9.80 AUD
Total:	\$107.78 AUD

Credit Card Information:

Card Type:* Choose One

Card Number:* Please do not include spaces

Expiration Date:* 01 / 20

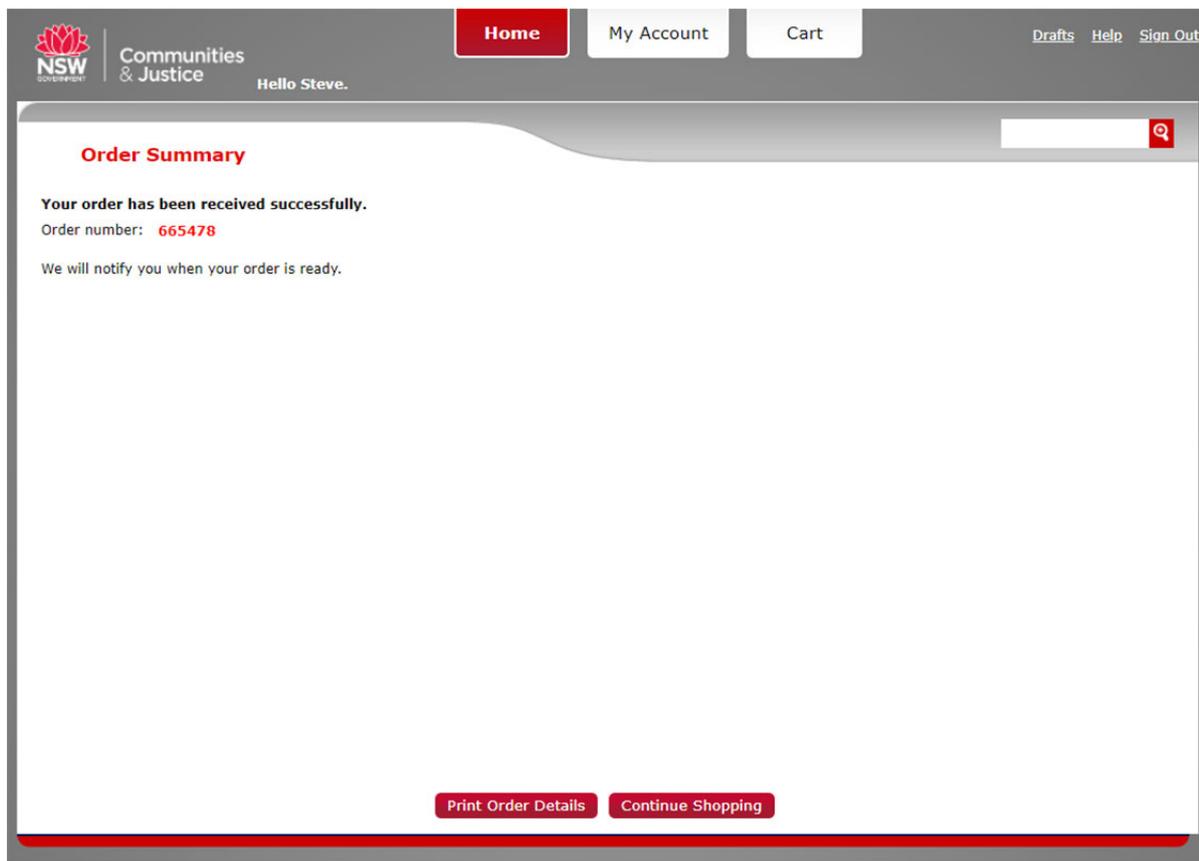
Name as it appears on Card:*

Card Security Code:* (last 3 digits on the reverse side of the card)

< Back

33 **Checkout**

34) You have now processed your order.



35) An email with your invoice will be sent to you as soon as the checkout step has been completed.

D. My Account Page

- To access the My Account page select the **My Account** link from the top of the page.

