

# COMIC HUB

APP INTEGRATION GUIDE



# OVERVIEW

The ComicHub App is the customer interface to the ComicHub network. It is designed to help you and your Local Comic Store ([LSC](#)) manage your comic and pop culture collection by allowing you to place advance orders for items, view your current subscriptions as well as view your purchase history all from your phone.

To use the App, you will need to synchronize your device with a [LCS](#) that has ComicHub POS.

Once synchronized you can browse upcoming products by either writer, artist, brand, genre, publisher, new titles as well as variants or any combination of this list.

Your [LSC](#) will alert you when your orders have arrived and update the App when purchases are made to allow effortless management of your collection.

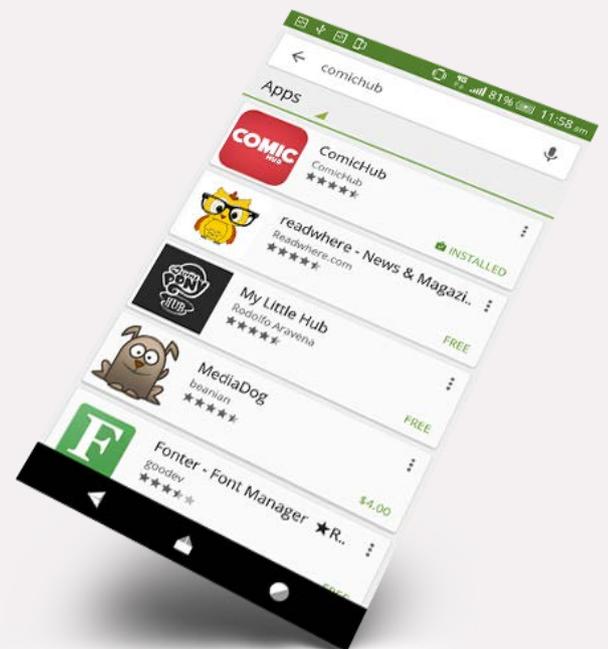
The ComicHub App also lets you track publisher cross over events with ease. The ComicHub App also works offline, allowing you to fill gaps at conventions or other stores.

You can find the ComicHub App in the Google Play Store or on the Apple App store. The ComicHub App is free and you install the App as you would any other.



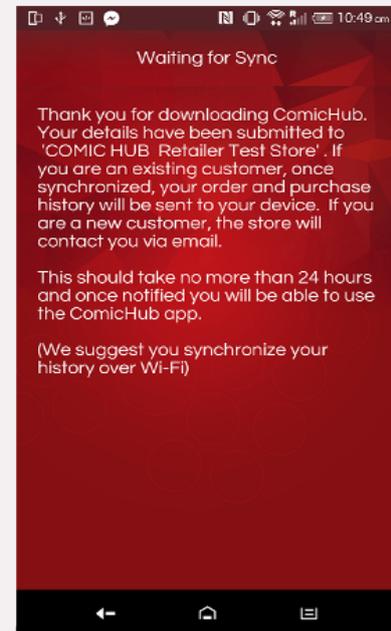
Once downloaded, start the App. You will need to set up your device before you can start ordering. During setup you will be asked for an email address and this should be the same one that your [LSC](#) has on file for you in their version of ComicHub POS.

A request to synchronize your device will be sent to your [LCS](#). Once your [LCS](#) accepts your request, your subscription and purchase history will be sent to your device. (If you are unsure of the email address that your [LCS](#) has on their files please contact them direct.)



As the ComicHub App allows you to place orders with your [LCS](#), it is password protected. (When entering a password, be aware that this is not a password that your [LCS](#) can restore for you.) You will be required to enter the password twice for verification.

Once you have created a login, select the store on the ComicHub network that you want to place your orders with. The nearest store to your location will be displayed on the map. Zoom out to choose another. A request to synchronize your device will then be sent to the store you have chosen.

