



Physical Product Instructions & Documentation

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Getting Started

Set Up a New Design

1. **Set Up an Artboard** - Login to Corjl, then select *Create New Design* and choose *Physical Item Design*. Start by adding the design name and tags, then upload/choose a product image (optional - usually an image of the product you will be customizing). Next, set up the artboard dimensions (customizable area). To limit the customizable area to an area smaller than the actual physical product shown in the product image, check the box that says *Printable Area Smaller than Design* (image 2). If you want to save the product settings for future use, enter a name in the *Page Setting Name* box, then save. Next time you create a design, you'll be able to quickly load the settings from the *Load Preset* drop-down box (image 1). Please note that you can have up to 4 different designs open at the same time (can switch between designs using tabs).

IMAGE 1

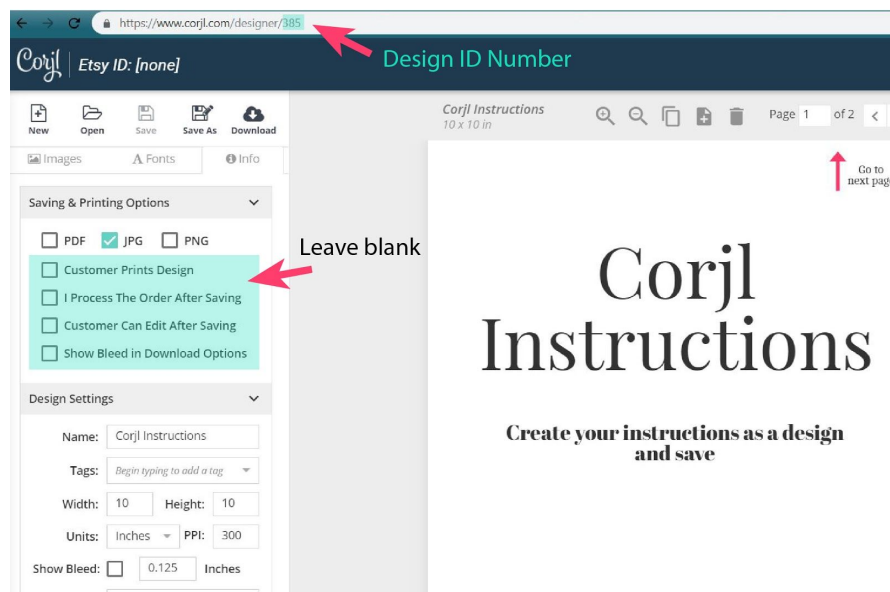
IMAGE 2

2. **Add/Hide Rulers** - Add/hide a ruler around the artboard. Right click directly on the artboard, then go to *View>Show/Hide Rulers*.
3. **Images** - Bulk upload elements (up to 20 at a time) using the formats PNG, JPG, SVG or GIF (supports animated GIFs). If you're uploading text as an SVG, be sure to outline or convert it into a shape before uploading. Maximum image size is 6MB (please contact support if you need the file size limit raised for your shop). Once uploaded, tag or rename items. Double click or drag an image onto the artboard.
4. **Fonts** - Upload your own fonts, or add them from the Font Gallery (includes over 600 free fonts and includes hundreds of server-licensed fonts provided by *Creative Fabrica* for an additional fee). The fonts you add or upload will show up under both *My Fonts* and *Design Fonts*. To tag fonts, right click and select *Edit Properties*. Rename fonts for your own use (customers will see real names of fonts). To delete a font from *My Fonts*, right click, then select *Delete*. To remove a font from *Design Fonts*, right click, then select *Remove From Design*. Check the *Select All* box to quickly select your desired fonts.
5. **Info**
 - a. **Saving and Printing Options** - Choose how an item is processed once a customer has finished personalizing:
 1. **Customer Prints Design** - Select this option if your customer will be downloading and printing the item themselves. For more information on this option, see the *Corjl Digital Product Instructions*.
 2. **I Process The Order After Saving (default)**- Select this option if you will be processing and shipping the item after your customer has completed personalizing. Once your customer has finished and selected the *Approve Proof* button, they will no longer be able to make changes to their item, and you will receive an email with a link to download the file. You can also

access/download designs in the *Orders* dashboard and sort orders ready to process in the drop down menu at the top where it says *All Order Statuses*. If you want your customer to be able to continue making changes after approving their design, select both *I Process The Order* and *Customer Can Edit after Completing*. The customer will be able to make and save changes, if needed.