The screenshot shows the DCJ Printing Portal for CHP/NGO. At the top, there is a navigation bar with 'Home', 'My Account', and 'Cart' buttons. The 'My Account' button is highlighted. To the right of the navigation bar are links for 'Drafts', 'Help', and 'Sign Out'. Below the navigation bar, the page header includes the NSW Government logo, 'Communities & Justice', and a personalized greeting 'Hello John.'. A search bar is located in the top right corner. On the left side, there is a sidebar menu with 'Housing' and 'Community Services' options. The main content area features the 'DCJ Printing Portal for CHP/NGO' title and the 'Flagstaff' logo. Below the title, there is a welcome message and contact information for 'Housing Items' and 'Community Service Items'. On the right side, there is a section titled 'IMPORTANT INFORMATION PLEASE READ!' with five numbered points providing instructions for ordering and delivery. At the bottom of this section, there is a link for help and contact information for technical support.

NSW Government | Communities & Justice | Hello John.

Home | My Account | Cart | Drafts | Help | Sign Out

Housing
Community Services

DCJ Printing Portal for CHP/NGO

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Flagstaff

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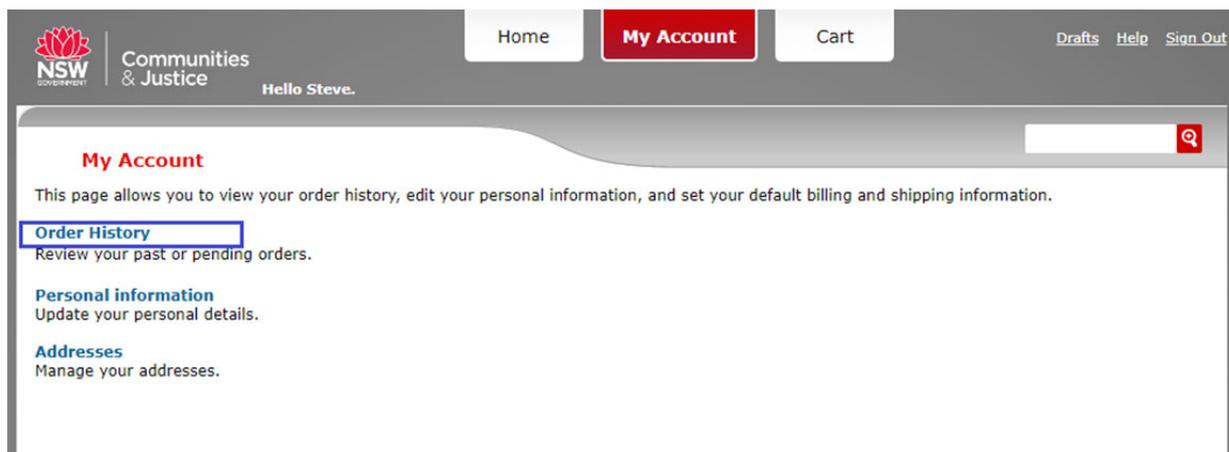
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For portal technical support contact us on (02) 4272 0257 or click here webportalhelp@flagstaffgroup.com.au

D.1 Order History

- To access your order history, click the **Order History** link.



NSW GOVERNMENT Communities & Justice Hello Steve.

