



MICROCHIP

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.

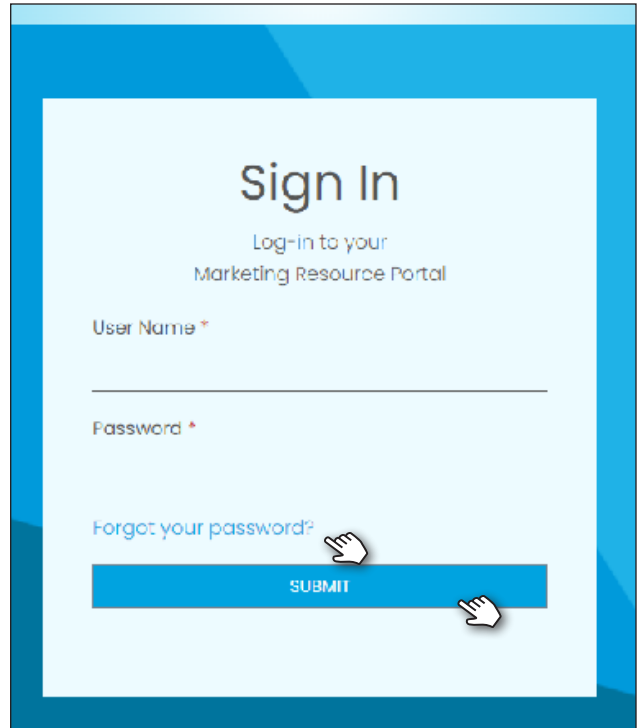
T 888-365-7411
E dokshop@poweredbyprisma.com
2937 East Broadway Road, Phoenix, Arizona 85040
M-F, 8am-5pm (MST)

Login

Visit microchiptech.dokshop.com to log into your dokshop account. Fill in your username and password then click **Submit**.

First time users will need to create a password by clicking the **Forgot your password?** link.

Enter your email and click link.



The screenshot shows a 'Sign In' form with a light blue background and a dark blue border. The title 'Sign In' is centered at the top. Below it, the text 'Log-in to your Marketing Resource Portal' is displayed. There are two input fields: 'User Name *' and 'Password *'. A blue link 'Forgot your password?' is positioned below the password field. At the bottom, there is a prominent blue 'SUBMIT' button. Two white hand icons are overlaid on the image, one pointing to the 'Forgot your password?' link and another pointing to the 'SUBMIT' button.

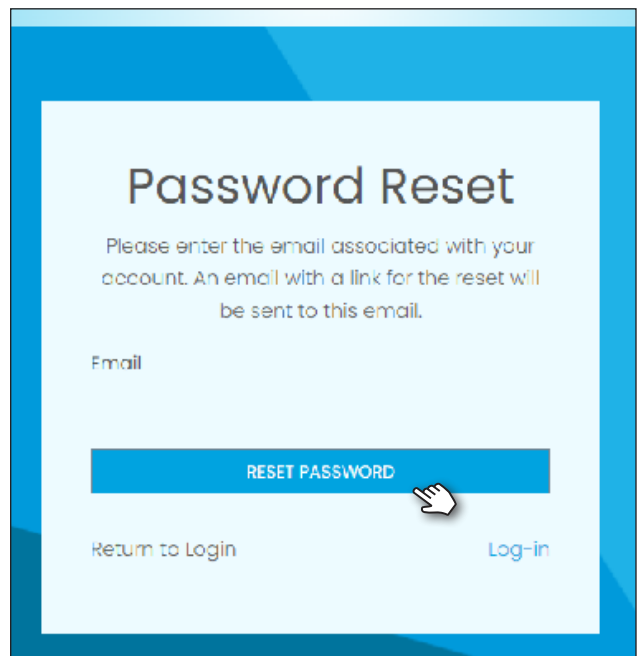
Forgot/Reset Password

If you have forgotten your password you can reset it on the login screen. Located above the blue sign in button select **Forgot your password?**.

You will then be instructed to enter the email linked to your dokshop account. Once entered, select **Reset Password**.

Once submitted, the system will confirm the entered email is attached to an active account. You will receive a password reset email once confirmed. Open the email and click the link to reset/change your password. Make sure to record your new password where you will have access to it.

Go back to the login screen and enter your new password.

