

# Coordinator Guide

# Online Ordering

2022-2023



[www.originalworks.com](http://www.originalworks.com) • 518.584.9278

# What's Inside ...

Welcome! You have a key role as “Program Coordinator.” Therefore, it is important that you read through this guide early in the process. It will provide you with all the details for a successful program. Please keep it handy!

|                             |       |
|-----------------------------|-------|
| • Program Overview          | 2     |
| • Supply Box                | 3     |
| • Program Promotion         | 3     |
| • Student Labels            | 4     |
| • Art Instructions          | 5-6   |
| • Scan Phase                | 7     |
| • Ordering                  | 7     |
| • Your Online Gallery       | 8-9   |
| • Coordinator Panel Access  | 10    |
| • Coordinator Panel         | 11-13 |
| • Additional Orders         | 14    |
| • Product Distribution      | 14    |
| • Customer Service          | 15    |
| • Question & Answer         | 16-17 |
| • Look What's Coming Letter | 18-19 |
| • New Student Label Form    | 20    |
| • Shipping Form E           | 21    |
| • Shipping Form G           | 22    |
| • Shipping Form C           | 23    |
| • Shipping Form F (Fix-It)  | 24    |

# Program Overview & Checklist

- Supply Box Arrives**
  - Read your Coordinator Guide
  - Deliver the art paper & Art Instructions to the teachers who will oversee artwork creation (if applicable)
  - Share the program schedule/deadlines with your teacher(s)
- Program Promotion**
  - Build excitement and advertise your program
  - Announce using your newsletter, social media and website
  - Send "Look What's Coming" letter home to families
- Send Student List**
  - Email your student list to **gallerylabels@originalworks.com**
  - Printed labels will be mailed to you for identification of artwork
- Coordinator Panel**
  - Register for your Coordinator Panel
  - Notify Original Works you have registered
- Create Artwork**
  - For best results, use the 8.5" x 11" art paper provided
  - Refer to the Art Instructions** for recommended media and tips
- Label Artwork**
  - Place each student's label on the **back** of the artwork.
  - Indicate orientation by putting a "T" on the back at the "TOP"
  - Use **pencil** only when writing on the **back** of the artwork
- Ship Artwork**
  - Ship on schedule**
  - Complete Shipping Form E
  - Send to Original Works using the provided shipping label
- Distribute Order Info**
  - Students bring home their custom brochure with ordering information
- Families Order**
  - Families place their orders online
  - Mail manual/paper orders if applicable
- Your Profit**
  - Your profit check is mailed to you at the end of your program!

# Supply Box

Your supply box has arrived! This box contains everything you are going to need to run a successful program.

## Your supply box contains ...

- Art paper
- One (1) pre-paid UPS shipping label (stapled to brightly colored paper)

***Please keep this in a safe spot! You'll need it later.***

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# Coordinator Care Center

## 24-7 Access to Online Coordinator Care!

Login to the Coordinator Care Center to access additional resources designed to make your program a success!

[originalworks.com/customer-care](http://originalworks.com/customer-care)

Login

Password:

CCC2223

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# Program Promotion

While students are busy creating their masterpieces, you'll want to promote the program to your families and build excitement. Remember, the more you promote, the more your profits will grow!

### **LOOK WHAT'S COMING LETTER!**

Send copies of the "Look What's Coming" letter home. It can be found in the Coordinator Care Center.

### **TELL EVERYONE!**

Announce the program in your school newsletter, on your school website and/or social media sites. Include in all of your phone/email blasts.

***Visit the Coordinator Care Center  
for graphics and ideas!***

### **eMarketing Tools Available!**

For more ideas on promoting your program, creating excitement, and increasing participation, we have created an eMarketing Kit for you.

To access the kit login to the Coordinator Care Center and visit the eMarketing section.

# Student Labels

To ensure that we have the proper student data setup for your school's gallery, we create a student label from the information that you provide. **Each student artwork requires a label** before it can be uploaded to your Online gallery.

## File types accepted

- Microsoft Excel
- .txt
- .csv

## Information required

- Student First Name
- Student Last Name
- Teacher
- Grade/Class

## Preparing the information to send

- Please include all students/grade in one (1) list.
- Each grade/class should follow the next one in order.
- **Do not** break grades/classes out into individual tabs or sheets.

## Student privacy

We understand that student privacy is of utmost importance. Student names do NOT appear in the Online gallery. This is done to protect the privacy of each student.

## Submitting your data

- Email your data to [gallerylabels@originalworks.com](mailto:gallerylabels@originalworks.com)
- Include your school name in the subject line along with "label file"  
ie: *Caldwell Elementary label file*

## Receiving your printed labels

- Original Works will create and print your student labels.
- Labels will be sent to the school in your supply box or via USPS Priority mail.

## Example of correct data formatting:

| First Name | Last Name | Teacher  | Grade |
|------------|-----------|----------|-------|
| Mary Grace | Crumley   | Garcia   | 1     |
| Bryson     | Diaz      | Garcia   | 1     |
| Ethan      | Dorsey    | Matthews | 2     |
| Clay       | Forster   | Matthews | 2     |
| Dylan      | James     | Donnelly | 3     |
| Julie      | Kneeshaw  | Donnelly | 3     |

**New or additional students?** If you have new students or students starting class **after** the Student Labels have been created and sent to you, but before your artwork is sent for the scan phase, please complete and send a copy of the "**New Student Label Form**" found at the back of this guide. **Please do not assign a number for these students.**

**Questions?** Please contact our Customer Service Department for any questions you may have about creating your student list. 518.584.9278 or [CS@originalworks.com](mailto:CS@originalworks.com)

# Art Instructions

Creating GREAT art is the first step to a successful program.

