



MEDVET Leading Specialty Healthcare for Pets

DOKSHOP USER GUIDE

dokshop
 powered by prisma

The customer service team at Prisma is here to help.
If you need technical assistance, please reach out to us.

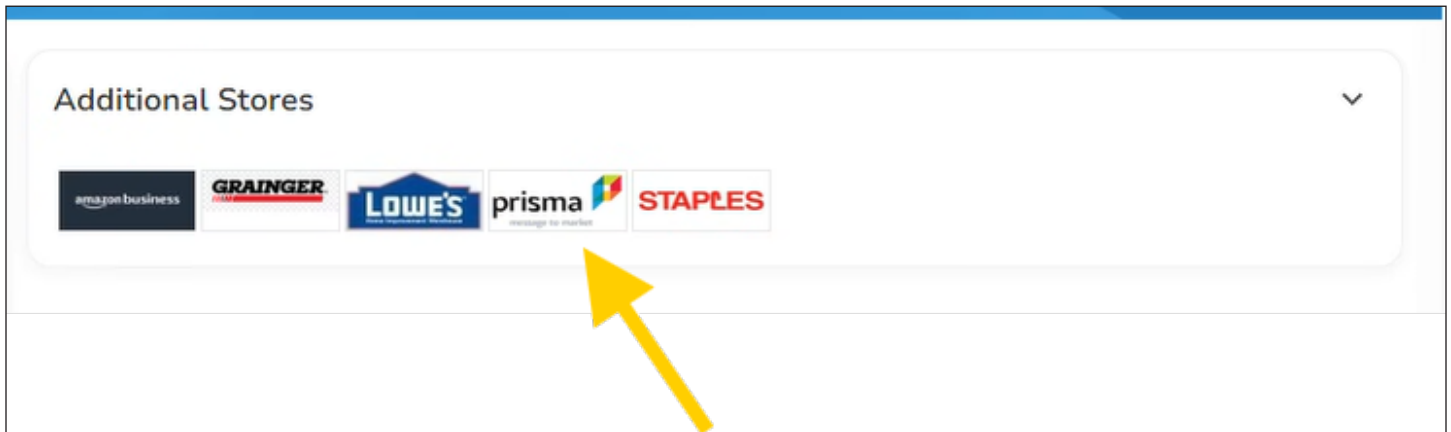
T 888-365-7411
 E dokshop@poweredbyprisma.com
 2937 East Broadway Road, Phoenix, Arizona 85040
 M-F, 8am-5pm (MST)

LOGIN

Please select **Prisma** to get started. This will be your one-stop shop for print materials, promotional products, and branded apparel.

For general marketing materials, please punch in through Coupa using the steps above. If you need to make personal purchases, please visit **medvetstore.dokshop.com** and check out using a credit card.

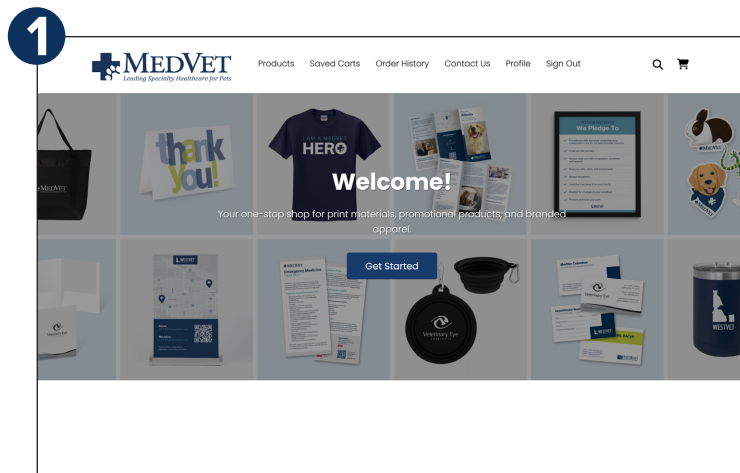
Please note that all purchase orders will require spend approvals from the appropriate approvers in Coupa.