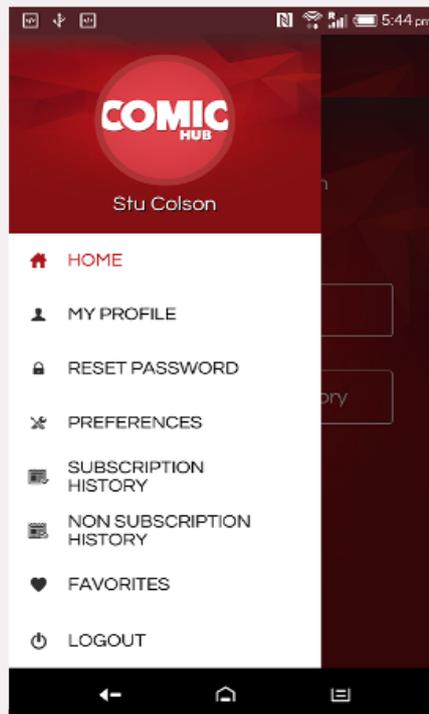


Once the manager has synchronized your device with your store account, your history will be forwarded. Synchronizing with your [LCS](#) is a manual task, though it should not take more than 24 hours, depending on your [LCS's](#) operating hours. Synchronizing should be done over a Wi-Fi connection.



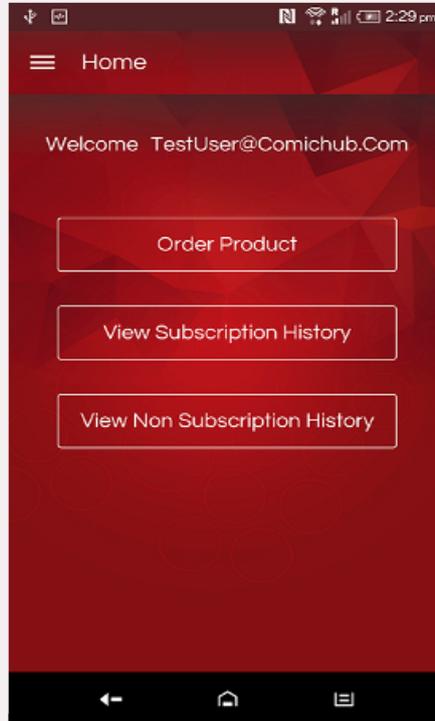
# MENU

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# HOME

From the Home page link you can create orders with your [LCS](#) for upcoming items. All stores with ComicHub POS have a full shopping cart website. To browse your stores current inventory link from [Contact Us](#).



