Storefront Customer Help Document

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Storefront URL
Go to the Storefront website: https://www2.dor.state.ne.us/Storefront/home.aspx

Storefront HomePage

Welcome to the NDOR Storefront

This storefront is provided by the Nebraska Department of Roads to allow purchases of NDOR products through secure payment transactions.

General assistance contact the Helpdesk at 402-479-4644 M-F 7:00 AM - 4:30 PM CT

Questions on specific products contact the following offices M-F 8:00 AM - 5:00 PM CT

- Accident Reports - Highway Safety Office at 402-479-4645
- Maps - Communications Office at 402-479-4309
- Plans/Proposals/Publications - Contracts Office at 402-479-4525
Customer Account

Register
If you want to create an account click register. If you don’t wish to register, you can go ahead and browse the website and register later, or complete the transaction as a guest.
Fill out all the information then click Register. If you don’t have a vendorid or a company name enter N/A. Phone format is xxx-xxx-xxxx.
Once registered, you will automatically be logged on. Click Home to begin creating an order.

**Reset Password**

The customer can reset their password if they forgot it by doing the following steps:

Click Login:
Click Reset Password:

Enter UserName and then click Send Reset Link:
Once they click Send Password the screen will state if UserName was entered correctly then customer will receive an email shortly with their password:

Email will contain a link where the customer can change his/her password:
Change Password
Customer will have to go to Storefront and logon:

Once the Customer is logged they can change their password by going to UserProfile password:
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Click Edit Profile:

Click Manage Password:
In current password type the current password; then set a new password and click Change Password:

It will state the password has been reset.
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The customer will also receive an email stating the password:

**Thank you for using Nebraska Department of Roads Storefront**

You have successfully changed your password.

Please login using the following information:

- NDOR Storefront Website Address: [www2.dor.state.ne.us/storefront](http://www2.dor.state.ne.us/storefront)
- Username: Jen
- Password: jen11113

This is an auto-generated email please do not reply. If you have questions concerning this order please contact Department of Roads Helpdesk at 402-479-4644.

**Manage Profile**

Once the Customer is logged they can manage their profile by clicking UserProfile.
Click Edit Profile:

Click “Manage Profile”. Manage Services tab is not turned on.
Update your profile information then click Update:
Place an Order
Click on the category that you wish to browse, in this example, I’m going to purchase a map of the City of Lincoln, and an accident report.

Starting with the map, click “Maps” underneath categories, select city maps

Search
You can browse through all the maps or type “Lincoln” in the search bar and click “go”. All the results for “Lincoln” will be displayed.
Add to Cart
If we only wanted the north ½ of the Lincoln map, you can:

- click download for free
- click the drop down arrow and select your size
- click the add to cart
- or click on the picture of the map to get more info.
If you click the thumbnail of the product it will take you to the details of the product. From this screen, you can also select the size of map you want and click “Add to Cart”.

You can add Plan/Proposals, Post Letting Plans, and Publications to cart with the same process as Maps.
To search an accident report, click the “Accident Reports” under the categories. You can enter the search parameters and click search.

Click the check box of the report you want and click “Add to Cart”
It will state how many accident reports were added to cart.

Checkout
Once you have added all the items you want to your cart, you can click “Checkout” or the small shopping cart next to the total.

After you start the checkout process, you can see your items and edit the quantity or remove them from your cart. You also have the option of continuing your shopping.
**Cart**

After you start the checkout process, you can see your items. You can edit quantity or remove items from your cart. Once you made the edits click Recalculate to see your changes. You also have the option of continuing your shopping.

Once you are ready are satisfied with your cart click Order to advance to customer address information.
**Address**
At this point, if you have an account, click “Sign In to Checkout”. If you don’t have an account, you can either, continue as a guest or create an account. If you create an account, your billing address information will be saved so it will save time the next time you have to purchase. If you continue as a guest, you will have to enter your billing address information. To create an account, click “Create Account” then, enter the required information and click “Register”.