*For best results we recommend . . .*

Crayons • Watercolors • Tempera or Acrylic Paints  
• Paper Collages • Photos • Markers



Be sure that students press hard for a rich color!



Bright bold colors will look great. Just go easy on the water.



Fill the entire sheet of paper edge-to-edge.



Black is great for outlining. Just remember no fluorescents!



Intense/bold colors reproduce best. Use caution with the amount of paint, as it can crack and crumble.

## Art Paper:

- All paper should be 8 ½" x 11". We recommend a paper weight of 60-70#
- Construction paper. While it can enhance an art project, construction paper often does not reproduce true to color. Blues can look purple, blacks can be green, etc.



To avoid disappointment and artwork being returned unprocessed,

**Please do NOT use the following . . .**

- **Colored & lead pencils**- These are too light and do not reproduce well.
- **Glitter of any kind** – including crayons, markers, glue or paint that contains glitter.
- **Fluorescent, neon and metallics.** These do not reproduce true to color.
- **Trademark or copyright** images or logos. This includes brand names, emojis, video game/cartoon characters, stickers, magazines/newspaper prints
- **Abrasives** such as salt or sand
- **3D art** – items including: cotton balls, feathers, yarn, foam or googly eyes
- **Scratch art/scratch board**
- Poor quality **construction paper**. This does not reproduce true to color

## Oil Pastels & Chalk:

If you do choose to use them, please do so with caution and they **MUST be sprayed with a fixative such as Krylon #1311 Matte Fixative.**

We capture the full 8.5" x 11" artwork and reproduce it proportionally for each keepsake. Slight cropping occurs during manufacturing. Be sure to keep details and text from the edge of the paper.

All artwork submitted is captured "as is." We cannot be held responsible for remaking custom products if art requirements are not followed.

For more details and examples visit [www.originalworks.com/artwork](http://www.originalworks.com/artwork)

# Helpful Art Tips

## TRY THIS!

**Rub your hand across the artwork.**

- Does color come off or does it feel sticky or scratchy?

- Is there glitter or chalk?

IF

Yes- we will **not** be able to process them.

## TRY THIS!

**Hold the artwork across the room. Can it be seen clearly?**

- Yes - Great! Your art will reproduce well.

- No - Darken areas that are too light to be seen. Outline details with marker.



### Hand Print Art:

When creating hand-print art, fill the entire sheet with color or add an exciting background.



### Paper Collages:

Be sure to securely glue everything. We don't want a roof to fall off a house while it's being shipped here!



### Borders:

Add a border for fun & interest. 1" wide is best, and helps your artists to keep details away from the edge.

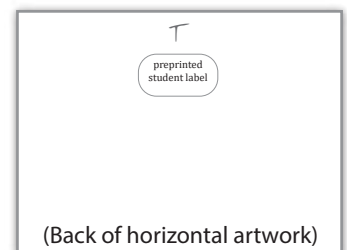
Keep important details (such as names, dates, heads, and bird beaks) **at least 1"** from the edge of the paper or they may be cut off during production of your products.

### Avoid "playing on the edge." What exactly does that mean?

- Keep details such as names, dates etc. away from the edge. During reproduction items that are within 1" from the edge could be trimmed. This is especially true on our full bleed products (key chains, tiles, mouse pads...)
- If pencil guide is drawn, be sure that it is completely erased, otherwise it will appear on finished products.

### Identify the artwork:

- ^ If signing the FRONT of the artwork, stay AT LEAST 1" from the edge
- ^ Apply the preprinted student label to the BACK of the artwork **after** the artwork has been completed
- ^ Use a 'T' to indicate the TOP - **use pencil only.**



# Scan Phase

Once student artwork has been completed, it is packaged and sent to Original Works for processing. Each artwork is scanned, and uploaded into your school's Online Gallery. **Remember ... please stay on schedule!**

## 1. Prepare artwork for shipment

- Verify each artwork has the correct student label affixed to the BACK.
- Organize artwork in folders by class and grade.

## 2. Shipping Form E

- Complete & return with your artwork.
- We recommend placing the artwork in a plastic bag to protect it from the weather while being shipped.

## 3. Shipment

- Using the prepaid UPS label found in your supply box, send the artwork and Shipping Form E to Original Works.
- **Give the package to any UPS driver OR take it to a UPS store or authorized UPS facility.**

### Stay on Schedule!

It's important to follow the schedule you set up at the beginning of your program.

If artwork arrives AFTER the scheduled date, setup of your gallery and processing of orders could be delayed.

If you find that you need to adjust your schedule, please reach out to your Sales Representative as soon as possible.

## Returned Artwork

Any artwork that does not follow our art instructions will be returned and will not appear in the gallery.

# Ordering

Once the artwork has been received, scanned and uploaded into your gallery, we print and ship the Custom Brochures directly to the school. Each letter is unique to the individual student and is used to facilitate the ordering process.