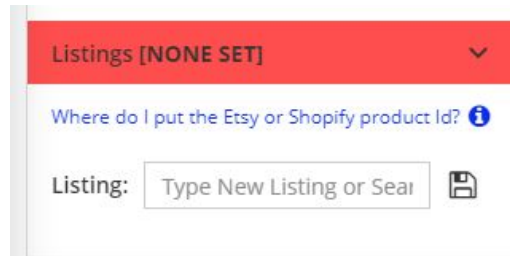
3. **Show Bleed in Download Options** - Select this if you want you/customers to have the option of including a bleed when downloading.
 4. **Show Item Image in Download** - Select this option if you want the product background image to show in the download.
 5. **Printable Area** - Designate the size of the area that will be downloaded. The artboard, text and images outside of this section will not show in the download. If you want the entire artboard size to print, select *Full Design Size*.
- b. **Design Settings**
1. **Properties** - Change the design name, add or delete tags, change the artboard size and PPI.
 2. **Show Bleed** - Select *Show Bleed* if you want customers to see a bleed when personalizing their items. You can also choose the bleed size by entering a value in the provided box. If you want customers to have the option of including a bleed when downloading, but don't want it visible on the artboard, deselect *Show Bleed*, then scroll up and select *Show Bleed in Download Options* (under *Saving and Printing Options*).
 3. **Customer Instructions** - Create your instructions as a product design in Corjl. At the end of the URL, you will see an ID number (see image below). This is the ID number you will need to add in the *Instructions* section for other designs. Make sure that all of the checkboxes under *Saving & Printing Options* are unchecked (image 3). If you want customers to be able to download the instructions in addition to viewing them, select a format (*PDF*, *JPG* or *PNG*), otherwise leave these options unchecked.

IMAGE 3



4. **Demo Instructions** - Include instructions when users demo an item. Please see *Customer Instructions* (above) for info on how to add an instructions ID.
- c. **Listings Section**
1. **Add Design to a Listing** - Designs will need to be added to a Listing in Corjl that will correspond with an Etsy or Shopify listing (see the **Setting Up Corjl Listings** section for more information). To add a design to a listing, click in the box where it says *Listing* and either type to search for the name of an existing listing, or type in the name of a new listing, then click

the *Save* button to add that design to the listing. You can also add the design to more than one listing by repeating this process.