If “Continue as Guest” is clicked, you will also be asked for your information, if an account has been created, this information will be filled in automatically.
If you need the items to ship to a different address than the billing address, click “Deliver to another address” then enter it below.

Once your information has been entered, click “Next”.

**Payment**

Online you only have the option to pay by PayPal or Credit/Debit card. If you come to a NDOR building you will have an option to pay by cash or check.
Ship Method
On this screen you will also be able to choose your ship method. Ship methods are UPS Ground, UPS 2nd Day Air Early AM, UPS Next Day Air Early AM, Pickup.

If you only order Accident Reports you have the option to ship by Electronic Delivery which will send your accident reports to you via email once payment is received.

Paying via PayPal/Credit Card
To pay with PayPal or a Credit Card, you will click the PayPal button.
You will be directed to PayPal.com where you have the option to use your PayPal account or pay with a debit/credit card as a guest.

If you click “Checkout with PayPal”, it will ask for your email and password if you have a PayPal account, then Click the Login Button. Otherwise, you can click “Create a PayPal account”.

The shipping address you entered in Storefront will be the address the package(s) will be shipped to. The one showing on this screen is your default PayPal shipping address which may or may not match what you entered in Storefront. The one entered in Storefront will be used.

You can choose your PayPal payment methods (PayPal Balance, line of credit, or echeck). Click “Pay Now” to process the payment. You will then receive a confirmation email detailing your order.

If you choose to pay with a credit card enter your card information then click “Review and Continue”. You will then be asked to review your information, if its correct, click “pay now”.

After you click “Pay Now”, you will directed back to Storefront with a confirmation screen of your order. You will also receive your confirmation email from NDOR.
Paying via cash/check
On this last screen, you can verify that your address information is correct; you can also select the preferred method of shipping. Pickup from NDOR is also an option. The last step will be to select your payment method. You can either select PayPal or Cash/Check. Cash/Check will only be an option if you walk into the office to place an order. Once you click your payment method, you will go to the confirmation page, and you will also receive an email detailing your order.
Thank you for your order at Nebraska Department of Roads Storefront.

These order details have been emailed to Jen.Smith@nebraska.gov. We will process your order promptly upon receiving your payment.

**Order Details**

<table>
<thead>
<tr>
<th>Order Number</th>
<th>00-00072-02016-20130521</th>
<th>Shipping: UPS Ground $7.42</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order Date</td>
<td>5/21/2013</td>
<td></td>
</tr>
</tbody>
</table>

**Billing Address**

- Jen Smith
- ABC Company
- 456 Street
- Lincoln
- NE 68502
- 402-499-5012

**Delivery Address**

- Jen Smith
- ABC Company
- 456 Street
- Lincoln
- NE 68502
- 402-499-5012

**N/A**

Jen.Smith@nebraska.gov

**Products**

<table>
<thead>
<tr>
<th>Product Description</th>
<th>Price</th>
<th>Quantity</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lincoln (North ½)</td>
<td>$0.75</td>
<td>1</td>
<td>$0.75</td>
</tr>
<tr>
<td>Accident Report - 213015889 - 5/6/2013 - MERRICK</td>
<td>$15.00</td>
<td>1</td>
<td>$15.00</td>
</tr>
<tr>
<td>405-34-(126) - Informational Proposals (12083/001)</td>
<td>$8.50</td>
<td>1</td>
<td>$8.50</td>
</tr>
<tr>
<td>Flagger's Handbook</td>
<td>$3.50</td>
<td>1</td>
<td>$3.50</td>
</tr>
<tr>
<td>Flagger Certification Cards - (10 per sheet)</td>
<td>$0.50</td>
<td>1</td>
<td>$0.50</td>
</tr>
</tbody>
</table>

Shipping/Handling: $7.42
Tax: $2.50
Total: $38.17