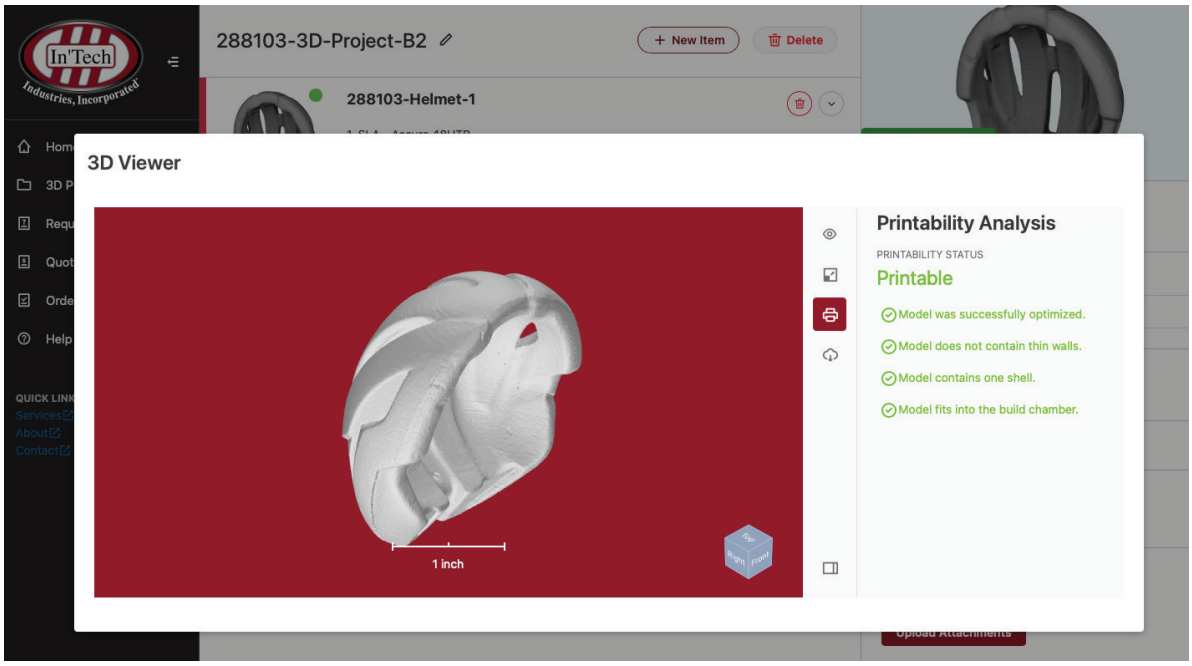
User Guide

Using Request, Quotations and Orders



Create your Account 3

Uploading 3D Files 4

Defining Production Settings 5

Requests 6

Quotes 7

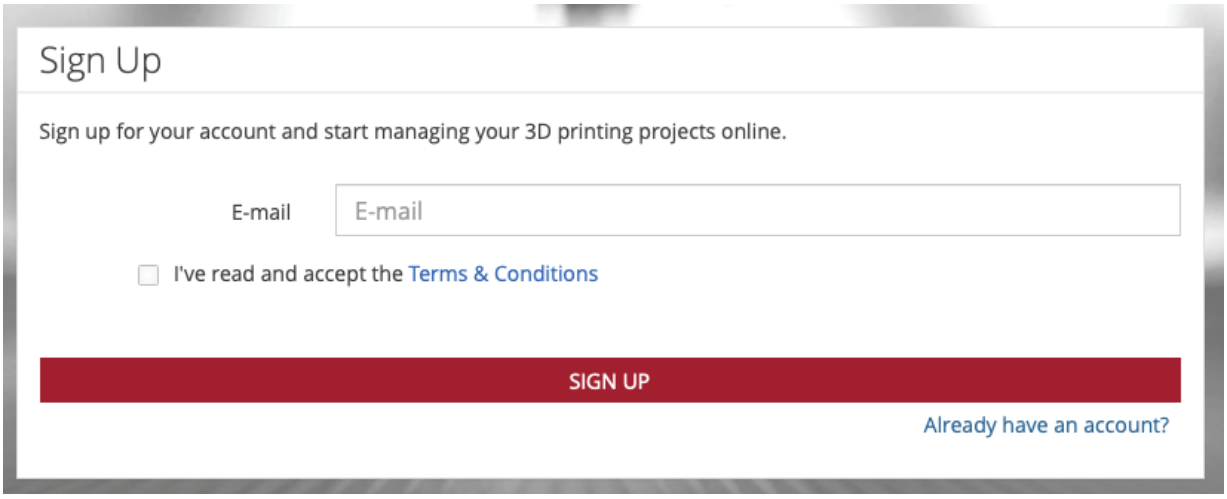
Approving Quotes as Orders 9

Place your order 9

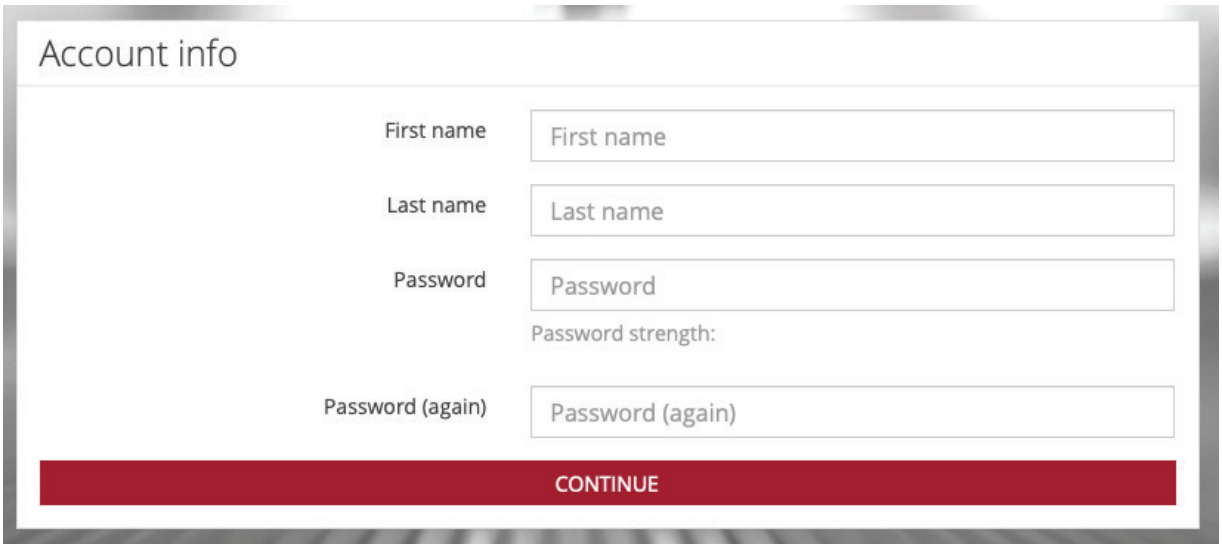
Projects 12

Create your Account

- Click the **Sign Up button**



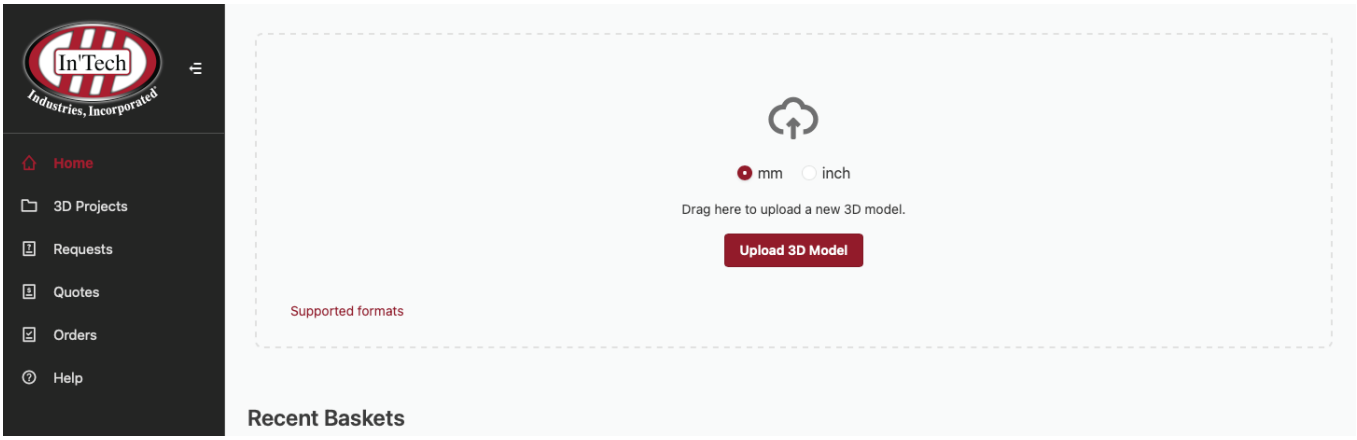
- Enter **your e-mail address**, agree to the **Terms & Conditions** and click **Sign Up**.
- An email will be sent to you in order to confirm your email address
- Once you confirm your email, you will be asked to input a **Secure Password**
- Depending on the platform configuration, you might have to supply additional information like name, address or department.



Uploading 3D Files

Open the Platform

- Go to Home screen



Upload CAD file

The native file format is .stl. Other CAD file formats will be automatically converted (Click here to view Supported Formats).

- Set inch or mm (Note: you can set a default unit in your profile)
- Upload one or multiple CAD files via drag&drop or choose over explorer
- Files are uploaded in a new basket
- Automatic File Repairing algorithm to ensure printability
- Automatic Conversion in to .stl