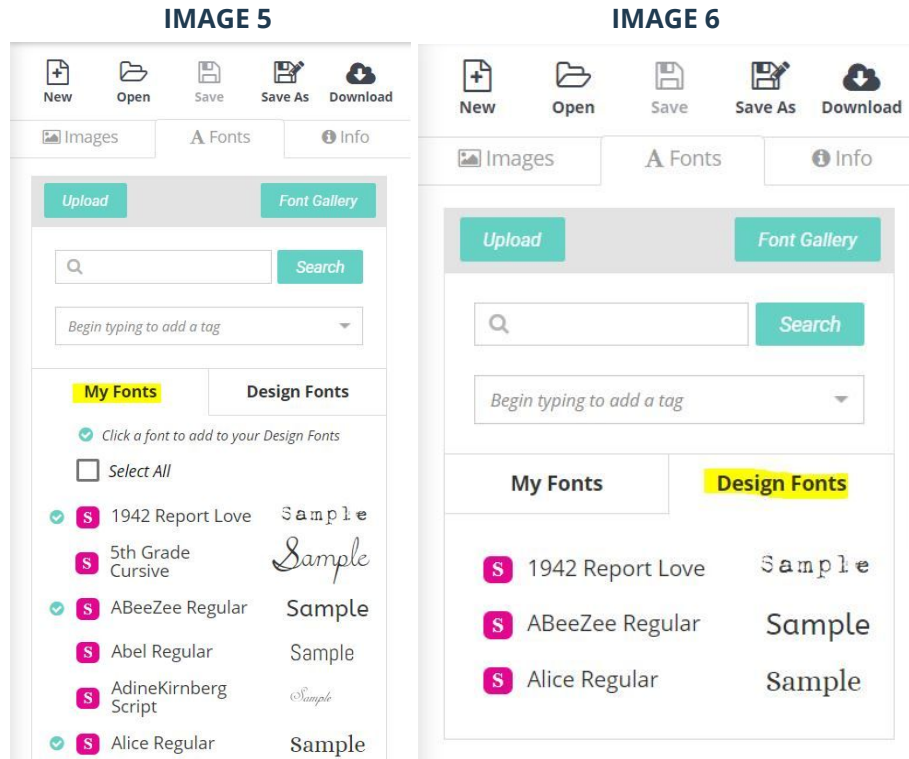


d. **Customer Settings**

5. **Order Expires** - Choose if and when your items expire. If a customer needs to access an expired item, open your orders dashboard, find the customer order, then click on the triangle icon (LH side). You can change the date of the expiration so that your customer can access their item.
 6. **Max Downloads** - Control how many times an item can be downloaded. Customers will see a number next to the download icon, showing how many times they have left to download. To add downloads to a purchased item, go to *View Orders*, open up the customer order and select from the drop-down box, located in the *Items Ordered* section.
 7. **Customer Can Change Product Image** - If this option is selected, customers will be able to change the background product image, if images are provided by you in the *Product Images* tab.
 8. **Customer Can Duplicate Pages** - Choose to allow customers to duplicate artboards. Please note that customers will not be able to add blank artboards.
 9. **Customer Can Add Text Boxes** - If this option is selected, customers will see a button in the tools panel that says *Add Text Box*. Customers will be able to add additional text to their item.
 10. **Customer Can Upload Images** - If this option is selected, customers will see a button in the tools panel that says *Add New Image/Replace Image*. Customers will be able to upload a new image or replace an existing image with their own uploaded file.
 11. **Allow Direct Orders** (*contact support to add this option to your account*) - Provide a link to a design for customers outside of shop (for example, a Freebie). Check the *Direct Link* box, then copy. Customers will have access to the item without needing a shop Order ID. Please note that per transaction fees still apply to these types of orders. Uncheck the *Direct Link* box to disable the link.
6. **Settings** - Find *Settings* under your seller profile (top RH side of the page).
- a. **Design Settings**
 - i. **New Design Default Settings** - Manage your settings for *Saving and Printing Options*, *Design Settings* and *Customer Settings*.
 - ii. **Demo Settings** - Enable a default watermark, or upload your own.
 - b. **Account Settings**
 - i. **Change Password or Shop** - Change your Corjl password or connect your Corjl account to another shop using this section. Please note that you can only connect one Etsy shop to one Corjl account.
 - c. **Billing Settings** - Manage your payment information and subscription plans here or cancel your account.
 - d. **Billing History** - Check your balance and view your transaction history. To view/download transactions, click on the arrow icon (LH side of the date). A download icon will appear that you can use to download your detailed transaction history.

Create a Design

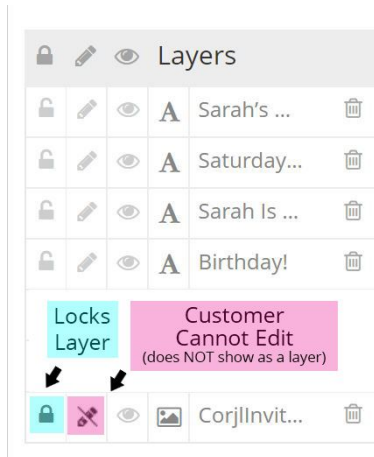
1. **Choose Design Fonts** - Pick the fonts you want for each design by selecting from *My Fonts* (image 5), or choose all by clicking on *Select All*. The selected fonts will automatically be added to *Design Fonts* (Image 6). You can use the fonts from this list in your design. Please note that your customers will only have access the fonts you include in this list. **Tip:** Right click on a font and select *Edit Properties* to add tags. You can then easily find fonts by entering a tag in the search box that says *Begin typing to add a tag*.



