

THE HUB

User Guide



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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: sssthehub.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 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 the three key sections in the form and how to populate these.

USER DETAILS

Name & email

Enter the first 3 letters of your name and then select your name from the options provided. Your email will automatically populate for you.

If your name isn't appearing, you can still submit your request by entering your full name and email address in the relevant text boxes. Please then contact us using thehub@them.com.au and we will arrange to have the details included in our contact system.

Date required

Select the date the artwork is required by using the calendar. Standard artwork can be provided within three business days, this excludes printing. The turnaround for artwork may increase in peak periods. Please provide any specific print deadlines or requirements in the job description box.

Customer information

Select the Business Division

Enter Customer information – you must enter something in this field for the form to submit

For existing customers enter the first 3 characters and select the chosen name from the options provided. The Customer ID, Channel & STM will automatically populate.

For new customers begin to type and select new customer from the options provided.

If no customer begin to type and select no customer from the options provided.

LODGE A JOB REQUEST CONT.

PROJECT DETAILS

Brand/Principal

Define who/what this is for, enter 3 characters and select from the options provided.

Campaign/Job

Tell us what the artwork is for using keywords.

Previous Job Reference No. / Gallery Reference No.

Order a reprint, amendment or artwork adjustments to an old job by using the previous job number. To reference an old Hub job, you can filter the status to closed in the dashboard section and use the keywords to search.

Enter the gallery code from below a template in the brand library to request an amend to an existing piece of artwork.

Product Codes

Enter the first 3 characters and select the phonetic of the products you'd like included.

Job description

This is where additional and detailed information should be entered to help form the brief for your artwork to the studio team. (e.g. pricing, wording, descriptions, tasting notes, campaign information.)

LODGE A JOB REQUEST CONT.

ARTWORK DETAILS

Request printed or digital artwork by selecting the size and type required and entering a quantity below it.

Follow these steps below:

- Request final electronic artwork by entering **FA** under file type.
- Request printed artwork by entering the **print quantity** under file type.
- Additional information and brief must be included in the **job description**.
- For any request that doesn't fit into a category, use the miscellaneous option and include a detailed brief.

Artwork types include:

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 MISC and include details in the Job Description.

Wine of the month (WOM)

Advertising on-premise wine features, available in three sizes – DL, A5 folded to A6 card or A5 page.

Event Material

Artwork suitable for events such as tasting books, tasting mats and order forms.

Point of Sale

Covers any off-premise or retail creative, including shelf talkers, wobblers, neck tags, entry tickets, entry boxes and posters.

Digital

Final artwork to be digitally distributed on social networks, email marketing or website. Including, animated or static social tiles, web banners or EDM images and videos.

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 are interested in receiving a quote for.

Miscellaneous

For any request that doesn't fit into a category, enter FA or the quantity under this type and include a detailed brief. Coreflute and Signage can also be requested, but this will be quoted before production.

LODGE A JOB REQUEST CONT.

DELIVERY DETAILS

Recipient Name

We require a contact name for all parcel deliveries and we will need this to be provided before printing collateral.

Contact Number

The best phone number for the recipient of the printed artwork.

Delivery address

Start to type the delivery address and select the correct address once it appears in the dropdown.

Additional Delivery Information (if required)

Include any additional notes here for the couriers (e.g. closed Mondays, leave under cover, deliver to The Hub Hotel).

ATTACHMENTS

Attach any previous/relevant artwork, images, Word docs, PowerPoints, GIFs, PDFs, JPGs, etc. that will help form the brief for your artwork.

SAVE DRAFT

You have the ability to save a draft request form before submitting it to The Hub if you need to collate more information or come back to the request later. You will need to save the draft link, or enter your email to have it sent to your inbox.

Drafts won't automatically send or be saved in your dashboard.

GALLERY

You can now access a library of artwork that is ready to order through The Hub.

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.

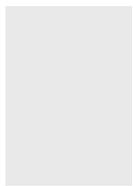
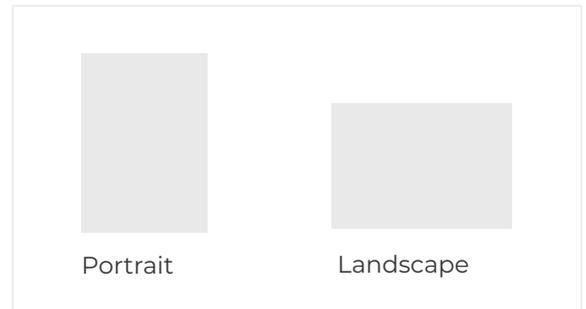
Browse the artwork and then choose a file to be modified by completing a new request form and referencing the brand and artwork code located below the template.

