

COMMON PROCESSES

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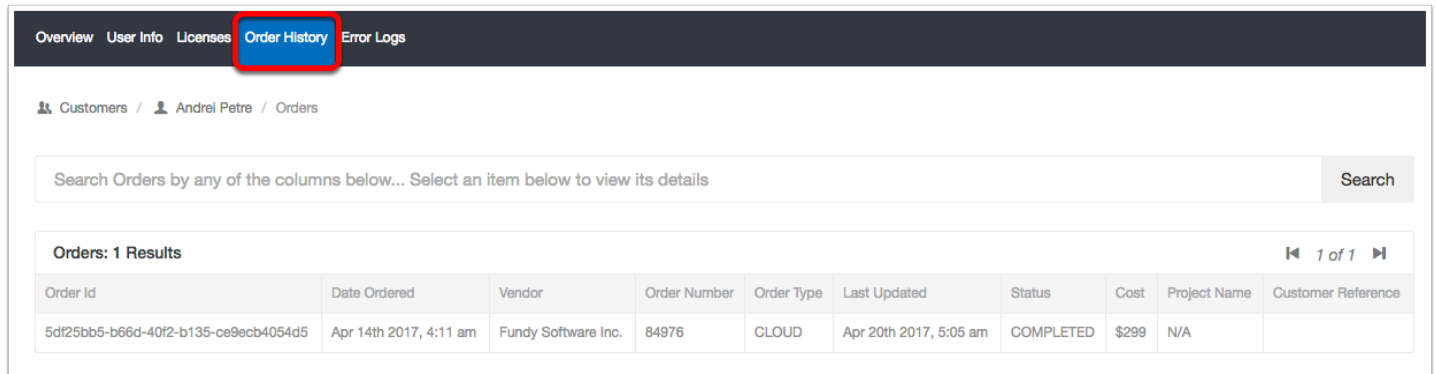
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Support

Process a Refund (Software)

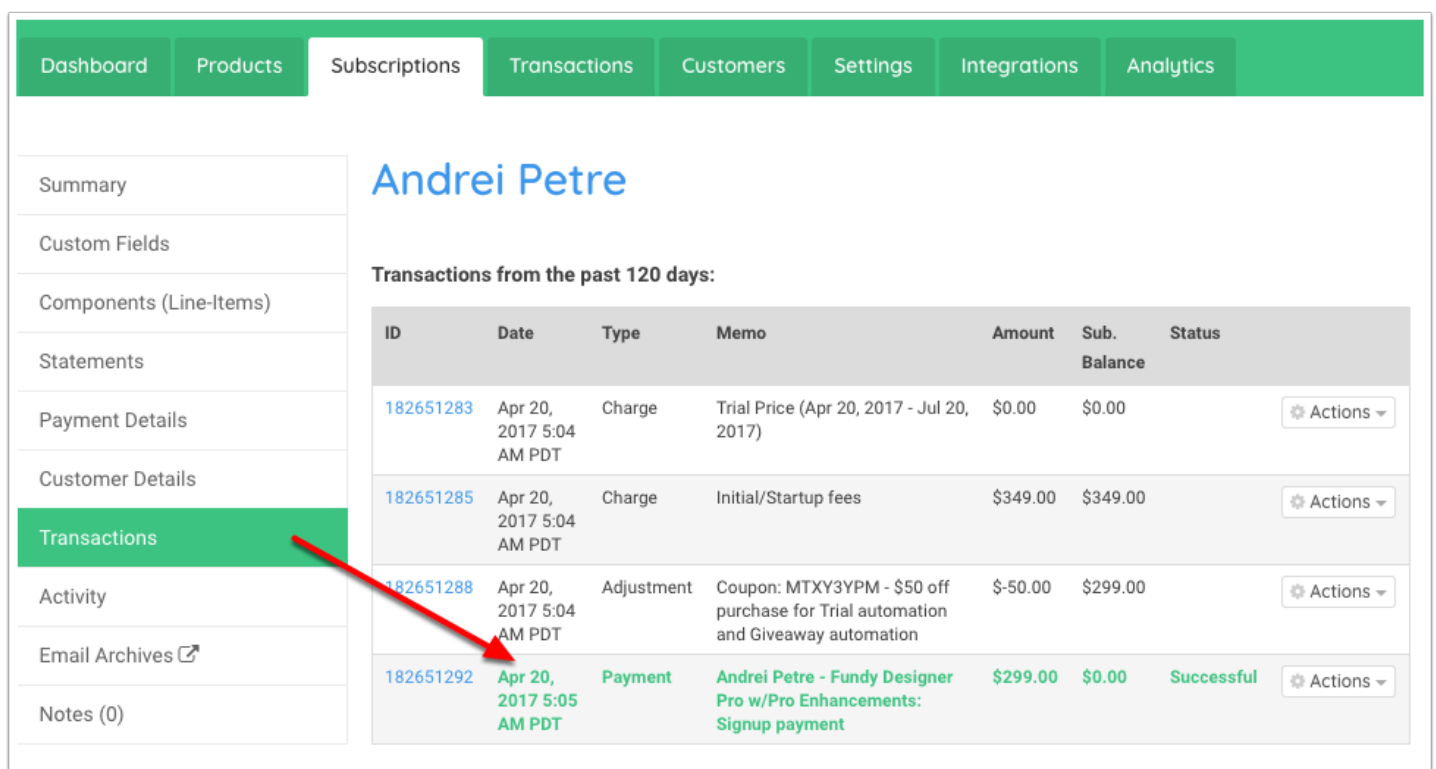
Software can be refunded within 30 days of the purchase date and requires both refunding the charge and removing the license.

1. Find transaction in **Command Center** to confirm date or purchase and amount.



Overview User Info Licenses Order History Error Logs									
Customers / Andrei Petre / Orders									
Search Orders by any of the columns below... Select an item below to view its details Search									
Orders: 1 Results 1 of 1									
Order Id	Date Ordered	Vendor	Order Number	Order Type	Last Updated	Status	Cost	Project Name	Customer Reference
5df25bb5-b66d-40f2-b135-ce9ecb4054d5	Apr 14th 2017, 4:11 am	Fundy Software Inc.	84976	CLOUD	Apr 20th 2017, 5:05 am	COMPLETED	\$299	N/A	

2. Find transaction in **Charigify**



Dashboard Products Subscriptions Transactions Customers Settings Integrations Analytics							
Summary Custom Fields Components (Line-Items) Statements Payment Details Customer Details Transactions Activity Email Archives Notes (0)							
Andrei Petre							
Transactions from the past 120 days:							
ID	Date	Type	Memo	Amount	Sub. Balance	Status	
182651283	Apr 20, 2017 5:04 AM PDT	Charge	Trial Price (Apr 20, 2017 - Jul 20, 2017)	\$0.00	\$0.00		Actions
182651285	Apr 20, 2017 5:04 AM PDT	Charge	Initial/Startup fees	\$349.00	\$349.00		Actions
182651288	Apr 20, 2017 5:04 AM PDT	Adjustment	Coupon: MTXY3YPM - \$50 off purchase for Trial automation and Giveaway automation	\$-50.00	\$299.00		Actions
182651292	Apr 20, 2017 5:05 AM PDT	Payment	Andrei Petre - Fundy Designer Pro w/Pro Enhancements: Signup payment	\$299.00	\$0.00	Successful	Actions

3. On the **Summary** page of **Chargify** use Actions > Process Refund

Summary

Custom Fields

Components (Line-Items)

Statements

Payment Details

Customer Details

Transactions

Activity

Email Archives

Notes (0)

Andrei Petre

(Fundy Designer Suite) Fundy Designer Pro w/Pro Enh

12-month History

\$500

\$250

\$0

Total Revenue

\$299.00

Subscriber since

Apr 20, 2017

Status

Trialing

Product

(Fundy Designer Suite) Fundy Designer Pro w/Pro Enh

Current Balance

\$0.00

Actions

Add Charge

Adjust Balance

Process Refund

Record External Payment

Record External Refund

Upgrade/Downgrade

Initiate Cancellation

Update Payment Method

View self-service page

Delete...