## ORDER PRODUCT

SEARCHING

SELECTING ORDER TYPE

SINGLE ITEMS

STORY

VIEW IMAGES

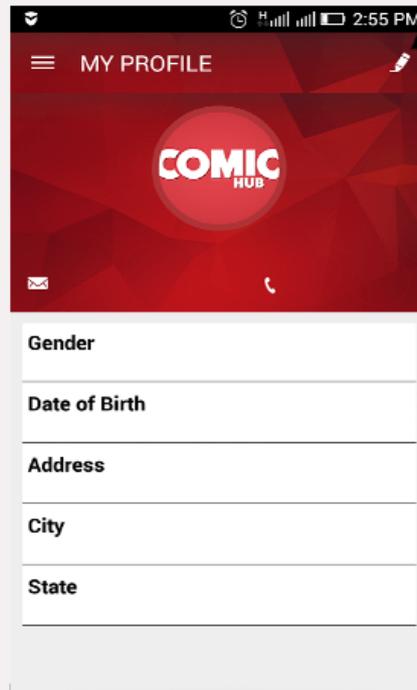
SHOPPING CART

## VIEW SUBSCRIPTION HISTORY

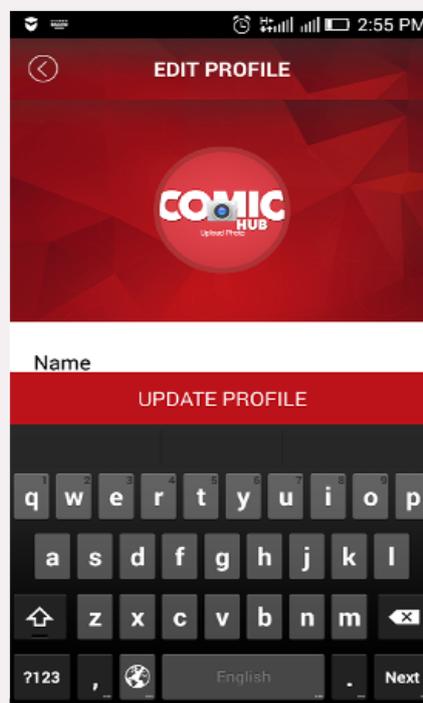
## VIEW NON-SUBSCRIPTION HISTORY

# MY PROFILE

Click on the pencil icon to edit your profile.



Once you are finished, press 'Update Profile' to save your profile.



# RESET PASSWORD

Remember, your [LCS](#) cannot retrieve your password. Enter your new password twice, if the two versions do not match your password will not be changed.

RESET PASSWORD

Old Password

New Password

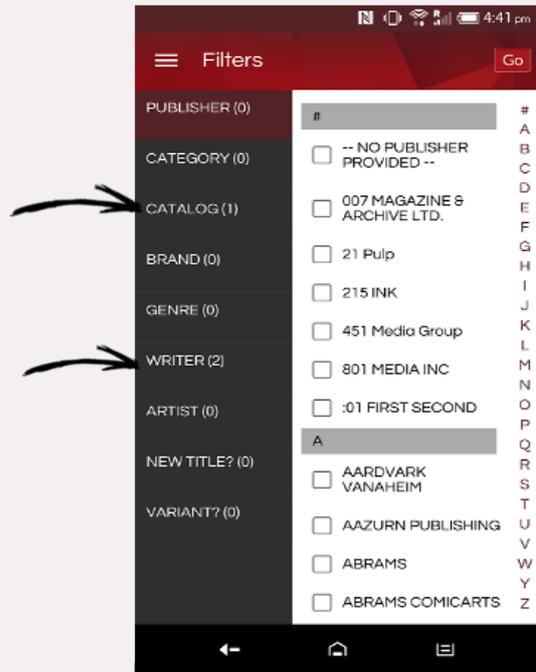
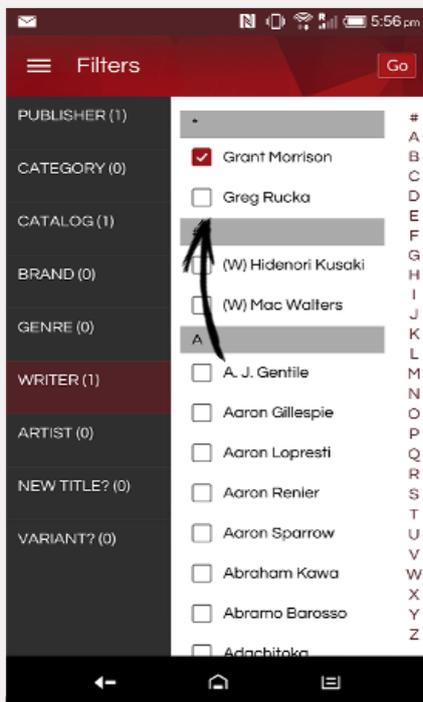
Confirm New Password

Reset Password

# ORDER PRODUCT

## Searching

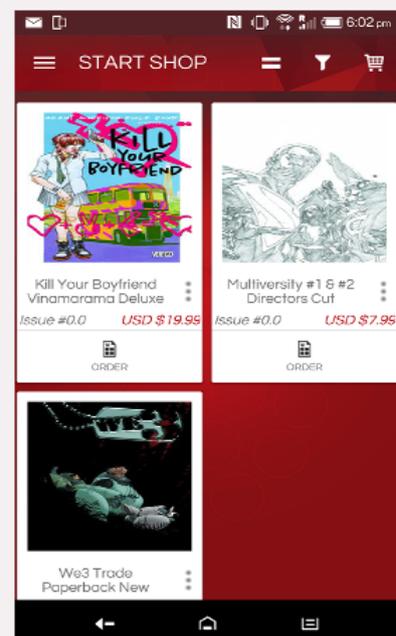
Ordering products from your [LCS](#) is now a whole lot easier. The ComicHub App lets you follow your favorites with ease, though to get the most out of the search functions, we recommend you read all of this section of the manual before you start browsing.



