



Your platform ordering guide

Welcome to MOO + Crestron

To begin ordering, please visit
<https://www.moo.com/us/partner/crestron>
to create your login information.

You will need to provide your email address, first
and last name, and choose a password.

After creating your login, you will gain access to
the platform where your pack will be stored and
available for ordering.

Step 1

How to order

To have your placards (MiniCards) uploaded for ordering you will need to contact your account manager, Patty, using the information below:

Patty Ferrick
(401) 484-0998
patricia.ferrick@moo.com

Also, include

- Attached PDF files
- Your shipping location(s) and phone number(s). If you would like these details added to your account for ease of ordering, please include this in your email to Patty.
- Deadline(s)

After you submit the files to Patty, she will upload them to your account. The standard turnaround time for this is **24 hours**. Patty will notify you once the files are uploaded and ready for ordering.

Step 2

Add to cart

Once Patty confirms that the files have been uploaded, you can proceed with the next steps for ordering.

To place your order, you will need to **login to the MOO + Crestron account**. After logging in, you'll arrive at your dashboard.

Here you can see your uploaded placards (MiniCards) set to **100 x Original matte paper with square corners**. Please note that if you upload fewer than 100 placards (MiniCards) designs, you will receive duplicates of some designs to keep as spares.

Click 'Add to cart' on the pack you wish to purchase.

To check out, click the shopping cart icon in the top-right corner.

Check you have selected the correct currency

The screenshot shows the MOO + Crestron website interface. At the top, there is a navigation bar with the MOO logo, a currency selector set to \$USD, a shopping cart icon, and a user profile icon for Jennifer. Below the navigation bar, there are tabs for different product categories: All products, Business Cards, Postcards, Letterheads, Notecards, Stickers, Flyers, and Greeting Cards. A search bar is located below the tabs, and the results show 1 result. The product is a Placard, priced at \$21.00, with an 'Add to cart' button. The product description includes '100 x Original matte paper with square corners' and an 'Edit Paper' link. The product image shows four MiniCards (H1403, H1404, H1405, KV-1) and the Crestron logo. The text 'Last saved: 4 days ago' is visible below the product image.

Step 3

Place your order

Here's where you enter your shipping location and delivery method. Please note that if you need to send these to separate addresses, each pack must be placed as a separate order.

Click 'Go to Checkout' to review your billing address and choose your payment method.

Then click 'Purchase' and you're all done. You'll get a confirmation email from us with your order number.

The screenshot shows the MOO website's checkout page. At the top, the MOO logo is on the left, and the currency is set to \$USD, the cart icon shows 1 item, and the user name is Jennifer. The main heading is "Your cart" with a "Remove all" link. The cart contains one item: "Placard" (a Crestron H1403 MiniCards pack) with a quantity of 100 and a price of \$21.00. Below the cart, there are sections for "Delivery address:" (John Smith, 123 Main Street, Town, 90210 United States CA), "Billing Address:" (with a checked box for "Use my delivery address as billing address"), "Shipping method:" (Economy Trackable - Estimated 22 Aug - \$6.00), and "Contact telephone:" (1234567890). A summary table at the bottom right shows: Subtotal: \$21.00, Shipping & packaging: \$6.00, and Tax (9.5%): \$2.00. A green chat icon is in the bottom right corner.

Item	Quantity	Price
Placard	100	\$21.00

Delivery address:
John Smith, 123 Main Street, Town, 90210 United States CA

Billing Address:
 Use my delivery address as billing address

Shipping method:
Economy Trackable - Estimated 22 Aug - \$6.00

Contact telephone:
1234567890

Subtotal:	\$21.00
Shipping & packaging:	\$6.00
Tax (9.5%):	\$2.00

What is the minimum order of placards (MiniCards)?

The minimum order for placards (MiniCards) is 100

What are the specifications of the placards (MiniCards)?

Size: 2.75" x 1.10"

Paper stock: Original matte

Weight: 16pt | 250gsm

What if I need less than 100 placards (MiniCards)?

If you need less than 100 placards (MiniCards), you will receive duplicates of some designs to keep as spares. For example, if you need 60 placards (MiniCards), you will receive the 60 you need plus 40 duplicates.

What if I need more than 100 placards (MiniCards)?

If you need more than 100 placards (MiniCards), then Crestron will be providing you with multiple documents for your order. For example, if you need 400 placards (MiniCards), then you will be receiving 4 PDFs for the 4 packs of placards (MiniCards) that will be needed to fulfil your order.

What if I need to send the placards (MiniCards) to multiple locations?

If you need to send orders to multiple locations, you must place a separate order for each location. For example, if you need to send 100 placards (MiniCards) to NY and 100 placards (MiniCards) to CA, you will need to add the products for NY to your cart, enter the shipping and payment information, and place the order. Once that order is complete, repeat the process for the CA address.

How do get support if I have any issues with ordering?

For any placard (MiniCards) issues, customers can contact their MOO account manager, Patty, for support. The expected response time to any customer support call will be within 24 hours.

Support responses

- If the customer did not receive placards (MiniCards), then MOO will reprint and reship the placards at no cost to customer.
- If the customer received placards (MiniCards) but the placards (MiniCards) have flaws, then MOO will review the artwork provided and if the artwork is accurate, then MOO will reprint and reship the placards (MiniCards) at no cost to customer. If the artwork is inaccurate, then the customer will contact Crestron customer support for updated files.
- If the placards (MiniCards) are printed correctly but are not functional, then the customer will contact Crestron customer support to confirm if the QR code in artwork is correct. If the QR code is correct, then MOO will reprint and reship the placards to customer. If the QR code is incorrect, customer support will work with the customer to resolve the issue and then submit an order for reprinting and reshipping the placards (MiniCards).
- Any customer support calls to Crestron will be routed to MOO if the issue is related to placard printing.

If you have questions, please reach out
to your MOO Account Manager:

Patty Ferrick
(401) 484-0998
patricia.ferrick@moo.com

Happy ordering!