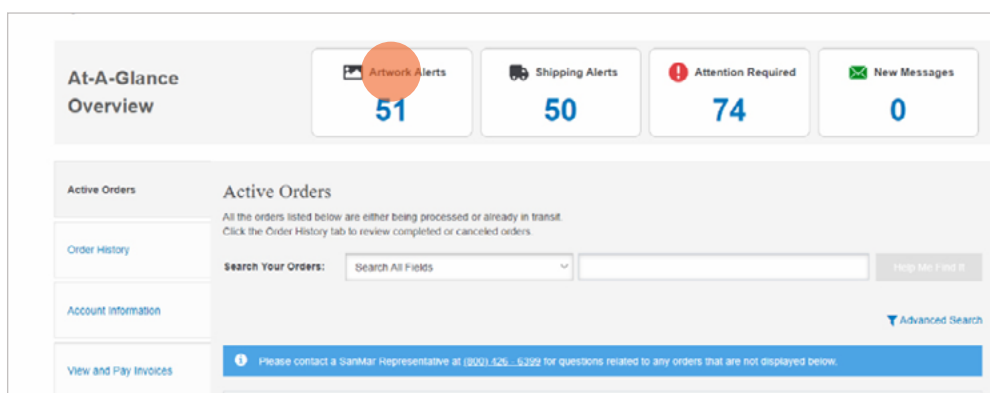
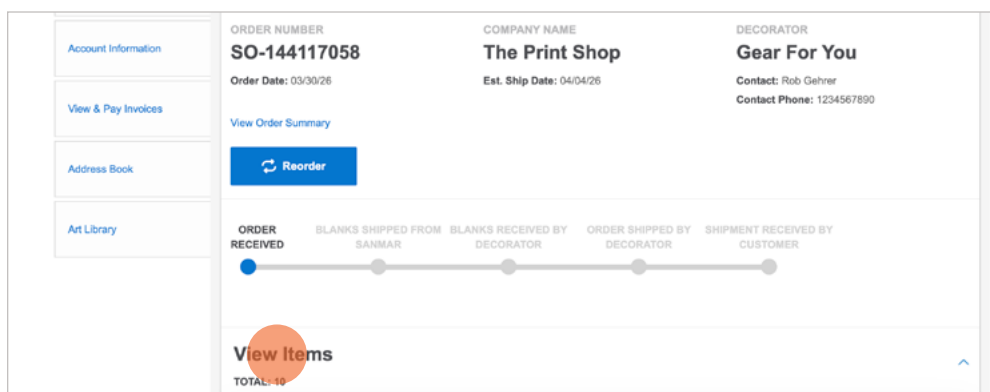


# How to navigate your decorated order dashboard

- 1 Go to My SanMar to see your **At-A-Glance Overview**. This is where you can easily find artwork and shipping alerts as well as other info that needs your attention.

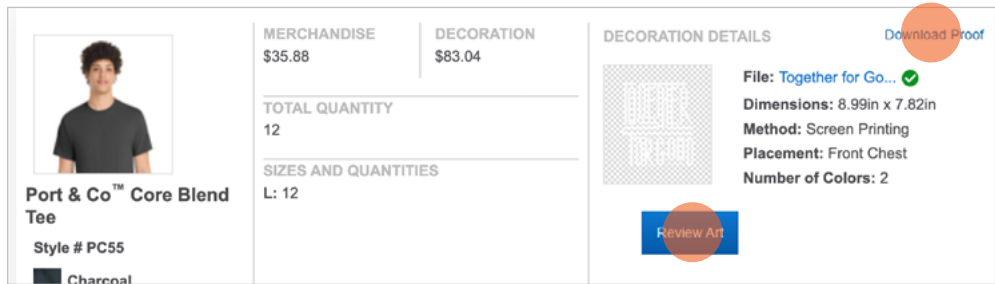


- 2 **Artwork Alerts** includes any artwork that has been converted. Please note that conversion usually takes one business day. You'll want to approve the converted artwork as soon as possible. To approve a file, access an order and click **View Items**.