1 WELCOME PAGE

On the welcome page, you have access to the following:

- **Products** - View available categories and order products. (The “Get Started” button takes you to the products page as well.)
- **Saved Carts** - Find saved carts from previous shopping sessions.
- **Order History** - Find previous orders.
- **Contact Us** - Contact the Dokshop Customer Service Team for support.
- **Profile** - View account settings and the favorites page.
- **Search** - Find items by keywords.
- **Shopping Cart** - Select the shopping cart icon to view items in your open cart.



2 PRODUCTS

Select **Products**, then choose a product category.

On the top level of a product, you can see the product name and order descriptions.

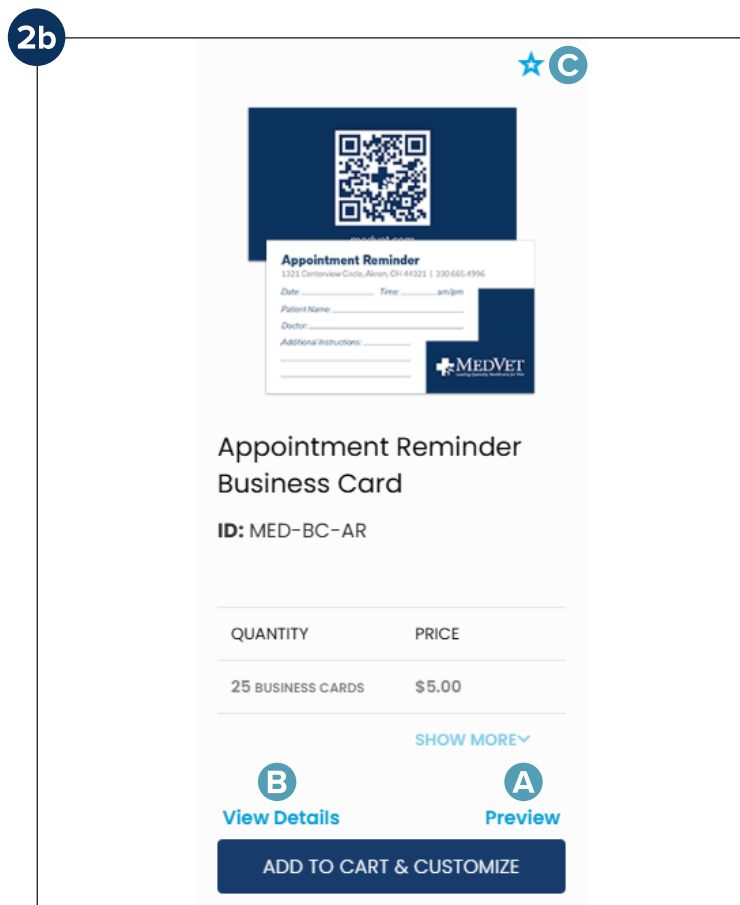
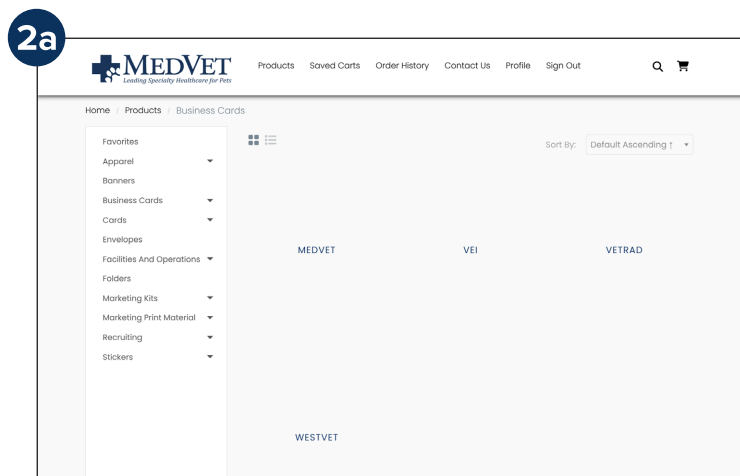
- A** Select the **Preview** link to view a larger preview image.
- B** You can also select **View Details** to see production and pricing information.
- C** Select the **Favorites** star to save the product to your Favorites section.

To order an item, select **Add to Cart** to proceed to the **Order** page.

To order an item that does not require customization, select **Add to Cart** to proceed to the order page.

For items that do require customization, select **Add to Cart & Customize**. Fill out the necessary fields and view a proof before adding to your cart.