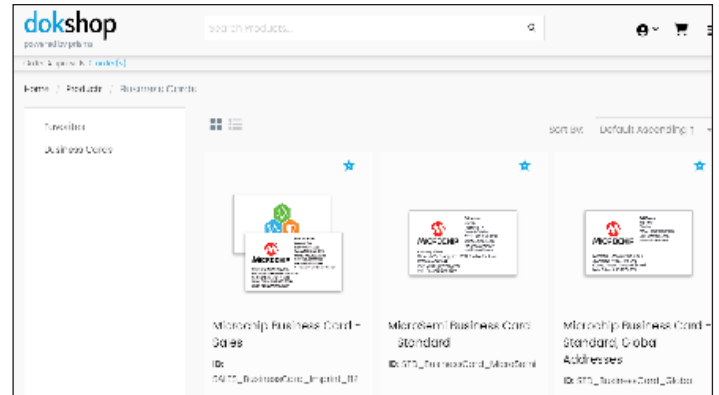


The screenshot shows a 'Password Reset' form with a light blue background and a dark blue border. The title 'Password Reset' is centered at the top. Below it, the text 'Please enter the email associated with your account. An email with a link for the reset will be sent to this email.' is displayed. There is an 'Email' input field. Below the input field is a prominent blue 'RESET PASSWORD' button. At the bottom, there are two links: 'Return to Login' on the left and 'Log-in' on the right. A white hand icon is overlaid on the image, pointing to the 'RESET PASSWORD' button.

Welcome

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

- **Products** – View available categories and order products.
- **Saved Carts** – Find saved carts from previous shopping sessions.
- **Order History** – Find previous orders.
- **Contact** – Contact the dokshop Customer Service Team for support.
- **Profile** – View account settings and favorites page.
- **Search** – Find items by keywords.
- **Shopping Cart** – Select the shopping cart to view items in your open cart.



Products

Select **Products**, then choose a product category.

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

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

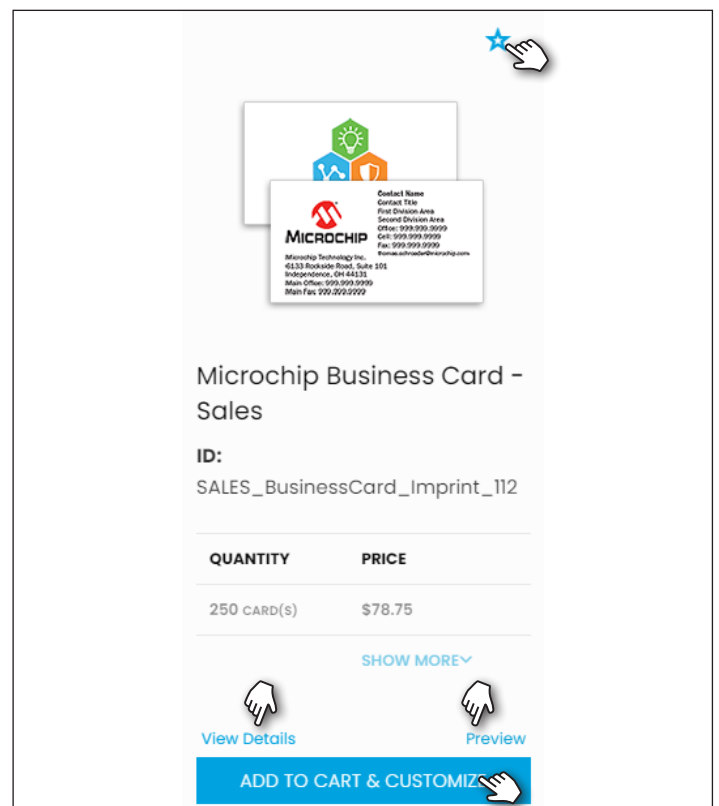
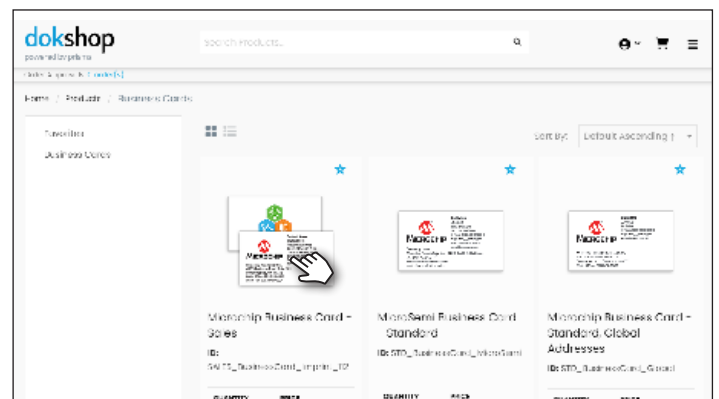
(For apparel items, you'll need to select the designated size before you can view a larger preview.)

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

Select the **Favorites** star to save the product to your Favorites section.

