

Online Ordering System Letter

Today you had your portraits taken. We would like to take this opportunity to thank you for selecting Sullivans as your Portrait Studio. We hope that we met your expectations and that you had a great time.

We would like to send this information and instruction letter with you so that you will know what to expect regarding your online ordering.

Your images will be posted on our online ordering system in approximately two working days or less. **THEY WILL REMAIN ONLINE FOR TWO WEEKS ONLY.**

You can order them online, by mail, via phone or you may come to the studio to place your order. Our studio computer facility will be available for those who do not have access to a computer and/or the internet. Images can only be viewed at the studio while posted online. If you need to view your images before or during ordering please arrive here no later than 5:00 pm.

Payment can be made by check, money order or credit card. If you choose to use your credit card, you may do so with the confidence that we use a secure site system. **Also, please note that when paying with a check, payment of the deposit must be received before we will place the order. Orders will not be placed without a paid deposit of 50%. Discounts may only be taken if your order with payment is placed within two weeks of your session.**

If you are not ordering from your images within the two week posted time frame, please write down the image numbers and a brief description of each image so that when you choose to order you will have a record of what you want. **Images will not be re-posted without a \$25 charge. We will not be able to show images on the computer after the two-week time limit without reposting.**

To place your order:

1. Go to www.sullivanphotography.com
2. Click on events
3. Click on your event (2011 Seniors, Portraits, Seasonal Special, etc.)
4. Click on your name
5. If you chose to password protect, put in your password.
6. One of your images will appear. Select click here to continue. Then select a category.
7. Each image has its own four-digit number located below each thumbnail.
(Example: 0610YourName0001 - the correct four-digit number being the 0001)
8. Click on any of the options from the drop down menus.
9. The prices and ordering info are available from your shopping cart.
10. Discounts start when you spend \$300 or more and are automatically taken off at completion of your order.
11. Click on continue shopping to add more images to your order, or click check out if you are finished. Make sure that you select Retouching and Wallet Imprinting if desired.
12. Fill out all information. Wallet Imprinting Font can be indicated in the comment section.
13. Payment can be made via credit/debit card (secure) or by check or money order. If you are ordering online your credit card will be charged in full unless you tell us otherwise in the comment section of your order checkout. Submit your payment promptly. Orders will not be processed without payment. Call 256/796-7146 with any questions.

Password: _____ (this will be lowercase)