

# Indigo signage

## TECHNICAL GUIDE

The Indigo Signage Portal has been designed in partnership with Indigo's signage vendor to provide stores with a simple and easy to use online portal in which they can:

- Audit, reconcile and report on the condition of their seasonal sign kits
- Easily order replacements for damaged or missing seasonal signs or any additional seasonal signs required

At this time the portal will be used to audit and reconcile seasonal (merchandising period) sign kits and order replacement or additional seasonal signage as needed.

Future enhancements to the portal will allow stores to reconcile and order core signs as well as ordering replacement or additional core signage as needed, making the Indigo Signage Portal a true one stop signage shop!

The Signage Portal not only simplifies the store's signage experience, it also provides new ways for Indigo Home Office to keep track of and eventually address:

- Signage spend
- Print quality issues
- Store sign assortment issues

In addition, the Visual Merchandising Team is working hard to find (and test) a signage storage solution to truly make all aspects of signage much easier to manage!

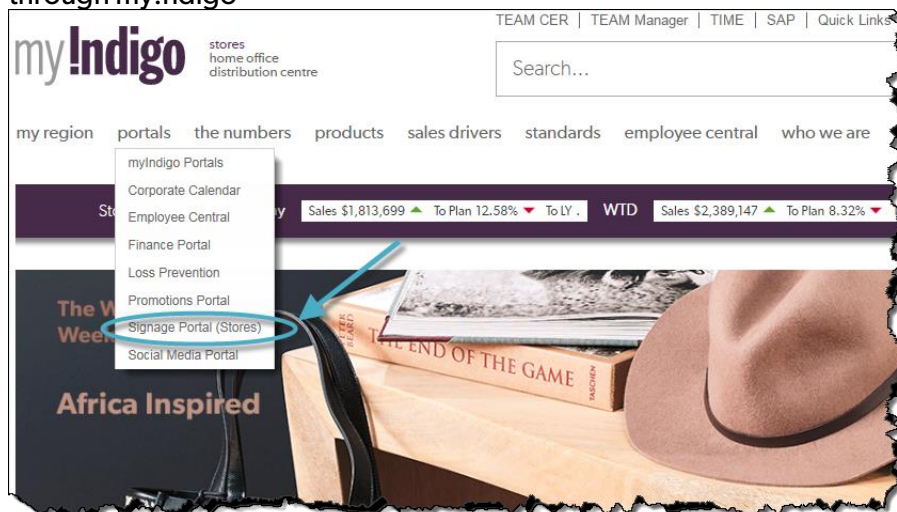
## Getting Started

Login for the Signage Portal is based on an individual's indigo.ca email address; access to the Signage Portal is limited to the following individuals:

- Store Leadership (GMs, CEMs and ACEMs)
  - Taskers on Duty (TOD)
  - Large Format Shift Leaders
  - Small Format Keyholders

## Accessing the Portal

You can access the Signage Portal by clicking - portals/signage portal (stores) through my!ndigo



The complete URL for the portal is:

<https://indigoca.sharepoint.com/sites/HomeOffice/en-ca/Signage/>

## Navigating the Portal

The portal is divided into 7 tiles to help you navigate depending on your needs:

- Reconcile Seasonal Orders
- Permanent Sign Requests
- Signs for Printing
- Period Story
- Resources
- Training
- Sign Kit

Signage Portal  
Signage Portal (HO)  
Promotions Checklist  
Corporate Calendar

# Indigo signage

Welcome to the Signage Portal. Here you will find everything surrounding signs including the signage request form, the seasonal sign kits and signs to print. We are working to improve the process and all aspects surrounding signage so any feedback is welcome!

## Announcements

The Signage Request Form is on the move

2016-02-03 4:48 PM



Reconcile Seasonal Orders



Permanent Sign Requests



Signs for Printing



Period Story



Resources



Training



Sign Kit

## Quick Links

- Period Story
- Archives

## Contact

□ Julie Chung  
Senior Visual Manager  
jchung@indigo.ca

- Signage Requests
- Merchandising Directives

The balance of this training will walk you through each of these tiles.



