THE HUB

User Guide



WINE MERCHANTS 1923
Samuel Smith & Son
KNOWLEDGE - SERVICE - FRIENDSHIP

NEGOCIANTS

THE HUB

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SECURE YOUR ACCOUNT BY UPDATING YOUR PASSWORD

When your account is created, you'll receive an email with a link to login to The Hub.

To set up your account and change your password:

1. Go to The Hub: ssthehub.com.au
2. Select *Lost your password*
3. Enter your *email or username* into the field
4. An email will be sent to your inbox
5. Follow the URL in the email to reset your password
6. Choose a strong password to secure your account and complete the steps
7. You can now login to The Hub by using your email or username and new password

Forgot your password?

If you forget your password, you can follow the exact steps as above to reset it and create a new password.

STATUS DEFINITIONS

Your dashboard notifications explained.

New
Job request has been created and sent to The Hub

In Progress
Job has been received by Project Manager and briefed into The Hub designers

On Hold
Job has been put on hold and is not in line for production

Message Received
The Hub has a question for you to review in the job

Proof Ready
There is a new proof ready for you to review

Final Art
Final artwork has been supplied and is ready to be downloaded for dispatch

Sent to Printer
Your approved artwork has been sent to the printer

Closed
The job has been completed and is closed

MANAGING YOUR DASHBOARD

On the homepage of your dashboard you will see all of your lodged requests and a snapshot of what the job relates to including:

- Status (see list for definitions)
- Job number (automatically generated for you)
- Date & time submitted
- Customer name
- Brand/Principal
- Campaign/Job
- Price (an estimated print value based on the artwork ordered)

How to manage or sort jobs

In the dashboard, you will see all the requests assigned to you including your active and closed jobs. If you have multiple jobs it's possible to filter these by searching for related keywords or by status. If you have jobs that are in progress and choose this label from the filter, it will remove all other jobs so you can easily view the jobs within this range.

View individual job request

To view more information about the job click the ***job number***. This will open up a page specific to the job.

To see more information about the job brief you submitted, click the ***job details*** button under ***back to dashboard***.

How to communicate

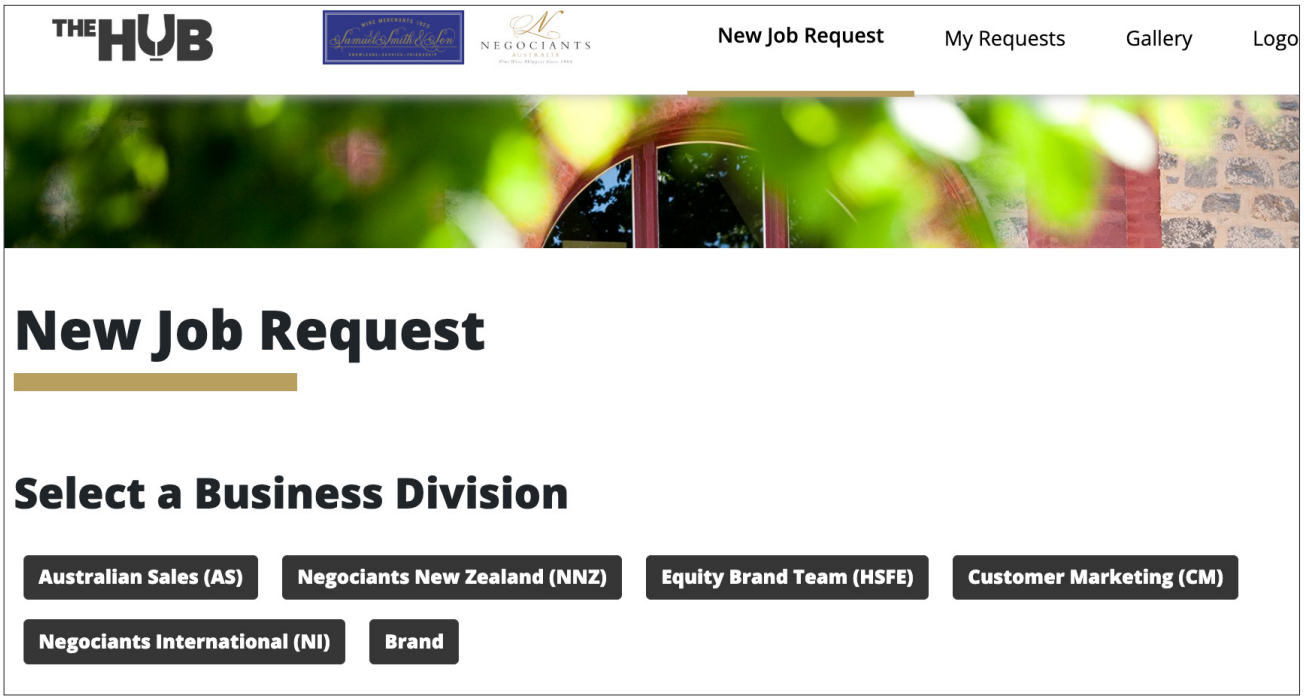
To communicate with The Hub use the ***reply section*** at the bottom of the individual job page. You also have the ability to add attachments that you may have forgotten when submitting the job, or to provide new attachments (e.g. a marked up proof).

LODGE A JOB REQUEST

To lodge a new request, open up The Hub, select New Job Request and fill in the form. Below is an overview of how to populate these forms.