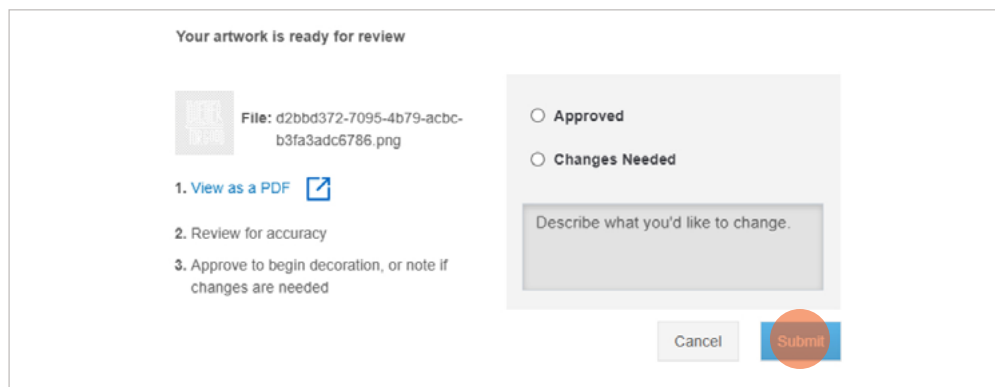


## HOW TO NAVIGATE YOUR DECORATED ORDER DASHBOARD

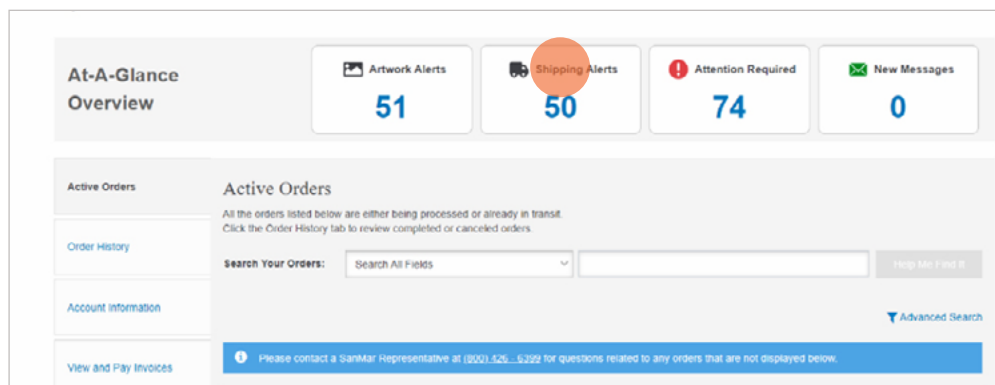
- 3 Click **Download Proof** in the corner to view the artwork. Then click the **Review Art** button.



- 4 You can now choose to approve the artwork or request changes. If changes are needed, please use the comment box to explain what you're looking for. Once approved, the decorator will receive the production-ready artwork file and work order so they can begin production. Click **Submit** when you're ready.

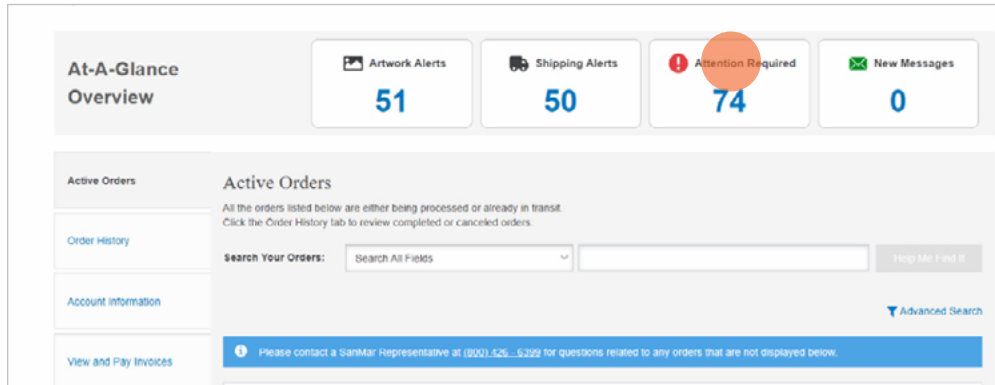


- 5 **Shipping Alerts** will show you orders that may be delayed, or lost shipment notifications.