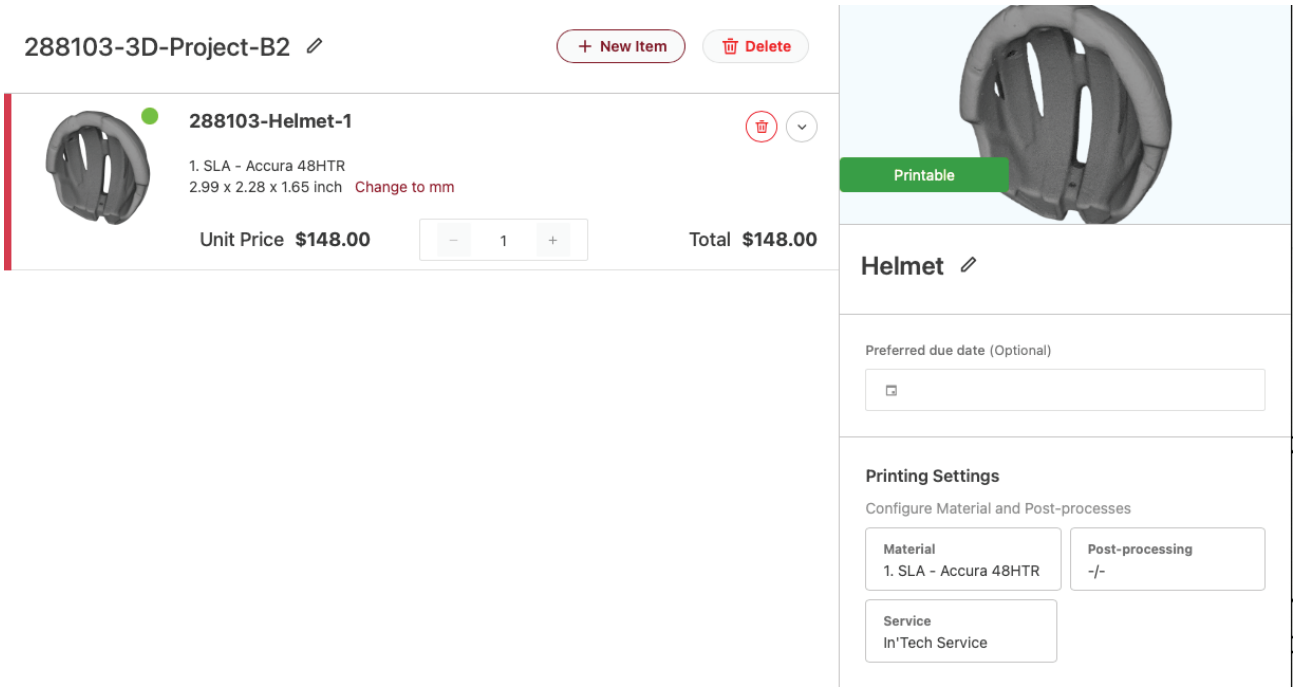
Defining Production Settings

Fill our the part requirement

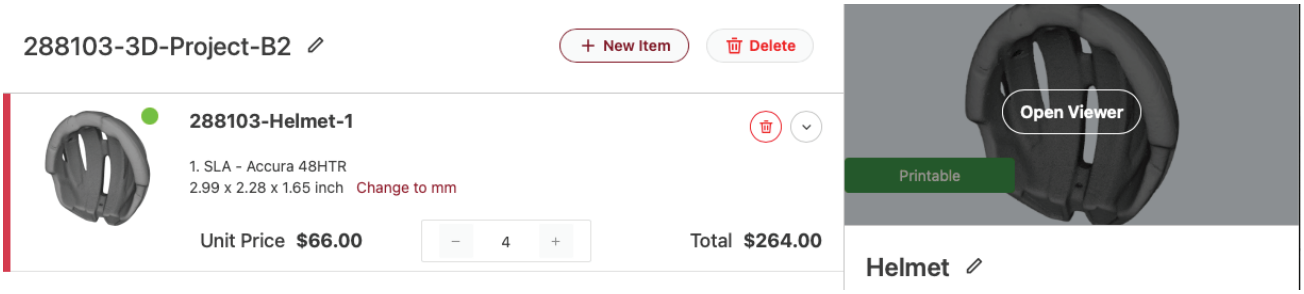
- Click on each part Line Item
- **Input the information requested** in the right column, under the thumbnail.
- Click on **Continue** to access the material selection

Select Material & Post Processing

- Adjust file/basket name using the pen icon
- **Select your Material** (Use search and sorting to find the right material quickly or Click Advanced Comparison to view detailed material characteristics)
- Add **Attachments** which are shared with our team