Home My Account Cart Drafts Help Sign Out

My Account

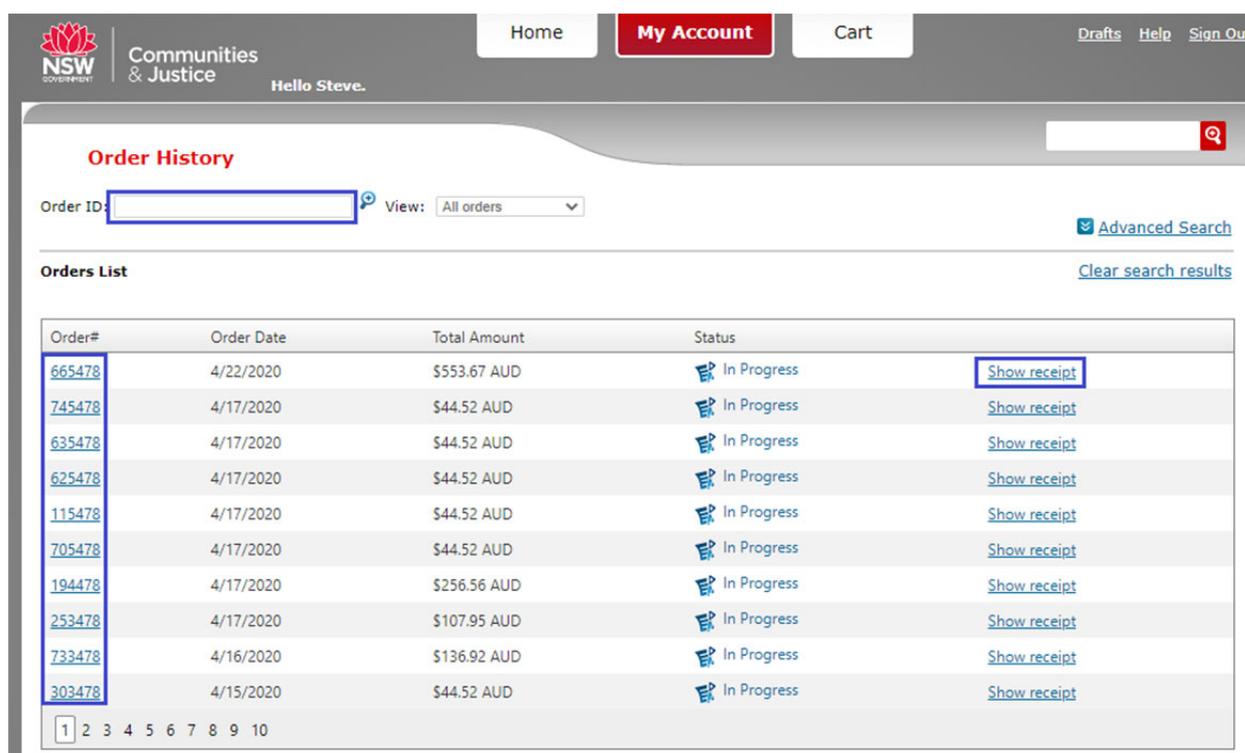
This page allows you to view your order history, edit your personal information, and set your default billing and shipping information.

[Order History](#)
Review your past or pending orders.

[Personal information](#)
Update your personal details.

[Addresses](#)
Manage your addresses.

- To search for your order enter the order id in the 'Order ID' field.
- Once you have located your order you can click on the **Order#** to see its details or click **Show receipt** to see the receipt.



NSW GOVERNMENT Communities & Justice Hello Steve.

Home My Account Cart Drafts Help Sign Out

Order History

Order ID: View: All orders [Advanced Search](#)

[Clear search results](#)