Select a payment to refund

Next, you'll be able to enter a refund amount, up to the amount of the original payment

All Payments

Date	Memo	Amount	Amount Refunded	
Apr 20, 2017 5:05 AM PDT	Andrei Petre - Fundy Designer Pro w/Pro Enhancements: Signup payment	\$299.00	\$0.00	Select

Add a refund to this payment

The maximum remaining refund amount for this payment is \$299.00

Amount*

Memo*

Make sure to give this refund a descriptive name

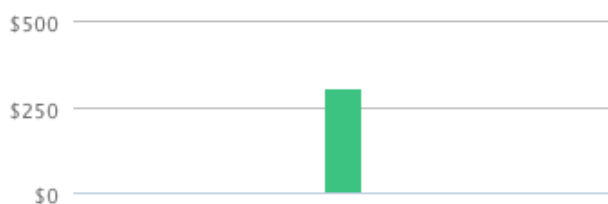
[Process refund](#) or [Cancel](#)

4. Cancel Pro Enhancements subscription using Actions > Initiate Cancellation. In most cases this will be "Immediately"

Andrei Petre

(Fundy Designer Suite) Fundy Designer Pro w/Pro En

12-month History



Total Revenue

\$299.00

Subscriber since

Apr 20, 2017

Status **Trialing**

Product (Fundy Designer Suite) Fundy Designer Pro w/Pro

Current Balance \$0.00

⚙️ Actions ▾

- Add Charge
- Adjust Balance
- Process Refund
- Record External Payment
- Record External Refund
- Upgrade/Downgrade
- Initiate Cancellation**
- Update Payment Method
- View self-service page
- Delete...

Cancel Subscription

What is the reason for cancellation?

You haven't added any churn reason codes yet. Would you like to create some?

Add +

You may also enter an optional cancellation reason/message, then press a Cancellation button below.

What's going to happen?

- The customer's credit card will no longer be charged after cancellation takes effect
- Cancellation takes effect immediately if you press "Cancel Immediately"
- Cancellation takes effect around Jul 20, 2017 5:04 AM PDT if you press "Cancel at End of Period"
- No refunds or prorations will be made
- If you have cancellation emails configured, an email will be sent to your customer
- Canceled subscription can be reactivated at a later date

Cancel Immediately

Cancel at End of Period

or [Go back](#)


5. Remove license and Pro Enhancements from Command Center and make sure to save the change!

[Overview](#) [User Info](#) [Licenses](#) [Order History](#) [Error Logs](#)

[Customers](#) / [Andrei Petre](#) / Licenses


Licenses Used

No Licenses




Licenses Used

No Licenses




Licenses Used

No Licenses



Licenses Used

No Licenses



Products Owned

License Id

Order Id

Product Name

License Type

Created Date

Status

Machine Units (Press Enter to Save)

x Delete License

1beb6cf2-625b-4548-acb0-1264468589e7	5df25bb5-b66d-40f2-b135-ce9ecb4054d5	Fundy Suite Pro	VERSION	2017-04-20 05:04:00 am	Active	<input type="text" value="2"/>	<div><div>x Delete License</div></div>
--------------------------------------	--------------------------------------	-----------------	---------	------------------------	--------	--------------------------------	--

Overview

User Info

Licenses

Order History

Error Logs

Customers / Andrei Petre / Overview

Andrei Petre

Customer Id

353abe9e-237d-4c32-855f-6a718f3c397c

Created On

Friday, April 14th 2017, 4:11:32 am

Last Updated

Friday, April 14th 2017, 4:11:32 am

Last Login

Friday, April 14th 2017, 4:11:32 am

First Name

Andrei

Last Name

Petre

Email Address

andrei.petre@icloud.com

Company Name

Profile Image

Choose File

No file chosen

Active

ON

Pro Enhancements

OFF

Fundy Direct

OFF

Update

Process a Refund (Direct Order)

Fundy Direct orders are through Braintree, not Chargify, and can be processed in Command Center.

1. **Confirm the exact amount and order number** with the lab in question
2. **Find and select the order** in Command Center

Overview

User Info

Licenses

Order History

Error Logs

Customers

Laney Reginelli

Orders

Search Orders by any of the columns below... Select an item below to view its details

Search

Orders: 86 Results

1 of 6

Order Id	Date Ordered	Vendor	Order Number	Order Type	Last Updated	Status	Cost	Project Name	Customer Reference
80e4d6e8-852a-452d-b387-a9cba8610f23	Apr 17th 2017, 6:15 pm	Miller's	85133	ALBUM	Apr 17th 2017, 6:36 pm	SUBMITTED	\$220	ALBUM	
268eb108-6bf0-4232-980c-6f22e01850f1	Apr 14th 2017, 10:52 am	Miller's	85000	ALBUM	Apr 19th 2017, 12:26 pm	SHIPPED	\$120	ALBUM	
98cc9d4c-be7f-4fa6-b298-798307376719	Apr 6th 2017, 12:53 pm	Miller's	84458	ALBUM	Apr 8th 2017, 1:34 pm	SHIPPED	\$190	ALBUM 3	

3. **Click the \$ icon at the top right corner.** If that icon doesn't appear, it's because the charge was through Chargify.

Fundy Order #85133 / Lab Order #600004759 SUBMITTED

Order Details

Order Id: 80e4d6e8-852a-452d-b387-a9cba8610f23
Date Ordered: Monday, April 17th 2017, 6:15:49 pm
Last Updated: Monday, April 17th 2017, 6:36:13 pm
Promo Applied: NONE
Tax Total: \$0
Shipping Total: \$0
Processing Total: \$0
Order Total: \$220

Vendor: Miller's

Company Name: Miller's
Support Contact: Customer Service
Support Email: custserv@millerslab.com
Support Phone: 800.835.0603
Support Address: 1712 East Pointe Dr.
Columbia MO, US 65201

Laney Reginelli [Billing Info]

Company Name: Delta Love Photography
Billing Contact: Laney Brock Reginelli
Billing Email: ditalovephotography@gmail.com
Billing Phone: 6627198197
Billing Address: 1990 Shaw Skene Road
Cleveland MS, US 38732

Laney Reginelli [Shipping Info]

Company Name: Delta Love Photography
Shipping Contact: Laney Reginelli
Shipping Email: ditalovephotography@gmail.com
Shipping Phone: 6627198197
Shipping Address: 498 Hillcrest Circle
Cleveland MS, US 38732

4. **Input details.** This is an "Auto" refund. You'll choose the transaction and reason, and then enter the amount and reason. For example:

