

Learning Technologies and Resources

# Print Shop Guide

Version 1\_0  
October 2019

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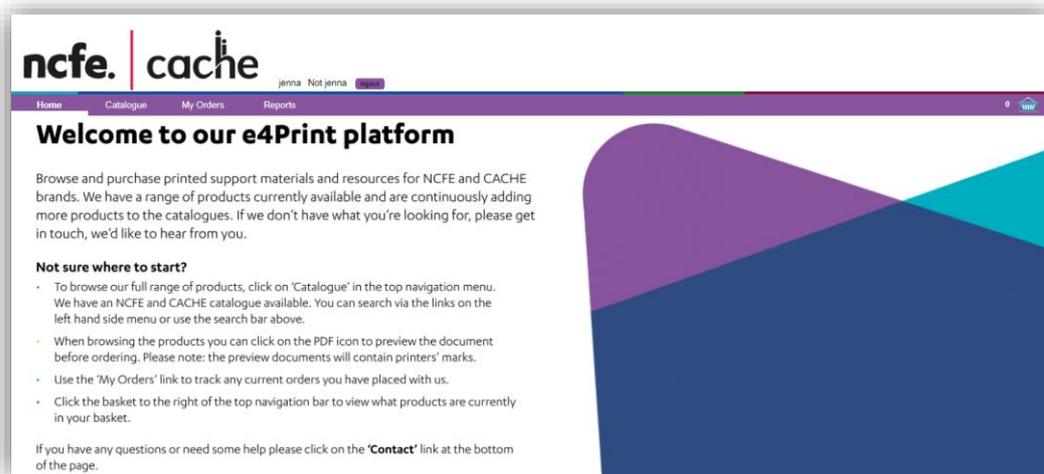
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## What is Print Shop?

A print on demand service offered by NCFE. The Print Shop website enables you to purchase printed copies of qualification support materials and/or resources and have them delivered to your centre address.

Centres approved with NCFE can register for a Print Shop account.



## What's the difference between Print Shop and QualHub?

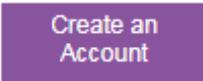
**QualHub** is our dedicated site where you can browse and search for qualifications across both NCFE and CACHE brands. You can also access a range of support materials which are available in a **digital** format so you can download and print using your own facilities.

**Print Shop** is our print on demand service where you can browse and purchase professionally **printed** materials and resources across both NCFE and CACHE brands which will be delivered directly to you. We have a range of products available and are continuously adding more products to the catalogue.

## How do I register?

1. Visit the Print Shop website: <http://cache.potts.co.uk/>

2. Click on the **Create an Account** button:

A purple rectangular button with the text "Create an Account" in white, sans-serif font.

3. Complete **all** fields on the online form:

- a. First Name
- b. Surname
- c. Email
- d. Password
- e. Confirm Password
- f. Centre Number (please ensure you enter a valid centre number)
- g. Centre Name
- h. Centre Post code

4. Click the **Submit** button.

Your registration request is sent to NCFE for approval. Registration requests can take up to 24 hours to process. You will be notified via email if your request has been approved. If you don't receive an email in your inbox, please check your SPAM/Junk folder, in case it has been filtered by your email provider.

## How do I login?

1. Visit the Print Shop website: <http://cache.potts.co.uk/>

2. Click the **Login** button.

3. Enter your email address and password.

**Note:** This will be the password you submitted upon registering for an account unless you have requested a new password. If you have forgotten your password, please refer to the FAQ section of this guide.

4. Click the **Login** button.



## What can I order?

There is a selection of products currently available on Print Shop including: Qualification Specifications, Key Fact Leaflets, Learner Handbooks, Posters, Learner Workbooks, Teacher Handbooks and more.

We carefully select products from our QualHub website to add to our Print Shop catalogue and we are always looking to expand the range of printed products available. If there are products you think should be made available on Print Shop, please inform the Learning Technologies and Resources (LTR) team via email [learningresources@ncfe.org.uk](mailto:learningresources@ncfe.org.uk). Your requests will help us to make informed decisions about which products we add to Print Shop.

