

myHallmark Webstore

This guide will provide you following information relating

- Signing up to MyHallmark Webstore
- How to view our full range of products
- How to view Your Planogram
- How to Understand your Display
- How to place an order
- How to track an order
- How to request a seasonal credit
- How to Download DDO/Invoice/Barcodes
- How to pay your account
- How to view MyResources

If you need any further assistance please don't hesitate to reach out to our friendly Customer Care team

mysupport@hallmark.com | 1800 729 999 (option 2) |

Signing up MyHallmark Webstore

- Open your web browser and go to www.trade.hallmarkcards.com.au
- Click "Register"



Login

Register

Avoid shipping delays! We recommend placing orders for at least \$400 to ensure they meet the minimum order value after rebates and discounts are applied. Orders under \$300 will not be shipped. X

Login to Web Portal

User Name

User Name

Password

Password

- Enter your details
- Select a user name and password
- Click register



Are you an existing customer? ☒ Yes

Register for My Hallmark account

Account Code

Your Details

Email Address

Confirm Email Address

Company Name

Contact Name

Address

Town / City

County / State

Post Code

Country

Phone

User Name

New Password

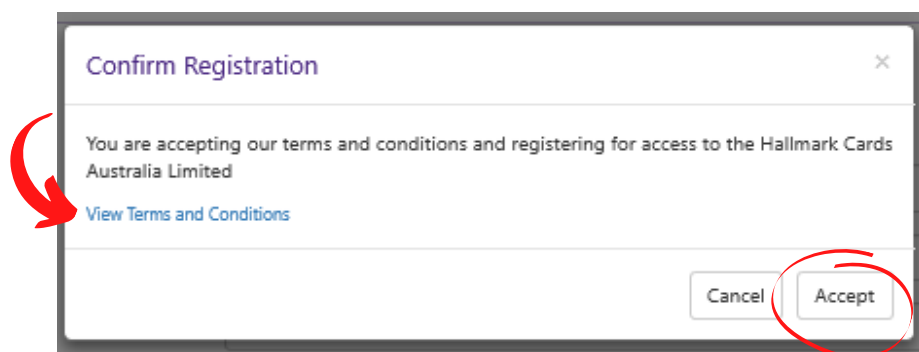
Confirm Password

Password needs to be at least 8 characters, include both upper and lower case characters, a special character, and a number.

[View Terms and Conditions](#)

Signing up MyHallmark Webstore

- Confirm your registration by Reading and accepting our Terms and Conditions



- You will shortly receive a Welcome email - see below.

My Hallmark

Dear valued customer,

Welcome to My Hallmark!

Please login with the username and password you have previously selected.

Your Username is: MySupportTest

Should you require any further assistance, please click [here](#) for our contact details.

Regards

My Hallmark Support Team

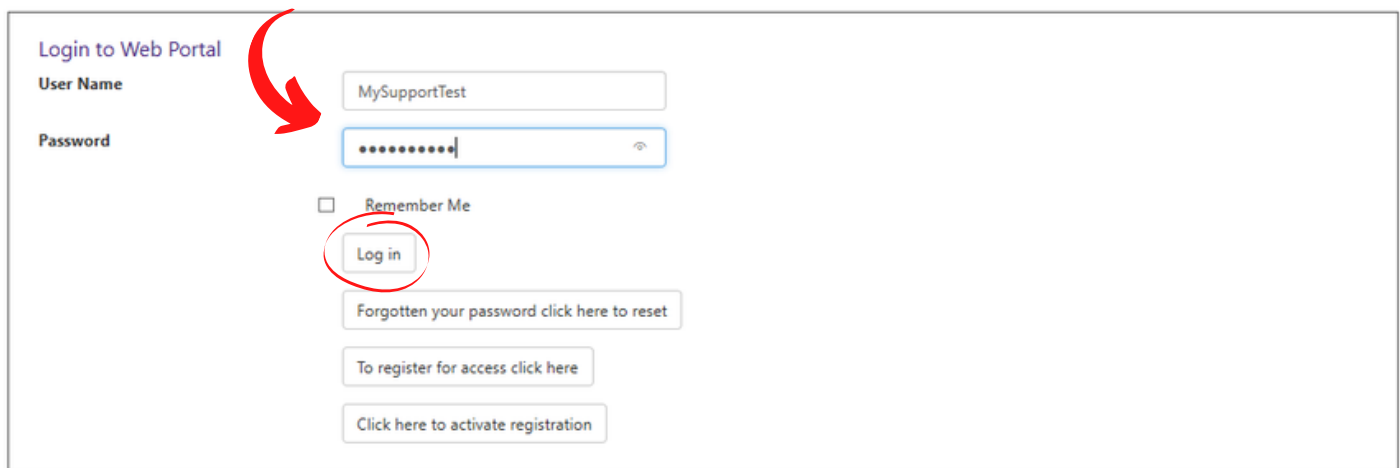
Should you require any further information, please click [here](#) for our contact details.

- Please alert us via email that you've successfully registered: mysupport@hallmark.com
- We will activate your account and you will be able to login.

Congratulations, You have now successfully registered!