## 1. Custom Brochure

- A customized "brochure" is created for each artwork submitted.
- Distribute brochures to your students to take home to their families. **The brochures are custom for each child. Be sure that they receive the correct one to take home.**

## 2. Orders

- Families follow the instructions sent home and place their orders online.

## 3. Track your sales

- Remember to log in to your Coordinator Panel and track your sales.

### Manual/Paper Orders

A Manual Order Form is available for families who are unable to order Online and/or for students who did not submit artwork during the scan phase but still wish to order.

- A Manual Order Form was e-mailed to you. E-mail or copy and distribute it to families requiring one.
- Collect the Manual Order Forms (and artwork if it was not submitted during scan phase).
- Complete **Shipping Form G** and submit everything to Original Works.

• **Please note:** Manual Orders must be shipped to arrive at least **2 days before the Deadline for Online Orders Date**. Orders arriving after will ship with Late Orders.



# Your Online Gallery

Now we will show you everything you need to know about your Online art gallery!

## Access and Ordering

- Families login using the credentials provided on the Custom Brochure
- Families can take a *virtual tour* of all the artwork submitted by your school.
- Families search for their child's artwork by entering the Image Title.
- Clicking on the artwork allows families to view it on products available for purchase .
- Select the products to order by:
  - Clicking on the product
  - Enter unique student code from Custom Brochure
  - Input quantity to order
- Orders are paid for by Credit Card.
- All orders are processed together, sorted and packed by teacher/grade, and sent to the school for distribution.



## Placing your order.



Visit: [www.store.originalworks.com/gallerylogin](http://www.store.originalworks.com/gallerylogin)

**Enter School Code: Cld** *This is case sensitive, please enter as shown (first letter capitalized)*



In the TITLE box, **enter Image Title: Cld007**

Click search.

Click your Artwork image to view it on products.



Order by clicking the image of the product you want to order.

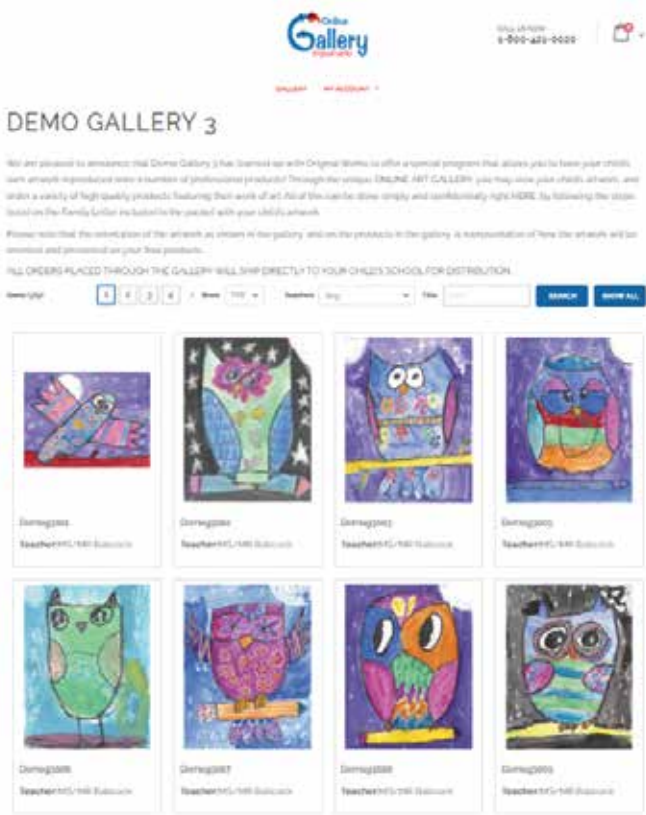
**Enter Student Code: 102458**

Complete the ordering process.



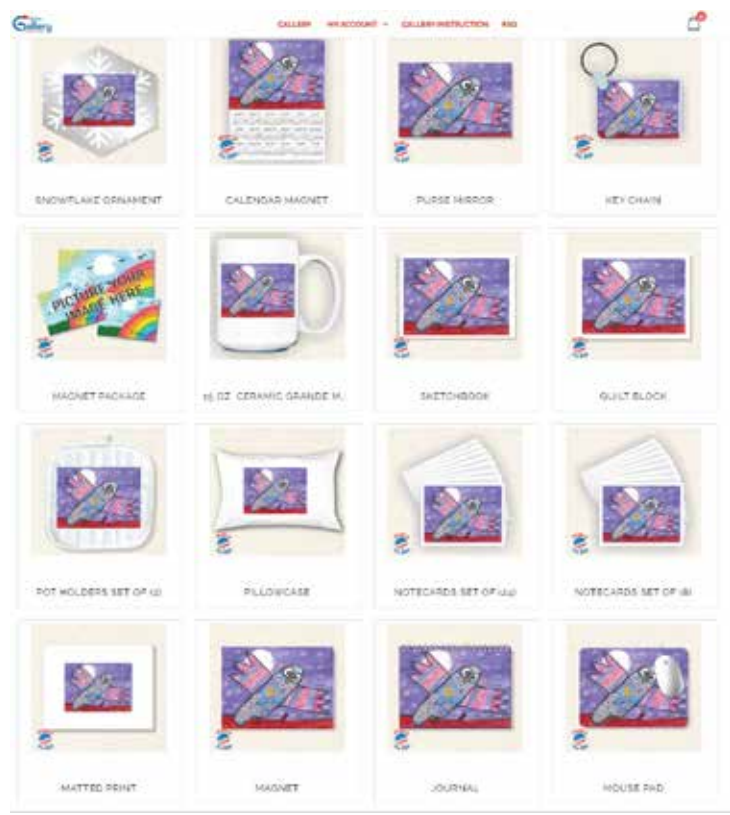
All orders are shipped directly to the school.

