

Customer Portal

Your Gateway To Round-The-Clock Service

Welcome to your Customer Portal.

Your special, password-protected “website within our website” is designed to assist you in doing business with us. Now that you have this powerful tool, let’s get started. This special service was designed to be user friendly and make it easier to do business with us. Know that this certainly doesn’t replace our personalized service, so feel free to call us anytime.

Using your Customer Portal is easy:

- Simply go to our website, www.DilleyPrinting.com
- Click on the customer login button located conveniently on the front page.
- Enter your username and password. If you’ve forgotten, give us a call or e-mail us and we’ll reset your password and send it to you. Once logged in, you can modify your password to whatever you like.

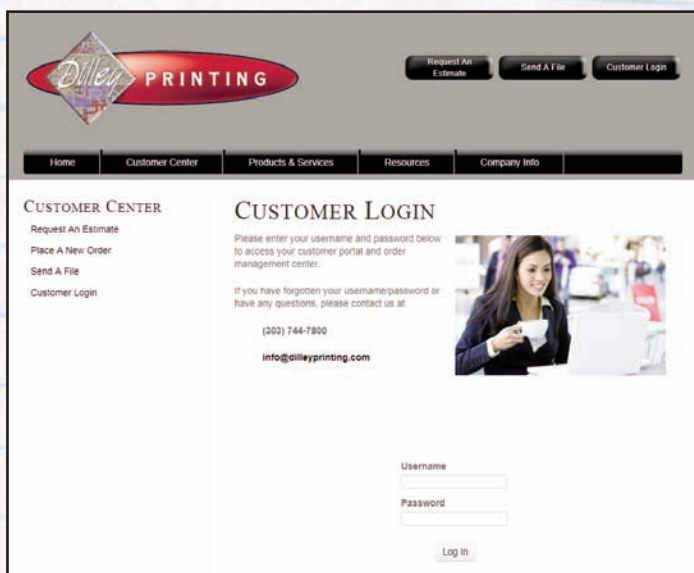
Now that you’ve entered your Customer Portal, allow us to give you a tour. On the front page you’ll find your own special greeting with the contact information of your customer service representative as well as several useful tools:

Document Library

Your Document Library is a collection of your frequently ordered documents that we’ve uploaded. From here you’ll be able to view past orders and quickly place reorders by simply entering a quantity. The forms are already completed with your contact information. We can also track inventory that we keep in stock for you in our store.

Variable Documents

This feature is specially designed for companies that purchase business cards, stationery and marketing pieces with the same basic layout but with variable name, graphics and address information. From your Document Library you’ll be able to enter the information, proof the document instantly and place your order with us—all in a matter of minutes.



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Request An Estimate

If you have a new job you'd like us to price, go to the Request An Estimate section of your Customer Portal. Notice your contact information is already pre-populated for you. All you have to do is enter the job specifications, submit the request and we'll respond in a timely manner.

Place A New Order

Much like the estimate feature, the contact information is already filled out on the order form—you just need to complete the job specifications. We'll acknowledge receipt of the order, produce the job and deliver it to your door or prepare it for pickup.

Send A File

The Send A File feature is possibly one of our biggest time-saving features. From here, you can send us a file, up to one gigabyte, and we'll be on the other end ready to handle the job. While e-mail is convenient, sometimes files can transfer incorrectly. Our system, using website technology, ensures your files get to us error free. As your files are uploaded to our site, the system compresses them automatically. But to ensure absolute file integrity, we recommend that you compress your larger files prior to sending them. For free file compression software, visit the Resources & Support section on our website.

View A Proof

No more leaving your office or waiting for a delivery driver. Now when you have a proof ready, you'll receive an e-mail notifying you to check your proof area. You can approve or deny that proof right from the e-mail. Or you can download the document, make changes using Acrobat® and e-mail it to us. Or, simply print out the proof and fax it. We'll get the job right back into production so there's no delay in your delivery time.

Online Payments

Have an outstanding invoice you'd like to pay without using a stamp? Visit us online and through our secure server, simply tell us which invoice you're wanting to pay, and we'll process your account.

Order Approval

If your company requires approval on orders placed, we can take care of that, as well. Just let us know which users need approval or order access. When an order is placed, an e-mail will be sent to the approver which they can then approve or deny. Once they do, an e-mail will be sent to the employee who placed the order to let them know if the order was approved.

Do you have multiple approvers and order placers in your company? No problem, we can set up your order approval process any way that works best for your company, including associating specific employees with specific approvers.

Order History

View all of your past orders in one convenient location with Order History. If you place the same order frequently, you can reorder simply by selecting the past order from the history, choosing a quantity and clicking the reorder button.

We appreciate your continued business and hope you find our website useful. If you have any suggestions for improving our site, please give us a call.