### TIP: LOGGING IN

The portal works best when launched from your Internet Explorer browser, however Firefox & Chrome are also browser options.

The portal is accessible from all computers in your store with the exception of your POS terminal.

### [Reconcile Seasonal Orders](#)

Learning how to reconcile your seasonal orders will be where the majority of this training will focus.

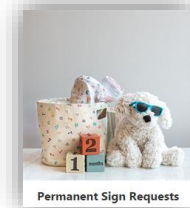


### [Permanent Sign Requests](#)

At the moment, there is no change to the method for ordering Permanent Signs.

You can access the existing Permanent Sign Request form through the Permanent Sign Request Tile on the Sign Portal home page.

In the near future, we will be updating the Permanent Sign Request Form to be much easier and more user friendly to fill out.



### [Signs for Printing](#)

With all of the upfront work being done to ensure a timelier and streamlined signage process, the number of signs that you will need to print yourselves should drastically decrease. However, there will always be the odd situation where you will be asked to print a sign.

Any signs requiring you to print will be found in the Signs for Printing tile on the Sign Portal home page.



### [Period Story](#)

All period story information will be found under the Period Story tile on the Sign Portal home page. This includes Planograms, Final Visual Workbooks, Preliminary Workbooks as well as a discussion board for any question or concerns.



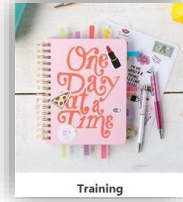
### [Resources](#)

The Visual Merchandising team has compiled a few resources that may be helpful regarding signs that will be available under the Resources tile on the Sign Portal home page. At the moment these include, a guideline as to what size signs are one each fixture (by department) as well as a breakdown of the amount & type of signs for different types of promotional campaigns.



### [Training](#)

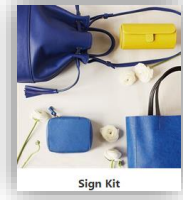
All training materials will be housed in the Training tile on the Sign Portal home page.



Training

### [Sign Kit](#)

All signs in each sign kit will be saved in the Sign Kit tile on the Sign Portal home page sorted by design period.



Sign Kit



#### TIP: NAVIGATION

You can easily locate the sign you're looking for by using the find a file search bar, simply type in the Matrix.

## How to Reconcile Your Seasonal Sign Kit

### The Kitting Checklist

Prior to reconciling your order online, you should thoroughly audit your sign kit, using the kitting checklist that was included in your sign kit. There are several things you should be looking out for:

- Did you receive the correct quantity of each sign? Did you receive fewer or more than the quantity indicated on the kitting checklist? Is the quantity received (regardless of what is on the checklist) the correct amount quantity for your store? (i.e. – you received the correct quantity as listed on the kitting checklist, but you have an additional fixture that requires that sign)
- Are there any damages to the signs you received? Was there any external damage to the package you received? Is the damage a printing issue? (i.e. – faded, streaky, bleeding, ...)

Options for the Kitting Checklist are as follows:

Option	What it means
Received	The correct quantity of signs was received in good condition
Missing	The quantity of signs that are missing
Damaged	The quantity of signs that arrived damaged (you will also need to note the type of damage)

For other potential issues, such as signage that was shipped in the wrong language or for the wrong format, a note can be added to the link on the kit.