NEW JOB REQUEST

Select A Business Division



Australian Sales (AS)
Any work for customers within Australia including point of sale for bulk order

Negociants New Zealand (NNZ)
Any work for customers within New Zealand

Equity Brand Team (HSFE)
Any work for the equity brand portfolio (brands that sit under the HSFE banner)

Customer Marketing (CM)
Any work for internal customer marketing. Portfolios, internal sell sheets, offers, Allocations etc

Negociants International (NI)
Any work for international customers

Brand
Any work for direct wine brands only

SELECT A FORM



On Premise:

- **Wine List/Menu (WL/MN)** - use this for wine list or wine list/menu production. If a size is custom or not listed in the form, please select OTHER and manually type in size.
- **Wine of the Month (WOM)** - Advertising on-premise wine features, available in three sizes: DL, A5 folded to A6 card or A5.
- **Event Material** - Artwork suitable for events such as tasting books, tasting mats and order forms.
- **MenuCorp** - Custom designed menu covers suitable for wine lists or menus, this will always be quoted before production begins. Visit MenuCorps website and find an example or style that you want. The form needs to be filled in with their codes to receive a quote for approval.
- **Digital** - Final artwork to be digitally distributed on social networks, email marketing or website. Including social tiles, web & EDM banners or TV screens. Please advise on size and specs needed otherwise we'll provide the standard ones.

Off Premise:

- **Point of Sale** - covers any off-premise or retail creative, including shelf talkers, wobblers, neck tags, entry tickets, entry boxes and posters.
- **Event Material** - Artwork suitable for events such as tasting books, tasting mats and order forms and Signage.

Multi-channel:

- If both On and Off premise assets are needed together, predominantly if you have an event running for an On Premise customer but need some point of sale collateral (entry tickets, entry box etc) or signage created.

Trade Comms

- Portfolio, Offer, Allocation.

USER DETAILS

Enter the first 3 letters of your name and then choose from the dropdown menu. This will automatically add your details including your email address. If your name does not appear, please contact thehub@them.com.au and we will arrange to have your details added to the system. Do not manually type in your name as it will throw out the auto populating in the ticket.

Customer information

You must choose an option from the dropdown menu.

Existing Customers - Type in the first 3 letters and scroll down the list to find your customer. It will be named exactly as it is in Salesforce.

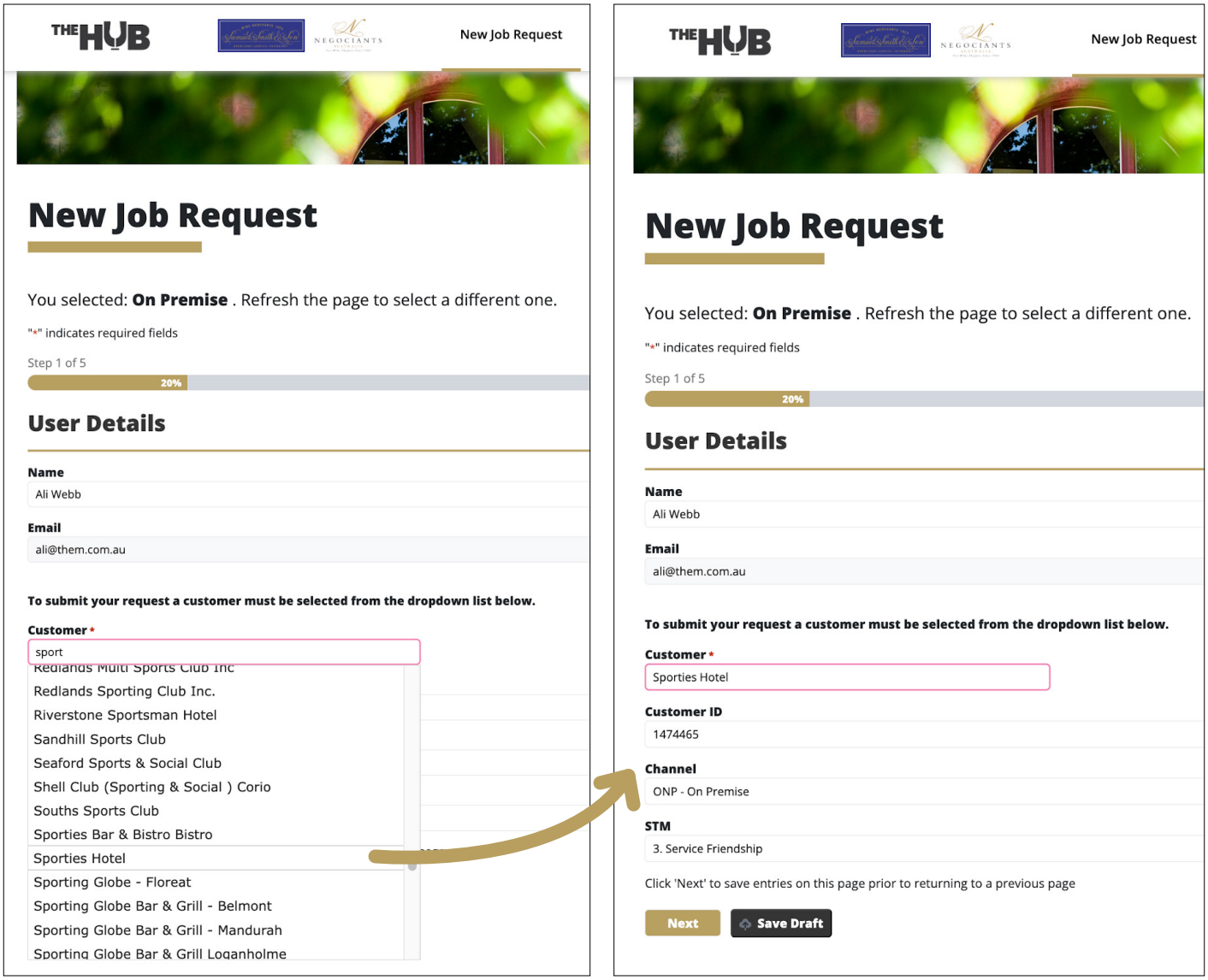
New Customers - there is a new customer option here. This is only if your customer is new to Salesforce, not for any existing customers. If you cannot find your customer in dropdown options, please contact thehub@them.com.au and we'll help to locate them or work out what needs to be done.

No Customer - If you have no customer in particular and want to bulk order an item for multiple customers, you can choose your branch as the customer. SA branch, WA branch etc. If this is an order for multiple customers, please add their name into the description so we have a record of who these are going to.