2. **Add Images** - Double click or drag an element onto the artboard. If your image is larger than the artboard, you can check the box that says *Fit to Shrink* and the image will be resized to fit onto the artboard. Please note that when customers upload an image, it will automatically shrink to fit. Use JPGs for photos and realistic images. PNGs are ideal for solid colors and images with defined lines (logos, text and graphics). If you want customers to be able to change the color/colors of your graphics, save/export your images as SVGs (outline text before uploading it as an SVG).
3. **Replace Images** - To replace an image on the artboard, select the image, then find the image you want to replace it with under the images tab. Right click on the new image, then select *Replace Selected Image*.
4. **Add Text** - Double click or drag a font style from *Design Fonts* onto the artboard.
5. **Personalize** - Change text directly on the design by double clicking into the text box. You can also change text using the text box located in the tools panel.
6. **Change Font Style** - Change font style using the drop down box in the tools panel.
7. **Character Map** - Click on the character map icon next to the font style drop-down box to access font glyphs. Select a glyph, click *Copy* and paste (CTRL or COMMAND + V) the glyph into the text box where desired. Please note that only the glyphs that have been assigned a unicode by the font creator will be available.
8. **Change Text Color** - Change text color by clicking on the color rectangle in the tools panel. Choose a color or use Hex, RGB or HSL. You can also create a color palette (up to 12 swatches) by selecting *Add Color*.
9. **Change Font Size** - Change text size using the drop-down box in the tools panel. You can also change the text size by dragging the corners of a text box in or out.
10. **Clipping Mask** - Use any text or shapes from the *Shapes* tab as a mask for images. In the layers panel, drag the text/shape layer right above the image layer you want to mask, then right click on the text/shape layer and select *Create Clipping Mask*. To release the clipping mask, right click on the text/shape layer and select

Release Clipping Mask. If you see a visible line around the text, change the opacity of the text to 0. For best results, we recommend downloading any design that utilizes the masking feature either as a JPG, PNG or flattened PDF (select *Flatten PDF*, under the *Info* tab). Also, please note that the clipping mask feature is currently not fully compatible with all browsers, including Internet Explorer and MS Edge.

11. **Resize Text as Image** - To stretch text vertically or horizontally, select *Resize as Image* in the tools panel.
12. **Freeze Text Boxes and Images** - Freeze the location of an element, while still allowing customers to select and change it. To freeze an item, right click on it and select *Freeze>Frozen*.
13. **Set Textbox Width** - If you want the width of a text box to remain unchanged when the text size is altered, right click on the text box, then uncheck *Dynamic*.
14. **Hide Elements in Download** - Keep items from showing when downloaded (great if you need to add a boundary layer or instructions directly onto the artboard). To hide an element in the download, right click on it and select *Download Options>Hide in Download*.
15. **Assign Element as Top Layer** - Assign an element to stay positioned as the top layer, regardless if a customer adds an image (great for logos). Right click on the element you want to keep as the top layer, then select *Order>Always On Top*. Be sure to lock the element if you don't want customers to be able to delete it.
16. **Character and Line Spacing** - Adjust the character and line spacing using sliders or by entering a number manually in the tools panel.
17. **Add Stroke, Drop Shadow, Outer Glow and Opacity** - Under *Style Text* and *Style Images* in the tools panel, add stroke, drop shadow, outer glow or opacity to your text and images.
18. **Gradient** - Add gradient to text. You can use 2 colors and choose the angle of the gradient.
19. **Curve Text** - Arc or create a circle with text. Adjust the width of the text box to the width of the desired arc or circle, then click *Curved* under *Style Text* in the tools panel and select *Circle* or *Arc*. Change the curve of the arc by using the slider in the tools panel. Adjust the spacing between characters in an arc by dragging the text box inward or outward, or by adding spaces (using the spacebar) in front of or behind the text.
20. **Blend** - Use the blending tool under *Style Text* or *Style Image* (tools panel on the RH side) to change how graphics/text interact with elements beneath.
21. **Filter Options for Images** - Under *Style Image*, you'll see the option to change the Saturation, Brightness, Contrast, Sepia, Hue and Blur of an image.
22. **Alignment Tool** - Select the *Snap* icon (horseshoe-shaped magnet) to turn on the snapping alignment tool.
23. **Flip/Mirror** - To flip/mirror an object, right click on the object, then select *Flip*.
24. **Align** - Select the objects you want to align to each other, while holding *SHIFT*, then right click, select *Align* and make your selection (vertical/ horizontal centers or left/right/top/bottom edges).
25. **Distribute** - To distribute items, select at least 3 elements. Next, right click and select *Distribute*, then make your selection. There are two types of distribute; *Center Vertically/Center Horizontally* means that the center points for each item are equally distant from each other. *Space Evenly Vertically/Space Evenly Horizontally* means that the distance between the edges of each item is the same. The first and last item will stay where they are and all of the items in between will be evenly distributed.
26. **Duplicate** - Duplicate elements by clicking on the *Duplicate* icon (top RH side of the tools panel).
27. **Rotate Text Boxes & Images** - There are 3 ways to rotate objects. One way is to select the object you want to tilt or rotate and hover your arrow on the white circle above it until you see a rotation icon, then click and rotate left or right. You can also rotate an object 90, 180 or 270 degrees by right clicking on the object, then selecting *Rotate* from the popup menu. Finally, an element can be rotated more precisely, using the rotation feature under *Style Images* or *Style Text*.
28. **Duplicate Pages and Add Artboards** - Add, duplicate or delete artboards/pages using the tools above the artboard. Use the arrows above the artboard and scroll left or right to view different pages.
29. **Layers Panel** -
 - a. **Lock** - Lock or unlock elements in the layers panel using the *Lock* icon. If an object is locked, customers will see it as a layer in layers panel and can arrange objects in front of or behind the layer (they cannot unlock the object). Please note that you, as a seller, will be able to unlock ALL layers when logging into your customer's orders through *View Orders>Login as Customer*.
 - b. **Hide Layers** - Hide a layer by clicking on the *Pencil* icon. Customers will not be able to select/edit the object on the artboard, and the element will not show up in the layers panel (see image below).