3005538 - Indigo Kitting Checklist

*Package arrived with corner crushed*

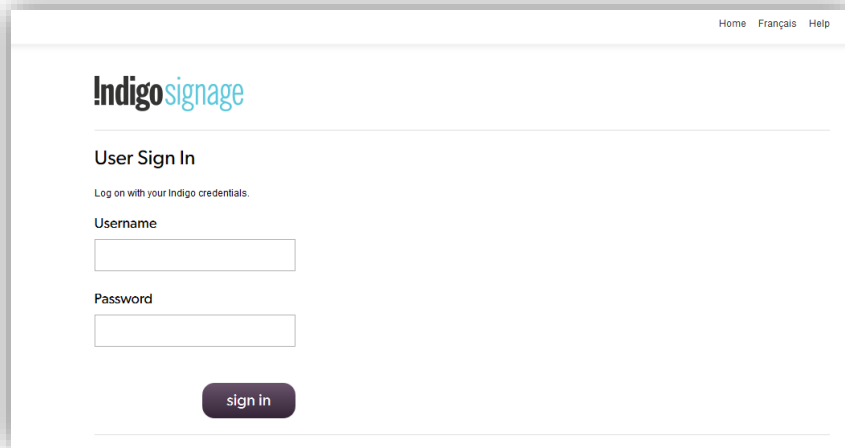
Store: 781 - Square One - ON

Unique ID	Headline	Size	Language	Qty	InStore Date	Received	Missing	Damaged
SPR1FY15_0545_E	Valentine's Reveal & Win	11x17	English	30	5-Jan-15	29	1	
SPR1FY15_0463_E	Vases & Hurricanes	11x17	English	1	5-Jan-15	1		
SPR1FY15_0464_E	Tote	11x17	English	1	5-Jan-15	1		
SPR1FY15_0465_E	Tea	11x17	English	1	5-Jan-15			1
SPR1FY15_0466_E	Stay Hydrated	11x17	English	1	5-Jan-15	1		
SPR1FY15_0467_E	Journals	11x17	English	1	5-Jan-15	1		
SPR1FY15_0468_E	Craft Kits	11x17	English	1	5-Jan-15	2		
SPR1FY15_0472_E	Kids Valentine's	11x17	English	1	5-Jan-15			
SPR1FY15_0491_E	Make Time for Yourself	11x17	English	1	5-Jan-15			
SPR1FY15_0540_E	Enrich Your Life PGC	11x17	English	12	5-Jan-15	12		
SPR1FY15_0541_E	Valentine's Reveal & Win	11x17	English	20	5-Jan-15			

The above sample shows what your kitting checklist may look like after auditing your sign kit. Details of this audit will be used to help you reconcile your kit online.

### Reconciling Your Order Online

Once you select the Reconcile Seasonal Orders tile, you will be asked to sign in (using your Indigo credentials).

The image shows a web browser window displaying the 'Indigo signage' user sign-in page. At the top right, there are links for 'Home', 'Français', and 'Help'. The main heading is 'Indigo signage'. Below this is a section titled 'User Sign In' with the instruction 'Log on with your Indigo credentials.' There are two input fields: 'Username' and 'Password'. A purple 'sign in' button is located at the bottom of the form.

This portion of the portal is directly linked to our Printing Vendor, allowing them to access any orders to be reconciled. (If you're not able to sign in, create a Help Ticket to the attention of the Signage Team)

### The Signage Portal Menu

The Signage Portal Menu will appear once you've logged in and you will be able to either reconcile a seasonal order or order additional seasonal signage.

Reconciling your order online will:

- Make our printer aware on any missing signs in your kit, so they can get them shipped to your store ASAP (turnaround will be 3 days + shipping, which can be up to 4-5 days depending on the location of your store)

Note: It is possible for sign shipping to be expedited if it's urgent however, your store may incur the additional shipping costs of this request.

- Help us reconcile any errors in your store profile, so next time we send you only the signs you need for the fixtures in your store

**TIP: NAVIGATION**

At any time, you're able to toggle between reconciling a seasonal order and ordering additional signs. You're also able to shift between languages using the Français button at the top of the screen at any point without losing any information on reconciling or seasonal orders in progress.

**1****Select the Reconcile Order Button**

Prior to reconciling your sign kit online, you will want to use the kitting list included in your sign kit to audit the signs you received.

All sign orders will be listed as a record of your order history - including current & previous seasonal sign kits as well as additional sign orders placed by your store. However, once your order has been reconciled, you do not have the ability to change your reconciliation. Should you find an issue with your sign kit after it's been reconciled, you will still be able to order the correct signs needed, however your store will be charged for any additional sign(s).

If you're unable to complete reconciling your order in one sitting, not to worry. Simply log out and when you're ready to complete, once you log back in, you can pick up reconciling your order where you left off.