How to view our range of products

- Open your web browser and go to www.trade.hallmarkcards.com.au
- Enter your User name and Password
- Click "Log in"



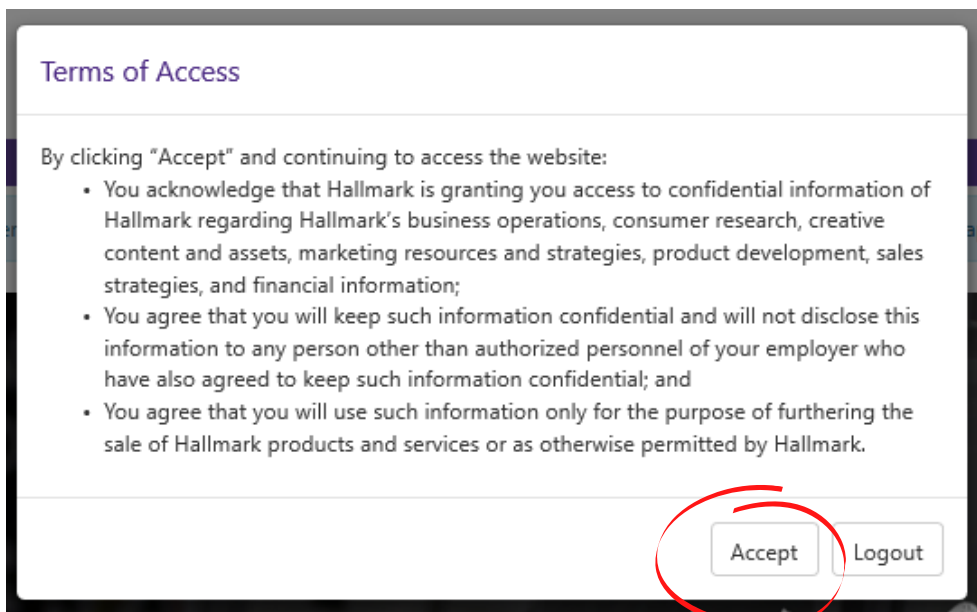
Login to Web Portal

User Name

Password

☐ Remember Me

- A window will pop up asking you to accept Terms of Access
- Click "Accept"



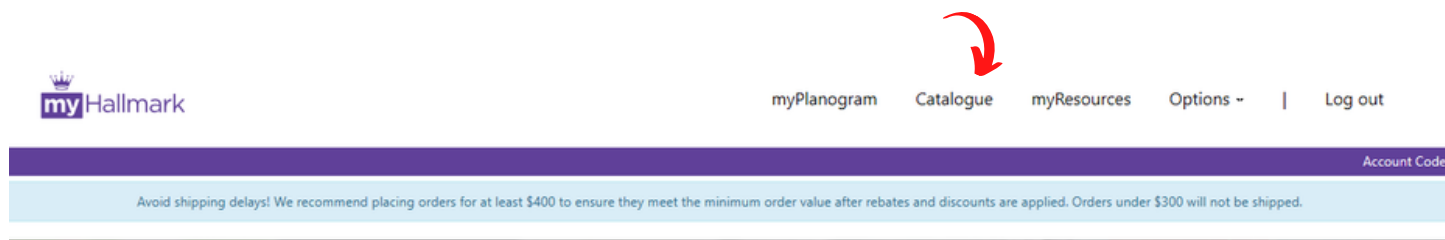
Terms of Access

By clicking "Accept" and continuing to access the website:

- You acknowledge that Hallmark is granting you access to confidential information of Hallmark regarding Hallmark's business operations, consumer research, creative content and assets, marketing resources and strategies, product development, sales strategies, and financial information;
- You agree that you will keep such information confidential and will not disclose this information to any person other than authorized personnel of your employer who have also agreed to keep such information confidential; and
- You agree that you will use such information only for the purpose of furthering the sale of Hallmark products and services or as otherwise permitted by Hallmark.