Refund Order

AUTO

MANUAL

[BRAINTREE] 2017-04-17 06:33:04 pm | \$220 ▾

FULL PRODUCT RETURN ▾

220.00

Cancelled Order

Cancel

Process Refund

Refund Order

AUTO

MANUAL

[BRAINTREE] 2017-04-17 06:33:04 pm | \$220 ▾

PARTIAL SALE CREDIT ▾

66.00

30% Sample Sale

Cancel

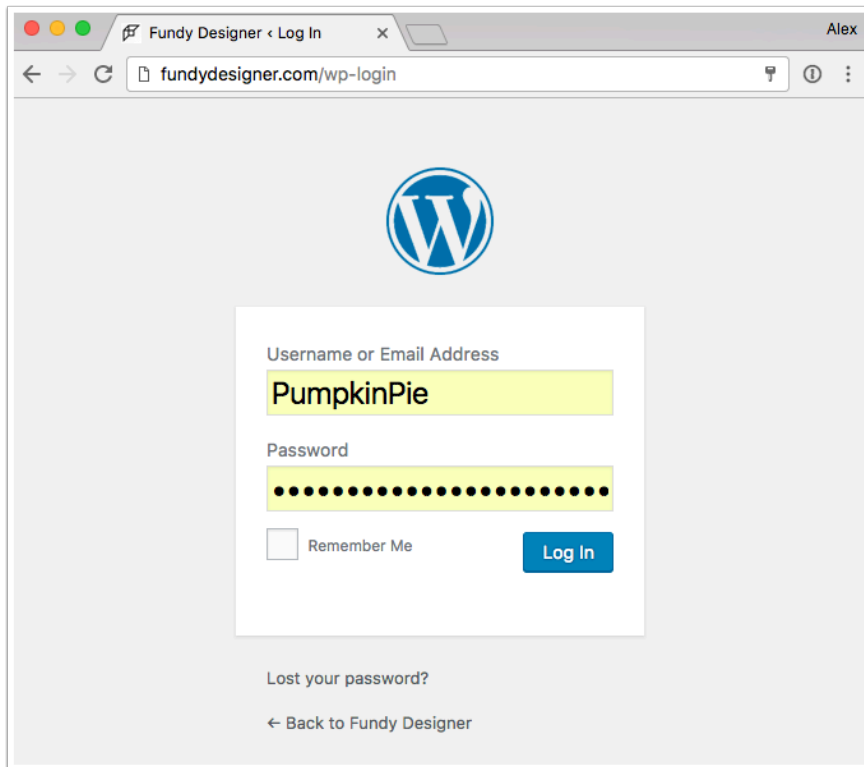
Process Refund

5. A green confirmation should appear and the status will change to "Refunded". **If a red "Error" appears**, the charge has not settled and you need to wait until the next business day to process the refund.

Updating Wordpress

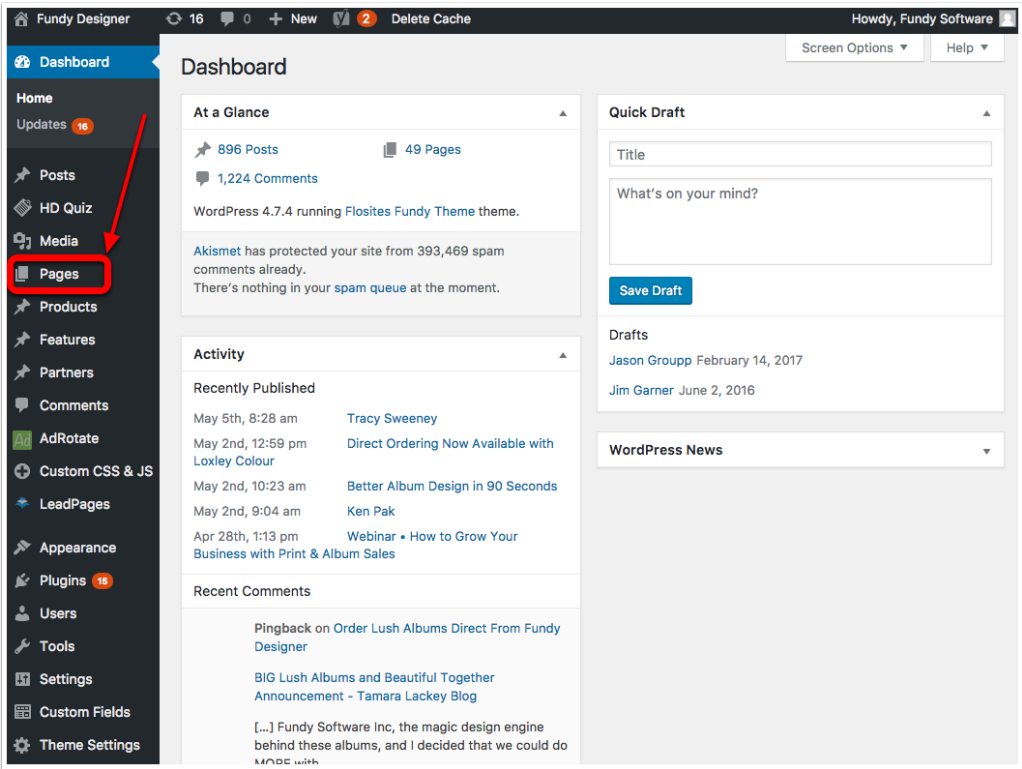
The main Support page is hosted by Wordpress. To add a notice, update FAQ's, etc. you'll need to log in and edit the appropriate page.

Login



Access the Wordpress login information in 1password or Common Key. The site is:
fundydesigner.com/wp-admin

Pages



The Support site is a "Page". Everything else is Marketing so be careful!



Items on Support Page

Edit PageAdd New

Support

Permalink: <http://fundydesigner.com/support/> Edit

Yeast SEO

Support Builder

Intro

The Fundy support staff is right here in Oregon, available for you Monday through Friday, 8am-3pm Pacific time. Feel free to chat with us live, submit a support ticket, or for more difficult problems, hop on a screenshare.

Re-download Latest Version

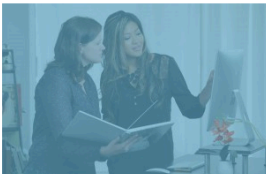
FAQ Description

Fundy Designer is compatible with Mac 10.7 or above and Windows 7 and above. Fundy Designer requires your computer has 8GB of total ram. If you are having issues, our first recommendation is to update your software to the newest version.

If necessary, a holiday or office closure notice would go in the Intro.

The FAQ should stay short and to the point.

"Video Tutorials" Image



"Video Tutorials" Link

<http://fundydesigner.com/category/fundy-designer-v7-online-tutorials/>

"Webinars" Link

<http://fundydesigner.com/webinars/>

"Manuals" Link

<http://support.fundydesigner.com/hc/en-us>

"Submit a Ticket" Link

https://twoguys.zendesk.com/anonymous_requests/new

Applications

Product

Album Design

Questions

Question

What album companies and labs are listed?

Images and links won't be changed often.

Applications is where you'll find product specific FAQ- this is the most likely reason to access Wordpress.