Indigo signage

reconcile order seasonal

Home > Reconcile

Orders to be reconciled

Orders shipped to store #012

Order Number	Order Date	Total Price	Reason for Order	Order Status
905 (Fall26)	07/12/2016	\$0.00	New Campaign Order	Shipped

2

Select the order you wish to reconcile.

Your sign kit should land in your store by the Monday prior to changeover. Please audit and reconcile your sign kit within 3 days of receiving your kit to allow time for additional signs needed to be shipped to your store prior to changeover.

Once you select your order to be reconciled, the contents of that order will expand (this should match the printed copy of the kitting list included in your sign kit).

Indigo signage

reconcile order seasonal

Home > Reconcile > Order

Reconcile Order

Confirm order #905 for store #012

Order is expected to arrive: 7/22/2016

Item	Unique ID	Headline	Size	Type	Qty	Accept	Report	Item Price
Best for Book Clubs	FY17FAL1_CATTM_SF01_EN_01	Best for Book Clubs	14" x 11"	Adult Table Topper	1	<input type="checkbox"/>	report	\$0.00
Page Turners	FY17FAL1_CATTM_SF01_EN_02	Page Turners	14" x 11"	Adult Table Topper	1	<input type="checkbox"/>	report	\$0.00

3

If your sign kit is 100% correct (you received accurate quantities of all signs listed and these sign sizes and quantities are accurate for the fixtures in your store) you can click on accept all to accept all signs.

4

If not all signs were accurate, click on the accept box next to all signs that were received correctly.

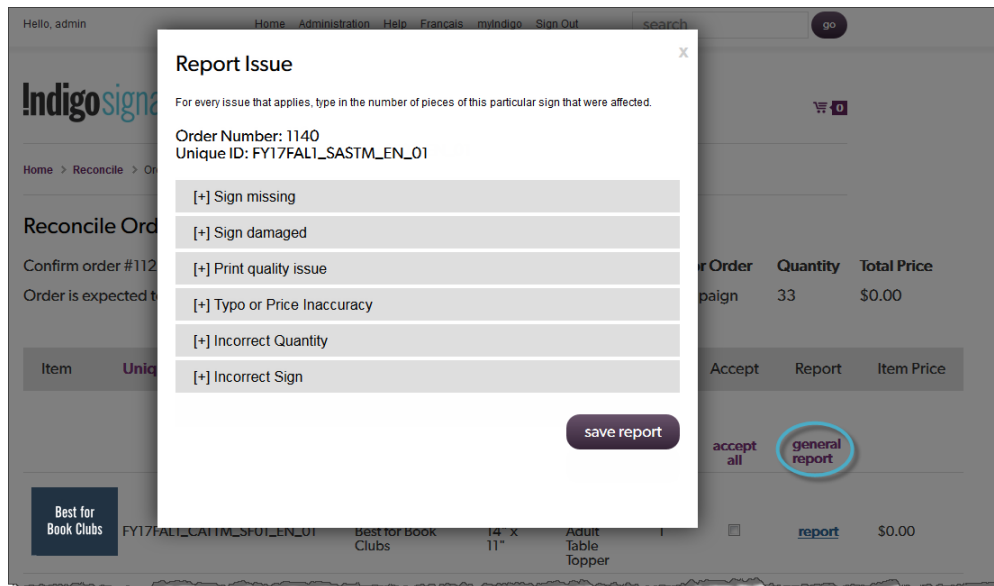
5

For any signs that were not received accurately, click on the report button and a pop up menu will appear for you to let us know what the problem is.

### Reporting an Issue with your Order

If there was an issue with any sign on your order, once you click on the report button for that sign, a new window will open to help you call out exactly what the issue with the sign is.

The majority of issues should be captured by the below 6 menu options. If you have any issues that are not, please use the General Report button to capture.



- Sign Missing – if a sign appears on the kitting checklist and is missing from the sign kit, enter it here.

[-] Sign missing

Quantity: 0

Notes:

Physical quantity received does not match Indigo Kitting Checklist

- Sign Damaged – capture the quantity of this particular sign that was received damaged as well as calling out the nature of the damage (i.e. the corner of the sign was ripped) and if the shipping package was damaged or not.