SIZE GUIDE

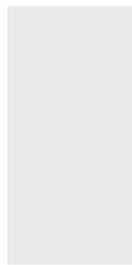
Wine List (WL) & Wine List / Menu (WL-MN)

Excludes cover. Specify portrait or landscape.

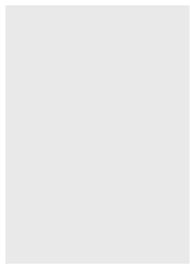
A5		148x210mm
A5W	(A5 width, A4 height)	148x297mm
A4		210x297mm
A4 Fold	(folded in half to A5)	210x297mm
A4 Tri Fold	(folded in thirds) <small>(100x210mm folded size)</small>	210x297mm
A3		297x420mm
A3 Fold	(folded in half to A4)	297x420mm
A3 Tri Fold	(folded in thirds) <small>(141.5x297mm folded size)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



A5



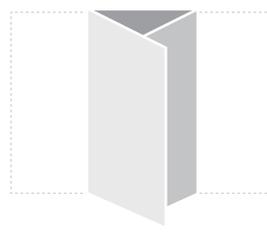
A5W



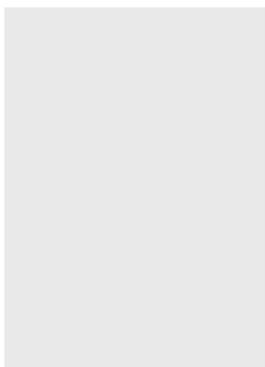
A4



A4 Fold



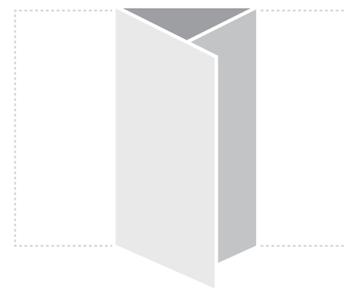
A4 Tri Fold



A3



A3 Fold



A3 Tri Fold

SIZE GUIDE CONT.

Wine of the month (WOM)

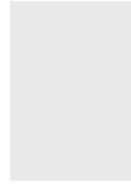
Folded Card (A5 folded to A6) 210x148mm
 DL 99x210mm
 A5 210x148mm



Folded Card



DL



A5

Event Material

Tasting booklet (TSBK)

A5 148x210mm
 A4 210x297mm



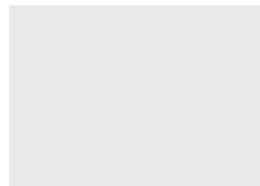
A5



A4

Tasting mat (MAT)

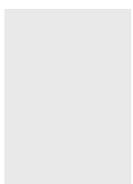
A4 210x297



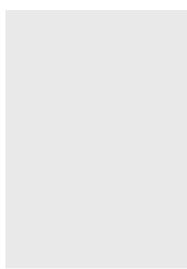
A4

Order form (OF)

A5 148x210mm
 A4 210x297mm



A5



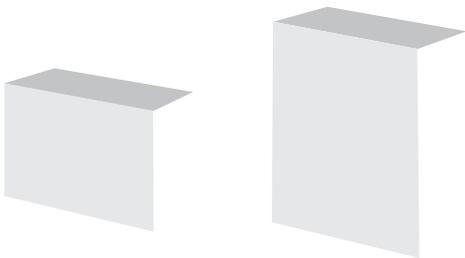
A4

SIZE GUIDE CONT.