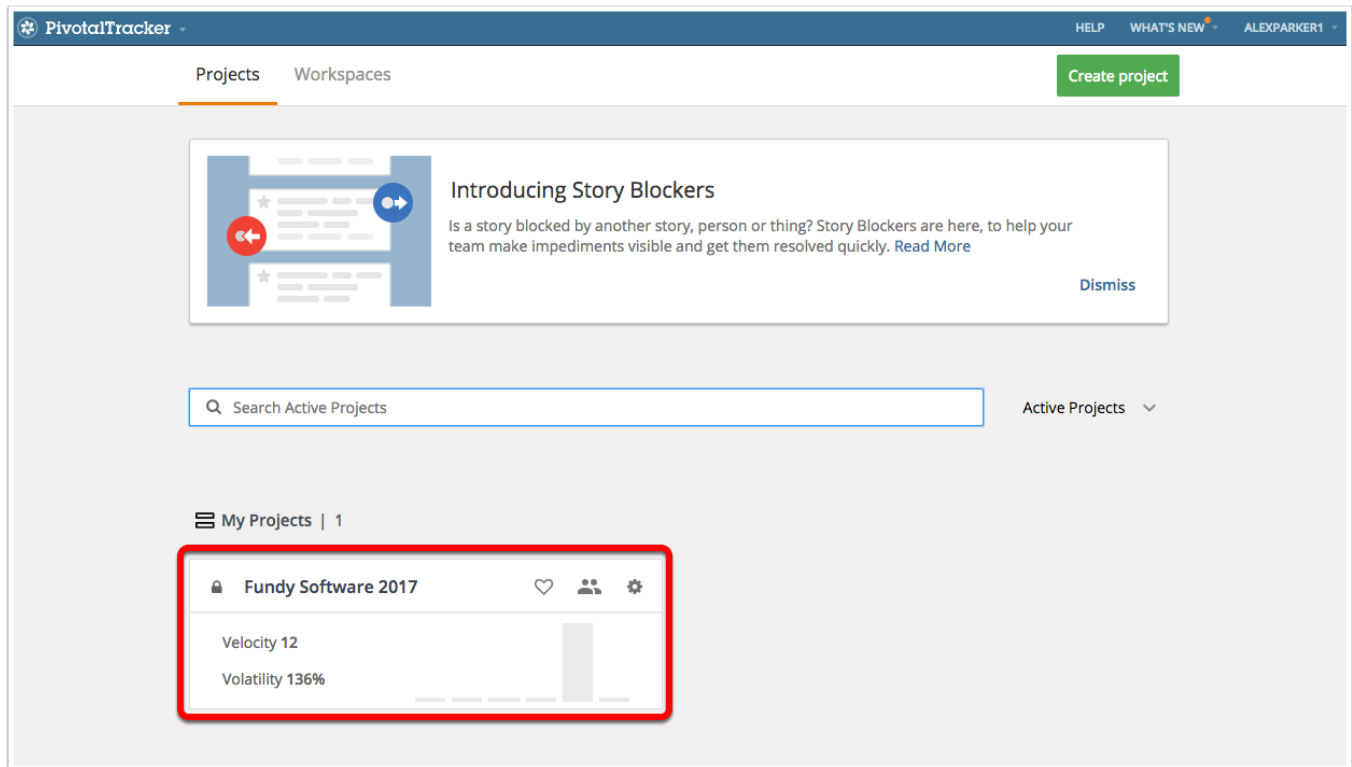
Use the drop down menu, question, or answer space to edit existing questions.

Use the "Add Question" button at the bottom to add a new one!

Logging Bugs and Feature Requests

Access the Project

There can be multiple active projects at a time when you log in to Pivotal. Make sure you're logging things in the correct project!

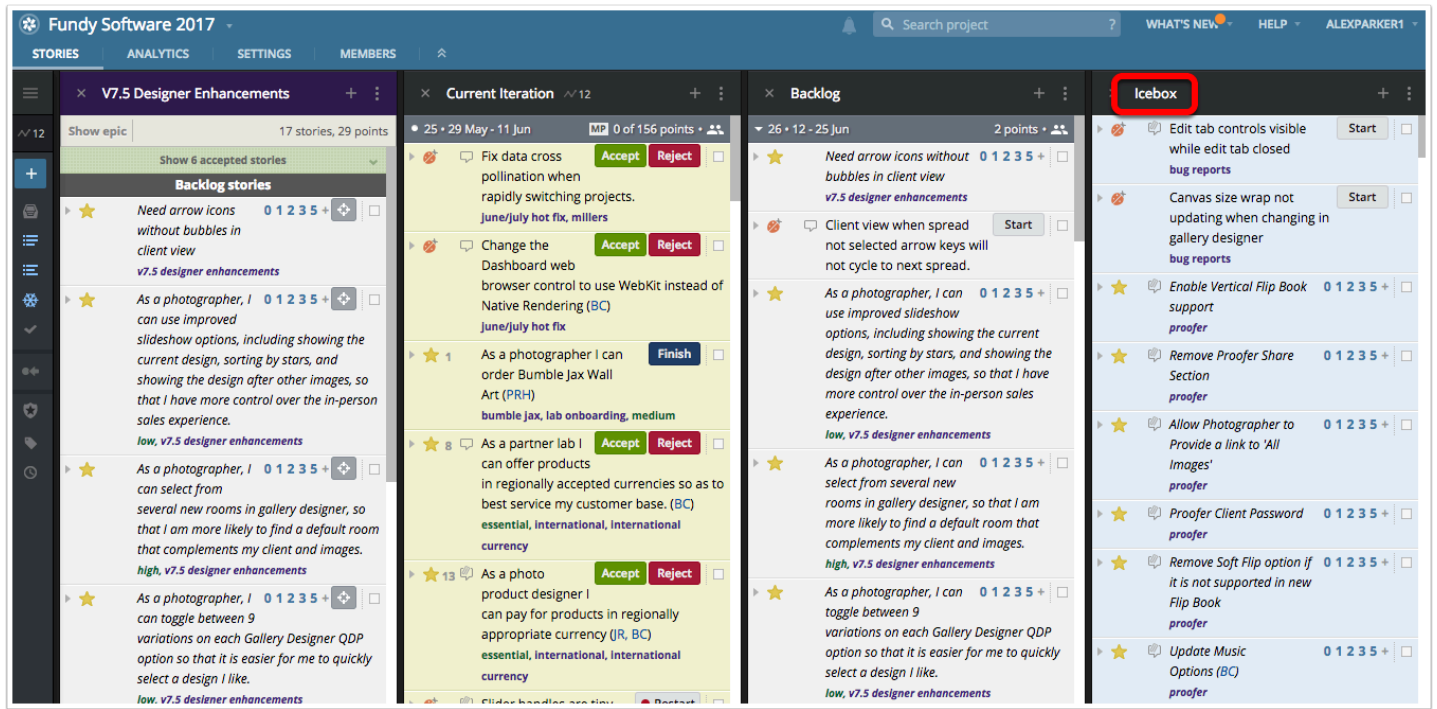


Where to log your item

Once you've logged in you can see different stories within the project.

We log things in the **Icebox**

Everything else should be left to Development :)



Adding a Story

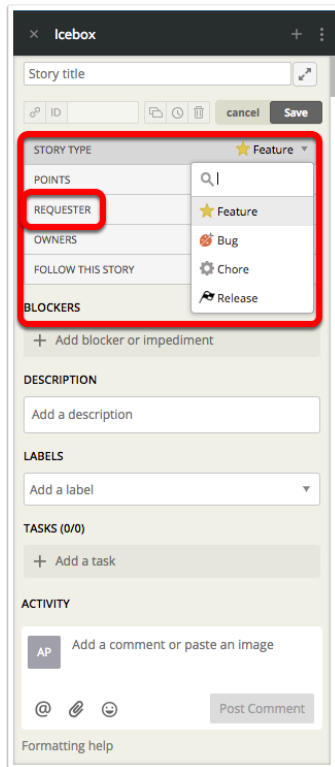
Feature Requests and Bugs are "Stories". Use the + to add a story, and give it a title.

