



# Designer Office/Chalk Shop App FAQs

Updated 01/30/18

## Designer Office

### 1. Where do I go to place an order?

Go to <https://myoffice.chalkcouture.com>. Log in to Designer Office by clicking on the person icon on the top right. Then click on Inventory and Purchase Inventory. Prices shown here are 40% off the retail price and are available to Designers only, so that you can resell them at full retail price.

### 2. Can I cancel my order once it has been placed?

Unfortunately, once your order is placed it can't be cancelled. For more information on returns, see the Shipping FAQ.

### 3. Where can I see orders placed via my website?

You will receive an email notification when you receive an order from a customer. These orders earn you 25% deferred commission. The email notification will include the customer's name and email. If you would like to look up additional information about the order you can do so in your Designer Office, simply click on Sales. This is helpful if you'd like to send a thank you card and need the customer's address, or if you get a new customer and want to include them in future customer emails or on social groups/posts.

### 4. What orders can I see when in Designer Office?

Orders Designers submit will be in Inventory, under My Orders. Orders placed on your Chalk Site will be listed in Sales.

### 5. What do I do if I want to remove items from my inventory for personal use?

Place a Custom Order, add products to your cart and check out by clicking Personal Use.

### 6. What internet browser should I be using?

The site has been optimized for the current version of Google Chrome. You may choose to use a different or older browser, but you may experience performance issues.

### 7. I am trying to set up my "Accept Payments Now" and keep getting an error message. What do I do?

Ensure your browser is the current version of Google Chrome, and all of the information areas have been completed accurately. If the problem persists, call Designer Services.

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**8. I filled out my banking information but have not seen any deposits in my bank account. What do I do?**

Please allow for 2-3 business days for deposits to arrive in your bank account. If you do not see any deposits after 2-3 business days, click Update and re-enter the information to verify it is correct. Check to ensure where the deposits are routing (to a savings account vs. a checking account). If you still do not see deposits hitting as intended, call Designer Services.

**9. My website is not displaying all of the features in the Designer Office. What do I do?**

Take a screenshot of your screen and call us at Designer Services.

**10. The link to my website keeps directing me back to the main Chalk Couture page. What do I do?**

Do not include www. in front of your URL/Store name.

**11. I'm not showing in the Designer Locator. What do I do?**

Make sure your business address is updated in your account, in the My Account section of the Designer Office and you have switched the Locator Settings to the on position

## Chalk Shop App

**1. How do I place a personal order?**

You cannot place an order using the Chalk Shop app for more inventory. Ordering new products needs to be done via the Inventory section in the Designer Office. You'll then do a Custom Order and add those items to the cart, checking out as Personal Use.

**2. I am trying to set up my "Accept Payments Now" and keep getting an error message. What do I do?**

It is best to use Google Chrome on a computer vs a phone or tablet. In addition, you need to make sure all of the fields are complete. If you continue to receive an error message, please call Designer Services for assistance.