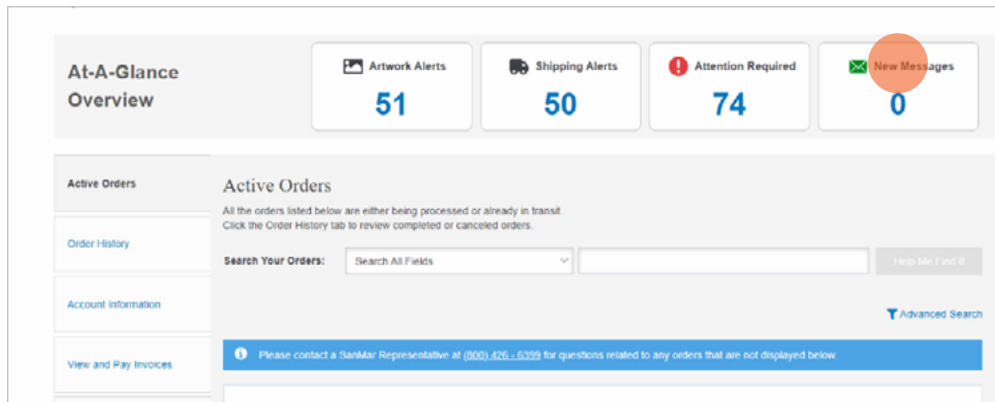


## HOW TO NAVIGATE YOUR DECORATED ORDER DASHBOARD

- 6 Attention Required** includes orders that need your attention for some reason, such as artwork still needing approval, shipping alerts you haven't seen or a message from a decorator you haven't responded to yet. You'll want to click on this section to review any issues promptly.

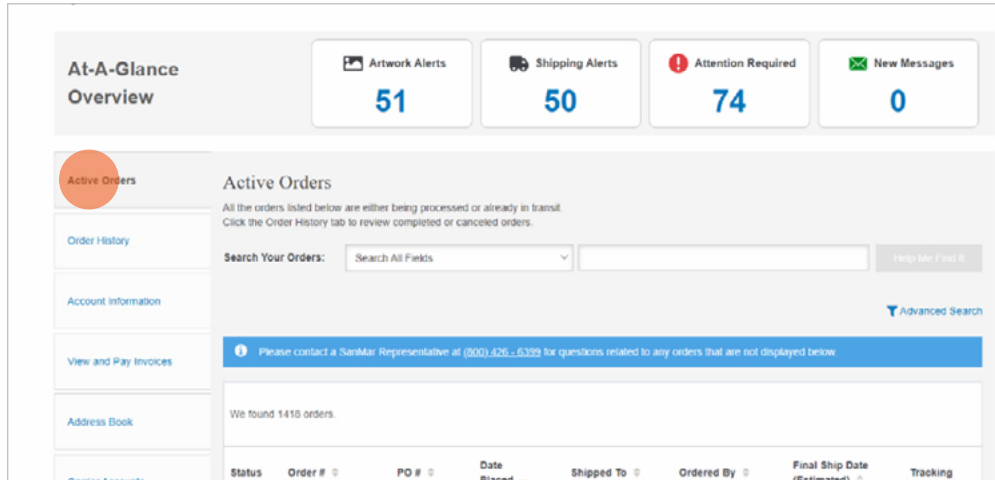


- 7 New Messages** displays messages your decorators have sent you through the Messages portal.