For Brands - If you are a direct brand, please select yourself as the customer.

NEW JOB REQUEST

On Premise Example

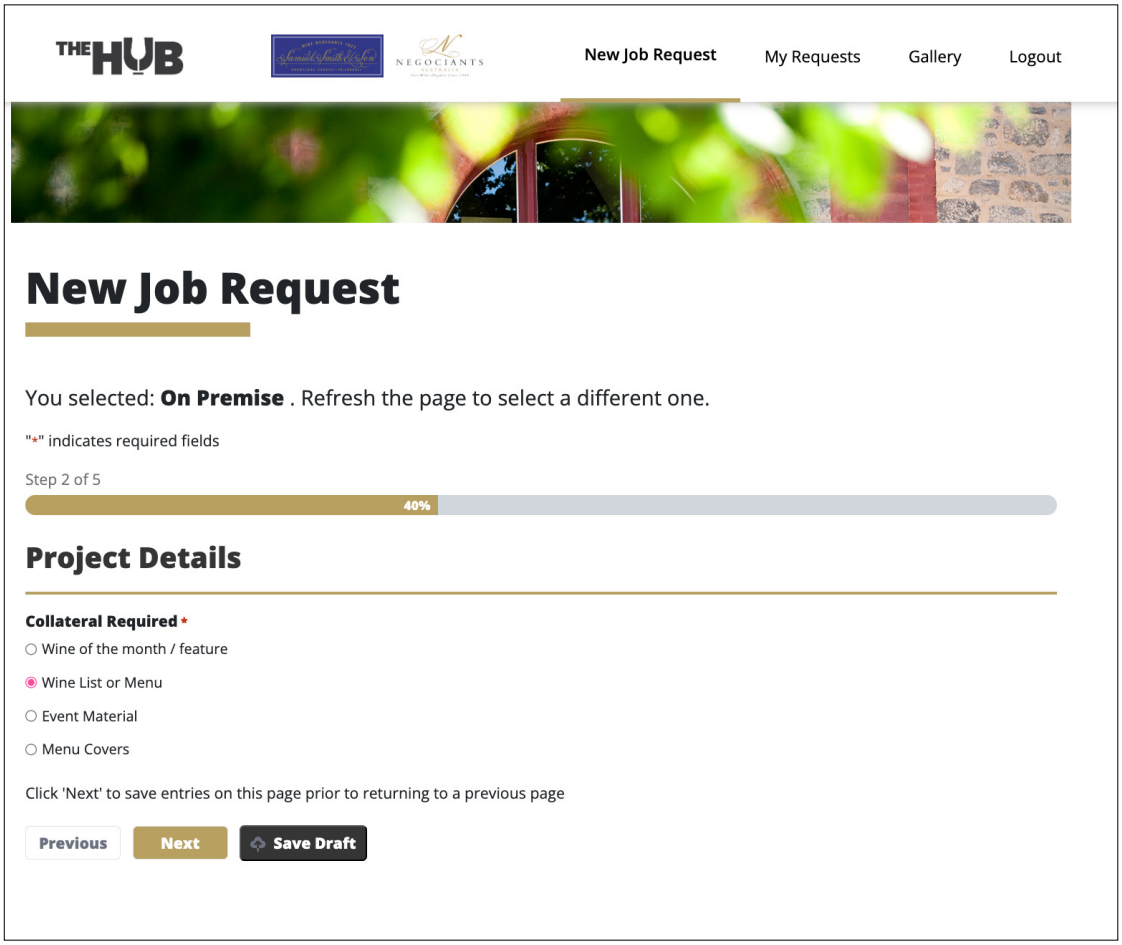


Once you have chosen a customer - the ID, Channel and STM will automatically fill in. The STM is important as it will let you know what print and studio spend your customer has. It also allows any printing to automatically add up and if the amount is over the customers STM the price will appear in red.

NEW JOB REQUEST

On Premise Example

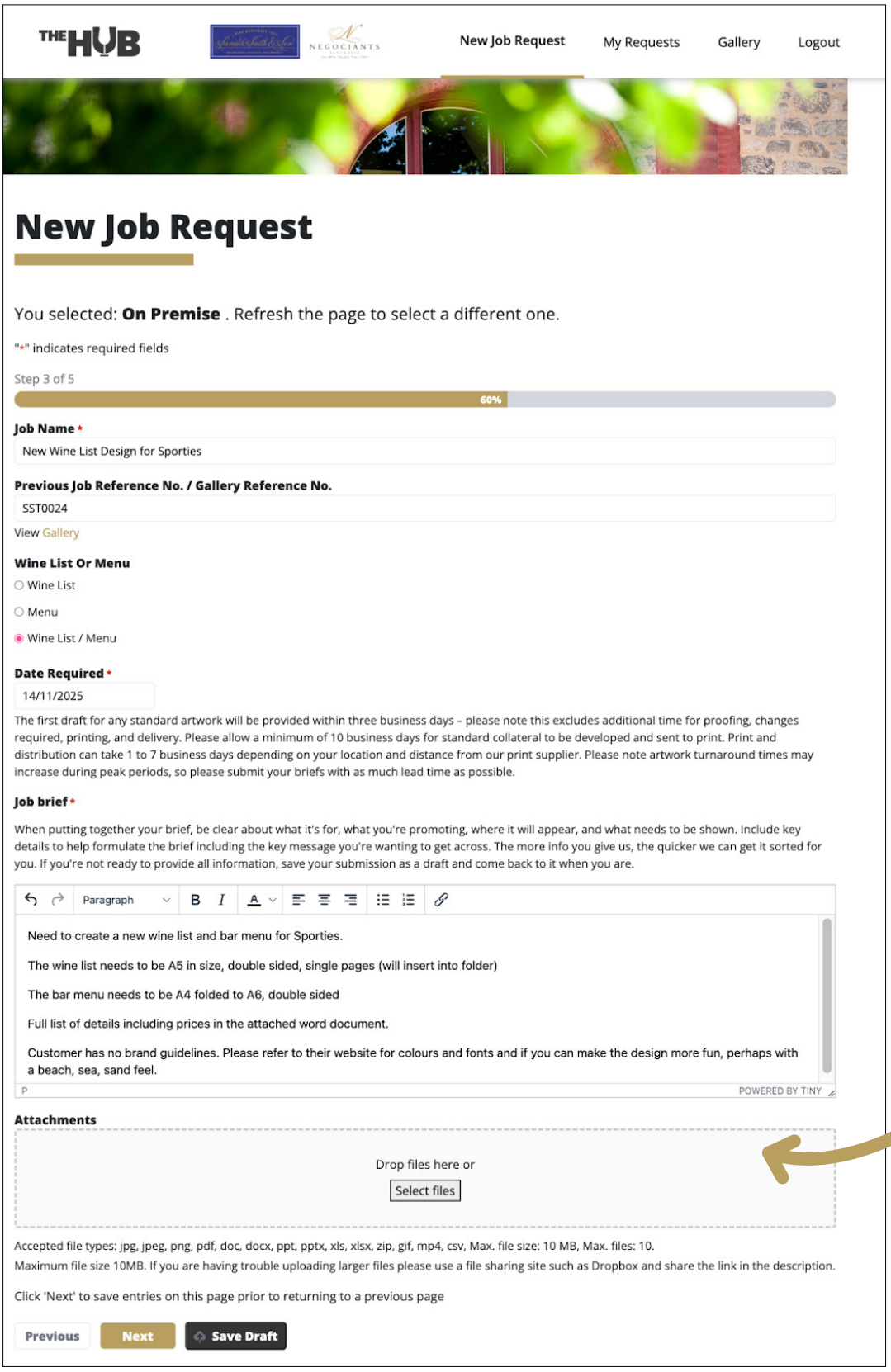
Select what artwork you need for this job