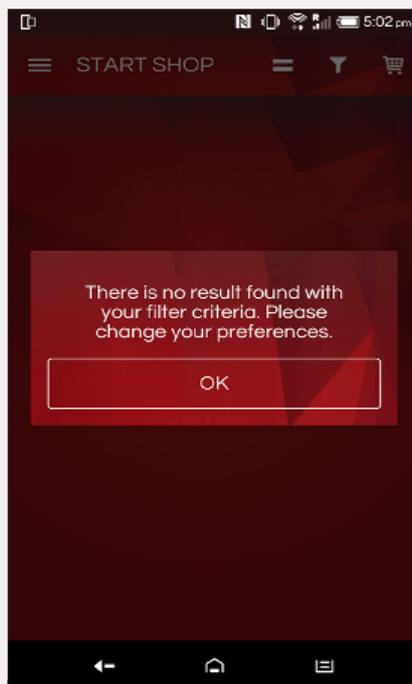
When you first come into the 'Order Products' screen, the filters will be preset from your [PREFERENCES](#). (To remove these, simply click on the filter type (Writer in this example) and uncheck the values that are stored.)

The majority of the filters work as an 'And' type. The above selection will 'Return all items with 'Grant Morrison' as the writer, AND with Catalog as 'November' AND with 'DC Comics' for the publisher'

After pressing the 'Go' button, the ComicHub App returns



If you then added a new filter, 'Manhattan Projects' as the 'Brand', filter you would then get the following:



This is because there are no items that have 'Grant Morrison' as the writer, AND Catalog as 'November' AND 'DC Comics' as publisher AND 'Manhattan Projects' as the brand. (Manhattan Projects is published by Image) If you start to see the above message a lot, check the filter settings that you have entered and remove a few.

If we then return to the filter page, remove DC Comics, & Grant Morrison, and only search for the 'Manhattan Projects' brand, we then get the items in the November Catalog related to Manhattan Projects.

### Yes/No filters

The last two items on the filter page work a little differently. 'New Title' & 'Variants' are Yes/No filters that are reset to 'No' after each search.

**New Title?** Selecting 'Yes' here will limit the search results to items that are issue 0 or issue 1 once you press 'Go' providing an easier way to find out what the new titles are in the latest catalog.

**Variant?** Love 'em or hate 'em they are a part of the comic industry. If you don't select 'Yes' here, only the standard covers will be returned. Remember, all variants need to be confirmed with your [LCS](#) as not all are available for stores to order.