Point of sale (POS)

Shelf talker (ST)

90x90mm (art size - 90x60)
75x110mm (art size - 75x100)



90x60mm

75x100mm

Wobbler

130x170mm (art size - 130x80)



130x170mm

Neck tag (NT)

60x150mm
60x110mm **NEW**



60x150mm

60x110mm

Entry ticket (ET)

90x60mm
A6 105x148mm

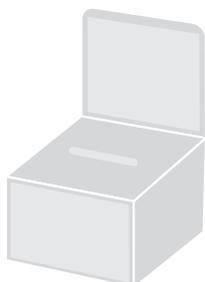


90x60mm

A6

Entry box (EB)

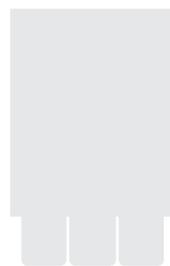
Header Card art size - 150x150mm
Face art size - 155x115mm



EB

Header Card **NEW**

211x330mm



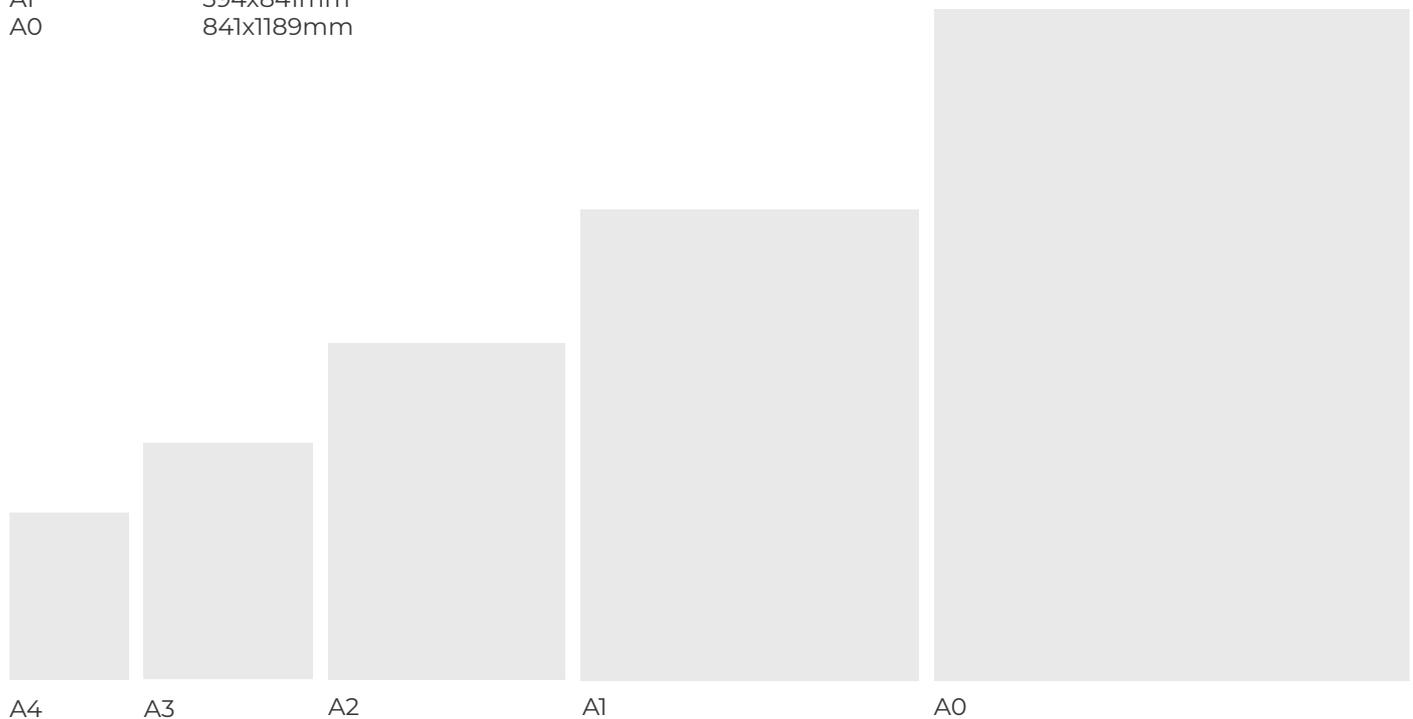
Header Card

SIZE GUIDE CONT.

Point of sale (POS)

Posters

A4	210x297mm
A3	297x420mm
A2	420x594mm
A1	594x841mm
A0	841x1189mm



Digital

Specify additional detail in job description

Social tile	static	
Social GIF	animated	
Website banner	static	
EDM banner	static	
Video	animated	(quoted on request)

Miscellaneous

If you have a request that doesn't fit into one of the above categories, use MISC and include a detailed brief in the job description.

There is also the option for quoting coreflute and exterior/interior signage.

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.

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, TV screen 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 (Facebook, Instagram, Web, EDM) by typing FA 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 using the chat function or you can email 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.