Then fill in the rest of the project details.

NEW JOB REQUEST

On Premise Example



attach files

NEW JOB REQUEST

There is also an option to attach files. These can be word documents, excel sheets, powerpoint documents, PDF's and jpgs. There is a maximum limit of 10 but if you have more to add, after you have submitted the job, you can go back into it and add more into the reply section.

Please provide as much detail as possible. If you select an A5 feature in the print section, but then add table card (or tent card as they are sometimes called) in the job description, it just delays the job going into production whilst we try to clarify what it is that you are after.

Tasting Notes

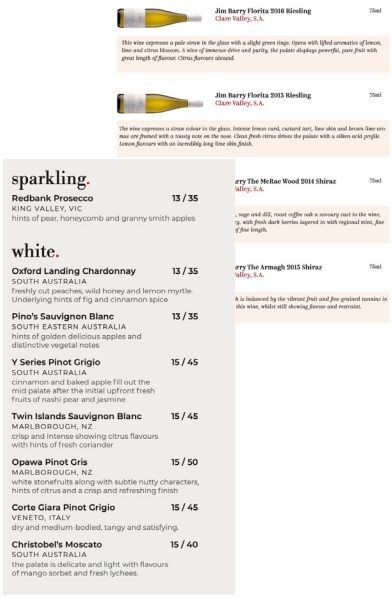
If you want tasting notes, please describe which type as there are variations of these (see examples below).



Full page tasting note with technical details - used for tasting books and wine tasting events



Tasting note only - full paragraph - used in tasting books and wine tasting events



Tasting notes - one sentence - used in tasting events, wine lists and pos etc

NEW JOB REQUEST

Wine List or Menu

If you are requesting a new wine list or menu for a customer, please make sure you provide the following:

- Customer logo (not a screenshot of the website)
- Any colours, fonts, themes etc they need to have included (brand guidelines would be preferable, however we do understand that most customers will not have these)
- Website or social media link for reference
- Gallery template reference for style

These jobs are very subjective so the more details you can provide the easier it is for us to supply something we feel the customer will approve.

NEW JOB REQUEST

Printing

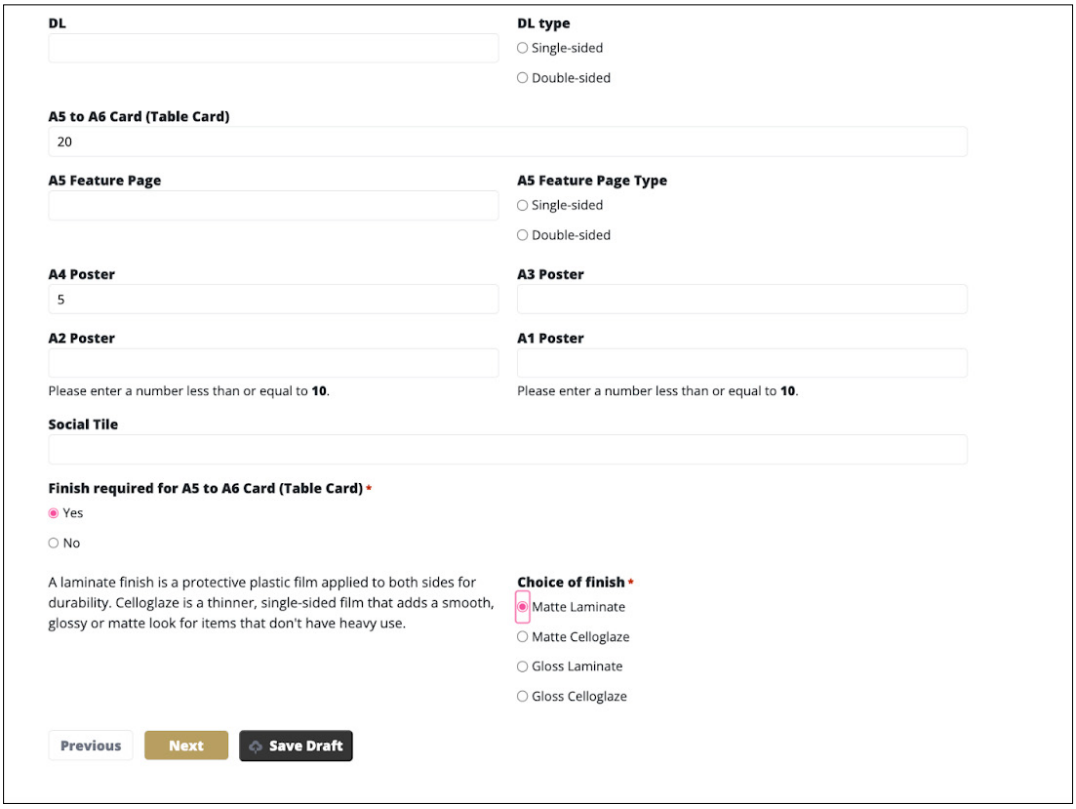
If your job does not need printing, select the NO option and we will provide the final artwork with no printing specs (bleed and crop marks).