The screenshot shows the 'Icebox' form for adding a new story. The form is titled 'Icebox' and has a red box around the '+' button in the top right corner. Below the title, there is a 'Story title' field. The form is divided into several sections: 'STORY TYPE' (with a dropdown menu), 'POINTS' (with a dropdown menu), 'REQUESTER' (with a dropdown menu), 'OWNERS' (with a dropdown menu), 'FOLLOW THIS STORY' (with a checkbox), 'BLOCKERS' (with a button to add blockers), 'DESCRIPTION' (with a text area), 'LABELS' (with a dropdown menu), 'TASKS' (with a button to add tasks), and 'ACTIVITY' (with a text area and a 'Post Comment' button). The form is designed to capture all the necessary information for a new story.

Designate Story as a Feature Request or Bug Fix

You can also assign yourself as the Requester.

Don't worry about Points, Owners, or Following.

A screenshot of the 'Icebox' application interface for creating a new story. The form includes fields for 'Story title', 'ID', and buttons for 'cancel' and 'Save'. A red rectangle highlights the 'STORY TYPE' section, which contains a dropdown menu currently set to 'Feature'. Below the dropdown, a list of options is visible: 'Feature' (with a star icon), 'Bug' (with a bug icon), 'Chore' (with a gear icon), and 'Release' (with a rocket icon). Other sections in the form include 'POINTS', 'OWNERS', 'FOLLOW THIS STORY', 'BLOCKERS', 'DESCRIPTION', 'LABELS', 'TASKS (0/0)', and 'ACTIVITY'.

Describe the Addition

Add a description of the Feature Request, or steps to recreate a Bug

Label the Story. Use tags like "Low/Medium/High", "Proofer", etc.

Icebox

Story title

ID

cancel Save

STORY TYPE ★ Feature

POINTS ⌚ Unestimated

REQUESTER AP Alex Parker

OWNERS <none> +

FOLLOW THIS STORY (1 follower) ✓

BLOCKERS

+ Add blocker or impediment

DESCRIPTION

Add a description

LABELS

Add a label

- april 2017 hotfix
- awaiting mockup
- bug reports
- bumble jax
- cart
- chargify
- cloud software cart
- cloud sync
- design aglow

Save!

Icebox

Story title

ID

cancel Save

STORY TYPE ★ Feature

POINTS ⌚ Unestimated

REQUESTER AP Alex Parker

OWNERS <none> +


FOLLOW THIS STORY (1 follower) ✓

Updating Direct Tracking Numbers


All Direct orders are sent to the lab under the "Fundy Direct" account, which allows us to access the statuses and receive email updates. These updates need to be put into Command Center manually for **Millers, Finao, Lush, and Design Aglow**

Use the icon of a price tag for the lab you're currently updating.


167
Global Partners




4855
Partner Products



317
Direct Products






































1987
Direct Users



Search

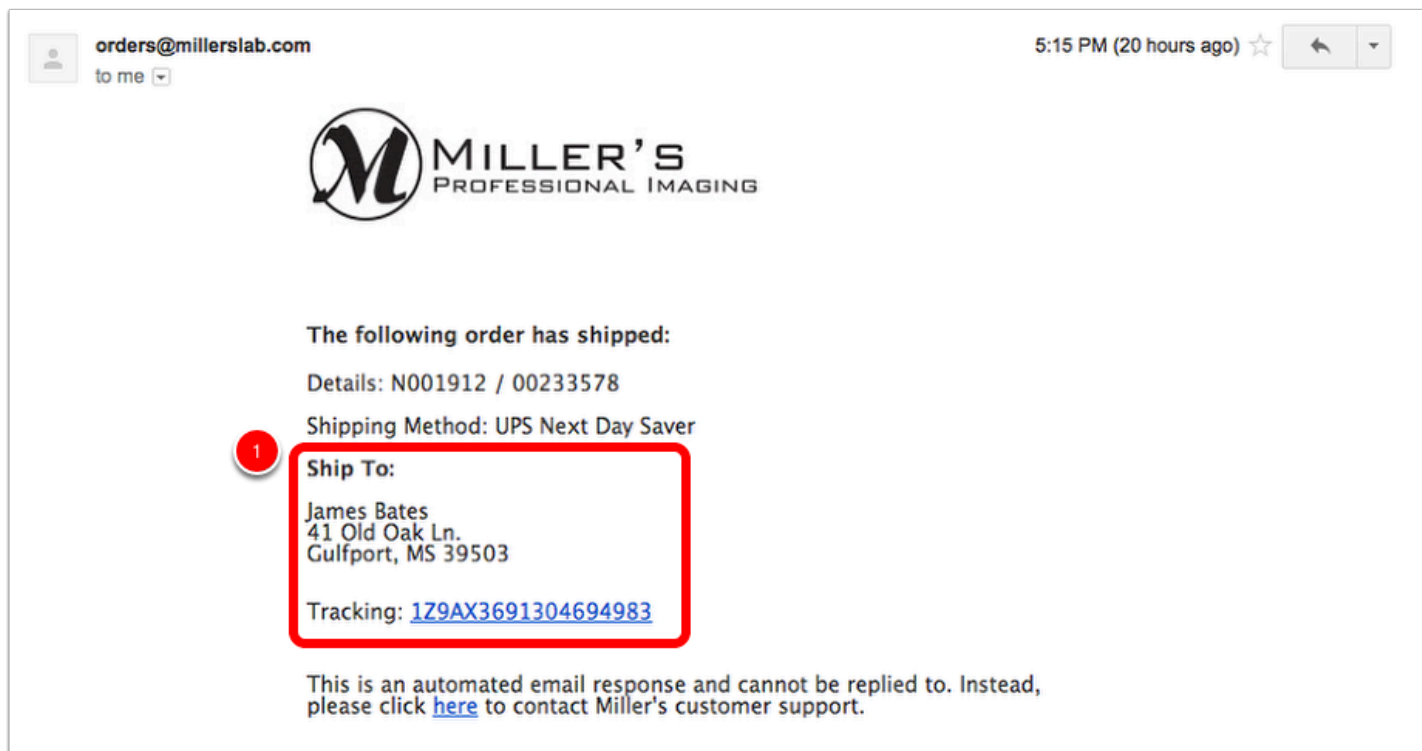
Partner Search: 167 Results

Avatar	Name	Company Name	Email	Created On	Last Updated	Active	Direct	Actions
	Chris Boyle	Loxley Colour	chris.boyle@loyleycolor.com	Mar 8th 2014, 5:48 pm	Jun 29th 2017, 3:40 pm	true	true	   
	Jason Siedlecki	Finao	jasons@finao.com	Mar 13th 2014, 6:48 pm	Jun 29th 2017, 3:40 pm	true	true	   
	Lauren Camus	Design Aglow	lauren@designaglow.com	Feb 25th 2015, 6:35 am	Jun 29th 2017, 3:40 pm	true	true	   
	Ken Liu	Renaissance Albums	ken@renaissancealbums.com	Mar 22nd 2014, 6:48 pm	Jun 29th 2017, 3:40 pm	true	true	   
	Sarah Coppola	Lush Albums	info@lushalbums.com	Dec 19th 2014, 11:56 am	Jun 29th 2017, 3:40 pm	true	true	   
	John Rank	Miller's	info@millerslab.com	Apr 3rd 2014, 6:48 pm	Jun 29th 2017, 3:40 pm	true	true	   
	Joe Collages	Collages.net	collages@testcompany.com	Apr 14th 2014, 6:48 pm	Jun 29th 2017, 3:40 pm	true	false	   