[-] Sign damaged

Quantity: 0

Notes:

Please describe the damage to the sign in the Notes field.

☐ No damage to shipping package  
☐ Shipping package damaged

- Print Quality Issue – capture any issues with the print quality of the sign here. Be sure to describe the issue in the notes section (i.e. – faded, streaky, bleeding, ...)

[-] Print quality issue

Quantity: 0

Notes:

Please describe the quality issue. Eg. Faded, streaky, bleeding etc.

- Typo or Price Inaccuracy – there are more upstream checks than ever before to ensure signs are correct, however there is always the possibility of human error. If you've found any errors such as typos or price inaccuracies, please call them out there. Be sure to provide details on the error in the notes section. (i.e. – spelling error, wrong promotion, incorrect price ...) The Visual Merchandising Team will take it from here – partnering with Creative Studio & the Printer to have a new sign created, printed & sent out. Being these would be issues affecting all stores, merchandising direction will be sent.

[-] Typo or Price Inaccuracy

Quantity: 0

Notes:

For example, spelling error, wrong promotion, price, etc.

- Incorrect Quantity – capture any discrepancies in the number of a particular sign received here (either too few or too many). Please add any information in the notes section that you think will help clarify.

Note – in addition to sending you any missing signs, this will help us update your profile, so your store is sent the correct number of signs going forward.

[-] Incorrect Quantity

Quantity: 0

Notes:

Your kit contains too many or too few signs for the fixtures in your store (please specify)

☐ Too many

☐ Too few

- Incorrect Sign – capture if the sign you received was incorrect. Please be sure to call out what was incorrect. (i.e. – size, store format, language, ...) and provide details in the notes section.

[-] Incorrect Sign

Quantity: 0

Notes:

Select all options that apply and provide details in the Notes field

☐ Size

☐ Store Format (LF/SF/Brand)

☐ Language

# RECONCILE ORDER

## Reconcile Seasonal Orders

Image	Unique ID	Title	Size	Type	Quantity	Status	Action	Price
	FY17FAL1_SATTXL_EN_08	Harry Potter	22" x 28"	Adult Table Topper	1	<input checked="" type="checkbox"/>	report	\$0.00
	FY17FAL1_SKECS_EN_01	Teacher's Choice	Xtra Small (18" x 18" or 18" x 22.875")	Kids Endcap	1	<input type="checkbox"/>	issue reported	\$0.00

6 → reconcile order

**6** Once you've reviewed and either accepted or reported on all of the signs in your kit, click on the Reconcile Order button at the bottom of your order.

When you're ready to reconcile, all signs in your kit should either have a check mark (if they are accurate) or an issue reported (if they are inaccurate). If you've missed any signs on your list, the form will not allow you to complete reconciling your order.



### REMEMBER

Once you've completed this step your order reconciliation will be submitted and you will not be able to make any changes.

Once your order has been reconciled, you will see a list of you reconciled order by sign type. At this point, a report of any missing signs is directly sent to our printer and they will ship you the signs required. The Visual Merchandising team will receive a report of any issues that require updating store profiles, to ensure the error has been caught and corrected for the next sign kit.

**IndigoSignage** reconcile order seasonal

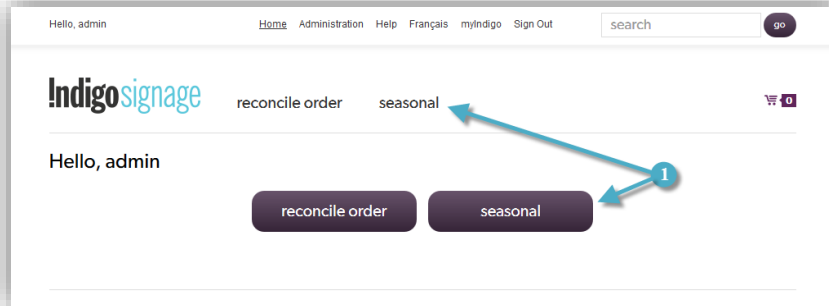
**Order Reconciled**

The order has been received as of 7/19/2016. Any issues registered will be sent out accordingly: if signs were missing, incorrect or damaged, a new sign will be sent to you from the vendor. If you reported that we have sent the wrong format, content or quantity for your store, a replacement will be sent from the vendor and Home Office will update the database for future kits. A member of the Creative Studio team may contact your store for clarification if needed.