If you do require printing, select yes and then add in the qty of the artwork you want - A5 table card, add in the number 20 underneath. You can select multiple options as well, so if you want an A4 poster, an A3 poster and a table card, you simply add in the qty under each option. The table cards also come with finish options

Laminate - thick heavy duty clear plastic, predominantly used for menus in outdoor areas or have high cleaning. This comes in a gloss or a matte finish.

Celloglaze - this is a treatment applied directly onto one side of the paper and adds a bit of stability and helps with the longevity of the artwork. Also comes in a gloss and matte.

There is also an option for a social tile - although these are not printed (obviously) they will be supplied to the standard formats for social media. We can also provide a TV screen standard format, just ask for that when you are typing out the description.

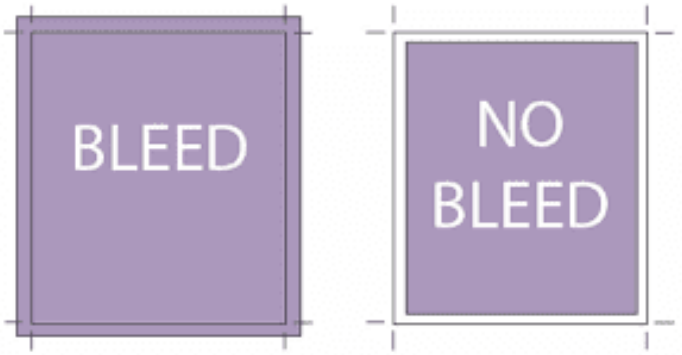


NEW JOB REQUEST

Printing

If this is a print only job and the customer has supplied the artwork, we must have the files set up to printer specifications. These need to have a 3mm bleed and crop marks and the PDF needs to be high resolution.

Crop marks where the printer trims the artwork



No bleed will show a white border around the artwork

Please note: if you are supplying artwork from the customer, The Hub is not responsible for the quality or content of the artwork. By supplying artwork, images, fonts, or other creative assets, you confirm that you hold the necessary rights, licenses, or permissions for their use. The Hub will create designs based on these provided materials in good faith and accepts no liability for any copyright or licensing issues arising from supplied assets.

If you are supplying artwork from the customer that needs editing, we do all of our work in InDesign. Please supply files in that software. However, we do understand that most customers do not use this, if that is the case, we will need to create these jobs from scratch so you will need to provide the information on the job - colours, supply of logo, fonts and any images, otherwise we will not be able to replicate it exactly.

NEW JOB REQUEST

Delivery

When you are onboarded your preferred method of delivery is uploaded to the system.

If you click on Deliver to Office, the hub will automatically populate the office that is assigned to your name.

If you choose Deliver to Home, it will automatically populate your home address that has been supplied to us. If this does not work for you, it means we don't have those details on file. Just contact thehub@them.com.au and we'll organise for this to be added.

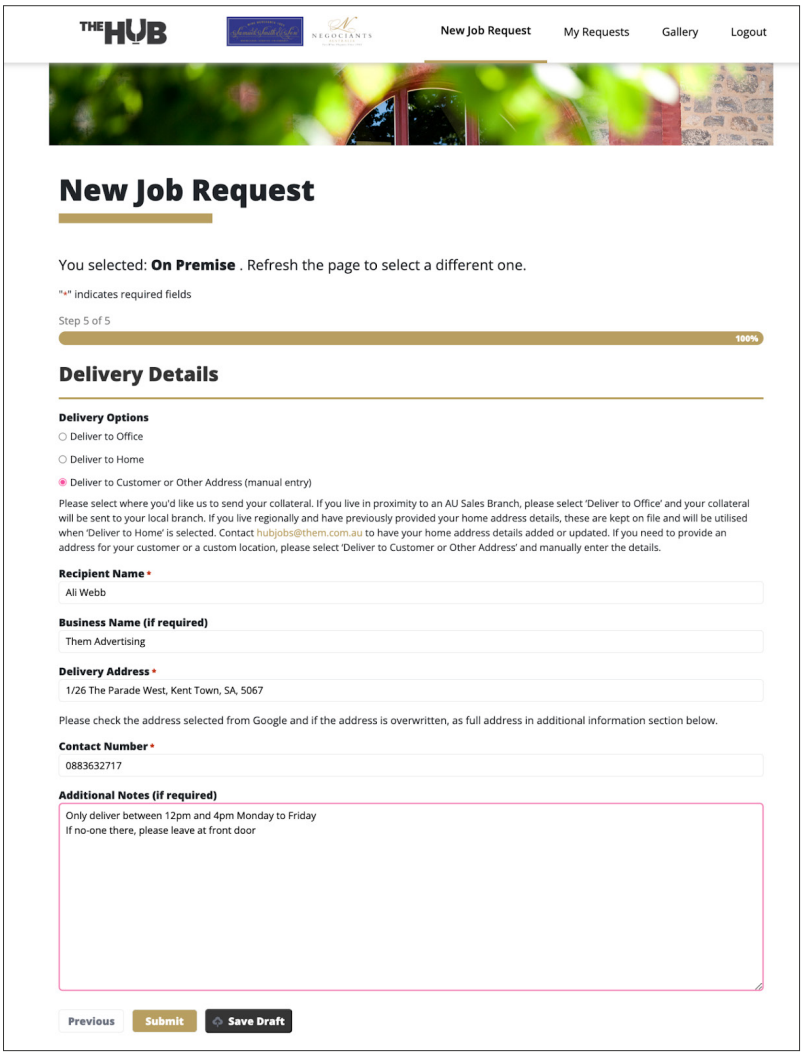
If you want the artwork to go to the customer directly, choose that option. This is the only option you should need to manually type in. You should be able to start typing and google will automatically start listing some addresses, select the one from that list if you can see it. If its not there, you can type this in manually.