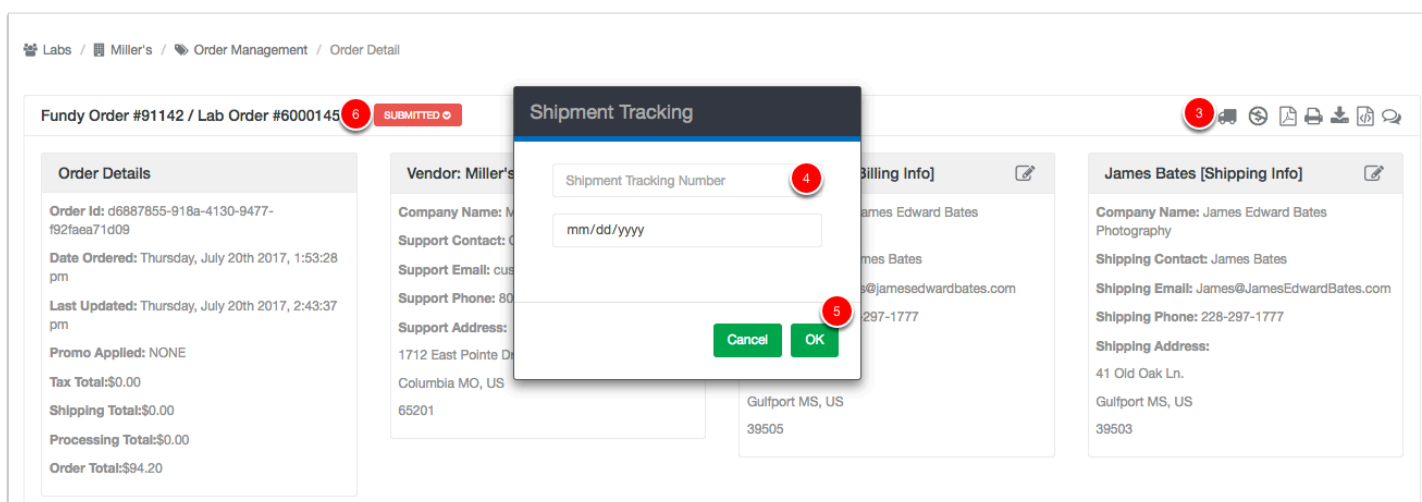
Miller's

The UPS tracking number for each customer is sent to **fundydirect@fundysoftware.com** and should be transferred to the order in Command Center.

It can be tricky if the shipping contact is not the same as the photographer who ordered the album, or if the photographer submitted multiple albums over a short period of time. In those circumstances, search for the shipping name in the "Project Name" and start with the oldest album ordered.



Payment Date	User Name	User Email	Fundy Order Id	Lab Order Id	Order Type	Last Updated	Status	Cost	Project Name
Jul 21st 2017, 1:33 pm	Elena Blair	elenasblair@gmail.com	91188	600014606	ALBUM	Jul 21st 2017, 1:36 pm	SUBMITTED	\$62.60	Baby Austin
Jul 21st 2017, 12:50 pm	Anna Vickroy	anna@ultra-spective.com	91185	600014603	ALBUM	Jul 21st 2017, 12:56 pm	SUBMITTED	\$48.10	RamosHP20170615
Jul 20th 2017, 2:38 pm	James Bates	James@JamesEdwardBates.com	91142	600014530	ALBUM	Jul 20th 2017, 2:43 pm	SUBMITTED	\$94.20	GCCA 2017 12x8 Ray Wesson
Jul 20th 2017, 9:33 am	Caroline Talbot	caroline@carolinetatbotphoto.com	91124	600014507	ALBUM	Jul 20th 2017, 9:36 am	SUBMITTED	\$219.50	Ashley B
Jul 20th 2017, 6:32 am	Caroline Talbot	caroline@carolinetatbotphoto.com	91111	600014487	ALBUM	Jul 20th 2017, 6:36 am	SUBMITTED	\$210.00	Kerry
Jul 19th 2017, 11:51 pm	Darryl Felton	darfel1@mac.com	91098	600014480	ALBUM	Jul 19th 2017, 11:58 pm	SUBMITTED	\$337.50	The Graduation of Ariana



1. Copy the tracking number from the email
2. Find the matching name in the lab's "Order Management" page. If you can't find it, try "Refunded".

3. Click the icon of a truck
4. Paste the tracking number (don't worry about the date)
5. OK to save
6. Change the order status from **Submitted** to **Shipped**. Miller's is fast enough that they won't be in a "Production" status.

Finao, Lush, and Design Aglow

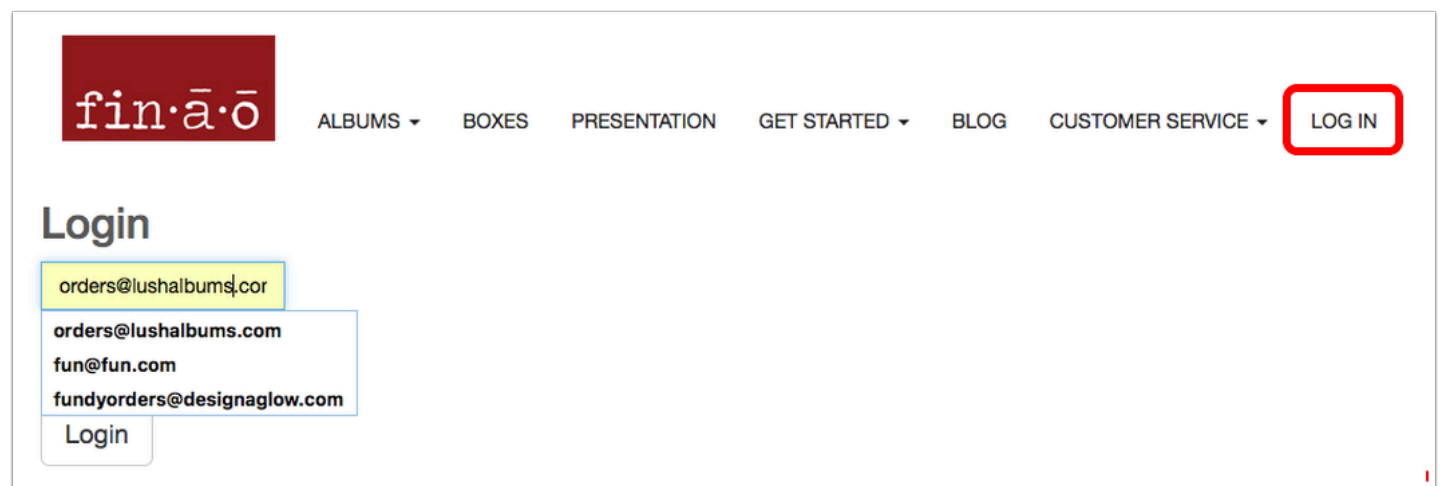
The process for these three labs is almost exactly the same as for Miller's. Instead of an email with a name, you will find the status and tracking number organized by order number at finao.com

Finao prints for all three labs, you just have to log in with three different emails;

Finao: fun@fun.com

Lush: orders@lushalbums.com

Design Aglow: fundyorders@designaglow.com



fin·ā·ō

ALBUMS ▾ BOXES PRESENTATION GET STARTED ▾ BLOG CUSTOMER SERVICE ▾ LOG IN

Login

orders@lushalbums.com

orders@lushalbums.com
fun@fun.com
fundyorders@designaglow.com

Login

My Orders

Click on an order's status to view the history of that order.