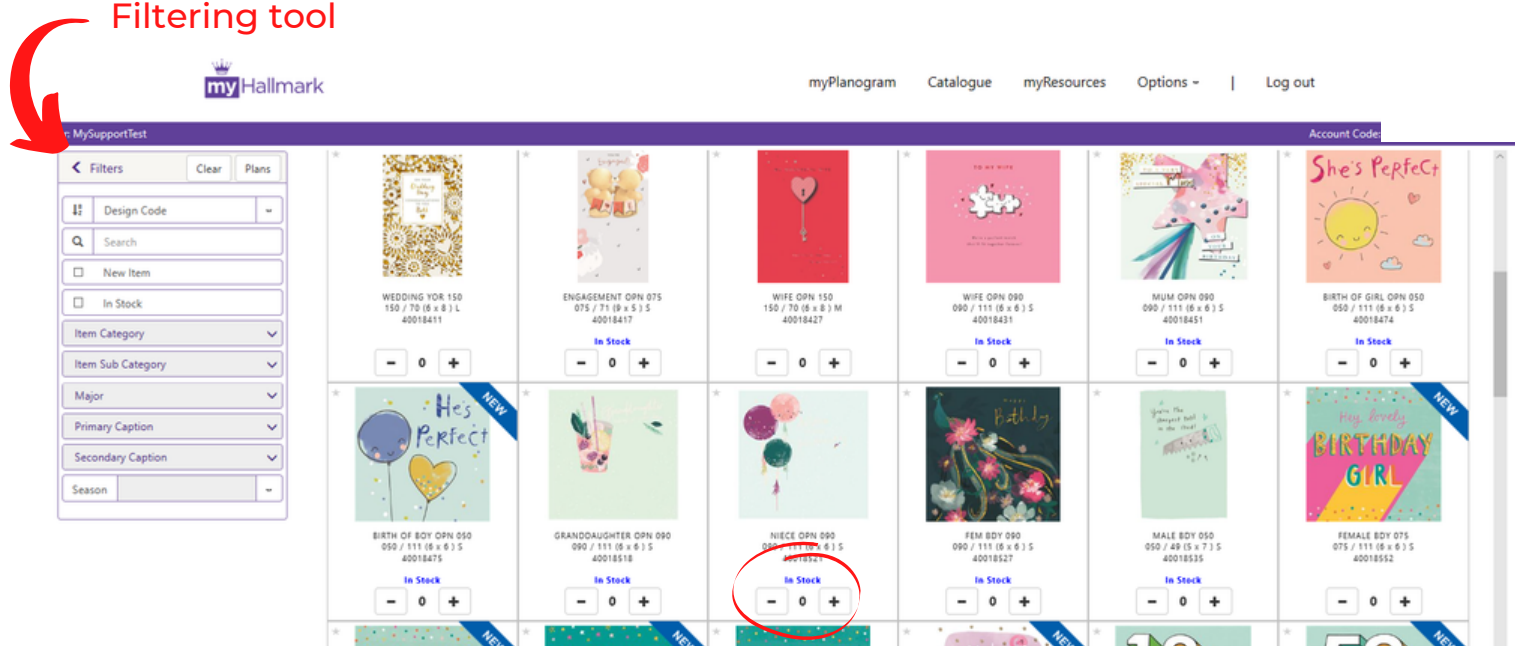
How to view our range of products

- To view our range of products click "Catalogue"



- You can now scroll through all of our products on the right hand side
- If you wish to search for a specific product you can use the filtering tool on the left
- E.g. If you use the Search bar and type "Dad", all products with reference to Dad will be shown.

Filtering tool



- In the filtering tool you can search by Product code or by specific product such as *Card, Gift Bag, Roll Wrap* etc.
- From here you can add any item you'd like to your card by clicking the plus (+) under the product.



KEEP IN MIND | 1 x unit refers to a Wholesale unit and contains up to 6 retail singles.

How to view our range of products

- If you click on a product, this will open a window giving you more specific information about that product.
- You can also add products to your order/basket from this screen by clicking the “Add” button below the products details window.
- You can also scroll through other products by clicking on the left and right arrows located at the bottom of the product details window.



ONE I LOVE FEM 090

Season: Everyday
SKU Number: 40018787

Product Sub Category: 101
Range: Poeticool-Poeticool
Size Code: 70 - 143 x 207
Price Code: 090
Retail Price: \$7.00
Trade Price: \$9.44
Pack Size: 3
Major Caption: Female
Primary Caption: FEM
Secondary Caption: OIL
Product Category: I01
Verse Length: LNG
Publisher: Hallmark Australia
Brand: Hallmark
Stock: In Stock

1 Add

Back < >



KEEP IN MIND | 1 x unit refers to a Wholesale unit and contains up to 6 retail singles.

How to Understand your Display

- Please see below guide on what a typical display may look like:



Birthday

- For her – FEM
- For kids - KID
- Big birthdays - AGE
- Just for laughs - HUM
- For him - MAL