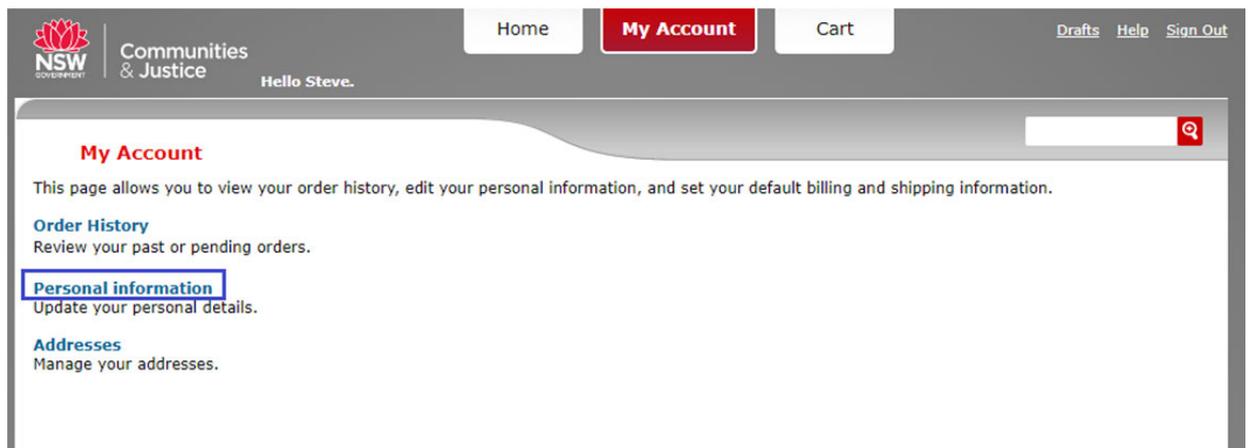
Orders List

Order#	Order Date	Total Amount	Status	
665478	4/22/2020	\$553.67 AUD	In Progress	Show receipt
745478	4/17/2020	\$44.52 AUD	In Progress	Show receipt
635478	4/17/2020	\$44.52 AUD	In Progress	Show receipt
625478	4/17/2020	\$44.52 AUD	In Progress	Show receipt
115478	4/17/2020	\$44.52 AUD	In Progress	Show receipt
705478	4/17/2020	\$44.52 AUD	In Progress	Show receipt
194478	4/17/2020	\$256.56 AUD	In Progress	Show receipt
253478	4/17/2020	\$107.95 AUD	In Progress	Show receipt
733478	4/16/2020	\$136.92 AUD	In Progress	Show receipt
303478	4/15/2020	\$44.52 AUD	In Progress	Show receipt

1 2 3 4 5 6 7 8 9 10

D.2 Personal Information

- To update your details click the **Personal Information** link.

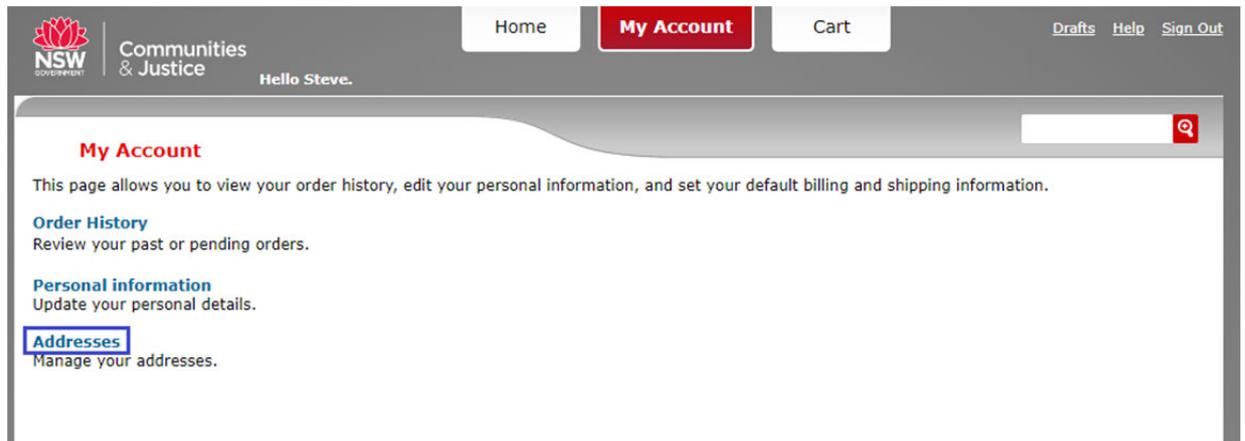


- From here you can edit your personal account information and change your password.