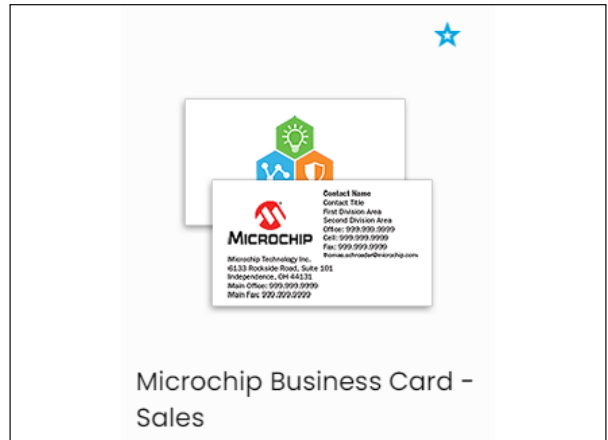
If you wish to order an item that does not require personalization, select **Add to Cart** to proceed to the **Order** page.

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 - Dynamic POD

Dynamic POD (print on demand) items are customizable products that need to be produced before they are shipped. These items typically take 3-5 business days to produce and ship.



Products - Customization Page

For Dynamic POD products, select **Add to Cart & Customize** to proceed.

Select and fill out required and/or optional fields on the customization page.

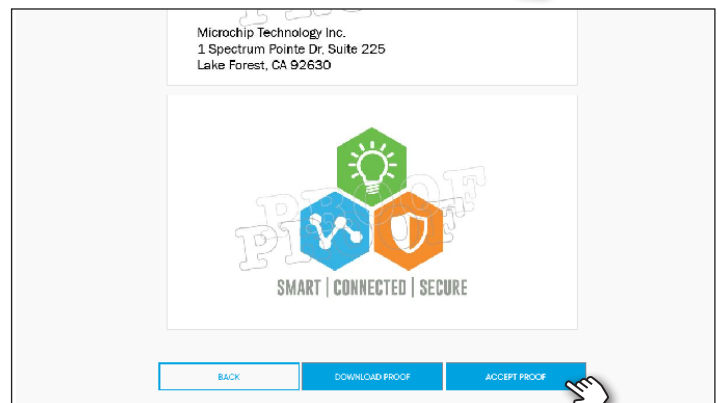
*indicates a required field.

Once you have filled out the form page, click **Generate Proof** to view your 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. Customized products cannot be returned, so please review your proof carefully before accepting.**

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 your orders need to be approved before going to production. This may include waiting period.

A screenshot of a customization form. The form contains several fields with asterisks indicating they are required. The fields are: Address Line 1, Suite #, City, Lake Forest, State (dropdown menu), ZIP, and Company Name. There are 'BACK' and 'GENERATE PROOF' buttons at the bottom right. A mouse cursor is pointing at the 'GENERATE PROOF' button.

Line Description & Quantity

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**.

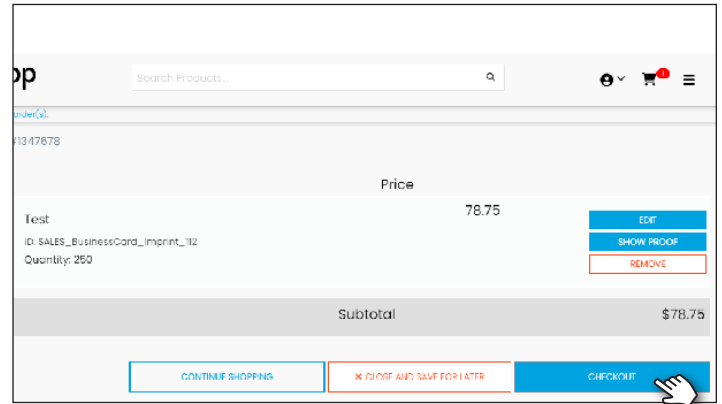
The **Item Description** will be your choice of how you want to describe your item to differentiate other products in your order.

When finished, select **Add to Cart**.

A screenshot of the order page. The page shows a table with columns for QUANTITY, UNIT PRICING, and PRICE. The table contains one row: 250 cards, \$1.00 each, \$250.00. To the right of the table is a form for 'Item Description & Quantity'. The form has fields for 'Item Description *', 'Unit', 'Enter the Cost Center Code *', and 'Quantity'. The quantity is set to '250 cards - 1 box'. There are 'BACK' and 'ADD TO CART' buttons at the bottom right. A mouse cursor is pointing at the 'ADD TO CART' button.