Save and Download a Design

1. **Saving** - *Save* or *Save As* in the top LH side of the menu. You will see a pink star next to the design name (above the artboard) if changes have been made to the design that have not been saved.
2. **Downloading** -
 - a. **Choose a Format** - Designs can be downloaded in 3 different formats, including JPG, PDF (flattened or layered) and PNG. If your customers will be downloading their own designs, you can control which formats they can download under the *Info* tab. Please note that PNGs download with a transparent background.
 - b. **Include Bleed/Trim Marks** - Include the option to add a bleed by selecting *Show Bleed in Download Options*, under *Saving & Printing Options* (see *Design Info*). You'll also have the option to include trim marks when downloading as a PDF.
 - c. **Choose Paper Size** - If a design is downloaded as a PDF, you can download the design alone (*Design Default Size*) or select a paper size to download onto. The included paper sizes are letter (8.5x11 inches), legal (8.5x14 inches), ledger (11x17 inches) and A4 (21x29.7 centimeters). If the design is larger than any of the available paper sizes, the design will download as it's designated size.
 - d. **Allow Multiples Per Page** - Choose to download multiple copies per page when downloading as a PDF, if the design will fit onto the designated paper size multiple times. Please note that designs (including the artboard) will fit up to .25-inch of the outer edges of the paper size selected.
 - e. **Choose Page/Pages to Print** - Choose to download individual or all pages. All pages download as zipped files for JPG and PNG formats, unless the files are 5 pages or less (customers will have the option to download zipped or unzipped if 5 or less pages).

Setting Up Corjl Listings

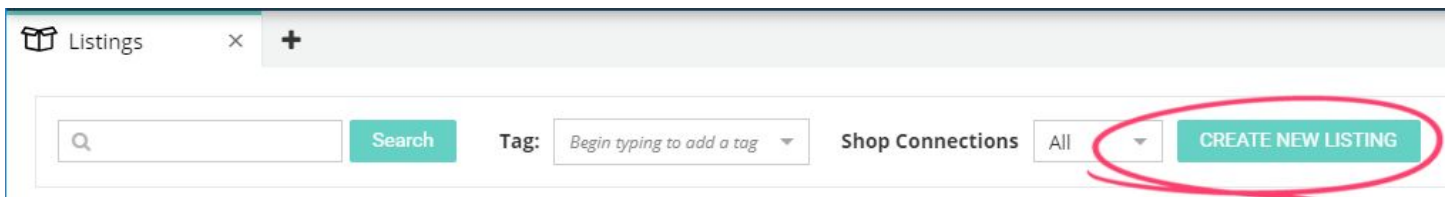
Corjl uses **Listings** to correspond directly to the listings you will create in Etsy or Shopify. So after creating a design, you will add that design to a Corjl listing, and that listing in Corjl will connect to an Etsy or Shopify listing using the Etsy Listing ID or Shopify Product ID. You can access your Corjl listings by selecting the *View Listings* option from the *Welcome Menu* or by clicking on the *Listings* icon in the upper left page.