Celebrations

- Must be love - EWA
- It's a baby - BAB

Occasions

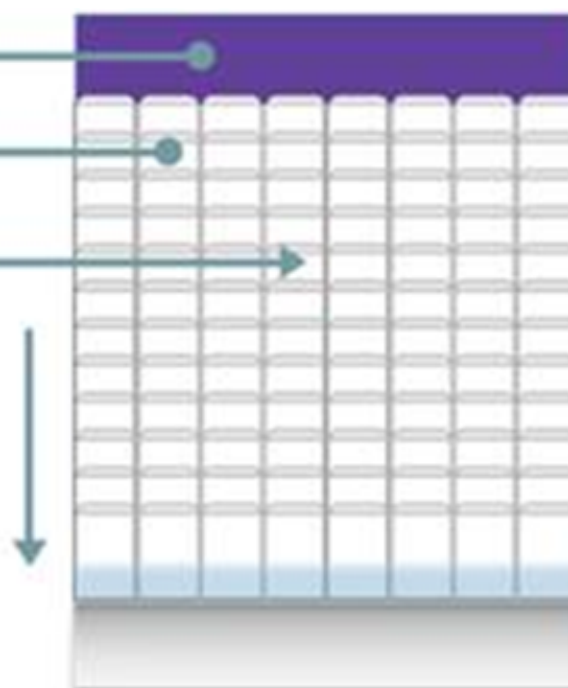
- Life's Moments - LUD

Header card

Pocket

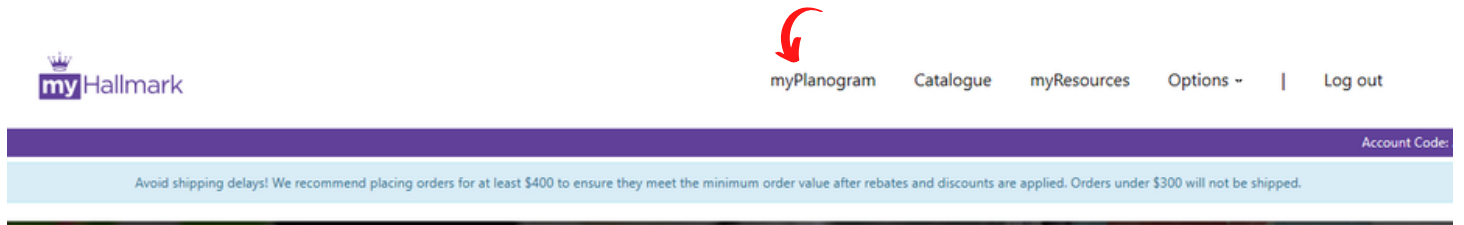
Tier

Row



How to view and order off Your Planogram / Display

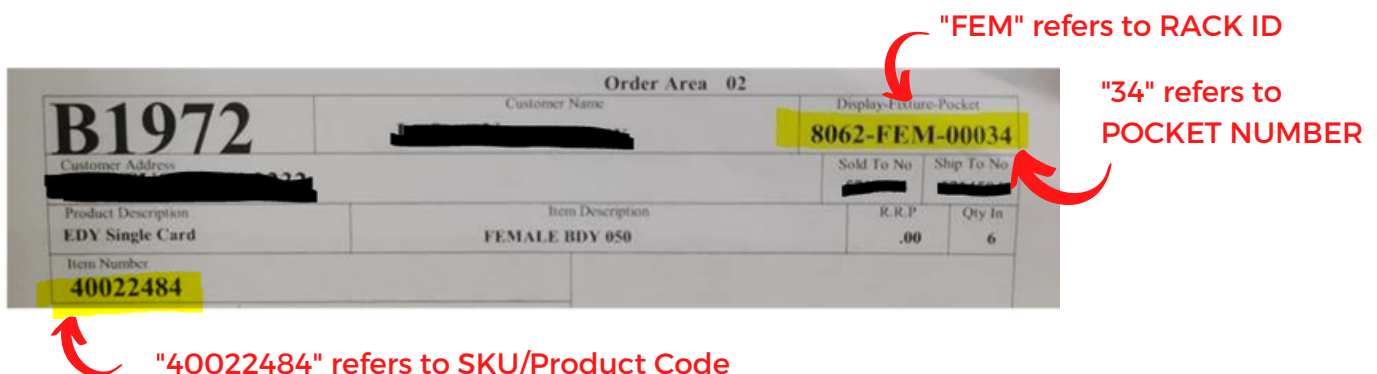
- If you have a display plan and would like to view it click "myPlanogram"



- This will take you to your Display listing.
- The racks you see visible are the bespoke plans designed by our team for your specific store. Depending on the size of your display will directly correlate with how many plans you see.
- Racks are laid out based on RackCode in descending order from A-Z.
- Rack code and Description will help advise what the display is - i.e. AGE - Age, FEM - Female, BAB - Baby

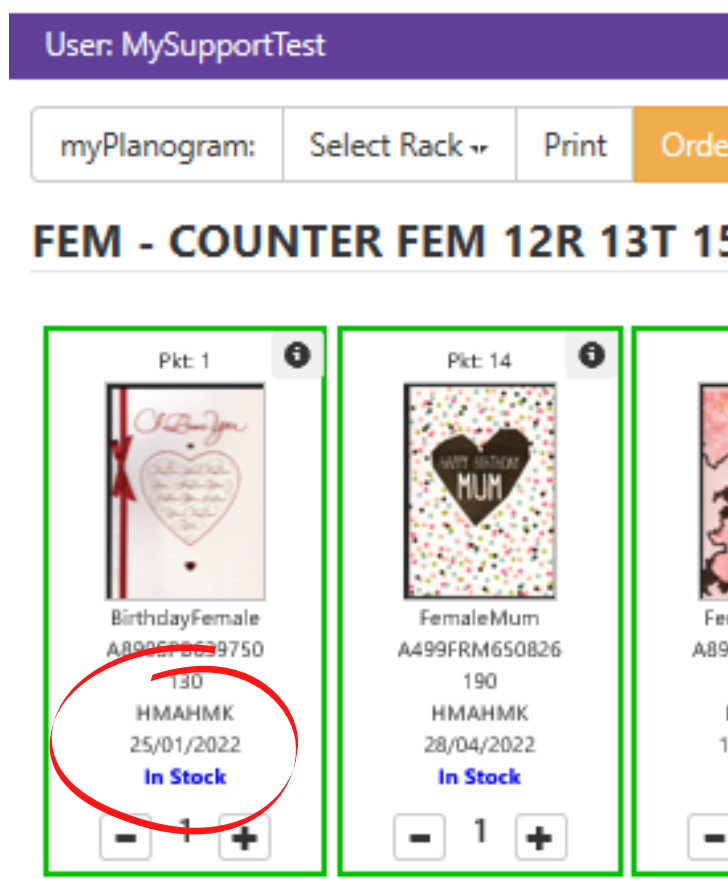
Revision	RackCode	Description	Size	
Everyday	AGE	COUNTER AGE 7R 13T 91P	7 Rows 13 Tiers 91 Pockets	View
Everyday	ASP	AUS SPIRIT21 3R 12T 36P	3 Rows 12 Tiers 36 Pockets	View
Everyday	BAB	COUNTER BAB 3R 13T 39P	3 Rows 13 Tiers 39 Pockets	View
Everyday	COL	COLOSSALS16 2R 12T 18P	2 Rows 12 Tiers 24 Pockets	View
Everyday	EWA	COUNTER EWA 7R 13T 91P	7 Rows 13 Tiers 91 Pockets	View
Everyday	FEM	COUNTER FEM 12R 13T 156P	12 Rows 13 Tiers 156 Pockets	View