Payments can be made by credit or debit card.



Families login and view the school gallery.

Using information found on their child's Custom Brochure they can search for their child's artwork.



Once artwork has been selected, the product preview screen will open.

This allows families to preview the selected artwork on each product.



Families enter the Student Code from the Custom Brochure to place their order. This step helps to ensure that only someone with the correct student code can order from the artwork.

**DETAILS**

There are few places better than on the side of one of our ceramic mugs to display your favorite art, school projects, memorable photos or homemade drawings. Customize one of our coffee mugs with your favorite photo or artwork masterpiece and you'll be able to look at it each and every day. This large white mug holds an impressive 15 oz. of liquid and shows/cases in your full-color 2 3/4" x 3 1/2" image on both sides! Mugs are microwave and dishwasher safe for easy maintenance. These coffee mugs make great gifts and are sure to be used again and again.

# Coordinator Panel Access

As the coordinator of an Online Program, you can take advantage of the Coordinator Panel. The panel provides you access to order information, allowing you to track orders and compute revenue and profit.

## Returning Coordinator? Already Registered?

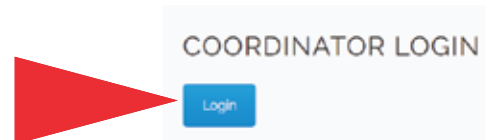
If you have coordinated an Online Program and registered in the past, it is not necessary to register again. Likewise, if you have placed an order in our Retail Store previously and already created an account, you do not need to register again. **However, you do need to notify us (Step #2)** that you are a coordinator, and provide your school name and code so that we can assign you to the account this year.

## New to the program this year?

If this is the first year your school is participating in the Online Gallery, or if you are the new program coordinator, you will need to create an account so you can access your panel. Below are the steps:

### 1. Register

- Go to [www.originalworks.com/gallerylogin](http://www.originalworks.com/gallerylogin)
- Scroll down the screen to the Coordinator Login. Click "LOGIN"
- Click CREATE AN ACCOUNT
- Complete the registration form.



### 2. Notify Original Works

- Once you have registered, email [info@originalworks.com](mailto:info@originalworks.com) and let us know you have registered.
- Include your school account code/name when notifying us.
- Original Works will activate your panel and notify you when complete.

**Please note that access to your Coordinator Panel may not be available immediately, as it is only available AFTER the artwork has been scanned and uploaded.**

### 3. Access your panel

- Go to: <https://store.originalworks.com/gallerylogin>
- Scroll down the screen to the Coordinator Login. Click "LOGIN"
- Enter the email and password in the "Registered Customers" section
- This will open your Account Dashboard
- **Coordinator Panel** is the last option

### My Account

- ▶ My Account
- ▶ My Orders
- ▶ Address Book
- ▶ Account Information
- ▶ Store Credit
- ▶ Gift Card
- ▶ Reward Points
- ▶ Gift Registry
- ▶ My Invitations
- ▶ My Payment Data
- ▶ MY ARTWORK
- ▶ MY APPLICATION
- ▶ COORDINATOR PANEL

### 3. Availability of information

*When your program has ended, ordering information is no longer accessible.* If you need assistance with order questions please contact Customer Service at 518.584.9278 or [cs@originalworks.com](mailto:cs@originalworks.com)

# Navigating Your Coordinator Panel

## PROGRAM COORDINATOR CONTROL PANEL

### ORDERS SUMMARY

| Control Panel   School Galleries   Artworks |                      |                      |                      |                      |                      |                      |                      |                      |
|---|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Show entries                                |                      |                      |                      |                      |                      |                      |                      | Search:              |
| 10  |                      |                      |                      |                      |                      |                      |                      |                      |
| School                                      | Total Retail Sales   | Tax                  | Shipping & Handling  | Program Fee          | Net Retail Sales     | Wholesale Sales      | Profit               | Actions              |
| <input type="text"/>                        | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Demo Gallery 3                              | \$0.00               | \$0.00               | \$0.00               | \$0.00               | \$0.00               | \$0.00               | \$0.00               | <a href="#">View</a> |
| Caldwell Elementary                         | \$208.36             | \$17.66              | \$1.75               | \$3.50               | \$185.45             | \$123.65             | \$61.80              | <a href="#">View</a> |

Showing 1 to 2 of 2 entries

Previous **1** Next

### Control Panel

This screen will PROVIDE you an overview of your sales and profit.

Click VIEW to see order details.



[EXPORT ORDERS](#)

| Show entries         |                      |                      |                      |                      |                      |                                |                      | Search: |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|--------------------------------|----------------------|---------|
| 10                   |                      |                      |                      |                      |                      |                                |                      |         |
| School Name          | Order Id             | Customer Name        | Order Date           | Total Items          | Grand Total          | Status                         | Actions              |         |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>           | <input type="text"/> |         |
| Caldwell Elementary  | 1000573444           | ow user              | 2020-08-01 03:29:09  | 3                    | \$75.90              | Pending (New)                  | <a href="#">View</a> |         |
| Caldwell Elementary  | 1000573447           | Jennifer DeLoria     | 2020-08-03 11:45:13  | 4                    | \$116.48             | Awaiting_approval (Processing) | <a href="#">View</a> |         |
| Caldwell Elementary  | 1000573450           | Jennifer DeLoria     | 2020-08-03 11:48:13  | 1                    | \$15.98              | Awaiting_approval (Processing) | <a href="#">View</a> |         |

Showing 1 to 3 of 3 entries

Previous **1** Next

### School Orders

This screen shows you a full list of family orders.