When you first open up *View Listings*, you'll see a list of all Corjl listings in your account and can search for specific listings or create new ones here. Some other things you will see are:

- Listing name
- Listing tags
- The number of designs included in a listing
- How many times a listing has been sold
- If the listing has variations
- Etsy and/or Shopify listing IDs that are connected to the Corjl listing
- Date that the listing was last modified

Creating Corjl Listings

1. **Listings Section in Design Info Tab** - As stated under the **Set Up a New Design** section above, you can add a design directly to a listing by going to the *Info* tab for that design and either adding to an existing listing or typing the name of a new listing and saving to the new listing. The new listing will now appear in the list under the Listings tab when selecting either the *Listings* icon in the top menu or the *View Listings* option from the Welcome screen.
2. **Create New Listing Button** - you can also create a new listing by clicking on the *Create New Listing* button from the Listings tab view. After clicking on the button, the *Create New Listing* box will appear. Type in the name of the new listing and click *Save*. The Listing Page for the new listing will open and you can then add designs to that listing using the *Add Designs to Listing* button (see next section).



Editing the Corjl Listing Page

After creating a listing, you will be able to see that listing in the list view on the Listings Tab. Click on the name of the listing you would like to edit and the Listing Page will open in the Listings tab. Below is a summary of the different sections found on the Listing Page and how to edit each section.

1. **Listing Information Section** - In this section you will find the following areas:
 - a. **Thumbnail** - You can change the thumbnail image that shows next to a listing in the Listings Tab by clicking on the *Change Thumbnail* option.
 - b. **Listing Name** - To edit the listing name, click on the text box under Listing Name and type to edit text.
 - c. **Tags** - Use this area to add or remove tags to the listing.
 - d. **Demo** - You can find the Demo link to use in your Etsy or Shopify listings in this area here. Either highlight and copy or click on the Copy icon to the right of the text field to copy the link.
 - e. **Etsy Listing ID/Shopify Product ID** - Add the listing/product ID's from Etsy or Shopify here.

2. **Designs Section** - Add, edit and arrange the designs you want to include in the listing here.
 - a. **Add a Design** - To add a design, click the *Add Designs to Listing* button. Select the design you wish to add to the listing, then either double-click or drag and drop the design into the *Added Designs* area to add that design to the listing. Once added, click the *Done* button in the lower right of the page.
 - b. **Arranging Designs** - When customers click on their Corjl link, whatever design that is on the top in the Designs area will open first. You can change the order of the designs in a listing by clicking on the “arrows” icon to the left of the design and drag the design either up or down in the order.
 - c. **Variations** - If you have any variations set in the Etsy or Shopify listing attached to the Corjl listing, they will appear in this area. To assign a variation option to a design in the listing, click on the *Edit Variations* button in the bottom left of the page. This will allow you to select a variation option from a drop-down box and assign it to the design. To assign multiple variations to one design, click and hold the **Ctrl** button while selecting the desired variation options. Designs assigned variation options will be the design that customers will see when they place an order selecting those particular variation options on Etsy or Shopify. To include a design no matter which variation option customer’s have chosen, leave the variations set to **[ALL OPTIONS]** in the variations box. Click on the *Close Variations* button when you are done editing.
 - d. **Include in Order** - Checking or unchecking the boxes next to a design in this area will either include or uninclude that design to the order. Unchecked items will not appear in the customer’s order.
 - e. **Include in Demo** - Same function as the *Include in Order* boxes, except unchecked items will not appear when the customer clicks on the demo link.
 - f. **Remove** - To remove a design from the listing, click on the trash can icon next to the design. Clicking the icon will only remove that design from the listing; it does not delete the design from your Corjl designs.
3. **Saving Changes to a Listing Page** - Save any changes you have made to a listing by clicking on the *Save* button found in the top right of the Listing Page.
4. **Deleting Listings** - You can delete a listing by clicking on the “trash can” icon found next to the listing’s name at the top of the Listing Page.

Setting Up Etsy or Shopify Listings

Setting Up Demos - If you want customers to demo their items before purchasing, you can provide a link in your shop listing details. Demo links can be found on the Listing Page for a Corjl listing. Copy the link and paste it into your Etsy listing details area. You can add or exclude designs from a demo by using the Include in Demo checkboxes found on the Corjl Listing Page.

Connecting Etsy Listings to Corjl Listings - To connect a Corjl listing to a shop listing, you will first need the shop listing ID number. To find the shop ID number, open up a shop listing to edit, and you will see a number at the end of the URL (see image 8 & 9 for example). This is the ID number. Copy the ID number and paste it into the *Etsy or Shopify ID* section in the Corjl Listing Page.