- Click View to select a specific Rack/Part of your display.
- You can correlate the part of your display by looking at your pocket ticket that's in your physical display



How to view and order off Your Planogram / Display

- While ordering products you are able to identify the last time the product (or pocket) was ordered by looking for the date stamp of the last order for that product.



- Here you can view your display and add items to your cart by clicking the plus sign (+).
- Item will be highlighted with a green square.



- When you have selected all products you'd like to order, click on your cart



How to view and order off Your Planogram / Display

- Once you've clicked the cart you will see a summary – if you're happy with what you've added you can click "Place all Orders" and this will process.



myPlanogram Catalogue myResources Options - | Log out

Acco

Card	Season	Description	Item	Pocket	Qty	Your Cost
	Bulk Everyday	GRANDMA OPN 075	40022582	FEM/40	1	\$16.19
	Bulk Everyday	ECC BDAYMOTHERMUM GOLD HEART	A499FRM650826	FEM/14	1	\$11.22
	Bulk Everyday	ECC MOTHER WONDERFUL MOTHER	A899FRM650830	FEM/27	1	\$12.13
	Bulk Everyday	ECC LOVEFEM I LOVE YOU	A899SPB639750	FEM/1	1	\$12.13

Season	Cost
Bulk Everyday	\$51.67

Item total: \$51.67

[Back To Order](#) [Export Order](#) [Update Basket](#) [Delete Basket](#)

[Place All Orders](#)

- A window will pop up asking you to confirm your order submission.
- Click "Submit"

Confirm Order Submission

By submitting this order you accept our Terms and Conditions

[View Terms and Conditions](#)

How to view and order off Your Planogram / Display

- The next screen that will automatically load is your order summary.
- Your order has now been sent to our Distribution team and will ship within 2 business days.

Thank you for your order placed on the myHallmark ordering facility. Please ensure you retain the Order Number as your reference should you have any queries regarding your order. The total value of this order is an approximate and final cost will be based on product availability and any applicable discounts or promotions at the time of order. Below is a copy of your order.

Receipt Number:	WS00003217				
Customer Code:					
Customer Name:					
Date:	13/05/2022				
Shipping Date:	16/05/2022				
Shipping Group:	Bulk Everyday				

Season	Design	Pocket	Description	Quantity	Amount
Everyday	A499FRM650826	FEM/14	ECC BDAYMOTHERMUM GOLD HEART	1	\$11.22
Total				1	\$11.22

Should you require any further information, please click [here](#) for our contact details.

Please note quantity (Qty) is in wholesale units and not individual retail singles

Print

Finish

If you need any further assistance please don't hesitate to reach out to our friendly Customer Care team

mysupport@hallmark.com | 1800 729 999 (option 2) |

How to Track an Order

- Go to Options



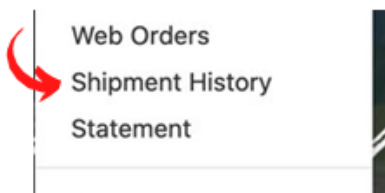
myPlanogram Catalogue myResources Options - | Log out



Account Code:

Avoid shipping delays! We recommend placing orders for at least \$400 to ensure they meet the minimum order value after rebates and discounts are applied. Orders under \$300 will not be shipped.

- Select Shipment History



- You will now see a summary of all your orders, in date range, with the most recent at the top.
- Click the arrow next to "invoice" to open up a summary of that particular invoice.

History

Document Type	Document Number	Date	Pick Number	Shipping
▼ Invoice	10-4/RI	06/12/2022	5-52	06/12/2022



- Under "Consignment" you will be able to see the tracking for this particular shipment. Click it and a new window will open up with delivery/tracking information.

Invoice Date:	06/12/2022	Value:	\$479.67
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Carrier Confirmations

Consignment	Delivery Date	Order Number	Signature
00393007-9379788	-	12-ISO	-

Order Details

Order Date	Order Number	Order Taken Method	Customer PO Reference	Design Code	Description	Season	Quantity	Unit Price	Net Value
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How to Request Seasonal Credit

Once the season has passed, our head office will load the shipped seasonal stock to your account on myHallmark.

You will have 60 days to complete your credit claim.