Can't find your item? Use the search bar and enter key words to locate what you need.



PRODUCT TYPES

There are different product types available to order on Dokshop, and each one functions a little differently.

A Inventory

Inventory products are items that are pre-produced and typically ship within 1-2 business days.

B Static Printed Material (POD)

Static print items are non-customizable products that need to be produced before they are shipped. These items typically take 3-5 business days to produce and ship.

C Custom Printed Material (POD)

Custom print items are personalized products that need to be produced before they are shipped. These items take about 3-5 days to produce and ship.

NOTE:

Non-customizable products (Inventory & Static Printed Material) will have the **Add to Cart** button.

Customizable products (Custom Printed Material) will have the **Add to Cart & Customize** button.

A



20oz Tall Boy Glass with Bamboo Lid (Cats) - part of influencer kit request

B



MedVet: How to build a outreach bag handout

C



General Location Business Card

3 PRODUCT CUSTOMIZATION

For customized items, select **Add to Cart & Customize** to proceed.

Select and fill out required and/or optional fields on the customization page.

NOTE: * indicates a required field.

Once you have filled out the form page, click **Generate Proof** to view your proof.

A proof of the product will be displayed for your review. **Please note that this proof is an exact representation of what will print on the final product. Customized products cannot be returned, so please review your proof carefully before accepting.**

You may select **Back** to make edits. If you are happy with your proof, select **Accept Proof** to continue.

3a

The information you enter will be printed exactly as entered. Please double check the information for accuracy.

Select Location: *

Phoenix

Appointment Reminder
10400N, 1st St, Scottsdale, AZ 85258 | 602.522.8904

Date: _____ Time: _____ am/pm

Patient Name: _____

Doctor: _____

Additional Instructions: _____

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BACK GENERATE PROOF

DOKSHOP POWERED BY PRISMA
PHOENIX | TUCSON | AUSTIN | BATON ROUGE | NEW ORLEANS | NASHVILLE
1-888-365-7411
DOKSHOP@POWEREDBYPRISMA.COM

3b

If this proof is accurate and meets with your approval, then click the Accept Proof button located on the bottom of this page.

Appointment Reminder
10400N, 1st St, Scottsdale, AZ 85258 | 602.522.8904

Date: _____ Time: _____ am/pm

Patient Name: _____

Doctor: _____

Additional Instructions: _____

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medvet.com

BACK DOWNLOAD PROOF ACCEPT PROOF

DOKSHOP POWERED BY PRISMA
PHOENIX | TUCSON | AUSTIN | BATON ROUGE | NEW ORLEANS | NASHVILLE
1-888-365-7411
DOKSHOP@POWEREDBYPRISMA.COM

4 ITEM DESCRIPTION & QUANTITY

After selecting and/or personalizing an item, you will go to the **Order** page. On this page, you can enter the **Item Description** (i.e. Business Cards for Location 123) and choose your desired **Quantity**.

When finished, select **Add to Cart**.

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Products Saved Carts Order History Contact Us Profile Sign Out

Home / Order

Appointment Reminder Business Card

Item # MED-BC-AR
Item Description *

Business Cards for Location 123

Quantity

25 Business Cards / 1 Pack

BACK ADD TO CART

QUANTITY	UNIT PRICING	PRICE
25 BUSINESS CARDS	\$0.20 EACH	\$5.00

SHOW MORE

DESCRIPTION

Appointment Reminder Business Card

5 CART

Once in your shopping cart, you may select **Continue Shopping, Close and Save for Later**, (accessible from Saved for Later link), or **Checkout**.

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Products Saved Carts Order History Contact Us Profile Sign Out

Home / Cart #1632827

Item	Price	
 Business Cards for Location 123 ID: MED-BC-AR Quantity: 25 Business Cards	5.00	EDIT SHOW PROOF REMOVE
 Stainless Steel Mug - MedVet ID: MED-726-MV_POI Quantity: 1 Mug	0.00	EDIT REMOVE
Subtotal		\$5.00

CONTINUE SHOPPING X CLOSE AND SAVE FOR LATER CHECKOUT

6 SHIPPING DESTINATION

When you are ready to check out, select **Checkout**. You will be redirected to Coupa to submit a purchase request. Your shipping information should already be built in, but please review it carefully and follow the steps below to complete your order.