The bottom of the screen gives you a breakdown of the total sales.

Click VIEW to see individual order details.



|                                |                     |
|--------------------------------|---------------------|
| <b>School</b>                  | Caldwell Elementary |
| <b>Total Retail Sales</b>      | \$208.36            |
| <b>Tax</b>                     | \$17.66             |
| <b>Shipping &amp; Handling</b> | \$1.75              |
| <b>Program Fee</b>             | \$3.50              |
| <b>Net Retail Sales</b>        | \$185.45            |
| <b>Wholesale Sales</b>         | \$123.65            |
| <b>Profit</b>                  | \$61.80             |

**BILLING ADDRESS**

Jennifer DeLoria  
54 Caldwell Road  
Stillwater, New York, 12170  
United States  
T: 00000000


**PAYMENT METHOD**

**Credit Card Type:** NA  
**Credit Card Number:** xxxxxxx  
**Processed Amount:** NA

Show entries

10

Search:

| Product Name   | SKU  | Price   | Whole Sale Price | Qty                 | Subtotal |
|--|------|---------|------------------|---------------------|----------|
| Product Name   | SKU  | Price   | Whole Sale Price | Qty                 | Subtotal |
| Mouse Pad<br>Custom Artwork<br><br>Artwork Key<br>700001 | MPAD | \$13.00 | \$8.75           | Ordered :<br>1.0000 | \$13.00  |
| Subtotal   |      |         |                  |                     | \$13.00  |
| Tax  |      |         |                  |                     | \$1.23   |
| Grand Total  |      |         |                  |                     | \$15.98  |

**Order**

Provides details on individual orders.

**PROGRAM COORDINATOR CONTROL PANEL**

**ORDERS SUMMARY**

| Control Panel <b>School Galleries</b> Artworks |                     |                |               |         |                      |
|--|---------------------|----------------|---------------|---------|----------------------|
| Show entries                                   |                     |                |               |         | Search:              |
| 10   |                     |                |               |         | <input type="text"/> |
| Id   | Name                | Url Key        | Artwork Count | Status  | Actions              |
| Id   | Name                | Url Key        | Artwork Cou   | Status  | Actions              |
| 446  | Caldwell Elementary |                | 66g           | Enabled | View                 |
| 690  | Demo Gallery 3      | demo_gallery_3 | 379           | Enabled | View                 |

Showing 1 to 2 of 2 entries











Previous **1** Next

**School Galleries**

If you are the Coordinator for multiple schools, they will be listed here, and in your Control Panel.

PROGRAM COORDINATOR CONTROL PANEL

ORDERS SUMMARY

| Control Panel |                     | School Galleries |       | Artworks      |                |   |         |         |
|---------------|---------------------|------------------|-------|---------------|----------------|---|---------|---------|
| Show entries  |                     |                  |       |               |                | Search:   |         |         |
| 10            |                     |                  |       |               |                |   |         |         |
| Student Code  | School              | Title            | Grade | Teacher       | Student        | Artwork   | Status  | Actions |
| 87459         | Caldwell Elementary | Owy001           | 5     | MS/MR Hu      | Ethan Groff    |    | Enabled | View    |
| 87460         | Caldwell Elementary | Owy002           | K     | MS/MR Ranjbar | Kelly Smith    |    | Enabled | View    |
| 87461         | Caldwell Elementary | Owy003           | 2     | MS/MR Beyer   | Ellen Brown    |    | Enabled | View    |
| 700000        | Caldwell Elementary | Owy004           | K     | MS/MR Curtis  | Jeremy Jones   |    | Enabled | View    |
| 700001        | Caldwell Elementary | Owy005           | K     | MS/MR Curtis  | Alexis Blue    |    | Enabled | View    |
| 700002        | Caldwell Elementary | Owy006           | K     | MS/MR Curtis  | Michael Abbott |   | Enabled | View    |
| 700003        | Caldwell Elementary | Owy007           | K     | MS/MR Curtis  | Amy Thomas     |  | Enabled | View    |
| 700004        | Caldwell Elementary | Owy008           | K     | MS/MR Curtis  | Kim Parker     |  | Enabled | View    |
| 700005        | Caldwell Elementary | Owy009           | K     | MS/MR Curtis  | Kelly Malone   |  | Enabled | View    |
| 700006        | Caldwell Elementary | Owy010           | K     | MS/MR Curtis  | Ruby Banner    |  | Enabled | View    |

Showing 1 to 10 of 669 entries (filtered from 1,048 total entries)

Previous **1** 2 3 4 5 ... 67 Next

**Artwork**

Click the “Artworks” tab to view all artwork that has been uploaded to your Online gallery.

You will see data such as Student Name, Student Code and thumbnails of the artwork.

# Additional Orders

Late and additional orders are common, and we encourage you to send them to us for processing. All of the late orders increase your program profits so you should welcome them, too!