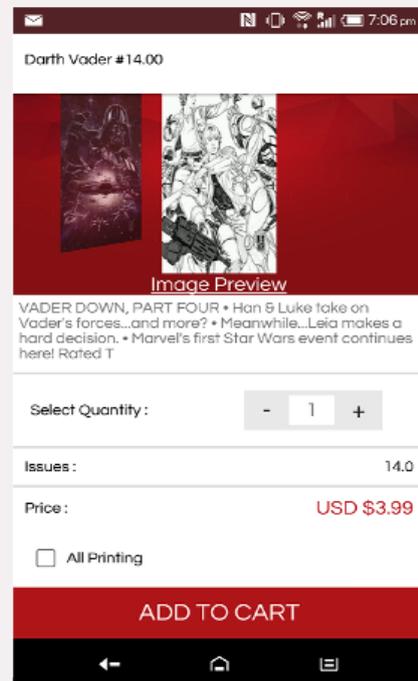
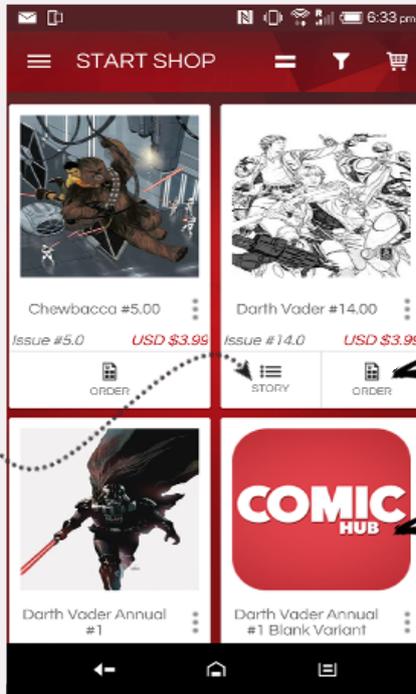
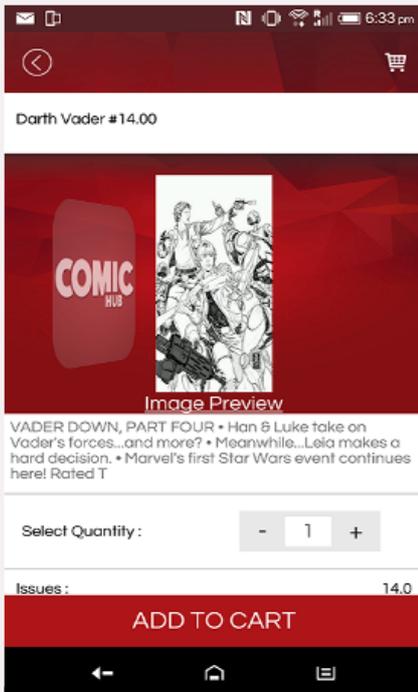
## Selecting order type

Once you have entered your filters your item selections will be returned.

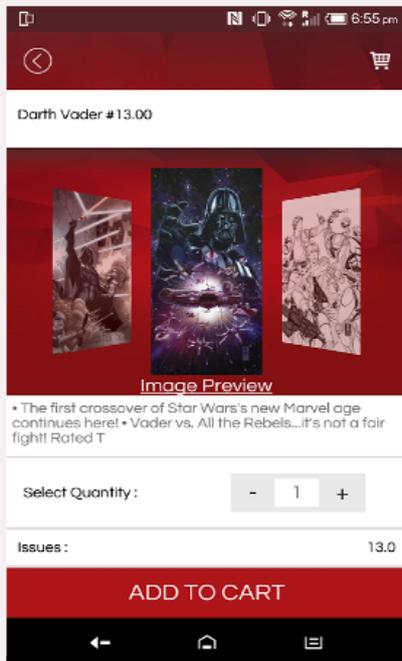
If an item is a part of a story, click [Story](#) to see the other parts.

Click 'Order' to go to the item.

If the publisher has not provided images of the item, the ComicHub logo will be displayed in its place.

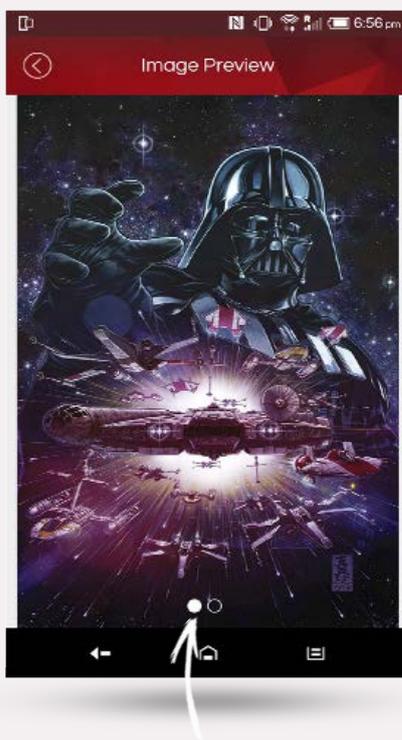


Swipe down the page to view more details and other options.



If the item selected is a part of a subscription, you can swipe left and right on the images to move to other issues.