Upon logging in, you will find the option top left “Seasonal Returns”



Seasonal Returns

EASTER

myPlanogram

Popular Ranges •

Cards & Gift Packaging •

Gifting •

myResources •

Options •

- Select the season:

Available Returns

Season	Description
K06	Valentine's Day 2026

- Please put zero in “Cartons” field, and add in your reference – for example “VAL 26 RETURN”

Return Valentine's Day 2026

Season	K06 : Valentines Day
Order Date	23/02/2026
Your Reference	VAL 26 RETURN
Cartons	0
Total Value	153.8484
Total Units	50
Print Return Export	

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How to Request Seasonal Credit

You can now start adding in the quantities you would like to claim credit for.

TIP: If you have a scanner, you can also use this to scan the card which will then add in the quantities automatically.



Valentines Day

40046622

WIFE OPN 300

3

- You can review the amount of retail singles as well as Value at the top.
- Once you are confident with your return, scroll to the bottom and hit "Submit Return".
-
- Please note that once you have clicked submit you can not amend your credit request.

 Submit Return

 Delete Return

 No Return

 Print Return

Export

- If you have sold through all of your seasonal stock, please click the "No Return" button.

 Submit Return

 Delete Return

 No Return

 Print Return

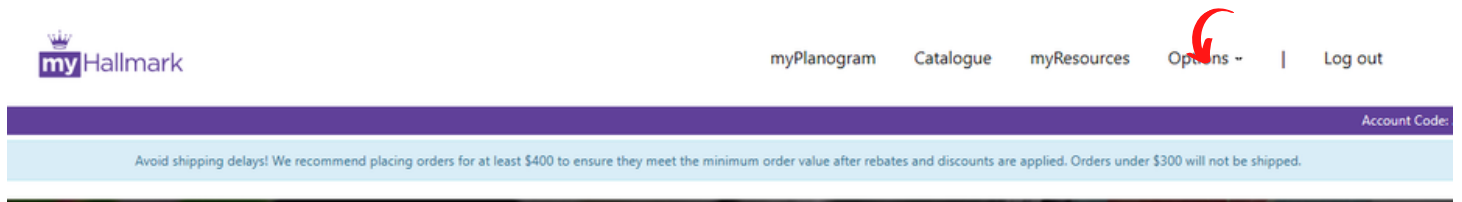
Export

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How to Pay Your Account

- In the main menu, click "Options"



- Select "Statement" in the dropdown menu.



- You are now viewing a summary of your open/outstanding invoices and available credit notes.

Outstanding	Payment	
\$-34.63		☒
\$ 100.10		☐

- Select the invoice you'd like to pay by ticking the box
- You can also select a credit note to be applied to your outstanding account. You action this in the same way, by ticking the box.
- You can select several invoices and credit notes at the same time

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How to Pay Your Account

- Once you have made your selection, scroll down to the bottom and you will find the total payment amount of selected invoices.

Total:		\$5254.18	
Payment:	\$328.30	Payment Amount:	\$0.00
		328.30	Pay Statement

- If you are ready to make payment, click "Pay Statement."
-
- The next screen will prompt you to put in your payment details.

World Pay

Please click below to make your payment for your statement ref 4212 to the value of \$328.30

Payment details
* Indicates a required field

Card number *

Cardholder's name *

Expiry date *

MM / YY

Security code

3 digits on the back of the card or 4 digits on the front of card

Billing address ✓

613 HAMPTON STREET, EAST BRIGHTON, 3187, Australia

Edit ▼

Contact details ✓

Edit ▼

Cancel

Make Payment

Cancel

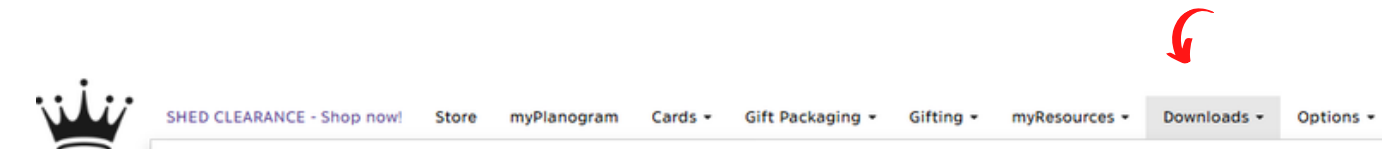
- Once you have entered in your details, click "Make Payment".
- If successful, you will now receive a confirmation of payment

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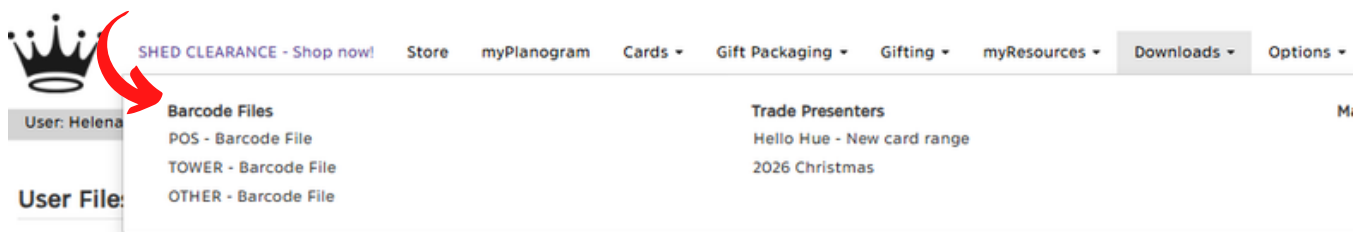
mysupport@hallmark.com | 1800 729 999 (option 2) |