## Online Orders

### **(for artwork already in your Gallery)**

- If you setup a *Late Order Deadline Date* on your confirmation, we will re-open the gallery immediately after the initial order deadline.
- Families can continue to place new/additional orders directly online if their student's artwork was previously uploaded.

## Paper/Manual Orders

### **(for artwork that is not in your Gallery)**

- Collect the order forms, and artwork if required. Complete **Shipping Form C** and send to Original Works.
- **Late Manual Orders must be shipped to arrive at Original Works before the Late Order Date shown on your schedule.**

## Encourage late orders!

All of your late/additional orders earn the same profit as your primary order!

Your first set of late/additional orders are shipped back to the school for free!

Promoting a "Second Chance" is a great way to increase the profits and success of your program!

Your first set of late/additional orders is shipped back to the school for free. Subsequent sets of orders are subject to a nominal \$10 shipping fee.

***Delivery dates for late/additional orders are not guaranteed for specific arrival dates.***

# Product Distribution

This is the most exciting time - the keepsakes have arrived and it's time to distribute products.

## Orders arrive

- Orders are shipped and will arrive at your school based on the scheduled delivery date on your program confirmation.
- Orders will be organized according to the information provided in your student label file.

## Coordinator's envelope

- A white coordinator's envelope is included in Box # 1 of your shipment. This envelope contains your "Order Recap Report" and any artwork that could not be processed.

## Student packages

- Each package contains the child's products ordered, packing slip, and care instructions.

*Ceramic Mugs will be labeled & packaged separately in the shipping box.*

## Recruit some help ...

We recommend you recruit some volunteers to help with the distribution process.

Unpacking the keepsakes is FUN for everyone! Parents will love to see the amazing artwork created by the students.

# Customer Service

Although we thoroughly inspect all orders before shipping, occasionally a less than perfect order gets through. We call this a “Fix It”. If it happens with one of your orders, our friendly Customer Service team is standing by to assist.

## Oops ... we have a “Fix It”

If your order/product meets one or more of the following criteria, then a Form F (Fix It Form) should be submitted to Original Works:

- Material defect: hole in towel, chipped tile or mug, etc.
- Incorrect product: ordered a sketchbook and received note cards.
- Improper reproduction: artwork is reproduced upside down on product.
- Missing product: you were invoiced for a product but it was not received.

## Shipping Form F

Please complete all information and return to Original Works. We'll process your Fix It ASAP. If you are not sending in artwork, you can email the form to [lawfi@originalworks.com](mailto:lawfi@originalworks.com)

## Does the artwork need to be sent back to Original Works with Shipping Form F?

*YES ... send the artwork back if your product has:*

- Color quality issue
- Image blurriness
- Incorrect image

*NO ... do not send the artwork back if:*

- Item is missing
- Item is damaged
- Incorrect item was made

## When in doubt:

Customer Service Team

**518.584.9278 • [cs@originalworks.com](mailto:cs@originalworks.com)**

Monday - Friday

8:00 am - 4:00 pm EST

## Did you know?

### Artwork Produced “As Is”

All artwork is reproduced “As Is.” The entire 8.5” x 11” piece of artwork is captured for your keepsakes. **We do not modify, crop, or alter the artist’s creation in any way.**

Please don’t ask us to erase pencil marks or artist guide lines. It is best that you do this before you send the artworks to us. As they will reproduce on the final products.

We hope that you will use the paper provided in your supply box. Use bold and vibrant colors. Your subject matter should fill the entire sheet of paper.

**Original Works will not be responsible for redoing products produced from artwork that did not comply with our stated art instructions.**

### Image retention

Original Works keeps images on file for a fixed period of time:

- Fall programs - images are retained until March 1st
- Spring programs - images are retained until September 1st

If a Fix-It is submitted after one of these retention deadlines, please submit the original artwork.

### HELPFUL TIP:

Set a deadline date for parents to report any issues to you. This way you can submit all Fix-its at the same time.



# Question & Answer

Still have a question about this program after reading through the guide? Well you are in luck! We've put together the most commonly asked questions and answered them here. If you still have a question, contact our awesome Customer Service Team!

## How do I set up the Coordinator Control Panel?

Please refer to the instructions in this guide. It is important to note that once you have set up your account in the store you must notify us via e-mail at [cs@originalworks.com](mailto:cs@originalworks.com) that you have registered. We will then set-up your administrative rights and e-mail you to confirm that you now have full access to the Control Panel. If you have run the Online/Gallery program in the past and registered previously, it is not necessary to register online again, however be sure to notify us .

## What information is on the Coordinator Control Panel?

The Control Panel provides the coordinator with the opportunity to track in real time, the orders that are submitted through the Online gallery. Overall data includes Total Retail Sales, Wholesale Value of the products purchased and Overall Profit earned to date.

A **View** function then provides the ability to drill down to the order detail data. This includes the customer name, order number and total value for each order.

## What happens if a parent misplaces their Custom Brochure?

Original Works retains all of the data in a spreadsheet. You will receive this spreadsheet via e-mail so that you have it as a reference during the course of the program. With a quick call to our Customer Service Team you can also obtain this information so the parent can complete their order.

