

Neptune Society Personalization Portal

Quick Start Guide

LEARN WHAT'S NEW!

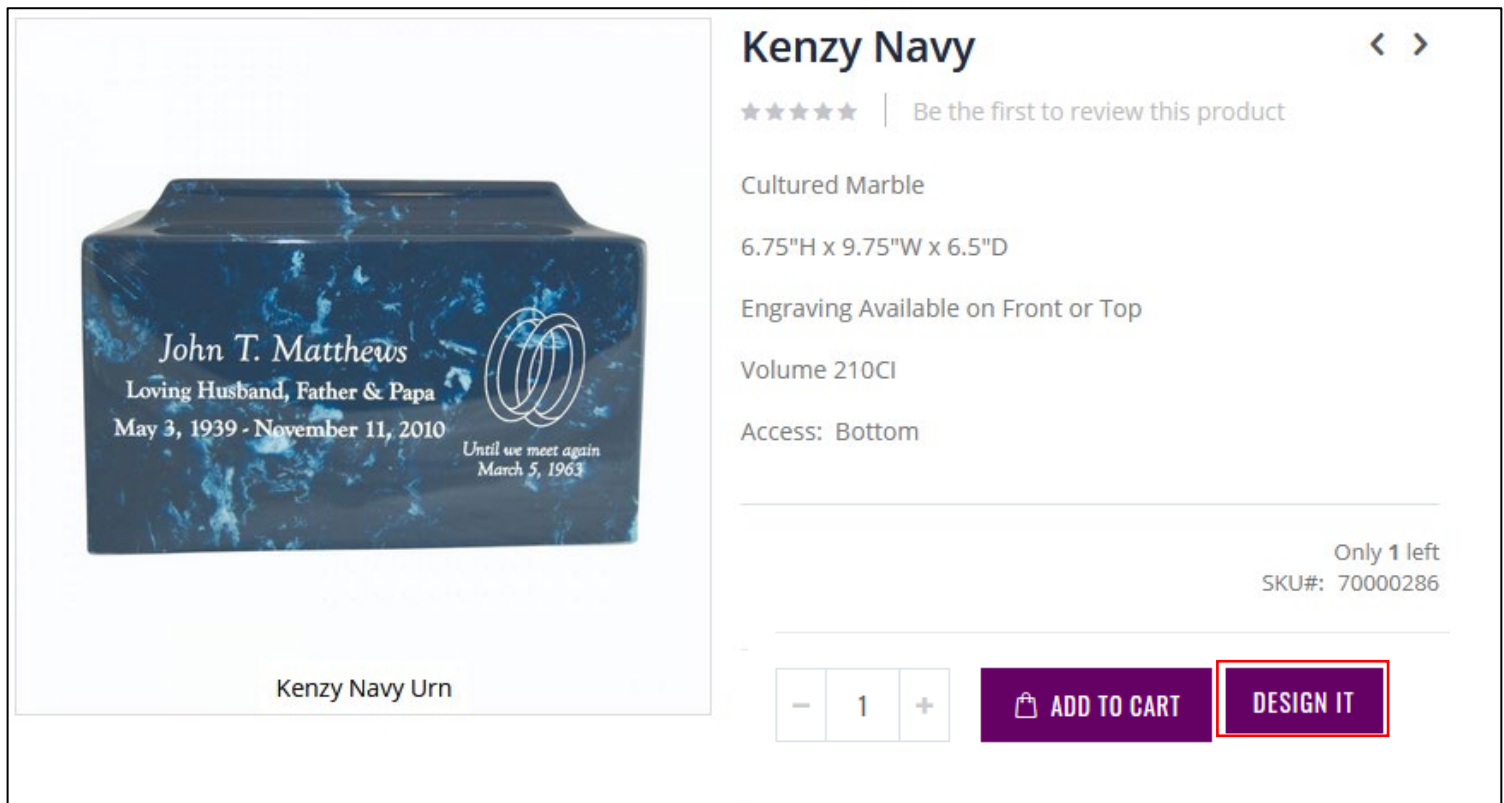
Learn more about our new and improved ordering process & contract number entry. [CLICK HERE](#)

GETTING STARTED

- Login, so you can save your work as you go. You can login by simply clicking the **SIGN IN** button on the top right of the page. This will allow you to save your work as you go.