Order #	Order Status	Items	Item Status	Order Date	Order Total	Tracking Number	Actions
288837	In Production	Finao 8x8 playBOOK (Ref: Fundy FS90879 item 1)	Print QC	2017 Jul 16	\$ 143.18		
288835	In Production	Finao 8x8 playBOOK (Ref: Fundy FS90878 item 1)	Print QC	2017 Jul 16	\$ 143.18		
288834	In Production	Finao 10x10 playBOOK (Ref: Fundy FS90832 item 1)	Print QC	2017 Jul 16	\$ 157.80		
288763	In Production	Finao 8x12 ONE (Ref: Fundy FS90722 item 1)	Print QC	2017 Jul 14	\$ 552.25		
288645	In Production	Finao 10x10 playBOOK (Ref: Fundy FS90630 item 1)	Print QC	2017 Jul 11	\$ 126.56		
288582	Shipped	Finao 8x8 playBOOK (Ref: Fundy FS90563 item 1)	Shipped	2017 Jul 10	\$ 111.06	729396521299	
288396	Shipped	Finao 10x10 playBOOK (Ref: Fundy FS90354 item 1)	Shipped	2017 Jul 5	\$ 209.54	1Z78FW420342097550	
288143	Shipped	Finao 10x10 playBOOK (Ref: Fundy FS89900 item 1)	Shipped	2017 Jun 27	\$ 164.56	729396516999	

Filter by: ALL CREATED CANCELLED PENDING PROCESSING PAID REFUNDED SUBMITTED RECEIVED PRODUCTION SHIPPED ERROR CLOSED

PRODUCTION

Search

Orders: 28 Results

1 of 3

Order Id	Payment Date	User Name	User Email	Fundy Order Id	Lab Order Id	Order Type	Last Updated	Status	Cost	Project Name
88e64533-2b41-4d92-93a5-1dcad79f6bc5	Jul 16th 2017, 8:12 pm	Aaron Kohns	aaron@gaincomposure.com	90879	288837	ALBUM	Jul 17th 2017, 9:25 am	PRODUCTION	\$143.18	Haynes-wedding-album2
eb43f9b-dfao-45a6-a4c2-86419ce97951	Jul 16th 2017, 7:57 pm	Aaron Kohns	aaron@gaincomposure.com	90878	288835	ALBUM	Jul 17th 2017, 9:26 am	PRODUCTION	\$143.18	Haynes-wedding-album2
2c2f4a0b-5b3a-453e-a397-d00ab3417b85	Jul 16th 2017, 7:39 pm	Aaron Kohns	aaron@gaincomposure.com	90832	288834	ALBUM	Jul 17th 2017, 9:27 am	PRODUCTION	\$157.80	Haynes-wedding-album
81a6e5b6-9967-4618-add7-31f17720349	Jul 14th 2017, 4:38 am	Carissa Wemmle	carissa@ctw-photography.com	90722	288763	ALBUM	Jul 17th 2017, 9:28 am	PRODUCTION	\$552.25	Matt and Katie
44185624-1065-42cd-a475-1fad7c0d471a	Jul 11th 2017, 1:23 pm	Cadence Cornelius	hers@cadenceandell.com	90630	288645	ALBUM	Jul 12th 2017, 10:12 am	PRODUCTION	\$126.56	Stender
2be8dba0-3a3a-4057-87ec-d6287823aee2	Jul 10th 2017, 1:18 pm	Marc Paganl	phototravel@mac.com	90563	288582	ALBUM	Jul 11th 2017, 10:28 am	PRODUCTION	\$111.06	Dunnett

1. The status of each album will be shown and should be updated in Command Center to match
2. Use the "Fundy Reference Number" to find the order in Command Center
3. If a tracking number is available it will be there!

Other Labs

Renaissance updates orders themselves, but fundydirect@fundysoftware.com still receives shipping updates.

Application Database

You'll hear the term "App Database" a lot in Support. So, what is an App Database? Well, every application on your computer has a corresponding database that tracks the background history of your application. This is a lot like your internet browser history. It is super helpful if you need to backtrack to see sites you've been to, but after a while of not clearing your history, it can cause browser slowness or other adverse issues. The same thing happens with your Fundy Software app database. In order to correct this, you can do a simple reset.

How to reset an app database in:

MAC:

- Make sure your Fundy Designer application is closed
- Open Finder
- Go to "Go" in the menu bar
- Hold down the option key so the Library Option appears
- Click on Library (you can let go of the option key now)
- Click Application Support
- Click Fundy Software
- Click Fundy Designer
- Change the name of the Data Folder to DataOLD
- You have now reset the App Database

WINDOWS:

- Click your Start menu
- Click your User Name (most commonly in the upper right-hand corner)
- Click AppData (if you do not see this folder, follow this link <http://windows.microsoft.com/en-us/windows/show-hidden-files> for details on how to "unhide" it. note, you will want to hide your folders again after this process so you don't accidentally change anything at a later date)
- Click Roaming
- Select the FundySoftware folder and rename it FundySoftwareOLD
- You have now reset the App Database

You probably should avoid deleting an app database, but if you see one that was reset over a few months previous, it is safe to delete the old database.

Command Center

This article will review Command Center and how best to use it to help customers, apply licenses, and utilize analytics.

What is Command Center? It is an in-house developed dashboard where all of our customer information is housed. There are three Command Center databases:

1. <https://ccpro.fundycentral.com>

This is the database you will use most often, as it is correlated to the desktop application that customers use. Whenever a customer makes a purchase, the purchase is reflected in this database, most commonly referred to as Production or PRO.

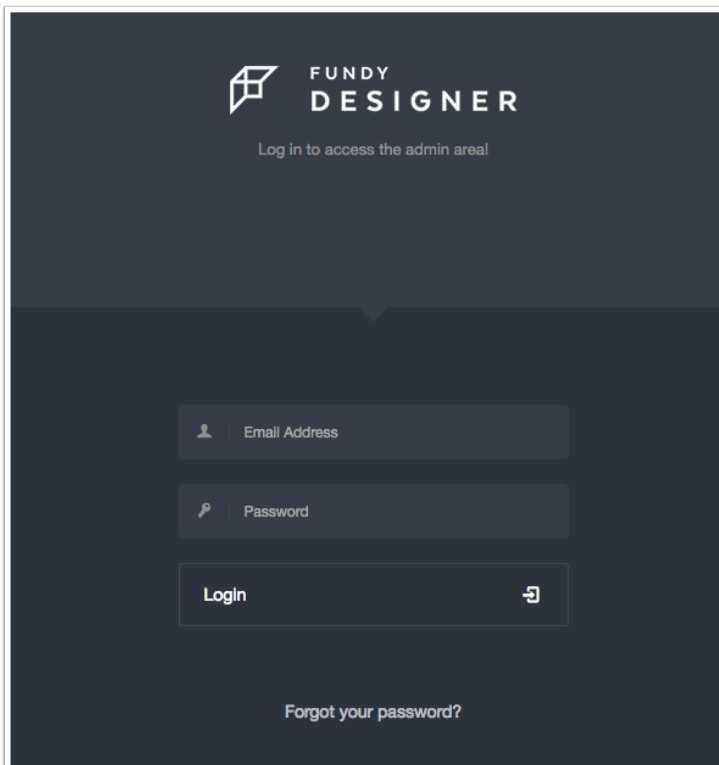
2. <https://cctest.fundycentral.com>

This database, most commonly referred to as TEST, is used for internal and external testing. Labs will download the test build of our software to verify that their specs are presenting correctly. Sometimes our beta build is connected to this database. This database is primarily used by the support and development teams.