## What if a student has more than one artwork they would like to submit?

Due to space constraints, we only allow one artwork in the gallery per student. If a student has more than one artwork that they would like to order from, they should select the artwork they would like posted in the gallery (affix the label to the back and send to us) and place their Online order using that artwork. The second artwork could then be submitted to us separately as a manual order. Use a copy of the Manual Order Form that was e-mailed to you at the beginning of the program.

***Please note that when submitting a second artwork as part of a Manual Order, do not use the Student Access Code that was assigned to the first artwork. We will assign a new code to the artwork when it is received.***

## What if a student misses the deadline for uploading artwork to the gallery?

If a student misses the deadline for uploading their artwork to the gallery, their image will not appear in the gallery. However, they may still participate in the program by submitting their artwork with a manual order during the order phase of the program. Their order will be processed and delivered to the school at the same time as the regular Online orders.

## **What if I need to submit additional labels for students who arrive after the program has started?**

If you are ready to submit your artwork and find you require additional labels, please complete the Additional Label Form found in this guide. Then place the new artwork in a separate file folder marked “Needs Labels” and send it with the rest of the labeled artwork. We will generate the labels and affix them to the artwork prior to processing. ***Please do not assign a number to these artworks.***

## **What happens if artwork is changed after it is uploaded to the gallery?**

All orders placed Online will use the artwork images found in the gallery. If a student has changed their artwork (i.e., added a name, date or some other change to the artwork) after the gallery setup was completed, we can not go back and re-upload the changed artwork to the gallery. In this circumstance, the student should submit their changed artwork with a manual order form. Provided it is submitted by the order deadline, the order will be processed and shipped at the same time as all of the Online orders.

**Please note that when resubmitting artwork as part of a Manual Order, do not use the Student Access Code that was assigned to the first artwork. We will assign a new code to the artwork when it is received.**

## **One of our children received two Custom Brochures – one had no image and the other had their complete data. Why did this occur?**

When a child receives two Custom Brochures, it means their student data was in our system twice. The most likely cause is that data for that student label was submitted twice (i.e., perhaps the student changed classes or had incorrect data on the first submission, etc.) so we had more than one student record in the file. Since a Custom Brochure is generated for each student listed in the file, when a student is listed twice in that file, one Custom Brochure will print blank, while the other will print with the child’s artwork. The blank Custom Brochure can simply be discarded.

# Look What's Coming!

MUGS ★ MAGNETS ☆ TOTES ✨ TILES ☆ ORNAMENTS ☆ AND MORE!

A CREATIVE OPPORTUNITY  
to support your child and our  
school through the Original Works  
Program.



## CAPTURE A MEMORY!

By ordering custom keepsakes  
featuring your child's very own  
masterpiece.



## ONLINE ORDERING

makes the process simple and  
convenient.



## LEARN MORE!

about this exciting program by visiting:

[originalworks.com/parents](https://originalworks.com/parents)

**Original**  
Works

Be on the lookout for ordering information  
coming home soon!

# ¡Mira lo que viene!

Tazas ★ Imanes ★ Bolsas de asas ★ Adornos ★ y más

UNA OPORTUNIDAD CREATIVA  
para apoyar a su hijo y a nuestra  
escuela a través del programa de  
Original Works.



## CAPTURE UN RECUERDO

Al pedir recuerdos personalizados  
con la obra maestra de su hijo.



## ORDENAR EN LINEA

hace que el proceso sea  
simple y conveniente



## APRENDE MÁS

sobre este emocionante programa  
visitando:

[originalworks.com/parents](https://originalworks.com/parents)

**Original  
Works**

¡Esté atento a más información que llegará  
pronto a casa!



**INTERNAL USE ONLY:**

CODE: \_\_\_\_\_

RECV'D BY: \_\_\_\_\_

DATE: \_\_\_\_\_

# Shipping Form E

Online Gallery Program | Artwork

## School/Organization Information:

|                                     |              |                             |
|-------------------------------------|--------------|-----------------------------|
| <b>School/Organization:</b>         |              | <b>School Account Code:</b> |
| <b>Address:</b>                     |              |                             |
| <b>City:</b>                        | <b>State</b> | <b>Zip:</b>                 |
| <b>Contact</b>                      |              | <b>Phone #:</b>             |
| <b>Weekdays you will be closed:</b> |              |                             |

## Artwork Details:

|                                 |                           |
|---------------------------------|---------------------------|
| <b>Number of artworks sent:</b> | <b>Number of classes:</b> |
|---------------------------------|---------------------------|

**Please ensure that Student Labels are affixed to the back of each artwork.**

- \* Original Works cannot accept any late artwork for the artwork scan/upload phase of the program. If a student misses this phase of the program, they may submit a Manual Order during the Order Phase of the program, however their artwork will NOT appear in the Online Gallery

## Ship Artwork to:

### ORIGINAL WORKS

54 Caldwell Road • Stillwater, NY 12170

518.584.9278

**INTERNAL USE ONLY:**

CODE: \_\_\_\_\_

RECV'D BY: \_\_\_\_\_

DATE: \_\_\_\_\_

# Shipping Form G

Online Gallery Program | Manual Orders

## School/Organization Information:

|                                     |               |                             |
|-------------------------------------|---------------|-----------------------------|
| <b>School/Organization:</b>         |               | <b>School Account Code:</b> |
| <b>Address:</b>                     |               |                             |
| <b>City:</b>                        | <b>State:</b> | <b>Zip:</b>                 |
| <b>Contact:</b>                     |               | <b>Phone #:</b>             |
| <b>Weekdays you will be closed:</b> |               | <b># Artworks sent:</b>     |