How to Download Barcode files for your POS/TOWER/OTHER pos system

- In the main menu, click "Downloads"



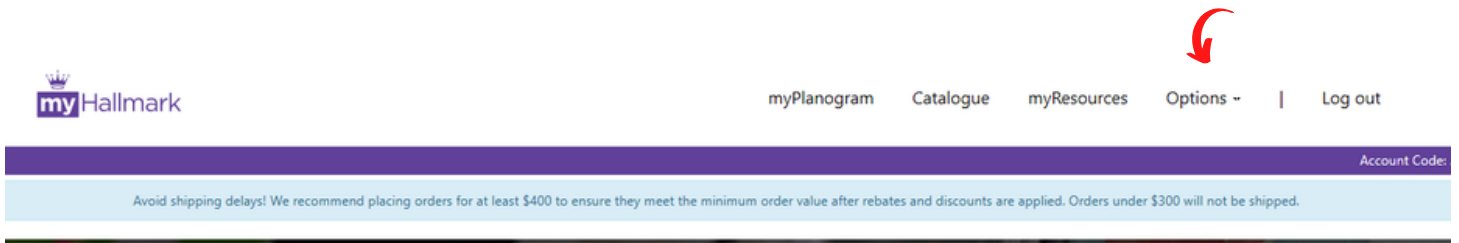
- Select the relecant barcode file in the dropdown menu.



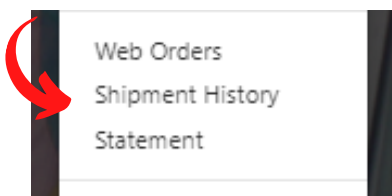
- The file will now download to your device.

How to Download DDO file or Invoice (PDF)

- In the main menu, click "Options"



- Select "Shipment History" in the dropdown menu.



- Click the PDF icon and your Invoice will automatically download
- or
- Click the "DDO" and your DDO file will automatically download

History

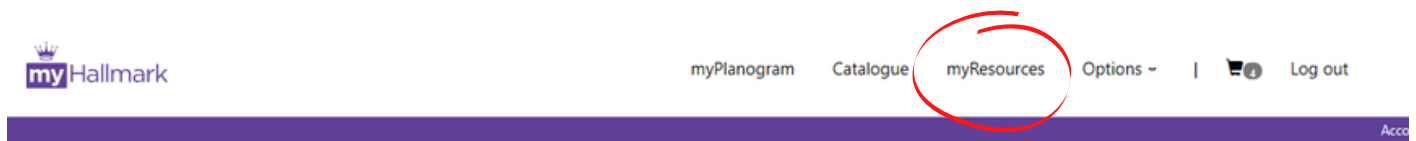
Document Type	Document Number	Date	Pick Number	Shipping	
▼ Invoice	10251014, RM	01/06/2022	3423730	01/06/2022	DDO
▼ Credit Note	10202700, RM	01/05/2022			
▼ Invoice	10251010, RM	02/05/2022	3440140	02/05/2022	DDO

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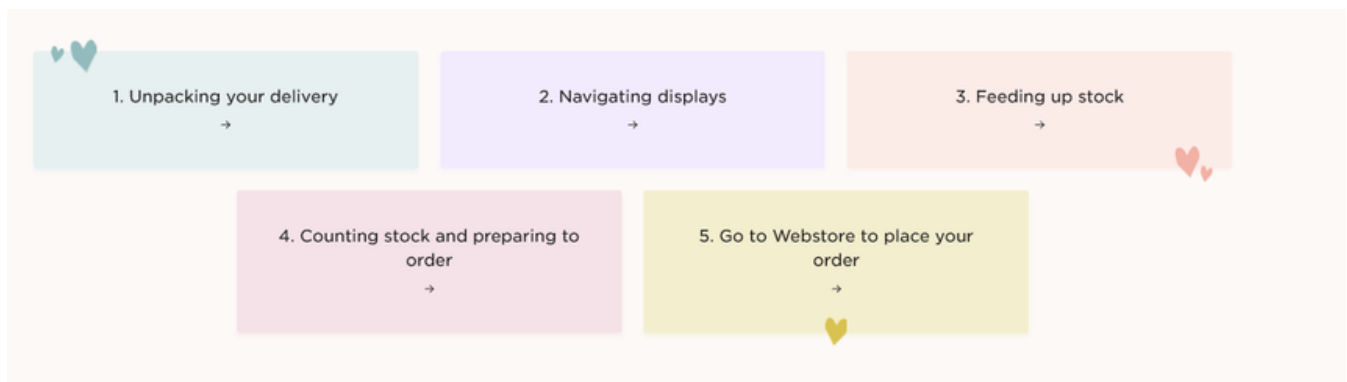
How to view myResources

- myResources gives you access to a dedicated resource section providing information on Merchandising, Products and other details to assist in managing the your Hallmark display more effectively.