Cart

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



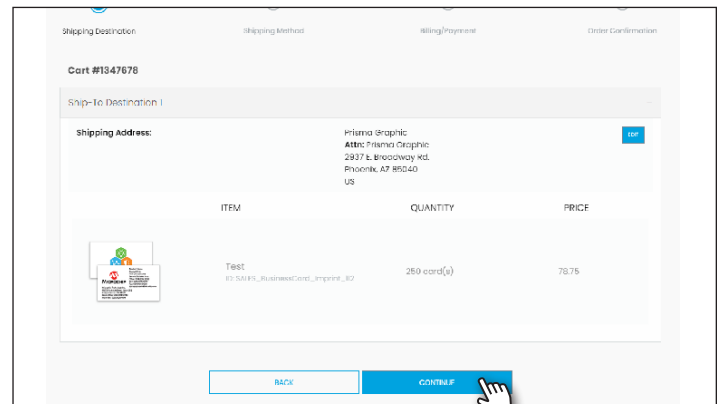
Shipping Destination

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

If you have an address connected to your account, it will populate under the shipping address. Click **Edit** if you'd like to input another shipping address.

You can also **Move Item to New Ship-To Destination** if you want to send different line items to different destinations.

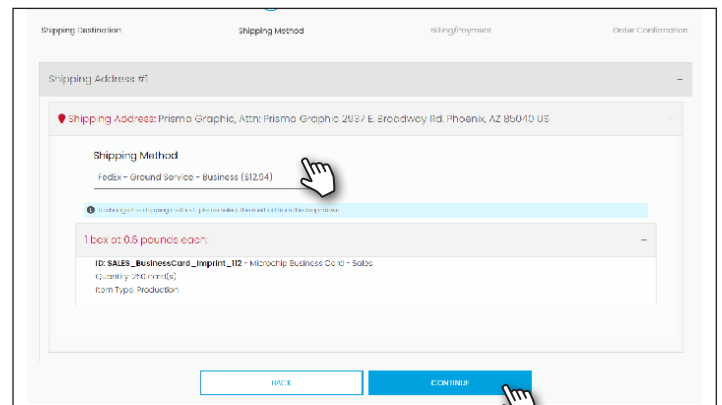
Select **Continue** to review your order shipping methods.



Shipping Method

Review and select your desired shipping method.

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



Billing/Payment

Your order will be summarized for your review.

You must enter an order description (used in your order history).

Verify your contact information. If you wish to send order and shipping confirmations to multiple email addresses, separate with a “,”.

Once completed, select **Submit Order**.

Payment Options	Total
Payment Type: Not Terms	SUB TOTAL: 78.76
	TAX: 6.77
	POSTAGE: 0.00
	ESTIMATED SHIPPING: 13.04
	Order Total: 99.48

Company	Attention To
Company: Accounts Payable	
Line 1: 2837 E Broadway Road	Line 2:
Country: United States of America	City: Phoenix
State/Region: Arizona	Zip/Postal Code: 85040

Confirmation

An order confirmation will display and be emailed to the order email address. In addition, a shipping confirmation with tracking information will be emailed when your order is on its way.

Please note that all orders go through an approval process. If you need an update please reach out to dokshop@poweredbyprisma.com

ITEM NAME	QUANTITY	PRICE
Test: SALES_BusinessCard_Imprint_112	250 card(s)	78.76
		Subtotal: 78.76
		Tax: 6.77
		Postage: 0.00
		Estimated Shipping: 13.04
		Order Total: 99.48

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Support Hours:
888-969-4111
8:00 AM - 5:10 PM MST
888-969-4111
sales@dokshopinc.com

Thank you for your order! your order has been submitted for processing. Please save this email for future reference. If you have questions and/or comments about this order, please contact us.

Order Detail

Order Number: 1347678
Order Confirmation #: 1347678MICRO440IN
Company Name:
Order Description: TEST ORDER
Order Created on: 10/25/2024 12:02 PM
Order Submitted on: 10/25/2024 12:08 PM
Order Submitted by: Prisma Graphic (phone: 802-245-6777)

Line Item Detail

Item: SALES_BusinessCard_Imprint_112
Line Item #: 32619/3
Description: Text
Order Qty: 250 card
Delivery Type: Print and Ship
Unit Price: 78.76
Tax: 6.77

This product ships to the following address:
Prisma Graphic
Attn To: Prisma Graphic, 2957 E. Broadway Rd., Phoenix, AZ 85040 US

Order History

You can check your order's progress via the **Order History** page. Select **Manage** to access a detailed order summary with order contents, current order status, and tracking information.

If you wish to order a previously ordered product, select the **Reorder** button. If the item is customizable, you will have a chance to review and update any details before viewing a new proof and adding it to your cart.

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Home / Orders

Orders

Order Status	Order Number	Order Date
All	0	Just 15 Days

Manage



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