- Once logged in, products are easy to find by browsing the available categories or search by name in the search bar at the top of the page.
- Once you find your desired urn or memorial – click the **DESIGN IT** button to begin personalization.



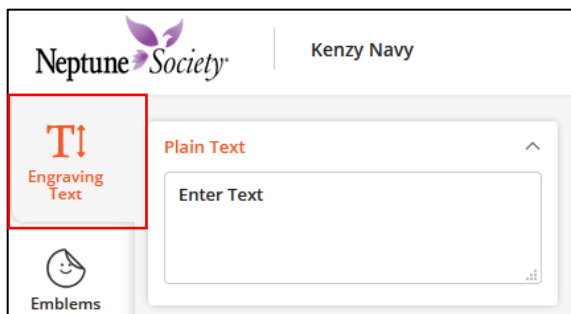
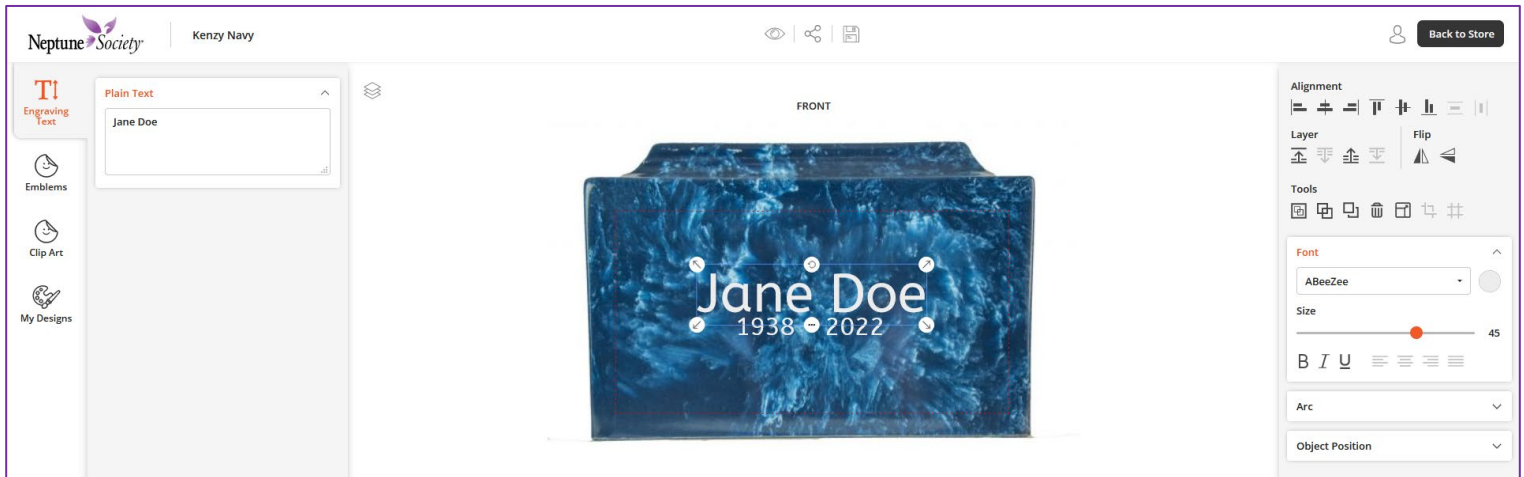
**** Please note that previously, a contract number was required for EACH product ordered. We have now simplified the ordering process by only requiring 1 contract number per order, which will be supplied at Checkout.****