## Instructions:

- If artwork HAS already been uploaded to the school gallery, it is **not** necessary to resubmit the artwork. However, please verify that the ID# from the Student Label has been included on the manual order form.
- If a student is submitting a **second artwork** as part of a manual order (i.e., they previously submitted another artwork that is already in the gallery), **do not** include the Student Access Code that was assigned to the first artwork. We will assign a new Student Access Code to the artwork when it is received.
- If artwork HAS NOT been uploaded to the school gallery in the initial phase, then it must be submitted with the order.
- Please verify each order for accuracy before submitting. All orders are final.
- All manual orders must be paid for using a credit card (Visa, MasterCard, American Express or Discover) cash/check will not be accepted.

## Ship to:

ORIGINAL WORKS

54 Caldwell Road • Stillwater, NY 12170

518.584.9278

**INTERNAL USE ONLY:**

CODE: \_\_\_\_\_

RECV'D BY: \_\_\_\_\_

DATE: \_\_\_\_\_

# Shipping Form C

Online Gallery Program | Additional Orders

## School/Organization Information:

|                                     |               |                             |
|-------------------------------------|---------------|-----------------------------|
| <b>School/Organization:</b>         |               | <b>School Account Code:</b> |
| <b>Address:</b>                     |               |                             |
| <b>City:</b>                        | <b>State:</b> | <b>Zip:</b>                 |
| <b>Contact:</b>                     |               | <b>Phone #:</b>             |
| <b>Weekdays you will be closed:</b> |               | <b># Artworks sent:</b>     |

## Instructions:

If artwork **WAS** submitted and uploaded into the school gallery during the initial phase, and you are submitting a new or additional manual order for that artwork, then:

- Please submit a completed manual order with this form (one order form for each artwork.) It is not necessary to submit the artwork, however please verify that the student ID# has been included on each manual order form. This is required in order to retrieve the correct artwork for production of the new order.
- Verify each order for accuracy before submitting. All orders are final.
- All orders must be paid using a credit card (Visa, MasterCard, American Express or Discover) check/cash will not be accepted.

If artwork **WAS NOT** submitted and uploaded into the school gallery during the initial phase, and you are submitting a new or additional manual order for the first time, then:

- Please include a completed manual order form (one order form for each artwork), along with the actual artwork.
- Verify each order for accuracy before submitting. All orders are final.
- All orders must be paid using a credit card (Visa, MasterCard, American Express or Discover) cash/check will not be accepted.

**Send to: ORIGINAL WORKS**

**54 Caldwell Road • Stillwater, NY 12170 • 518.584.9278**

**lawfi@originalworks.com**



**INTERNAL USE ONLY:**

CODE: \_\_\_\_\_

RECV'D BY: \_\_\_\_\_

DATE: \_\_\_\_\_

# Shipping Form F

FIX-IT

|                              |       |                      |  |
|------------------------------|-------|----------------------|--|
| School/Organization:         |       | School Account Code: |  |
| Address:                     |       |                      |  |
| City:                        | State | Zip:                 |  |
| Contact                      |       | Phone #:             |  |
| Weekdays you will be closed: |       |                      |  |

**Fix-It:** Order Form # & description of art are required for processing. Please complete ALL information.Order Form #: \_\_\_\_\_ Artwork Orientation (choose one)  Vertical (portrait) **or**  Horizontal (landscape)

Description of art: \_\_\_\_\_

Product: \_\_\_\_\_ Problem: \_\_\_\_\_

Student Name: \_\_\_\_\_ Teacher: \_\_\_\_\_ Grade: \_\_\_\_\_

Order Form #: \_\_\_\_\_ Artwork Orientation (choose one)  Vertical (portrait) **or**  Horizontal (landscape)

Description of art: \_\_\_\_\_

Product: \_\_\_\_\_ Problem: \_\_\_\_\_

Student Name: \_\_\_\_\_ Teacher: \_\_\_\_\_ Grade: \_\_\_\_\_

Order Form #: \_\_\_\_\_ Artwork Orientation (choose one)  Vertical (portrait) **or**  Horizontal (landscape)

Description of art: \_\_\_\_\_

Product: \_\_\_\_\_ Problem: \_\_\_\_\_

Student Name: \_\_\_\_\_ Teacher: \_\_\_\_\_ Grade: \_\_\_\_\_

Order Form #: \_\_\_\_\_ Artwork Orientation (choose one)  Vertical (portrait) **or**  Horizontal (landscape)

Description of art: \_\_\_\_\_

Product: \_\_\_\_\_ Problem: \_\_\_\_\_

Student Name: \_\_\_\_\_ Teacher: \_\_\_\_\_ Grade: \_\_\_\_\_

Order Form #: \_\_\_\_\_ Artwork Orientation (choose one)  Vertical (portrait) **or**  Horizontal (landscape)

Description of art: \_\_\_\_\_

Product: \_\_\_\_\_ Problem: \_\_\_\_\_

Student Name: \_\_\_\_\_ Teacher: \_\_\_\_\_ Grade: \_\_\_\_\_

**Send to: ORIGINAL WORKS**

54 Caldwell Road • Stillwater, NY 12170 • lawfi@originalworks.com