

Welcome to our Clear Stamp website. In order to make ordering Stamps quicker and easier, all orders are processed via our Clear Stamp website. Here you can create your own online account, where you will be able to upload new artwork, view your library of designs, place an order, view the status of an order and see your order history. This easy click-to-order process is available 24 hours a day.

Create an Account:

1. Visit <http://myaccount.clearstampmaking.com/> and select 'Create a new online account' towards the bottom of the page
2. Complete the online form with your details in the relevant fields
3. Click 'Submit online account request form'
4. Once you have registered you will receive an automated confirmation email, and one of our Craft managers will be in touch with you shortly to help get your account set up. *Please note your account will not be activated until you have spoken to a member of our team to confirm your requirements*

Log In

1. Once your Craft manager has activated your account, you will be able to log in by visiting: <http://myaccount.clearstampmaking.com/>
2. Click 'Log in to my account'
3. Log in securely with your user name and password
4. If you have forgotten your password please click either the 'password reminder' or 'click here' links underneath the log in button. If you are having trouble logging in email your Craft manager or info@photocentric.co.uk and we will respond as soon as we can within business hours

To Submit New Artwork:

1. Click the 'Submit new artwork' link towards the top right of the page
2. Enter a description you wish to save the artwork under
3. Select the relevant finished stamp size from the drop-down menu – if the size you need isn't available email your Craft manager so we can add this in for you
4. Click 'Add new stamp design to your account'
5. Click the 'Send Artwork' button and attach your artwork file(s) to the email. It is important that the artwork be sent via the website procedure as the website tracks your order progress

Order Samples:

1. Click on the 'Order samples' tab towards the top of the page
2. Here you will see your library of artwork designs (if your artwork isn't here please follow the steps above to submit new artwork or email your Craft manager if you feel a design is missing)
3. Enter your desired sample quantity using the drop down underneath the artwork thumbnail. Please note: For sample orders you can order up to 2 x A4 sheets or the equivalent (i.e. 2 x A4, 4 x A5, 8 x A6, etc)
4. Once you have selected all of the samples you need, click 'Update basket' towards the bottom of the page
5. Check your basket, and once you're happy click 'order complete'
6. Check the order confirmation page and fill in the relevant fields. Your 'Customer order ref' is a number or description you wish to assign to your order for your records. Any packaging or shipping requirements should be entered into the 'Specification and Order Information' field. Please select 'Yes' or 'No' to Insert Cards, and select 'Yes' to confirm the order is for samples.
7. Once you are happy with everything click 'Order completed and confirmed'

8. You will then be directed to your 'My account' screen, where you will be able to view this order and any other orders in progress. This screen will also show the Photocentric reference and give you the option to pay for your order online

Create an Order:

1. Click on the 'Create Order' tab towards the top of the page
2. Here you will see your library of artwork designs (if your artwork isn't here please follow the steps above to submit new artwork or email your Craft manager if you feel a design is missing)
3. Enter your desired order quantity by entering a number into the field underneath the artwork thumbnail
4. Once you have selected all of the items you need, click 'Update basket' towards the bottom of the page
5. To order any non-stamp accessory items, such as acrylic blocks or extra bags, please click the 'Misc' text button which you'll find near your page numbers towards the bottom of the page. Enter the order qty you would like next to each item, and click 'Update Basket'
6. Check your basket summary towards the top of the page, and once you're happy click 'order complete'
7. Check the order confirmation page and fill in the relevant fields. Your 'Customer order ref' is a number or description you wish to assign to your order for your records. Any packaging or shipping requirements should be entered into the 'Specification and Order Information' field. Please select 'Yes' or 'No' to Insert Cards, and select 'No' to confirm the order is not for samples.
8. Once you are happy with everything click 'Order completed and confirmed'
9. You will then be directed to your 'My account' screen, where you will be able to view this order and the status of any other orders in progress. This screen will also show the Photocentric reference and give you the option to pay for your order online
10. You will also receive a confirmation email with your order detail

Checking your Order Status

'New Order' – your order has been received and will be processed shortly

'Scheduled' – your order has now been processed and your despatch date is ready to view

'In production' – your stamps are in the process of being made

'Completed' – your order has been packed and despatched

Notes:

To view your available sizes and pricing at any time, you can select the 'Stamp Pricing' tab on the left of the page

1. Your order history can be found by selecting 'Your Order History' on the tab towards the left of the page
2. If your company contact or address details change at any time, please be sure to update them in the 'Edit your details' tab, also to the left of the screen
3. If you need to change your password or the email address with which you log in to your account, please select the 'Change log in' details tab

If you have any problems or questions at any time please contact your Craft manager or email info@photocentric.co.uk