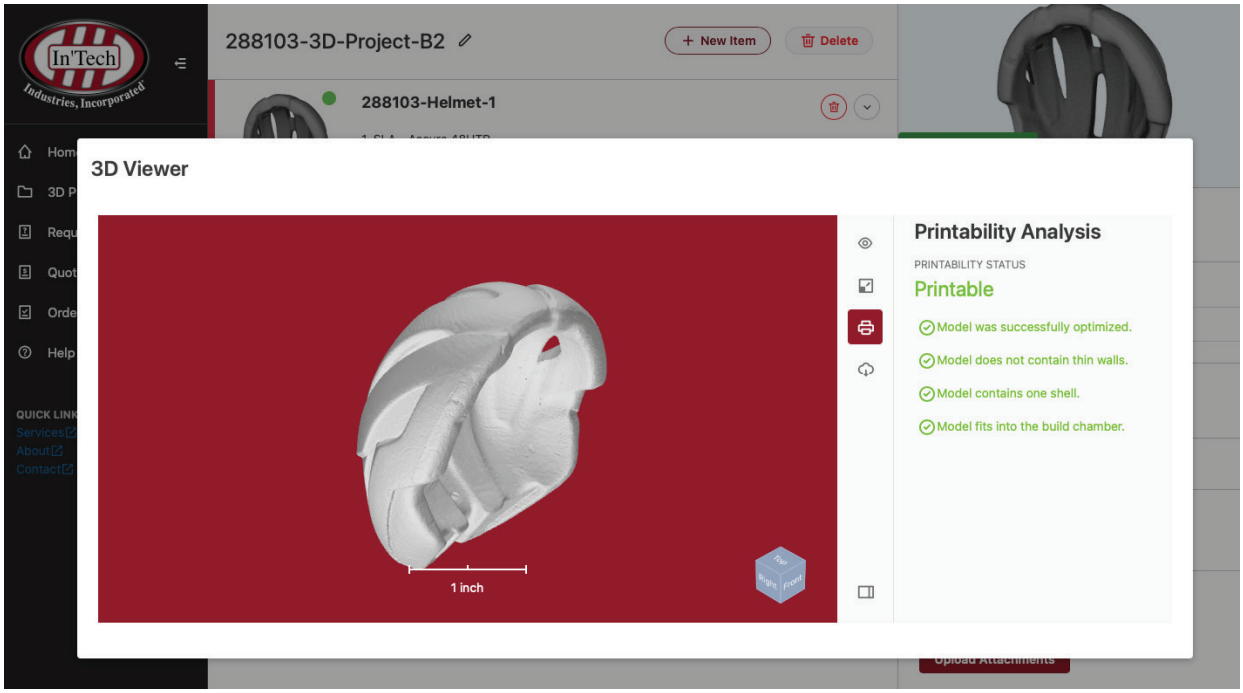


Viewer



- To **Review the 3D model** and check part dimensions, navigate to the image in the upper right corner and **Click Open Viewer**
- Review the **Printability Analysis**, the written descriptions will show any problematic aspects of the model in terms of Optimization, Thin Walls, Multiple Shells or Size.

- Use other menu options to view the **Part Dimensions** and **Wall Thickness Analysis**



Requests

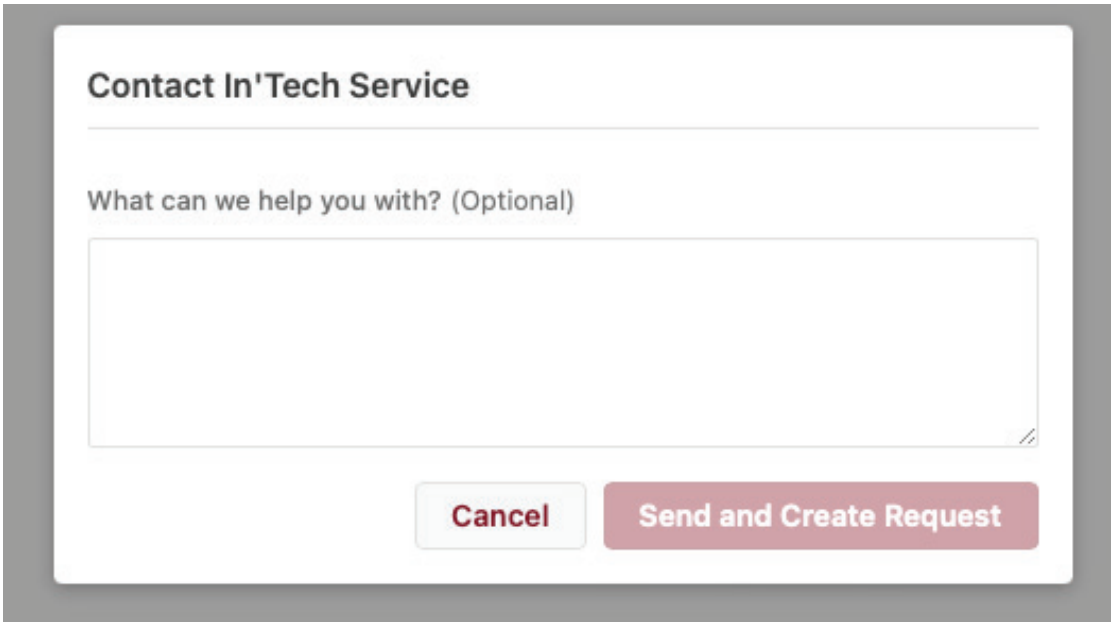
Requests are intended to be used to **Contact the Service** for recommendations before placing an order or to get **a Manual Pricing.**

Contact the Service

- Click **Contact Service**
- Add a **Message** which will then display as the first comment in the request
- A Request will be saved and an email notification will be sent to the Service

Request price

- Click **Request Price**
- Add a **Message** that will be shared with service
- A Request will be saved and an email notification will be sent to the Printing Service