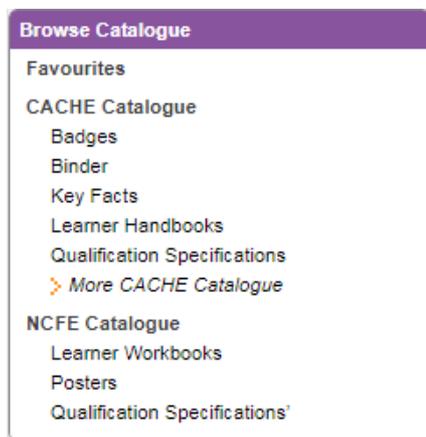
**Note:** We currently only stock products on Print Shop that are already available in digital format on our QualHub website.

## How do I search for products?

There are two catalogues available on Print Shop – a CACHE catalogue and an NCFE catalogue. You can browse products by clicking the **Catalogue** link in the top menu:



You can browse products by **Category** from the menu on the left hand side of the screen (notice CACHE and NCFE products are split into two lists):

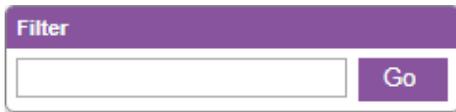


**Note:** You will not see Badges in your menu. If you wish to order a CACHE badge you will need to complete the online form and follow the instructions as detailed on this page:

<https://www.cache.org.uk/for-learners/badge-application-form>



You can also type into the **Filter** text box at the top of the menu on the left hand side of the screen:



A screenshot of a search interface. It features a purple header bar with the word "Filter" in white. Below the header is a white text input field with a thin grey border. To the right of the input field is a purple button with the word "Go" in white.

**Note:** If you click the **Catalogue** link in the top menu and then type into the Filter box the system will search **both** catalogues. However, if you have selected the category 'Qualification Specifications' from the CACHE catalogue and then typed into the Filter box, the system will **only search within the Catalogue and Category selected** – in this instance, CACHE Qualification Specifications.

Alongside each listed product are the following details:

- **Price** (excl. VAT)
- **Preview button** (PDF icon ): you can preview the digital version of the document before you add it to your basket to ensure you are ordering the correct product. We strongly recommend you use the preview facility before ordering, as orders cannot be cancelled once placed. The printed product will not show printers marks, these are only shown on the online preview mode.
- **Add to favourites button** (Star icon ): you can add the product to your list of favourites. Favourites can then be accessed from the menu on the left hand side of the screen.
- **Availability:** shows the quantity of products available.
  - If there is a numerical value present, this is the amount of pre-printed stock we have left.
  - If it states 'Available', this indicates it is one of our print on demand products and will be printed upon you placing your order at checkout.

## How do I buy products?

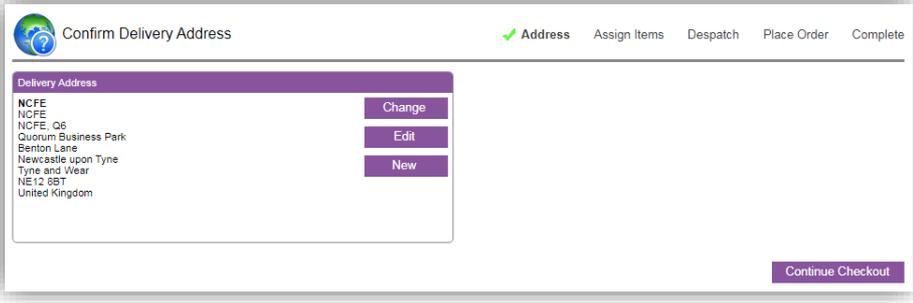
1. Once you have identified the product you wish to order, **tick the checkbox** next to **Select** on the right hand side of the screen  Select

2. Enter a **quantity** required in the box which appears Quantity:



3. Finally, click **Add Selected Items** button  to add the item to the basket. This button is at the top and bottom of the screen.
4. To view your basket, click on the **Basket** icon  in the top right hand corner.
5. Select the **Continue Checkout** button  to go to the checkout and complete your purchase.

During the checkout process you will be required to confirm your delivery address:



Confirm Delivery Address

✓ Address Assign Items Despatch Place Order Complete

Delivery Address

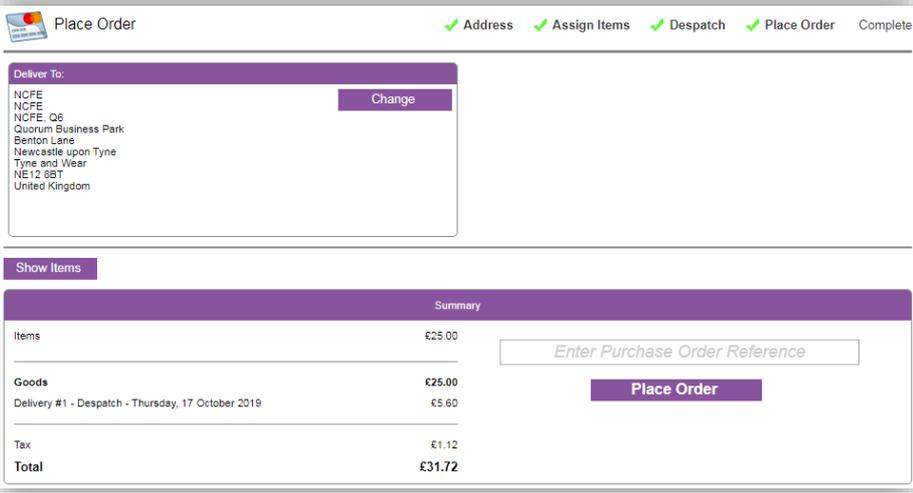
NCFE  
NCFE  
NCFE\_Q6  
Quorum Business Park  
Benton Lane  
Newcastle upon Tyne  
Tyne and Wear  
NE12 8BT  
United Kingdom

Change  
Edit  
New

Continue Checkout

The final screen of the checkout process is the Place Order screen which will provide you with a summary of your order including delivery charge. Click the **Show Items** button to reveal your ordered products.

We advise you to carefully review the information on this screen before clicking the **Place Order** button. Once you click the Place Order button your order will immediately be sent to print and cannot be cancelled.



Place Order

✓ Address ✓ Assign Items ✓ Despatch ✓ Place Order Complete

Deliver To:

NCFE  
NCFE  
NCFE\_Q6  
Quorum Business Park  
Benton Lane  
Newcastle upon Tyne  
Tyne and Wear  
NE12 8BT  
United Kingdom

Change

Show Items

Summary	
Items	£25.00
Goods	£25.00
Delivery #1 - Despatch - Thursday, 17 October 2019	£5.60
Tax	£1.12
<b>Total</b>	<b>£31.72</b>

Enter Purchase Order Reference

Place Order

## How do I pay?

Orders will appear itemised on your centre's monthly invoice. Invoices are issued by our Finance team. There are currently no alternative payment methods.

## Deliveries and returns

**Delivery within the UK:** Delivery is charged at a variable rate depending upon quantity and weight of the products ordered. The delivery charge is calculated at the checkout and visible prior to you placing your order on the 'Place Order' page.

We will deliver your order within **5 working days** from the date the order is placed.

**International delivery:** We do accept orders from outside the UK but this will incur additional delivery costs to those automatically calculated on the Print Shop website. You will be contacted by NCFE before your order is processed, if this is the case.

**Returns:** **We do not accept returns.** The majority of the products on the Print Shop website are print on demand therefore we are unable to accept returns.

## Enquiries

Please contact the Learning Technologies and Resources (LTR) team using the contact details below if you have a query or feedback on Print Shop.

**Email:** [learningresources@ncfe.org.uk](mailto:learningresources@ncfe.org.uk)

**Phone:** 0191 240 8839



## FAQ

### **I've forgotten my password, how do I reset it?**

You can use the 'Forgot your password?' link on the Login page to reset your password or you can visit <http://cache.potts.co.uk/> and click the 'Reset password' button.

### **Where is my order?**

Our print supplier will deliver orders within 5 working days from the date the order is placed. If you have not received your order within this timeframe please contact the LTR team with the following details:

- Name of the person who made the order
- Centre Number
- Order Number
- Delivery address

Please wait until 5 working days have passed before notifying the LTR team as we are unable to investigate any earlier than this.

### **I can't find what I'm looking for?**

You could try the following:

- Click the 'Catalogue' link in the main menu, then type into the Filter box to search the entire catalogue.
- Use alternative search terms. For example, qualification number, qualification title (or part of it), product code number (if you know it).
- Browsing the catalogue per category.

Remember, we do not stock products on the Print Shop platform that are not already available in digital format on QualHub. Please contact the LTR team should you require any further assistance.

### **Can I pay with my credit card?**

We cannot accept debit/credit card payments at this time. Any orders placed on the Print Shop website will be detailed on your centre's monthly invoice.

### **How can I amend or cancel my order?**

We are unable to amend or cancel orders once they have been placed. The majority of our products are print on demand which means they are sent to print immediately upon you placing an order via the Print Shop website.