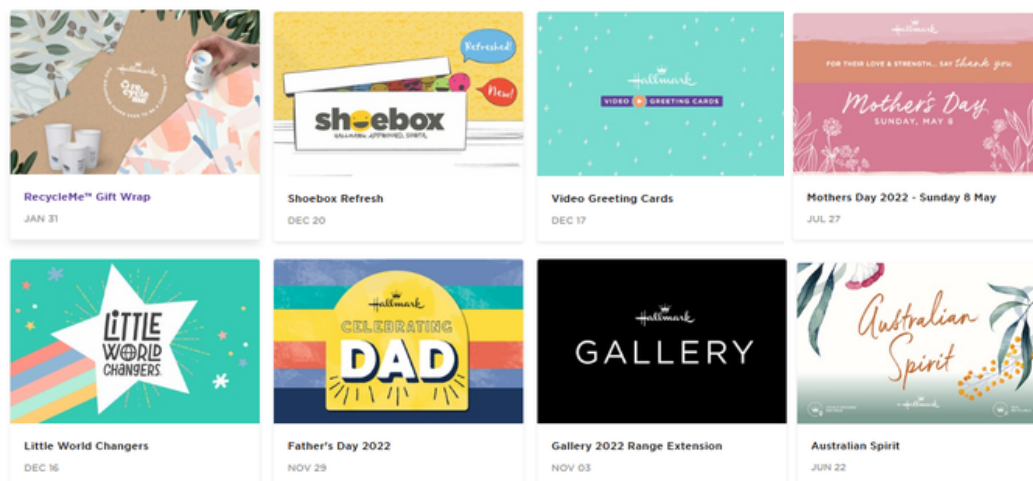


This will open a new window where you can find lots of useful and helpful information such as:

How to unpack an order and Self merchandise



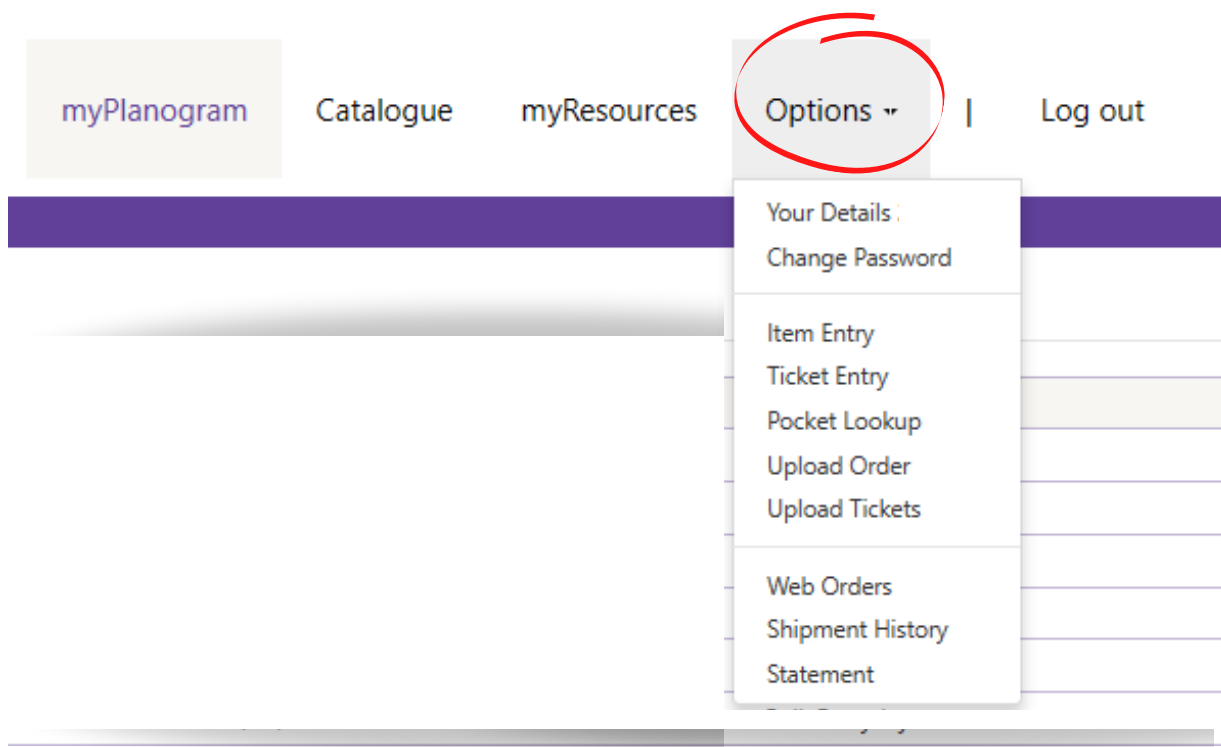
Information on Upcoming seasons and New Ranges



.. and more!

Options

- "Options" is where you will find your account details, order details etc.



- Downloads | This is where you download barcode files for your pos system.
- Your details | Contains your account details
- Change Password | Click here to change your password
- Item Entry | Manually add products to cart by entering SKU/Product code
- Ticket Entry | Manually add products to cart by entering Pocket number
- Pocket Lookup | Search pocket to find SKU/Product info
- Upload Order | COMING SOON - Manually upload an order via pocket document
- Upload Tickets | COMING SOON - Manually upload an order via pocket document
- Web Orders | All your previously placed orders
- Shipment History | Shipment history and courier tracking details + download DDO/Invoice
- Statement | List of invoices, ability to download PDF and also pay

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