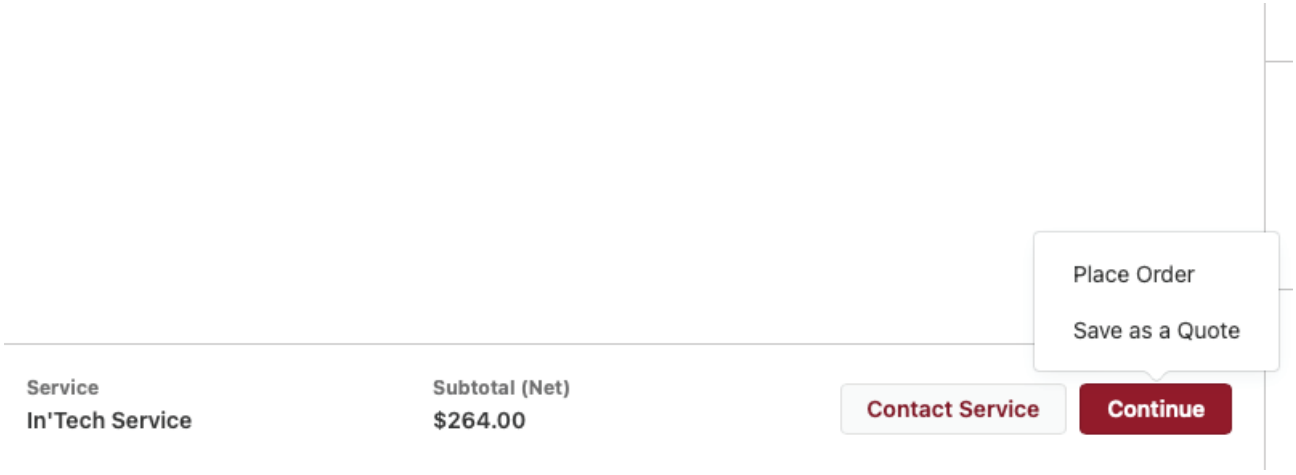
- The Request will be saved under the **Requests Tab** in the menu bar and an email notification will be sent to you.
- The service will review the **Request** and provide a **Quote**. Once the Quote ready a notification will be sent to you
- The Quote will be shown in the **Quotes Tab** in the menu bar.

Quotes

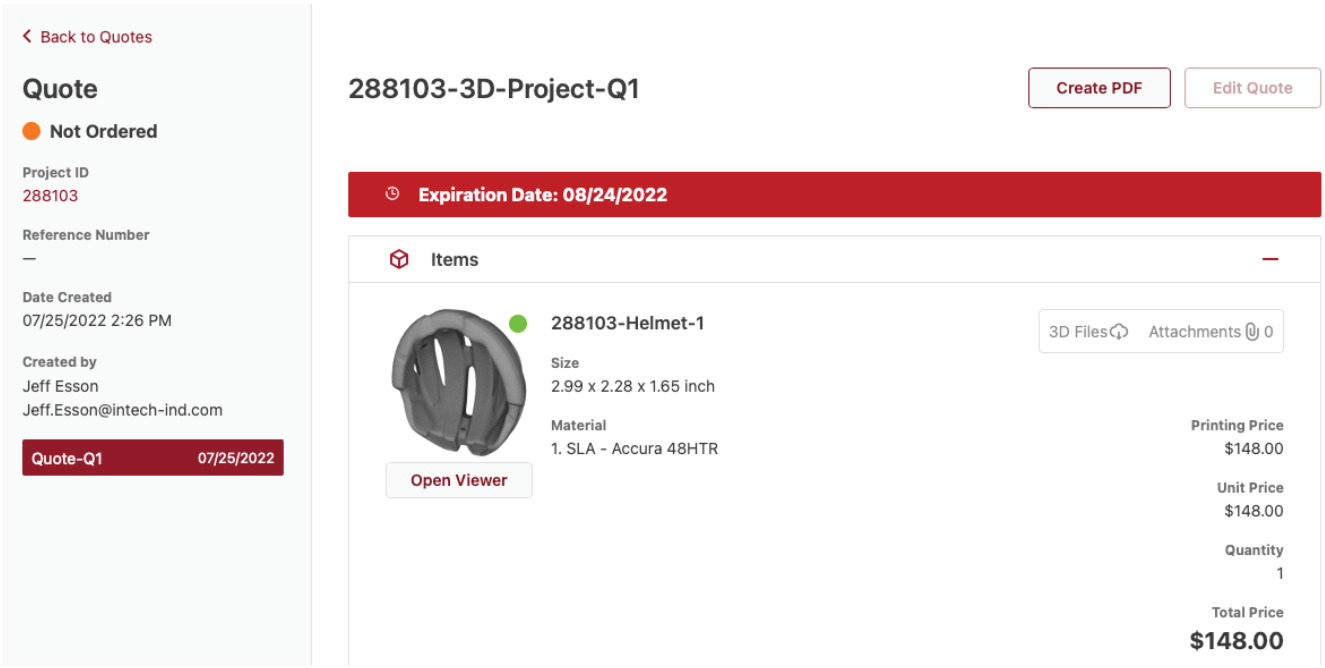
Quotes can be created, saved and downloaded as a PDF to compare various options or to get approval from a manager or team member before ordering.
(As described above) Any requests that need manual pricing by the Service also appear as quotes for the buyer to approve as orders once the price has been confirmed by the Service.