Additional notes are for anything that the courier needs to know. If it's going to a restaurant, please make sure you know when the customer will be there. Ie; please deliver between 11am and 4pm. Or if it's to your home - if no one is home, please leave behind the side gate.

This is important for quality control.

NEW JOB REQUEST

Delivery



Once all the details have been added please press the SUBMIT button. This will send an email to The Hub requesting the work as well as an email to yourself for records.

If you are not ready to submit as you are not sure all the details are correct, please select SAVE DRAFT. This option will NOT save a draft in your dashboard, but will send you an email with a link. This link is the only way to gain access to your draft so please keep it handy until you are ready to submit the full job (a draft option in the dashboard is currently being developed).

NOTE: once a job has been sent to the printer, a tracking number will be added to your hub ticket and emailed to you. Please check this tracking number if you have not received your delivery. If there is an issue, please contact thehub@them.com.au for assistance.

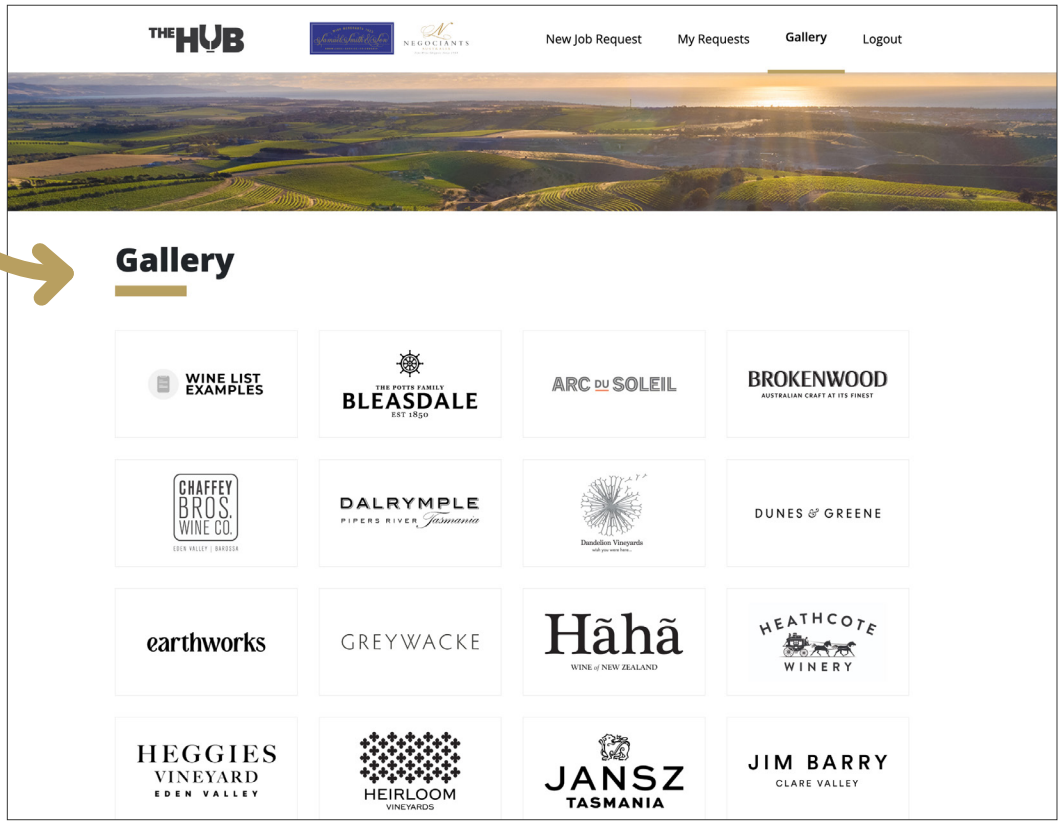
GALLERY

You can access a library of artwork that is ready to order through The Hub. This can be accessed in the header menu.

In the gallery you will find Activate Anytime assets, campaign artwork, on-premise and off-premise templates, special event artwork, and other assets that are ready for your customers to use in-market.

You can also review some wine list examples set up in various sizes for the customer. If you would like one of these, you just provide the gallery reference number underneath in your hub ticket, and then any other changes you want. For example, change colour to blue and reds, add wine glass images etc.