3. <https://ccdev.fundycentral.com>

This database, referred to as DEV, is considered to be a "sandbox". A **sandbox** is a **testing** environment that isolates untested code changes and outright experimentation from the production environment or repository, in the context of **software development** including Web **development** and revision control. The development server is primarily used by the development team.

First, let's log into Command Center:



You will need to enter your email and the password used to set up your account. Once you log in, you can change your password, if necessary. First, we will review the most used links in CC. Once logged in, you can view the dashboard:

Reports

Google Analytics™

Software Sales

Direct Sales

User Reports

Fundy Direct

Lab Management

Fundy Designer

User Management

Sales Management

Utilities

System Settings

Error Logs

108524

Total Users

Fundy Designer v6 Products

29428

Licensed Users

Fundy Designer v6 Products

79096

Trial Users

Users with no license

2222

Fundy Direct Users

Fundy Direct Enabled accounts

Enter full or partial values for a user's first name, last name, company name, email address, or id...

Search

User Search: 0 Results

Create New User

Export to CSV

Avatar	Name	Company Name	Email	Type	Created On	Active	Direct
--------	------	--------------	-------	------	------------	--------	--------

1. Lab Management: Click here to manage Lab information, specs, promotions and accounting.
2. User Management: This is the most utilized section of Command Center, as this is how clients accounts are managed locally.
3. Sales Management: Most utilized by the marketing team, this is where the pricing for our site is referenced.
4. System Settings: This is managed by the dev and operations teams. This is wehre the download links listed on the site are located.
5. Error Logs: If you want to view user crashes for reporting, you will find them here.

Let's review these links in more detail.

LAB MANAGEMENT

Reports

Google Analytics™

Software Sales

Direct Sales

User Reports

Fundy Direct

Lab Management

Fundy Designer

User Management

Sales Management

Utilities

System Settings

Error Logs

167

Global Partners

4955

Partner Products

282

Direct Products

2222

Direct Users

Enter full or partial values for a user's first name, last name, company name, email address, or id...

Search

Partner Search: 167 Results

Avatar	Name	Company Name	Email	Created On	Last Updated	Active	Direct	Actions
	Chris Boyle	Loxley Colour	chris.boyle@loxleycolour.com	Mar 8th 2014, 5:48 pm	Oct 26th 2017, 9:20 am	True	True	<div><div></div><div></div><div></div><div></div></div>
	Jason Siedlecki	Finao	jasons@finao.com	Mar 13th 2014, 6:48 pm	Oct 26th 2017, 9:20 am	True	True	<div><div></div><div></div><div></div><div></div></div>
	Lauren Camus	Design Aglow	lauren@designaglow.com	Feb 25th 2015, 6:35 am	Oct 26th 2017, 9:20 am	True	True	<div><div></div><div></div><div></div><div></div></div>
	Ken Liu	Renaissance Albums	ken@renaissancealbums.com	Mar 22nd 2014, 6:48 pm	Oct 26th 2017, 9:20 am	True	True	<div><div></div><div></div><div></div><div></div></div>
	Sarah Coppola	Lush Albums	info@lushalbums.com	Dec 19th 2014, 11:56 am	Oct 26th 2017, 9:20 am	True	True	<div><div></div><div></div><div></div><div></div></div>
	John Rank	Miller's	info@millerlab.com	Apr 3rd 2014, 6:48 pm	Oct 26th 2017, 9:20 am	True	True	<div><div></div><div></div><div></div><div></div></div>
	Joe Collages	Collages.net	collages@testcompany.com	Apr 14th 2014, 6:48 pm	Oct 26th 2017, 9:20 am	True	False	<div><div></div><div></div><div></div><div></div></div>
	Charlie Poole	Natural Color Lab	charles@naturalcolorlab.com	Oct 27th 2014, 6:48 pm	Oct 26th 2017, 9:20 am	True	False	<div><div></div><div></div><div></div><div></div></div>
	Joe Woodland	Woodland Albums	woodland@testcompany.com	Apr 12th 2014, 6:48 pm	Oct 26th 2017, 9:20 am	True	False	<div><div></div><div></div><div></div><div></div></div>
	Milan Antal	Antal Photo Book	info@antalphotobooks.com	Dec 1st 2014, 9:43 am	Oct 26th 2017, 9:20 am	True	False	<div><div></div><div></div><div></div><div></div></div>

Labs are listed in this view with the Fundy Direct labs listed first, and after that, in alphabetical order.

1. If you know which lab you are looking for, you can search for that lab using the search bar.

2. You can see if a lab is a Direct lab and/or an active lab in this column.

3. The actions column contains 4 icons.

a. The pencil/notepad icon will take you to the main lab information page. This page allows you to change the lab name, email, status, etc.

b. The book icon takes you to the lab sizes and offerings. You can edit album sizes, names, etc.

c. The price tag icon takes you to the accounting tab for the lab. Here you can view all uploaded, pending and submitted orders, as well as process remittances and other accounting functions.

d. The dollar icon takes you to the lab promotion page. This only applies to Direct labs and discounts the orders processed through Fundy Direct, but automatically applies the promotion to the client's order.

The screenshot displays the 'Lab Management' interface for a user named 'John Rank [Miller's]'. The top navigation bar includes 'Lab Management', 'Account', 'Contact Info', and 'Licenses'. The 'Account' tab is selected. The main content area is divided into two panels. The left panel, labeled 'John Rank [Miller's]', contains a list of account details: Customer Id (ACB024FD-F072-4CDE-8C03-AFDCAE4D65FC), Created On (Thursday, April 3rd 2014, 6:48:57 pm), Last Updated (Thursday, October 26th 2017, 9:20:37 am), Last Login (Wednesday, February 3rd 2016, 7:25:46 am), First Name (John), Last Name (Rank), Email Address (info@millerslab.com), Company Name (Miller's), Profile Image (Choose File), Active (ON), and Fundy Direct (ON). A red circle with the number '1' is placed over the 'Active' toggle. The right panel, labeled 'Lab Settings', has tabs for 'General', 'Direct', 'Integration', and 'Cart Settings'. The 'General' tab is active, showing 'Premium' (OFF), 'White Label' (OFF), 'Product Id' (empty), and 'Order Url' (empty). A red circle with the number '3' is placed over the 'Direct' tab. A green 'Update' button is at the bottom right of the 'Lab Settings' panel. A red circle with the number '2' is placed over the 'Fundy Direct' toggle in the left panel.

Above, you can see the lab information page. As this example indicates, Millers lab is an active Direct lab.

1. You can toggle the lab on and off here.

2. You can click the key icon to change the password for this account, click the envelope icon to send an email to the email on file with instructions to change the password, or click the X to delete the account (but don't delete the account).

3. The lab settings panel is mostly utilized by development and data management. **It is not recommended that you utilize this area without specific instruction.**

USER MANAGEMENT

108748
Total Users
Fundy Designer v6 Products

29456
Licensed Users
Fundy Designer v6 Products

79292
Trial Users
Users with no license

2228
Fundy Direct Users
Fundy Direct Enabled accounts

Enter full or partial values for a user's first name, last name, company name, email address, or id...

1

Search

User Search: 0 Results

Create New User

Export to CSV

Avatar

Name2

Company Name

Email

Type

Created On

Active

Direct

Enter the customer's name or email in the search box and click search. Sometimes, you may need to try a couple searches before you