

# MAIDPRO ONLINE ORDER INSTRUCTIONS

## GET STARTED

To get started, go to <http://www.maidpro.imperial-image.com/login>.

To login, please enter your **Franchise City** (ex. boston, fort lauderdale) and **Franchise Number** (ex. f000), then click the **Login button**.

**NOTE:** you will log in using the **CITY** of your *Postal Address* (not necessarily the same name as your franchise, and your Franchise number, including the lowercase F.

If your **City** has more than two words, like Boca Raton, or New York City, that's no problem. Enter them as they usually appear in your address, including spaces. Enter them in **lowercase**. However, NO ABBREVIATIONS! fort lauderdale = GOOD ft. fauderdale = BAD.

**IMPORTANT:** Since some Franchises share a city name, the following Franchises should use the following **CITY** names:

Corporate Office City = corporate  
Franchise F151 City = columbia151  
Franchise F184 City = columbia184  
Franchise F213 City = dallas213  
Franchise F248 City = dallas248  
Franchise F043 City = phoenix043  
Franchise F092 City = phoenix092  
Franchise F072 City = springfield072  
Franchise F184 City = springfield184  
Franchise F049 City = washington049  
Franchise F191 City = washington191

**Please note:** If you're **MaidPro** franchise is new, or there are changes to your existing franchise, you must first click the **Download & Submit Form** link to receive a log in to the online ordering system. Fill out the form and hit the submit button. This will email your information to us at Imperial Image, to set up your account login.

## PLACE AN ORDER

### BUSINESS CARD ORDERS

#### STEP 1 - Log Into your Account

#### STEP 2 – Select Item

From menu, select from the list of business cards and stationery available to you as a MaidPro franchise.

Choose from the following:

- Standard Business Card
- Round Business Card
- Referral Cards
- Letterhead
- #10 Stationery Envelope
- #10 Window Envelope
- Gratuity Envelope
- Return Envelope
- 9 x 12 Catalog Mailing Envelope
- 9 x 12 Catalog Envelope (logo center on front)
- 9 ½ x 12 5/8 Booklet Mailing Envelope
- Mailing Labels
- 49 Point Checklist
- Claim Form
- BRM Comment Cards
- Feedback Note Cards
- Note Cards & Envelopes
- Memo Pads

#### STEP 3 – Product Description Page

The Product Description page contains a description of the item you've selected from the previous menu, including a preview image.

Select the quantity of items, then click **Customize** Order to move to the next page. There, you will enter the information that will show on the actual card

#### **STEP 4 – Customize Your Card**

Please read the instructions on the form before entering your information.

All items marked with an asterisk (\*) are required.

In fields on left side of page, enter the information to appear on the card. Some of the contact information from your profile will be pre-loaded in the fields. The pre-loaded fields can be edited here.

To see the entered information on the card, click the **"Update Preview"** button. If you make any changes to the information you've entered, make sure to click the **"Update Preview"** to show the latest entered contact information.

Once complete, check the **"Yes, I approve this document"** box at the bottom of the page, then click **"Add to Cart"** to proceed to Shopping Cart.

***IMPORTANT NOTE:*** If you need to edit the Quantity, make sure to click the **Customize Order** or **Add To Cart** button, to save those changes before moving to another screen.

#### **STEP 5 – Shopping Cart**

This is the summary of the items that you've added to your order.

**Note:** any previously incomplete orders may still be in the Shopping Cart, so please check to ensure you only have items that you wish to be included in this order. Delete any items you do not wish to include in this order.

Please verify your information.

Select your shipping method from the **Shipping Options** menu. The address of your Franchise will be pre-selected in the **Ship To:** menu. To select a different franchise address, click the menu to expand and show all the registered MaidPro franchises (sorted by Franchise Number).

To enter a New Address, scroll to the top of the **Ship To:** menu and select **Other - Add New Address**, and follow the instructions.

Note: shipping rates will change as you switch between the different options.

If ordering additional items on this order, click the **Continue Shopping** button.

If you are ready to complete your order, click "**Proceed to Checkout**".

## **STEP 6 – Checkout**

Please double check the information on your **Billing Address** below. It must match the **name**, **address**, and **phone number** associated with your credit card.

To change the **Billing Address**, click **Edit Address**. Update the information, then click the **Save** button. **Note:** this will not change your shipping address.

Once you've confirmed the Billing information, enter your **Credit Card Number**, **Security Code**, and the **Card Expiration** date.

Under Additional Information, please indicate whether the shipping address is **Residential** or **Office/Commercial**, enter the **Name of contact receiving this shipment**, and if you have any special instructions or notes for us on processing this order, please enter them on this page in the "**Comments or other information**" text box.

**IMPORTANT:** Please do not put shipping information in the **Comments** box. Use the Shipping menus in the **Shopping Cart**.

Once you've entered all the necessary information, click the **Pay with Credit Card** button to submit your order.

**NOTE:** FOR YOUR SECURITY WE NO LONGER KEEP A RECORD OF YOUR CREDIT CARD NUMBER.

Once the order has been submitted, you will receive an email copy of your order, including a preview copy of your order. You will not receive a separate proof.

## REORDERING

To reorder – when you log on, click “**Order History**” at the top of the page.

To find previous orders, make sure to adjust the **Start and End Date** to include the date of the desired order, change the **Order Status** to “**All**”, and click the **Apply Filters** button.

Click **Reorder** on the previous order you would like to reorder.

You can then click **Edit** to make any changes to your order.

If no changes are needed, click **Proceed to Checkout**.

If you have any questions during this process, please contact Imperial Image at [orders@imperial-image.com](mailto:orders@imperial-image.com).