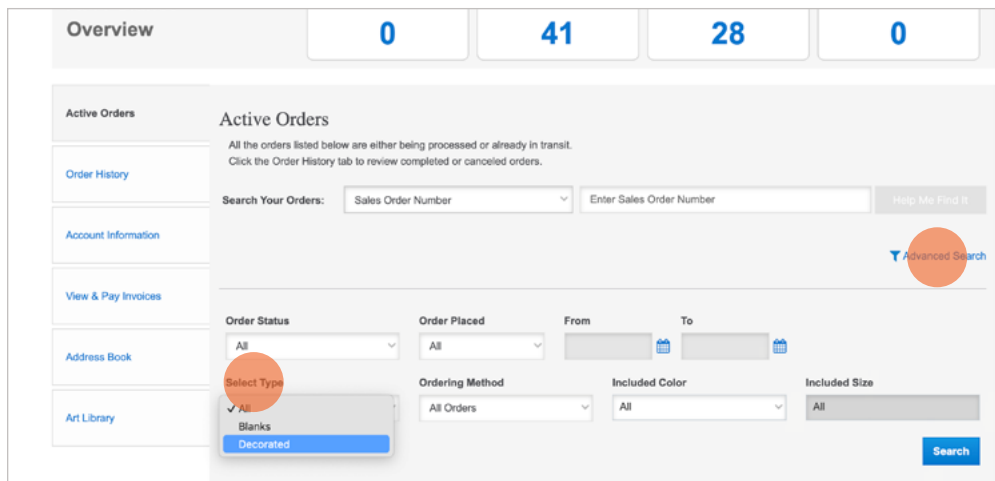


## HOW TO NAVIGATE YOUR DECORATED ORDER DASHBOARD

- 8 On the left side, the **Active Orders** tab features all of the orders you've placed that are currently being processed. This will include both decorated and non-decorated orders. You can search these orders by using the dropdown menu and search field above the order list.



- 9 If you're just looking for decorated orders, click the **Advanced Search** link and then choose **Decorated** from the "Select Type" list that appears under the advanced options. Orders will automatically populate the list below, with status icons to indicate artwork approvals needed, messages waiting or shipping status. Just hover over the status icon to confirm the status, or click on the Order # to view the order details.



## HOW TO NAVIGATE YOUR DECORATED ORDER DASHBOARD

- 10 The **Order Details** page features key information including the order number, decorator and the customer it is being sent to, as well as an order tracker to see where the order is in the process. You can view and respond to messages associated with this order within this screen as well. Clicking “View Order Summary” provides even more information about the decorator details, shipping and fees. Click “Back to Order Details” and “Back to Active Orders” to get back to your list of orders.

Order History

Account Information

View & Pay Invoices

Address Book

Art Library

< Back to Active Orders

ORDER NUMBER: **SO-144114846**

COMPANY NAME: **The Print Shop**

DECORATOR: **Gear For You**

Order Date: 03/30/26

Est. Ship Date: 04/04/26

Contact: Rob Gehrre

Contact Phone: 1234567890

View Order Summary

Reorder

ORDER RECEIVED

BLANKS SHIPPED FROM: SANMAR

BLANKS RECEIVED BY: DECORATOR

ORDER SHIPPED BY: DECORATOR

SHIPMENT RECEIVED BY: CUSTOMER

View Items

TOTAL: 10

Port & Co™ Core Blend Tee

Style # PC55

Merchandise: \$35.88

Decoration: \$83.04

TOTAL QUANTITY: 12

SIZES AND QUANTITIES: L: 12

DECORATION DETAILS

Download Proof

File: Together for Go...

Dimensions: 8.99in x 7.82in

Method: Screen Printing

Placement: Front Chest

Number of Colors: 2

To track a package from the Active Orders list, look for the “Tracking” column on the right side and click **Track Package** for the order you’d like to track. You can click the linked tracking number on the popup that appears to get more details about the shipment.