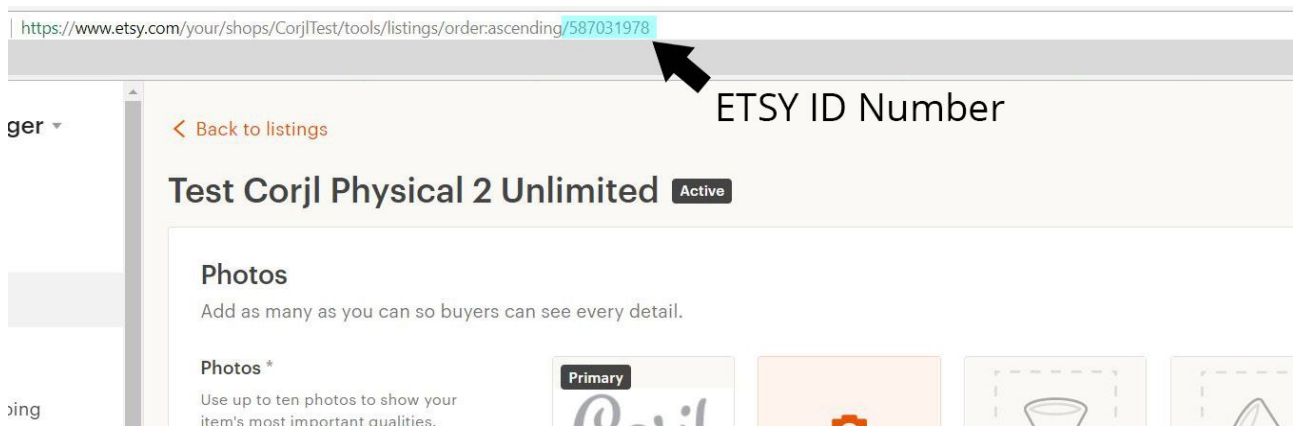
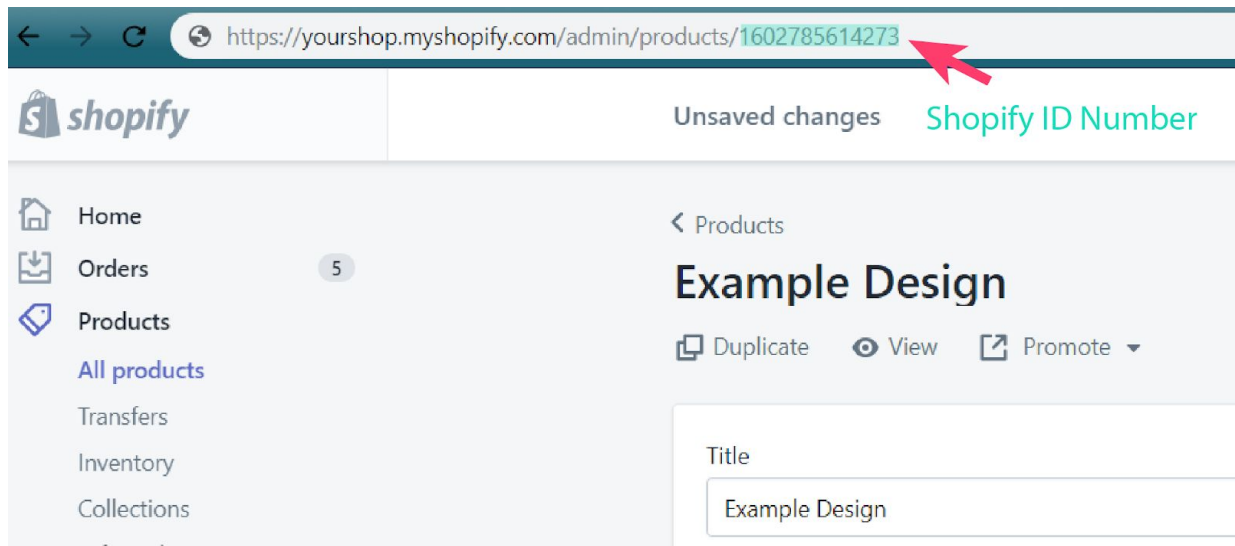


IMAGE 9 (Shopify)



Managing Orders

Accessing Items After Purchasing-

There are two ways customers can access their design for customization:

1. Corjl will immediately send an email to the address associated with your customer's Etsy/Shopify account with the link to login and access their items (customers will need to create a Corjl account and accept the TOS before accessing their items).
2. Customers can also go directly to Corjl.com and follow the prompts, using their order info to access their purchased items:
 - a. Etsy customers will need an email and their Etsy order number (not transaction number) to access their order.
 - b. Shopify customers will need an email, Shopify order number, Shopify shop name and Shopify email (or phone, if they didn't provide an email)

Orders Tab

You are able to view and manage customer orders in the *Orders* tab area. Open the *Orders* tab by either selecting *View Orders* from the Welcome page menu, or by clicking on the *Orders* icon in the upper right of the screen.