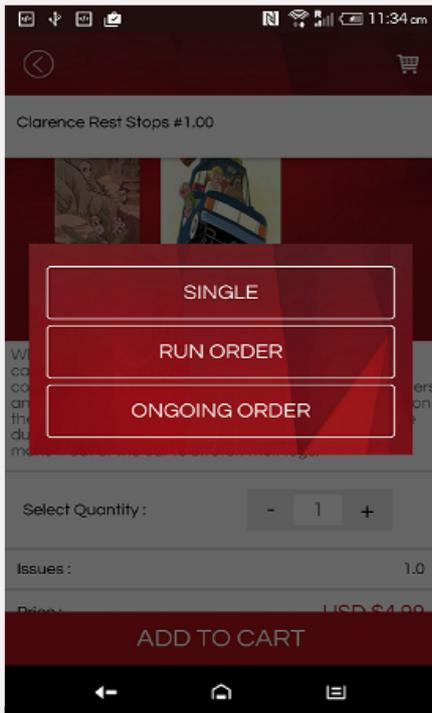
## View images



When viewing an item, click the text 'Image Preview' for a better view. ComicHub also has a publisher interface where publishers can upload sneak peek pages of comics to the ComicHub network. If you see the white dots, swipe to view the extra pages.

Once you have found an item to order, click on 'ADD TO CART' for the next step.

You then need to tell your [LCS](#) how you want this order treated.

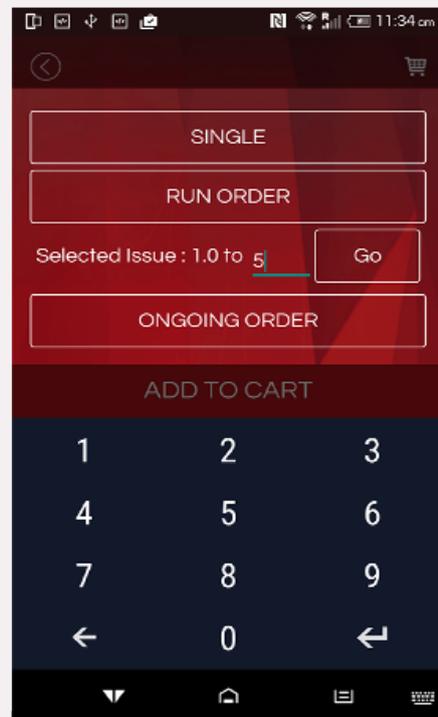


If you click 'Single', a single issue order will be created for the item that you had selected. For 'Ongoing', an order will be placed for the item that you had selected and any future issues for this series. Ongoing orders will then be generated for any future standard issues of the series you have ordered.

'Run' works slightly different. This lets you order a limited number of issues in a series. The start number will be the item that you have selected. In the 'To' field, enter the number you want your LCS to hold aside for you as they future issues arrive.

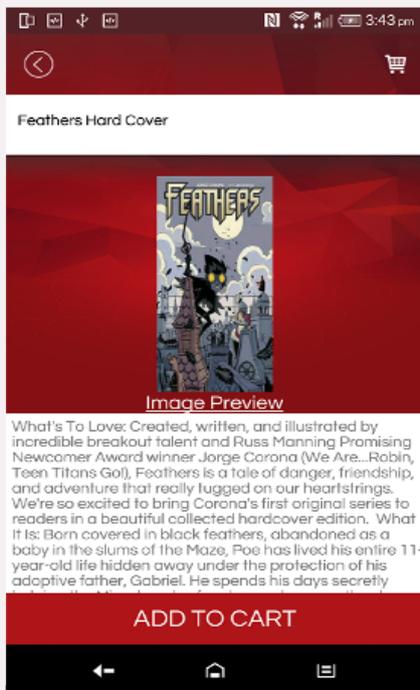
When you are finished creating orders, click on the [Shopping Cart](#) to Place Your Order with your [LCS](#).

You will have a chance to review your order before submitting to your [LCS](#) and can remove items from your order in the [Shopping Cart](#).