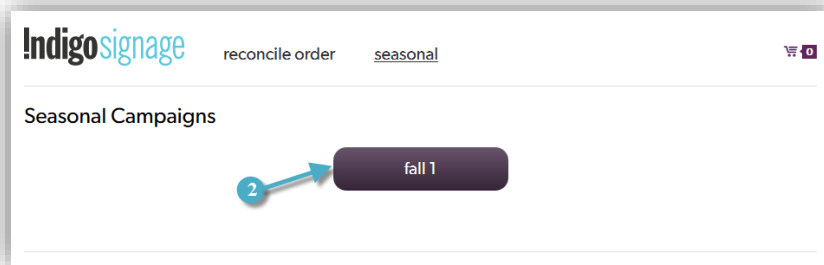
Item	Unique ID	EN/FR	Size	Type	Reconciled	Item Price
<b>Adult Table Topper</b>						
	FY17FAL1_CATTM_SF01_EN_01	EN	14" x 11"	Adult Table Topper	1	\$0.00
	FY17FAL1_CATTM_SF01_EN_02	EN	14" x 11"	Adult Table Topper	1	\$0.00
	FY17FAL1_SATTXL_EN_01	EN	22" x 28"	Adult Table Topper	2	\$0.00

### Order Additional Seasonal Signs

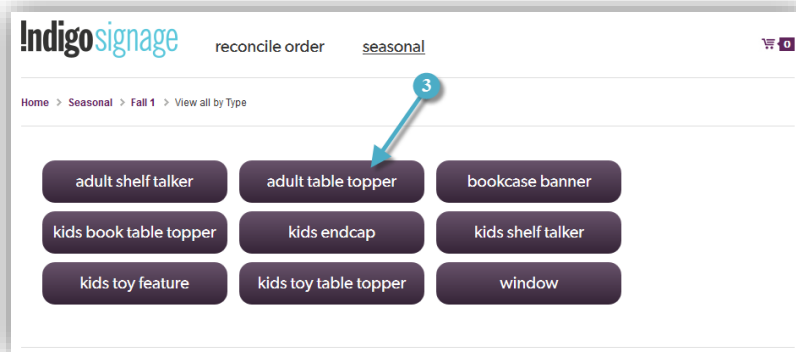
The Seasonal portion of this portal will allow you to order any additional quantities of seasonal signs you would like for your store. As ordering additional signs impacts your store's P&L, orders should be limited to managers.



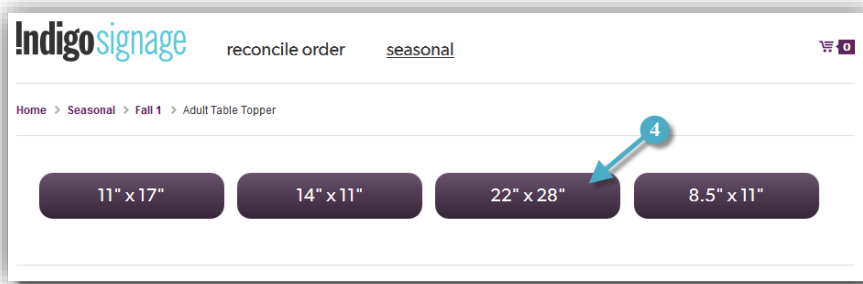
- 1 Navigate to the Seasonal section of the site by selecting either the Seasonal Button once you've logged into the site or by using the Seasonal navigation at the top of all pages.



- 2 Select which campaign you would like to order additional signs from – there will be a separate button for each active campaign.