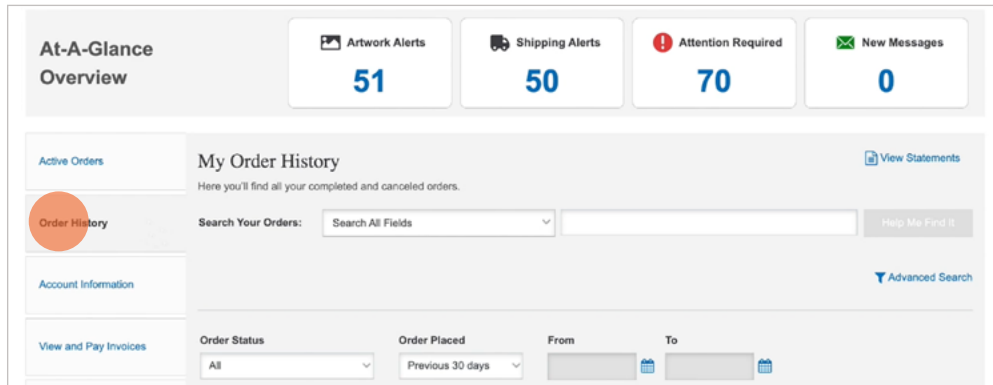
11

Status	Order #	PO #	Date Placed	Shipped To	Ordered By	Final Ship Date (Estimated)	Tracking
✓	SO-098203365	Po1234	08/18/23	RENAISSANCE ...	Ap test	09/07/23	Not available
🚚	SO-098203311	test123	08/17/23	INSTANT IMPR...	Ap test	09/05/23	<a href="#">Track Packages</a>
!	SO-098203265		08/17/23	INSTANT IMPR...	BATTLESTARS ...	08/31/23	Not available

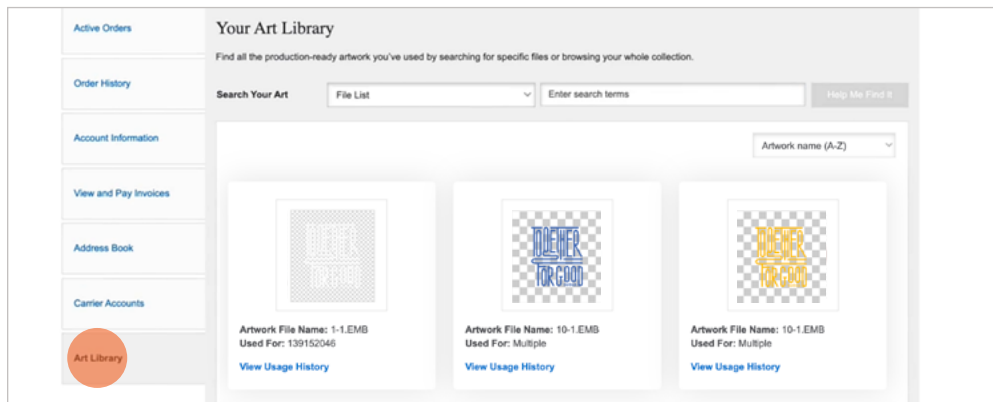
## HOW TO NAVIGATE YOUR DECORATED ORDER DASHBOARD

- 12 While **Order History** isn't a new feature of My SanMar, it will now list all of your completed product orders.

**NOTE:** Returns are only allowed on undecorated blank products. If you have questions or concerns regarding your decorated products, please reach out to your Account Executive.



- 13 The **Art Library** houses artwork that you uploaded or had converted and saved in the system. You can search for artwork by using the dropdown to choose what to search for, including file name and order number, and then entering the specific search term in the text field. A list of artwork will populate the list below based on your search. Click the **View Use History** link for a specific artwork file to see how it was used previously and help with information you need for re-orders, including decoration methods and sizing.



IF YOU HAVE ANY QUESTIONS, PLEASE REACH OUT TO [DECORATEDORDERS@SANMAR.COM](mailto:DECORATEDORDERS@SANMAR.COM).