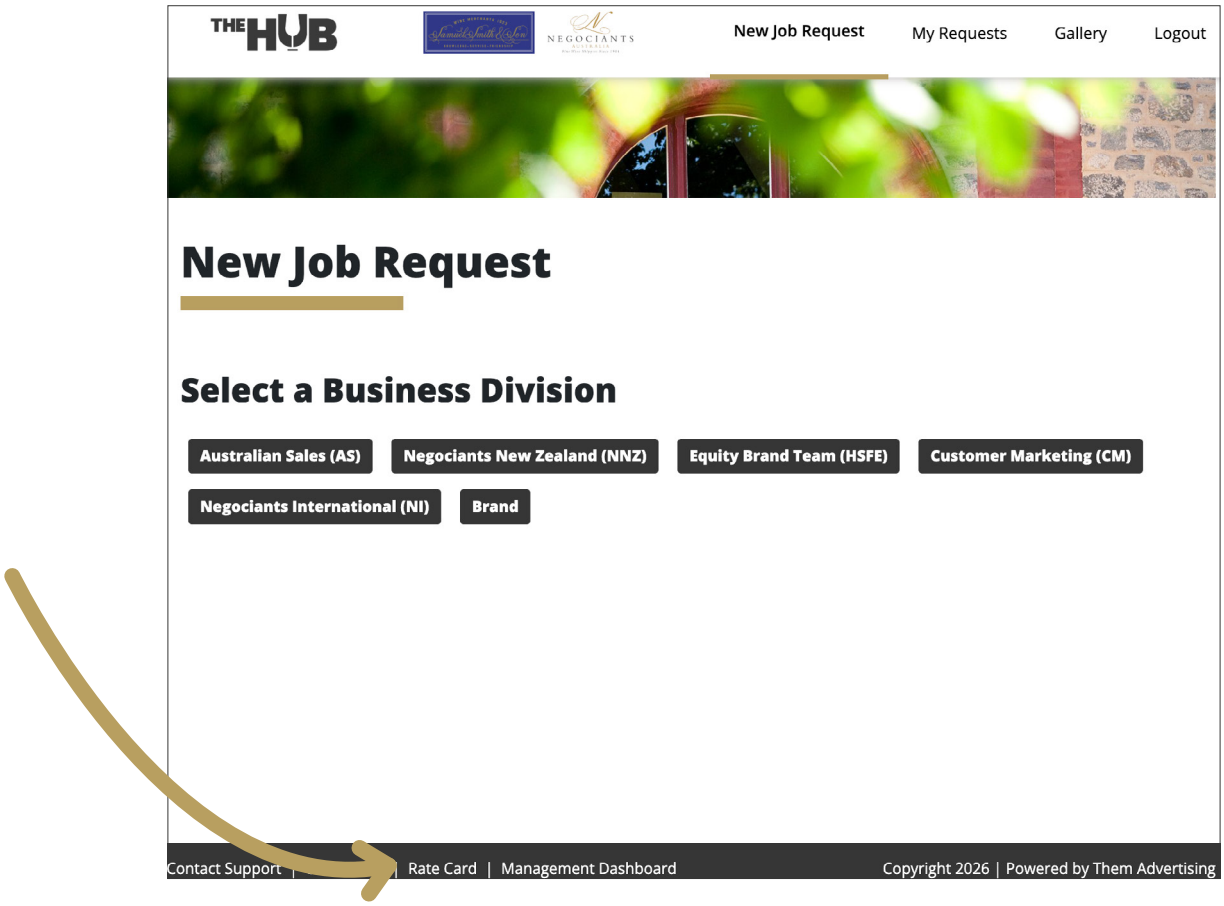
Browse the artwork and then choose a file to be modified by completing a new request form and referencing the brand and artwork code located below the template.



RATE CARD

To find out the cost to print standard artwork, please refer to the rate card in the footer of the HUB.

If the job you are looking for is not here, please email thehub@them.com.au with your query.



SIZE GUIDE

Wine List (WL) & Wine List / Menu (WL-MN)

Excludes cover. Specify portrait or landscape.

A5		148x210mm
A5W	(A5 width, A4 height)	148x297mm
A4		210x297mm
A4 Fold	(folded in half to A5)	210x297mm
A4 Tri Fold	(folded in thirds) *(100x210mm folded size)*	210x297mm
A3		297x420mm
A3 Fold	(folded in half to A4)	297x420mm
A3 Tri Fold	(folded in thirds) *(141.5x297mm folded size)*	297x420mm

Portrait Landscape

A5

A5W

A5L

A4



A4 Fold



A4 Tri Fold

A3



A3 Fold



A3 Tri Fold

SIZE GUIDE CONT.

Wine of the month (WOM)

Folded Card	(A5 folded to A6)	210x148mm
DL		99x210mm
A5		210x148mm



Folded Card

DL

A5

Event Material

Tasting booklet (TSBK)

A5	148x210mm
A4	210x297mm



A5



A4

Tasting mat (MAT)

A4	210x297

A4

Order form (OF)

A5	148x210mm
A4	210x297mm

A5

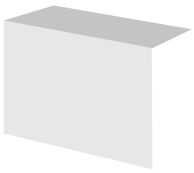
A4

SIZE GUIDE CONT.

Point of sale (POS)

Shelf talker (ST)

90x90mm (art size - 90x60)



90x60mm

Wobbler

130x170mm (art size - 130x80)



130x170mm

Neck tag (NT)

60x150mm
60x110mm **NEW**

60x150mm

60x110mm

Entry ticket (ET)

90x60mm

90x60mm

Entry box (EB)