Create a quote

- Click **Save as a Quote**



- The Quote will be shown in the **Quotes Tab** in the menu bar.



Create a PDF

- Before placing an order you can **Generate a PDF** of your **Quote**
- Click **Create PDF**
- Input a **Shipping Address, Billing Address and Shipping Method** to refine the final price, so that it appears on the quotation
- The PDF Quotation will be generated and can be downloaded
- You can access the PDF again in the future by returning to the quote and clicking Create PDF

Editing Existing Requests/ Quotes

If your **Quote or Request** needs to be adjusted based on new materials, updated files, or modified requirements or post-processing operations, this can easily be completed in the platform.

- Select **Edit Request** or **Edit Quote** in the upper right
- A new basket will be opened with all settings loaded from the previous Request or Quote
- Edit any production settings that should be changed
- **Save** your Quote or Request

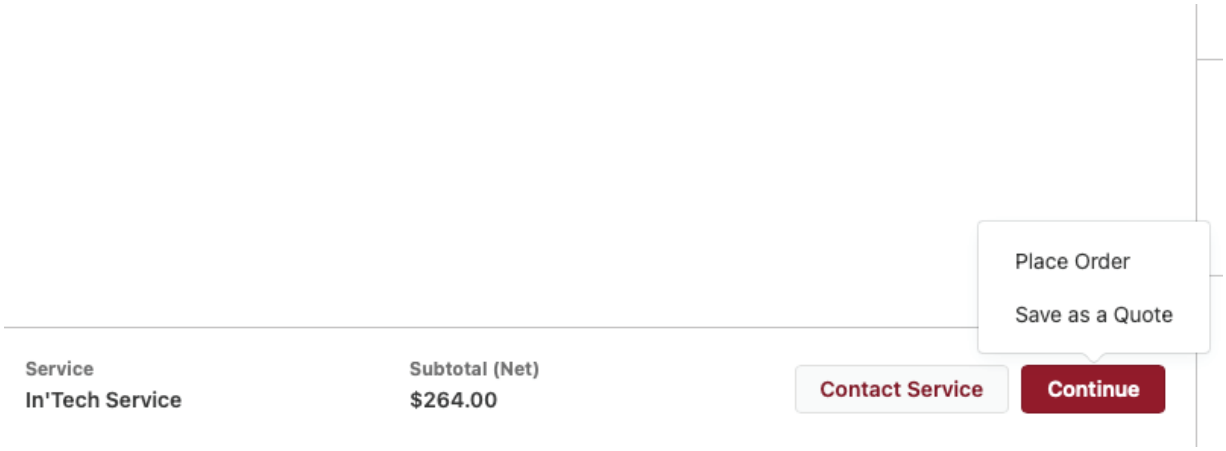
Approving Quotes as Orders

Once you are ready to order form your Quote

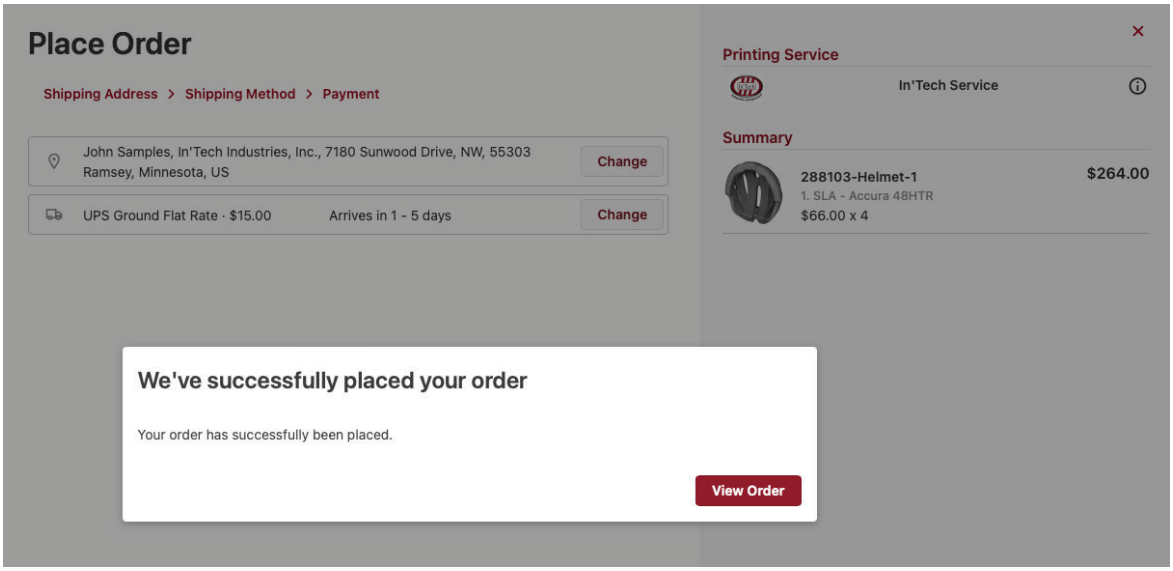
- Use Place Order to begin the checkout sequence
- Input a shipping address, billing address and shipping method (If these items have previously been defined to download the quote as a pdf, you will move straight to the billing information.)
- Select an available payment method and approve the applicable Terms & Conditions
- Click Place Order