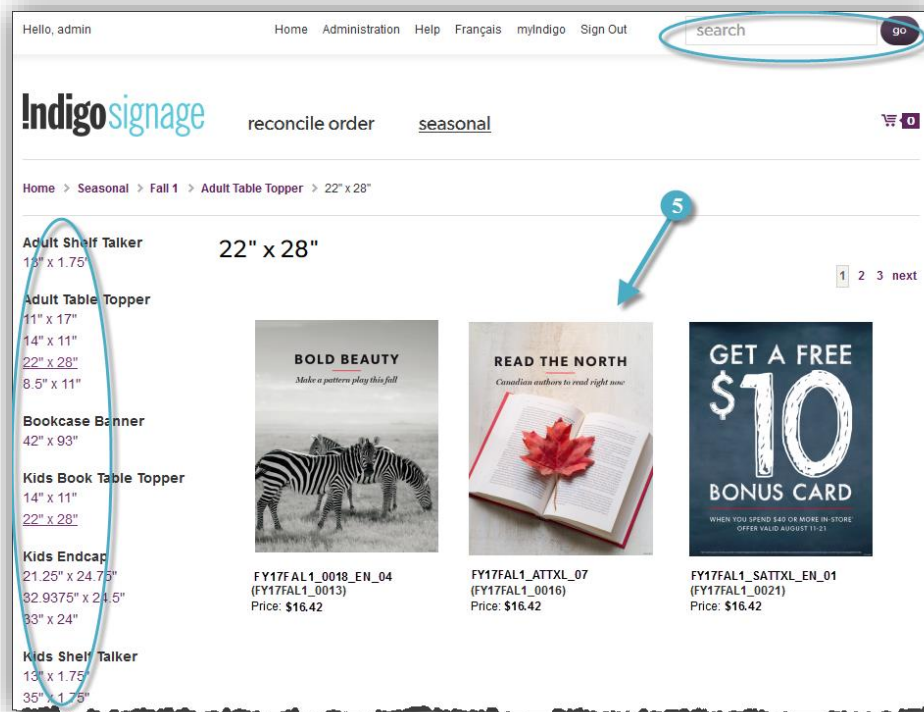


- 3 Once you've selected the Seasonal Campaign you would like to order from, all sign types for that campaign will appear, for you to select the type of sign you're looking to order. (note - for this example we will use adult table topper)



4

Once you've selected the type of sign you're looking for, you will be prompted to select the size and actual sign you would like to reorder. If you are not 100% sure of the size you require, please measure and existing sign in your store of the same size required prior to placing your order. You will only be able to view the signs linked to your store.