Step 1: Submitting a Purchase Request

Punchout



4. Once you've added all your items, navigate to your cart within the Store

Home / Cart #1629973

Item	Price
 MedVet Branded Envelopes - Cost \$10 ID: MED-INV-672-MV Quantity: 1 Magnet	0.00

Cart Items

1 MedVet Branded Envelopes - Cost \$10 10.00 USD
Supplier Pharma Graphic Corporation
1 x 10.00 USD / Each (Owned By Abby Stults)

Commodity: Office Supplies
Payment Terms: Net 30
Online Order: No

Billing
MedVet COA
Central Support (Associates) Office Su
pplies-Marketing
1.508.7278.0638

Period: 2025 Hospital Budgets

Total 10.00 USD

CHECKOUT

5. Select Checkout

6. The item will be added as a Requisition line in your Coupa Cart

Step 1: Submitting a Purchase Request

Cart Header



Populating & Reviewing your Cart Header:

Review Cart #44202 [Edit](#) [Invite](#)

[General Info](#) [Cart Items](#) [Approvers](#) [Comments](#) [History](#)

[Add Tag](#)

General Info

Created By: Eryn Kane

1 On Behalf Of:

Assigned to: None

2 Capital Project ID:

Justification:

3 Attachments: [Add](#) [File](#) [URL](#) [Text](#)

Long Term PO: ☐

Validity Start Date: [Calendar](#)

Validity End Date: [Calendar](#)

Ship To

4 Address: 350 E. Wilson Bridge Rd.
Worthington, OH 43085
United States
Location Code: L500

Temp Location Code: Central Support (Associates)

5 Attention: Eryn Kane

Legend:

- 1 On Behalf Of: Use this to create a request on behalf of another user
- 2 Capital Project ID: Only required on Capital Purchases. This is a lookup field that queries Coupa's Project ID database to associate the spend with the correct Project ID.
- 3 Attachments: Use this document submission field to share supplier-facing documents. For example, if you have a quote you received, ensure that the send to supplier checkbox is ticked when you upload the document.
- 4 Commodity: Your default address is set based on your primary MedVet location. To change the Ship To Address, click on [Select](#) a different MedVet address or create a custom address (like your home).
- 5 Attention: Defaults from the User record but can be overwritten if you are sending something to someone else

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Step 1: Submitting a Purchase Request

Finalizing your Cart



Once you've added your Requisition Lines and reviewed your Cart Header, you are ready to submit your Purchase Request

Cart Items [Add Line](#) [Clear Cart](#) [View](#) [Advanced](#) [Search](#) [Sort by](#) [Line Number: 0 - 9](#)

[Edit Selected](#) [Copy](#) [Delete](#)

Line	Description	Amount	Commodity	Payment Terms	Online Order	Period
1	Enhanced Profiles - Monthly Supplier: Help Inc.	17,280.00 USD (Chained By Eryn Kane)	Advertising	Net 30	No	2026 Hospital Budgets
2	CPC - Local Advertising Supplier: Help Inc.	54,000.00 USD (Chained By Eryn Kane)	Advertising	Net 30	No	2026 Hospital Budgets

Total: 71,280.00 USD

Approvers

[Add](#)

2 EK Eryn Kane JB Jen Burns Approval Complete

[Save for Later](#) [Save](#) [Submit for Approval](#)

Legend:

- 1 Review the Billing String: The GL coding defined on the requisition will determine where the expense is booked once the invoice is paid.
- 2 Review the Approval Chain: Based on your defined Management Hierarchy and the total of your requisition, the approval chain for the request will populate.
- 3 Submit for Approval: If all looks good, select Submit for Approval. A notification will be sent to the first approver listed in the approval chain.

Choose an Account

Choose Chart Of Accounts: MedVet COA

* Location - Central Support (Associates) (L500) [Select](#) → Defaults from Ship To Address on Cart Header

* GLAcct - GL Account - Advertising and Paid Media (7260) [Select](#) → Defaults Commodity selected on Requisition Line

* Dept - Department - Marketing (2000) [Select](#) → Defaults from Department set on Requester's profile

Pg - Project [Select](#)

Pg Typ - Project Type [Select](#)

[Choose](#)

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Please note that all purchase orders will require spend approvals from the appropriate approvers in Coupa.