Place your order

An order can as well be place from the home screen without generating a quote



- Click **Place Order**
- Proceed to the Checkout to define **Shipping** and **Payment Details,** confirm the **Terms and Conditions** and click **Place Order**



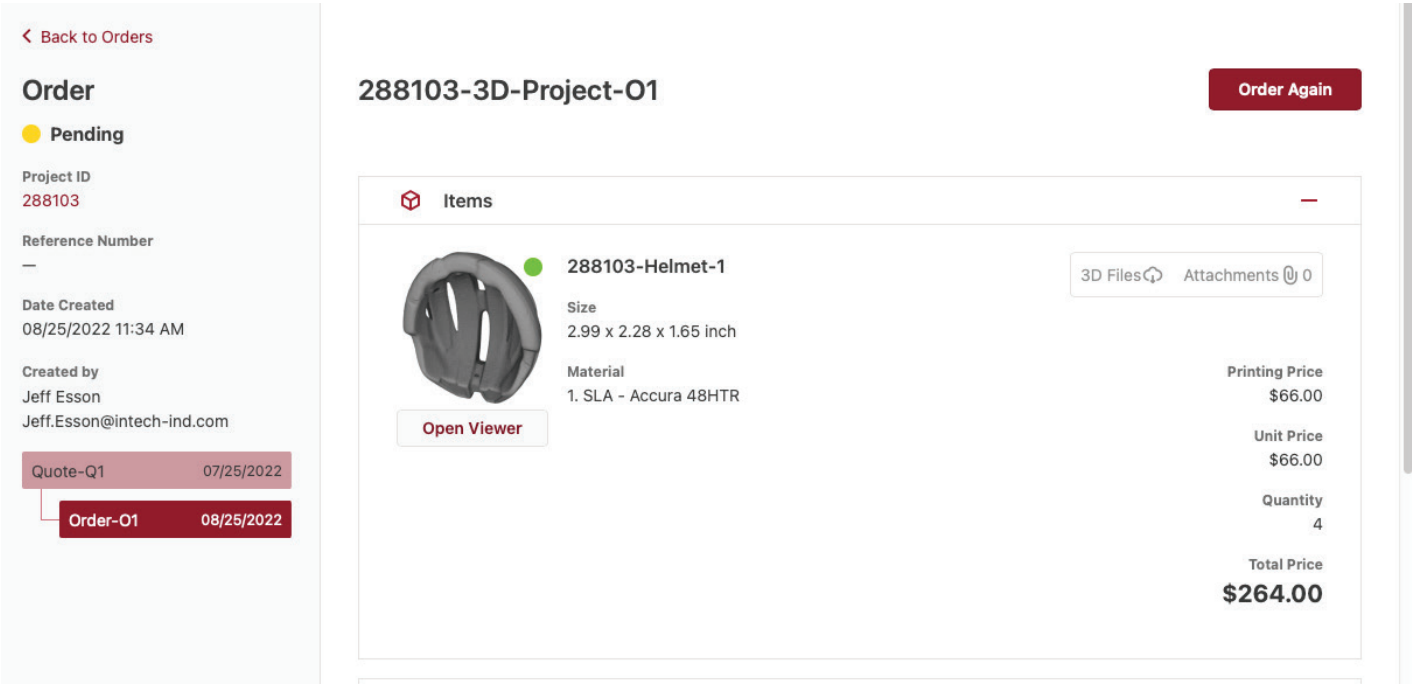
- After placing the order you will be redirected to the order detail page
- Here you can **Comment**, **Re-Order** and see all the order details in one screen

Review Orders

- Click on **Orders** in the left menu to find all orders submitted by you and review their status.
- The status is defined by the Service

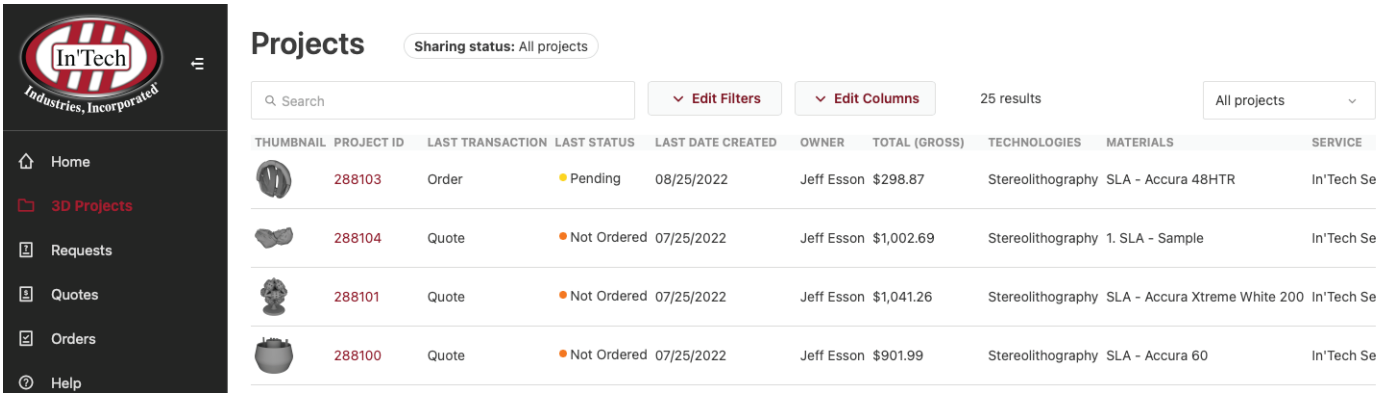
Reorder

- Click **Order Again** to create a new basket with the same parts and configuration (quantity, material,...) without having to upload the parts again
- You can immediately proceed to checkout