Face art size - 155x115mm

EB

Header Card **NEW**

211x330mm

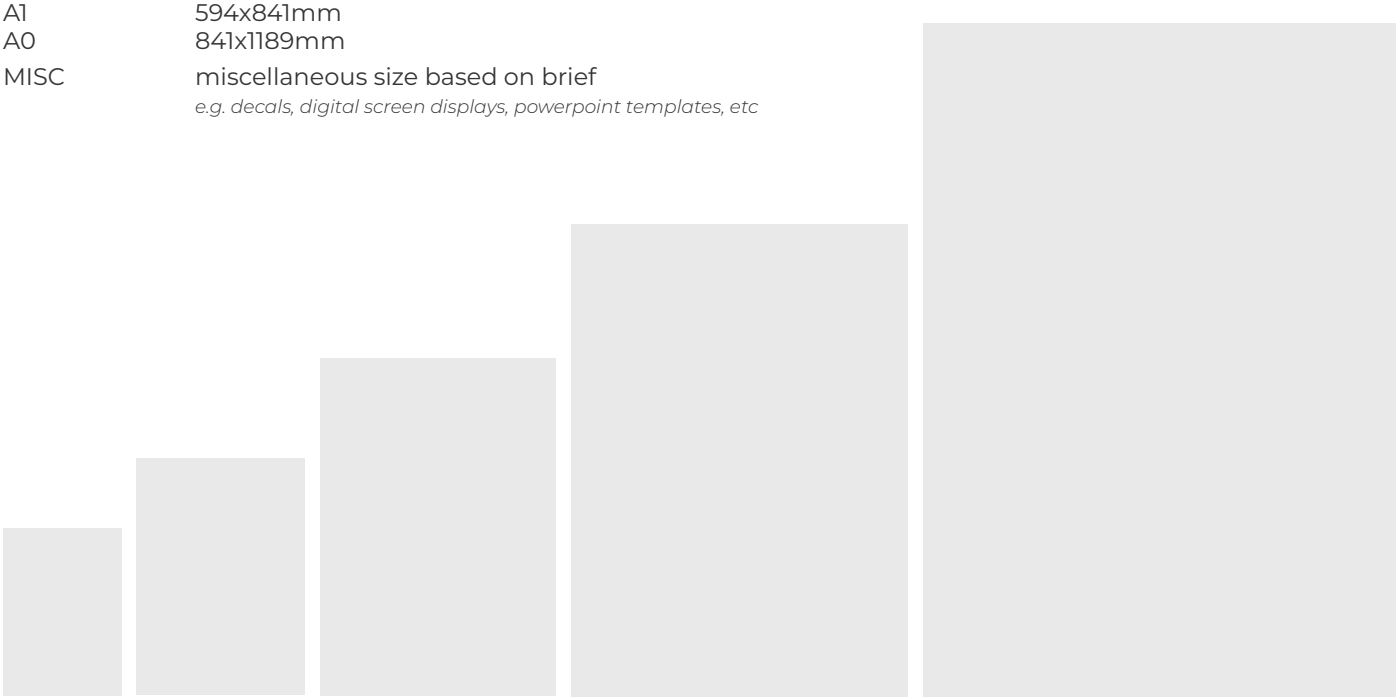
Header Card

SIZE GUIDE CONT.

Point of sale (POS)

Posters

A4	210x297mm
A3	297x420mm
A2	420x594mm
A1	594x841mm
A0	841x1189mm
MISC	miscellaneous size based on brief *e.g. decals, digital screen displays, powerpoint templates, etc*



Digital

Specify additional detail in job description

Social tile	static
Website banner	static
EDM banner	static
TV Screen	static

(sizes need to be provided before assets can be produced)

TROUBLESHOOTING/FAQ

I've forgotten my password, what do I do?

If you forget your password and are unable to login, you can reset this by visiting The Hub. Head to the login page and select Lost your password and then follow the steps that you used to secure and set your first password to create a new one.

How is the dashboard useful for me?

The dashboard is the key place to go and see all of your past and present jobs. After you go through the New Job Request process, the lodged job will appear in your dashboard.
If a job isn't showing, please contact The Hub by emailing thehub@them.com.au with some additional information on what the job was and we will investigate this for you.

The footer also has links to the rate card to calculate printing costs for your customers, as well as a link to this user guide for future reference.

Someone lodged a request on my behalf, but I want to receive the proofs, make changes or approve the job?

If a job is lodged on your behalf by sales support or someone else, we can transfer the ownership of the ticket over to you so that you will receive the proofs and other email communication during the production process.This needs to be requested within the job description when the request is submitted. Alternatively, the job will remain in the dashboard by the person who created it and they will receive all communications during the production process.

How do I view my old jobs?

To view closed jobs, you can filter this within the dashboard. You can also browse through previous job details by clicking the job number to see what was included in your brief.

TROUBLESHOOTING/FAQ CONT.

What happens when one of my jobs is closed?

When a job is complete The Hub's project manager will close it in the system. This means it will no longer be available for you to edit or communicate with The Hub within, you also won't be able to see any of the attachments assigned to the job. So, it's important you save any relevant files when you receive them if you're not opting for printed artwork.

What if I've forgotten to attach some information on a specific job or I have updates to the brief, do I need to take out a new job request?

No, you don't need to create a new job if you've forgotten to include something in the brief or if information changes. You should open your dashboard, select the job in question by clicking the job number and then chat with us through the correspondence section in the open job. In the job you can add attachments, communicate any brief changes or view the job description to confirm what you had submitted.

What are the miscellaneous jobs?

A miscellaneous job is anything that doesn't fall under the categories or types listed in the form. These types of jobs could include presentation templates, corflute or signage artwork etc.

I want to request a digital file to use, how do I do this?

To choose a digital file you can select the type that is required using The Hub job request form (social media, tv screen etc) by typing digital into the desired format. You should then include a detailed brief of what is required within the job description. If there are any questions we will come back to confirm with you once the job has been lodged.

TROUBLESHOOTING/FAQ CONT.

How do I attach files when using my iPad?

To attach a file to your new job request or an existing job from your iPads email client, you'll need to save the file to your device first. Follow the step-by-step process below to add an attachment:

1. Choose the email that contains the attachment you want to save
2. Tap on the attachment to bring up the Share options.
3. Tap the share sheet button on the bottom left of the page. It's a square with an upward arrow.
4. Choose Save to Files or Save to Photo Library (if it's an image)
5. Tap iCloud Drive to save to iCloud Drive or tap On My iPhone to save it directly to your device.
6. Tap Save on the top right of your screen.
7. Go back to the attachment section in The Hub and tap in the box to open the menu
8. Select Browse to select from your files or Photo Library to select from your photos
9. Tap the file you'd like to attach and it will then load.

I want to ask The Hub/Them a question, is there a way I can get in touch?

To contact us directly, you can chat with us in the job request by emailing thehub@them.com.au if it is a general enquiry not specific to a job. You can also select Contact HelpDesk Support on The Hub's footer menu for a quick link to our email at any time.

THANK YOU

If you have any questions, please don't hesitate to reach out to the Hub

thehub@them.com.au