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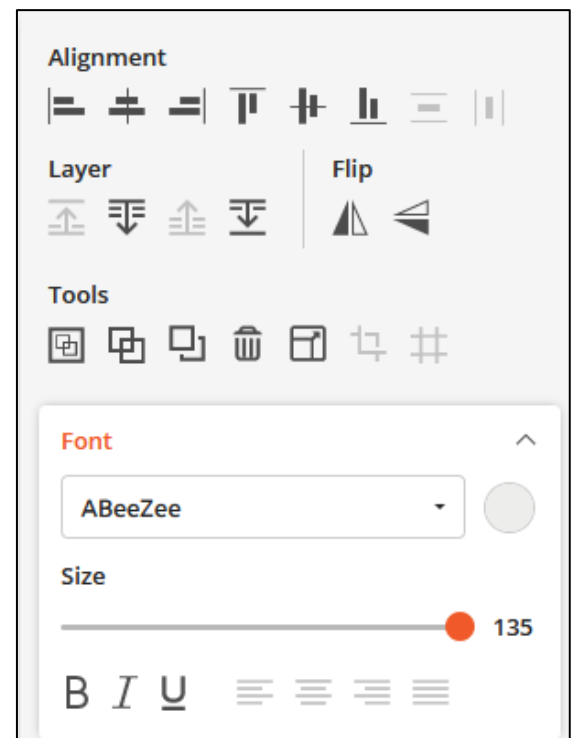
ADDING TEXT TO YOUR URN

- The personalization portal will then open with your selected urn and you can begin designing. top right of the page. Sample text is provided, so you can easily overwrite your own engraving, or delete and create your own.



- On the left-hand side, you will see tabs of all the elements you can add to your design.
- To add additional lines of text, click off the urn and select **ENGRAVING TEXT**, enter your desired text and it will be added to the design.

- On the right-hand side of the screen, you will see available options for the text. Here you will be able to adjust all of the text options, from font size to alignment and color of the engraving.
- Under Tools you can click on first icon to select all and then under alignment select the alignment you would like (left, center, right)
- Under Font you will select your font and to the right of the drop down you will see the “color choice” circle, click on that to select option.
- Under size you can click the sliding scale to change the font. You can change all lines or have each line a different size.



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ADDING EMBLEMS TO YOUR URN

What are emblems? Emblems, also known as medallions or appliques, are fixed-size bronze cast elements that can be added to some faces of urns.

- Click on Emblems and scroll thru to select the emblem you want added to the design.
NOTE: if the emblem is too large for the urn it will appear enlarged and provide a warning that it cannot be used. Due to the fixed-size, an emblem may not be able to be added to all urns or faces of the selected urn.
- Continue by moving name/dates and other text to fit properly on the urn for engraving.



ADDING CLIP ART TO YOUR URN

- Click on Clip Art and the images will load for you to select from. Click on Load More at the bottom to see more options.
- Click on the image you would like. The program will load it to the urn designer program for you to them move and resize.