Projects

Whenever you upload one or more parts towards placing a **Request, a Quote or an Order**, a new **Project** is created



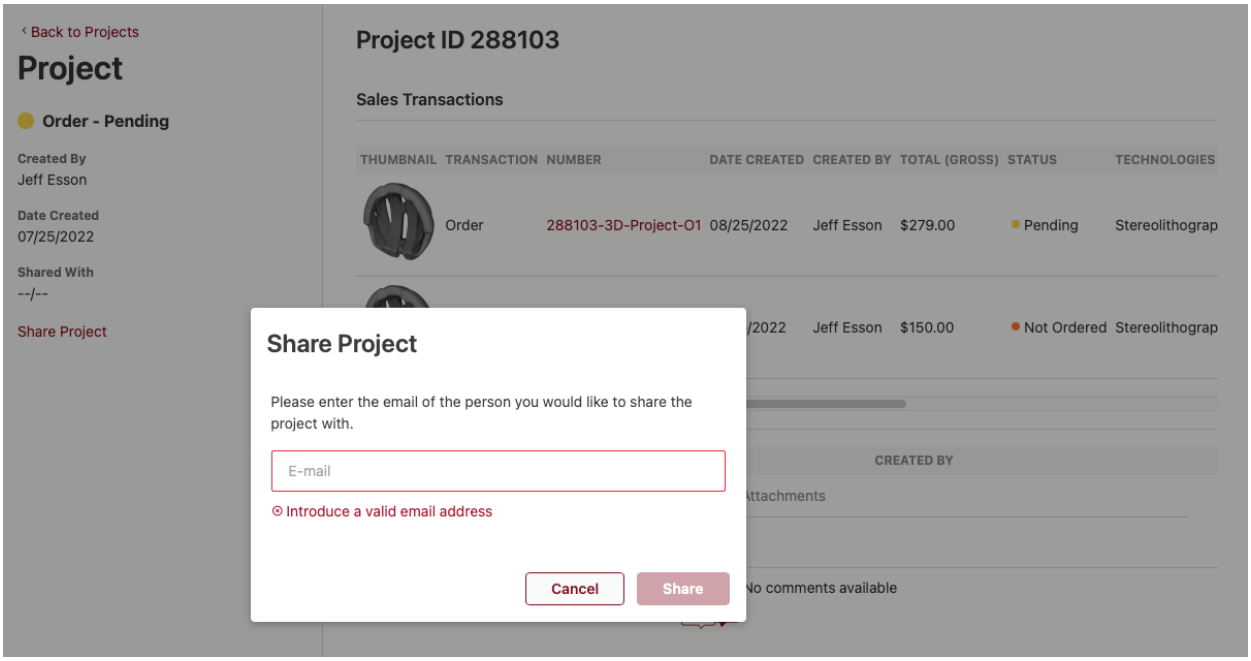
- This project houses all subsequent related **Requests, Quotes or Orders**
- All Information from related Requests/Quotes/Orders are **aggregated under a Project**

- All attachments and comments related to a project, across all steps, are grouped in the project detail view.

Share projects with other users

When ordering parts you sometimes want to share the current project with your supervisor to get approval for a quote. Or you want to loop other people into the communication who need to be informed about the progress of an order.

- You can **Share any of your Projects** with other users
- Click on **Share Project** and enter the **email address** of the person you want to share the project with



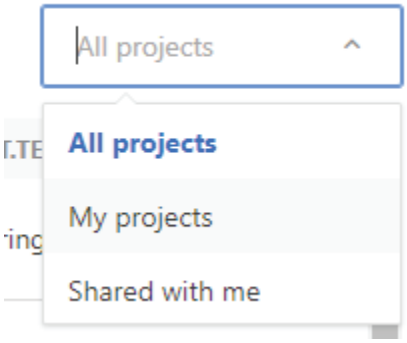
- A notification will be sent to the user, if the user doesn't have an account on the platform yet, an account creation will be requested

The **Sharee** will be able to:

- **Access all Project Information** directly through their own account

- Be automatically informed about project updates such as order **Status Changes**
- Read and participate in the communication with our team
- **Act on Projects** themselves, e.g. order a quote, re-order, etc.

You will be able to recognize your projects with the ones shared with you by using the **Filters**



Commenting on 3D Projects

- Each **Request, Quote and Order** maintains its own specific comment stream.
- Open a Request, Quote or Order
- Scroll down to see all current Comments.
- By using **Add a Comment**, you can send a message directly to our team.