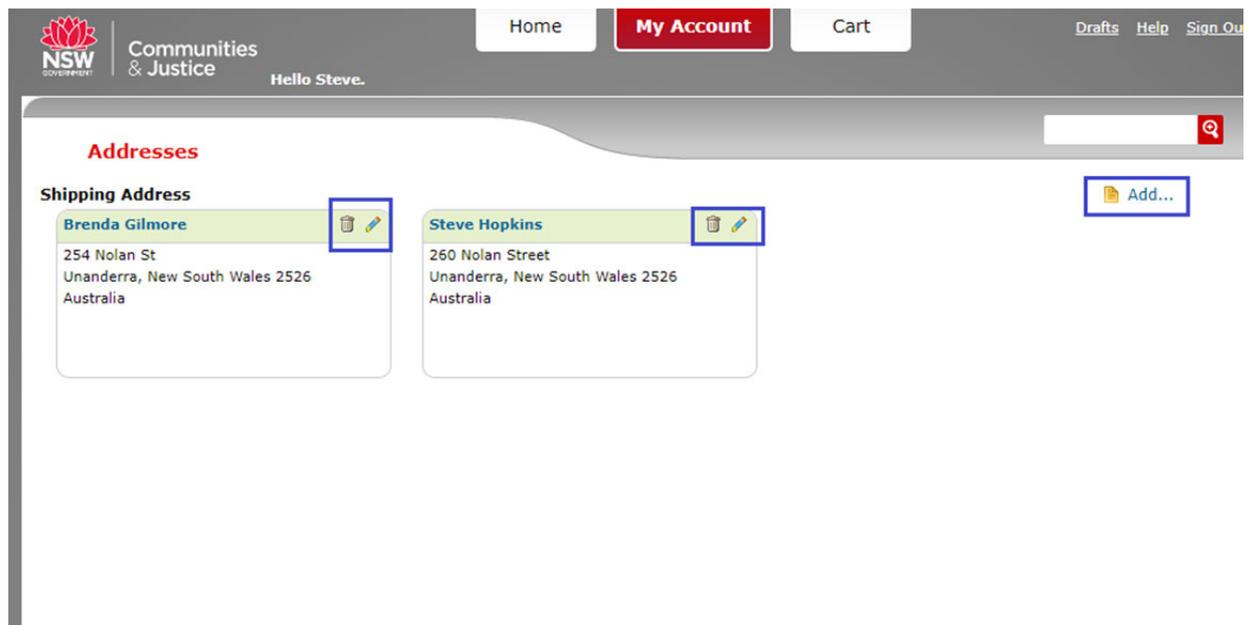
The screenshot shows the 'Personal Information' form. It is divided into two sections: 'Change Password (optional)' and 'Change Account Information'. The 'Change Password' section has three input fields for 'Old Password', 'New Password', and 'Confirm New Password'. The 'Change Account Information' section has several input fields for 'Email Address', 'First Name', 'Last Name', 'Phone Number', 'Mobile Number', 'Fax Number', 'Company Name', 'Job Title', 'Division', 'Branch Name', and 'Manager's Name'. A legend indicates that an asterisk (*) denotes a required field. At the bottom, there are 'Update' and 'Cancel' buttons.

D.3 Addresses

- To edit addresses select the **Addresses** link.



- To edit or delete click the relevant icon on the top right of the address box.
- To add a new address click **Add...** link on the right hand side of the page.



E. Support

- If you require assistance locating an item on the portal please click the FACS_sales@flagstaffgroup.com.au link. This will open your email client where you will be able send an email to Flagstaff's support team who can assist with locating the product.
- For technical support please click the webportalhelp@flagstaffgroup.com.au link or contact The Flagstaff team on (02) 4272 0257. This will open your email client where you can send an email to Flagstaff's technical support team.

NSW GOVERNMENT
Communities & Justice
Hello Steve.

Home My Account Cart Drafts Help Sign Out

Housing
Community Services

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F. Document information

Title:	DCJ Printing Portal for CHP/NGO User Manual
Business Centre:	Shared Services, Performance & Risk, Corporate Services
Author:	Steve Hopkins, Print & Mail Services Manager, Flagstaff Group
Approver:	Product Owners
Date of Effect:	1 December 2020
Next Review Date:	30 November 2021
File Reference:	
Key Words:	Printing, Portal, CHP, NGO, Flagstaff

G. Document history

Version	Date	Reason for Amendment
1.0	03/08/2020	Initial Release
1.1	07/11/2020	Change of portal URL