1. **Search Orders** - You can search for orders by using the following options;
 - a. **Search Bar** - Search by email address, username, or order number by typing here.
 - b. **Search by Status** - Select a status option from the drop-down menu and all orders with that same status will appear.
 - c. **Search by Date** - Either type in a date or date range (must be in same format) or click on the calendar icon to search for orders placed on a given date.
 - d. **Search by Source** - Select an order source from the drop-down menu (Etsy, Shopify, Manual or Direct Link). All orders with the same source will appear.
2. **Order Details** - To view the details of an order, click on the arrow icon to the far left of the order. This will open up the details view for that order. From here you will see the following options:
 - a. **Item in Order** - This section will show the Corjl listing associated with the order and the designs that are in that listing. For each design within the listing, you will be able to see the following information and options:
 - i. **Status** - The editing status of the design.
 - ii. **Download** - Download the customer's design by clicking on the download icon next to each design.
 - iii. **Downloads Left** - Tells you how many downloads are left for a design. You can edit the number of downloads by clicking on the "pencil" icon next to the download amount. Choose to either increase or decrease the number of downloads then click Save to change.
 - iv. **Item Expires** - Tells when customer access to the design will expire. Change the time until expiration by clicking on the "clock" icon next to the time left. Either select a date from the calendar, or click the Never Expires button, then click Okay to change time.
 - v. **Remove** - Click the "trash can" icon next to a design to remove that design from the order.
 - b. **Order Options** - The following items can be found and edited in this area:
 - i. **Change Status** - Change the status of all the design in the order here by selecting the desired status from the drop-down box and clicking on the *Change Order Status* button.
 - ii. **Resend the Order Email** - You can resend the order email to your client here. Either send to the original order email address (default) or type in a new email address then click the *Resend Order Email* button.
 - iii. **Login as Buyer** - If you need to assist a customer with personalizing their item, login to the order as a buyer. You'll be able to switch between *Customer View* (what your customer sees)

and *Designer View* (your view/access to the designer tools). Please note that customers will NOT see/have access to the *Designer View*.

iv. **Order Log** - View customer logs to see the date and time an item was purchased, the link was sent, if the customer logged in, saved and downloaded an item, plus which devices were used to login. Please note that if you login to your customer's account, your activity will be logged as well.

c. **Add Listing to the Order** - Click this button to add a listing or selected designs from that listing to an order. After clicking a window will open prompting you to type in the name of the listing containing the design(s) you wish to add. Click the *Add Item* button and then select the designs you want to add to the order. Once selected, click the *Save* button to add the new design(s).

3. **Manual Orders** - Manual orders can be used to create a custom order, or to personalize an existing design for a customer. To create an order manually, click on the *Create New Order* button at the top of the Orders area. Type in the customer's email address in the box. If you want to send an order link to the customer's email, check the *Send Email to Customer* box. Select a listing for the order, then click *Add Item* to view the listing's designs. After selecting the desired designs for the order, click the *Save* button to create the order.

Delivering Custom Orders created in Etsy - Custom orders will not be connected to an Etsy transaction, so you will need to add the order in Corjl. Set up custom listings in Etsy, then do one of the following:

1. Create the custom design in Corjl. When an item is ready to send to your customer for personalizing, use the *Create New Order* button to create a manual order for the design. Make sure the *Send Email to Customer* box is checked.
2. If you already have the item created and just need to personalize it for your customer, create the order using the *Create New Order* button, but leave the *Send Email to Customer* box unchecked. Click *Save* and then open up the order and login as a customer. You can personalize your customer's item, then download it for them or save and process. If you'd like your customer to access the item in Corjl after you're finished personalizing, click *Resend Order Email*. Your customer will receive the email link and can then follow the link to login and access their personalized item.