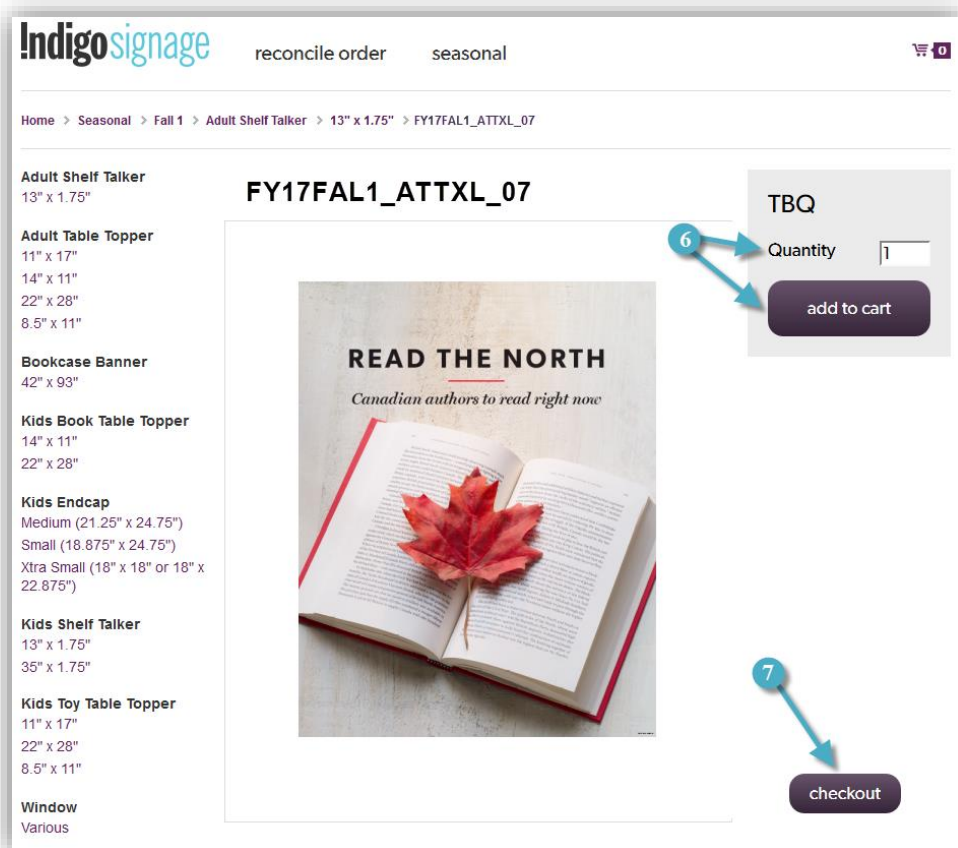
5

Once you've made your size selection, all of the signs available to your store (based on your previous sign type and size selections) will appear. Under each sign, you will find the cost for ordering that sign. (note – this cost does not include shipping) Click on the image of the sign you wish to order.



#### TIP: NAVIGATION

At any time, you can search signs by Matrix ID using the search bar at the top right of the screen. Also, you can easily toggle between sign type & size options using the menu bar at the left hand side of the screen.



6

Once you've found the sign you wish to order, select the add to cart button as well as updating the quantity of signs you would like to order.

7


Once you've completed your order, select the checkout button.

Selecting checkout will bring you to a listing of the signs in your shopping cart. At this point you're still able to edit your order, by changing the quantity of a sign requested or removing a sign entirely from your cart.



Indigo signage reconcile order seasonal

### Shopping Cart

Item	Item Number	Quantity	Item Price	Total Price	Reason for Order
	FY17FAL1_ATTXL_07	1 <a href="#">remove</a>	TBQ	TBQ	<Please select a reason>

Subtotal \$16.42

[continue shopping](#) [checkout](#)

8

Prior to completing your checkout, you will need to indicate your reason for ordering each sign in your cart from the dropdown menu:

- Sign Damaged in Store
- Sign Missing Since Receipt in Store
- Merchandising Change Made in Store
- Other (if you select other, you will need to provide additional information on why you're ordering this sign in the open text box that pops up)

9

At this point, you are able to either finish placing your order by selecting the checkout button or you can select Continue Shopping to add additional signs to your cart.



#### REMINDER: SIGN COSTS

You will notice the cost listed for each sign, your store will be charged for any additional signs ordered. (only additional signs being sent via reconciliation will have no charge) There will be a pop-up window reminding you of this prior to completing checkout. For any additional signs ordered, the invoice will be sent to Home Office, coded to your store & sent to AP.

**TIP:**

If you order a sign that has been ordered in the past 30 days, you will receive the below pop up window to remind you that this sign was recently ordered and give you the option of proceeding with adding it to your cart or not.

**Previously Ordered**  
  
The item was already ordered within the last 30 days. Are you sure you want to order it again?  
  

yesno

**Indigo**signage  
reconcile order   seasonal

**Checkout**  
This order will be shipped to:  
  
Chapters  
123 Main St.  
Toronto, ON  
H3Y 4R7  
123-123-1234

**Cart Summary**

**Order Total \$16.24**

10  
continue shopping   **complete order**

**10**

Prior to completing your order, you will have the ability to review the shipping address to ensure it is correct. (note - after each step of the checkout process, you will be able to either proceed with checking out or return to continue shopping)

Finish placing your order by selecting the complete order button.

After your order has been completed, you will see a confirmation of your order highlighting your order's estimated arrival date as well as your order reference number. Once your order has been placed, it will appear under Reconcile Order, so you can audit & reconcile it once it arrives.