7 SHIPPING METHOD

Review and select your desired shipping method.

Select **Continue** to go to the billing/payment page.

8 ORDER SUBMISSION

Your order will be summarized for your review.

You must enter an order description (used in your order history).

Once completed, select **Submit Order**.

9 CONFIRMATION

An order confirmation will display and be emailed to the order email address. In addition, a shipping confirmation with tracking information will be emailed when your order is on its way.

If you have any questions, comments, or concerns regarding the status of your order or any changes to it, please contact us at dokshop@poweredbyprisma.com

10 ORDER HISTORY & REORDERS

You can check your order's progress via the **Order History** page. On this page, you can view a detailed order summary with order contents, current order status, and tracking information.

To reorder an item, navigate to your **Order History**, locate the order you'd like to reorder, and select **Manage**. From there, you'll see all items included in that order. Simply select **Reorder** next to the item you want, and it will be added to your cart.

7

Shipping Method

USPS - Parcel Select Ground (\$6.05)

To change the shipping method, please select the method from the drop-down.

1 box at 0.07 pounds each:

ID: MED-BC-AR - Appointment Reminder Business Card
Quantity: 25 Business Cards
Item Type: Production (Can take 1 to 2 days to produce.)

Shipping Method

USPS - Parcel Select Ground (\$6.05)

To change the shipping method, please select the method from the drop-down.

1 box at 0.5 pounds each:

ID: MED-728-MV_POI - Stainless Steel Mug - MedVet
Quantity: 1 Mug
Item Type: Fulfillment (usually ships within 1 to 2 days.)

BACK CONTINUE

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Payment Type

Net Terms

Billing Information

Company: MedVet Associates, LLC
Attention To: Firstname Lastname
Line 1: 1234 N. Main St.
Line 2: Suite 1234
Country: United States of America
City: Anytown
State/Region: Arizona
Zip/Postal Code: 12345

Tax: 0.46
Postage: 0.00
Estimated Handling (Pick/Pack fees): 10.00
Estimated Shipping: 12.30
Order Total: 27.56

BACK SUBMIT ORDER

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Support Hours:
888-365-7411
8:00 AM - 5:00 PM MST
dokshop@prismagraphic.com

Thank you for your order! Your order has been submitted for processing. Please save this email for future reference. If you have questions and/or comments about this order, please contact us.

Order Detail

Order Number: 1624731
Order Confirmation #: 1624731MEDVE924BG
Company Name:
Order Description: Business Cards for Location 123
Order Created on: 04/27/2026 9:55 AM
Order Submitted on: 04/27/2026 9:57 AM
Order Submitted by: Firstname Lastname (phone: 999-999-9999)

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Products Saved Carts Order History Contact Us Profile Sign Out

Home / Orders

My Profile
Orders
Favorites
Change Password
Saved For Later
Contact Us
Sign Out

Orders

Order Status: All
Order Age: Last 15 Days

Order Number: 0

Item Description: Enter your item description

Size: 25 Orders entries
Sort Field: Order Number entries
Sort: Descending entries

SEARCH

Result - Orders

Action	Order Number	Status	Order Desc	Created By	Created	Submitted
No Record To Display						

FOR OFFLINE ORDERS

Please reach out to our Prisma team for Offline Orders by following this link: [Submit an Offline Order Request](#)

CONTACT US

Product Inquiries or Technical Support

Dokshop Customer Service
1-888-365-7411, option 2
dokshop@poweredbyprisma.com

Order Status or Changes

Dokshop Customer Service
1-888-365-7411, option 1
dokshop@poweredbyprisma.com

The Contact Us page makes it easy for your users to get assistance, ask questions, or connect with the right team quickly.

Our hours are **7:00 AM to 4:30 PM Mountain Standard Time.**

SERVICE LEVEL AGREEMENTS

Based on the Service Level Agreements (SLA) between **Prisma** and **MedVet Associates, LLC**, the following turnaround times are expected depending on item type:

- Inventory Items: 2 business days + shipping
- Print Items: 3-5 business days + shipping

Please note that all purchase orders will require spend approvals from the appropriate approvers in Coupa.