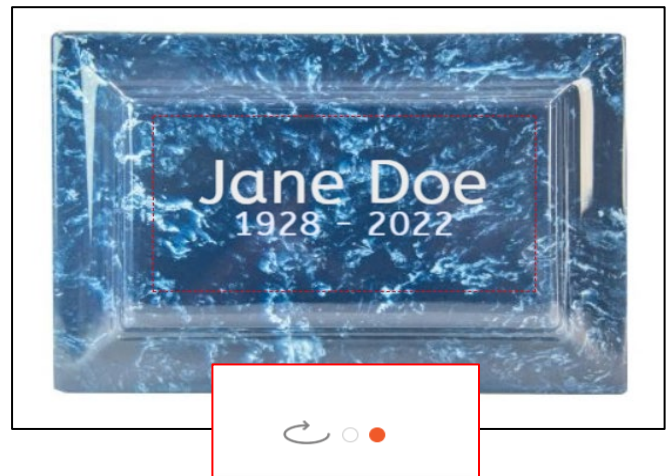


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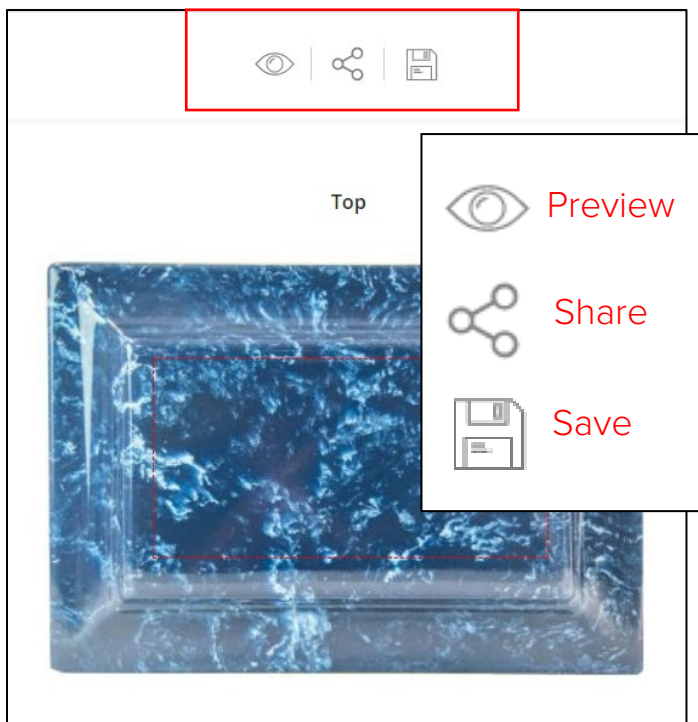
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DESIGNING ADDITIONAL SIDES OF YOUR URN

- Click on arrow or circles below image to change to another available side of the urn (top, side, front).
- Please note only engravable sides will appear as an available side in the designer.
- Set up the design that you want to appear in this area OR delete it completely so it does not save to design files.



SAVING AND PROOFING YOUR DESIGN



- To save design click on icon to far right (floppy disk) and the design will be saved to your designs, so you can access it later.
- We recommend that you email the proof to yourself first and then send the proof to your family for them to review and approve.
- To share the final design, click the middle icon to share your design via email.

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SUBMITTING YOUR ORDER

- Once you are satisfied with your design, click on the **ADD TO CART** button at the bottom right corner of the page.
- The following confirmation will pop up; please select **OK** if you are ready to proceed with order or **CANCEL** if you need to review further with family.

Confirmation Message

I confirm that this is the design to be engraved on my product and that all information is accurate.

OK

Cancel

PAYMENT METHOD

☐ Matthews Terms Account

☐ Credit Card (ACIM-PL)

Apply Discount Code ▾

OTHER INFORMATION

Enter PO/Contract # (one per order) *

Store Credit ▾

ORDER SUMMARY

Subtotal	\$80.00
Shipping Federal Express - Ground	\$8.77
Tax	\$6.88 ▾
Order Total Incl. Tax	\$95.65
Order Total Excl. Tax	\$88.77

1 ITEM IN CART ^

 Kenzy Navy	\$80.00
Qty:1	

- The online ordering process previously required a contract number for each product ordered prior to adding the product to the cart. To simplify and improve the ordering process, only one contract number is to be used for each order at checkout.
- To enter your contract number, please include the 12-digit contract number followed by the client's name. For example: 190812345678 - John Smith
- Once you have entered the contract number, simply submit the order and the order process is complete!

Congratulations, Your Order is Completed & Submitted!

An email confirmation will be sent to you with the order # for reference, and a subsequent email will be sent when your order has shipped.

STILL HAVE QUESTIONS OR NEED HELP?

Feel Free to Contact our Customer Care Team at

407-886-5533 or 1-800-327-2831