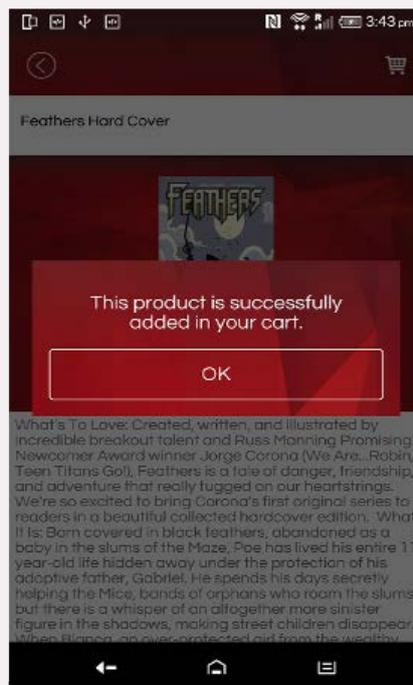
## Single items

When clicking on 'Order' for items that are not part of a subscription only the selected item is displayed.

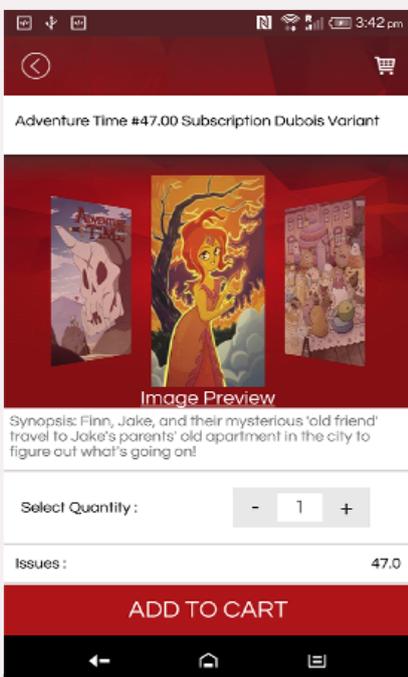


See [‘View Images’](#)

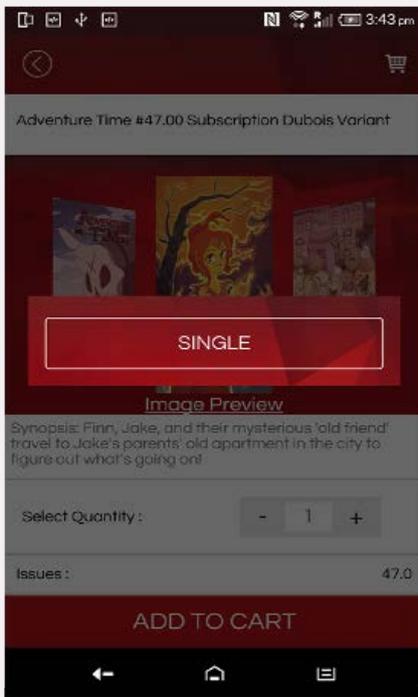
Simply press ‘ADD TO CART’ to place this item in your [Shopping Cart](#)



Variant Comics in a subscription.



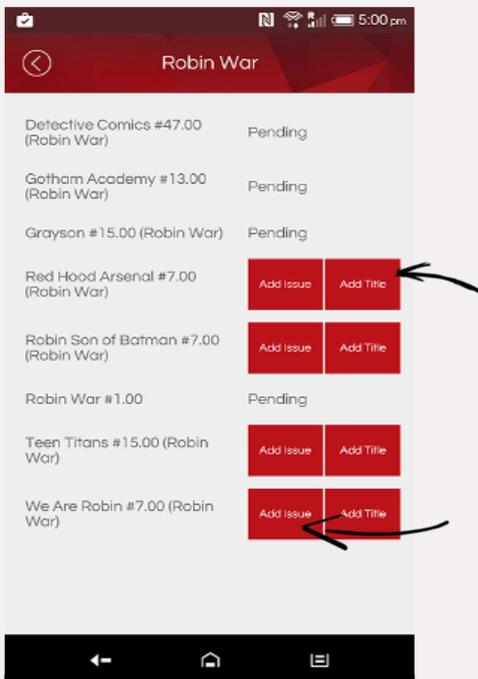
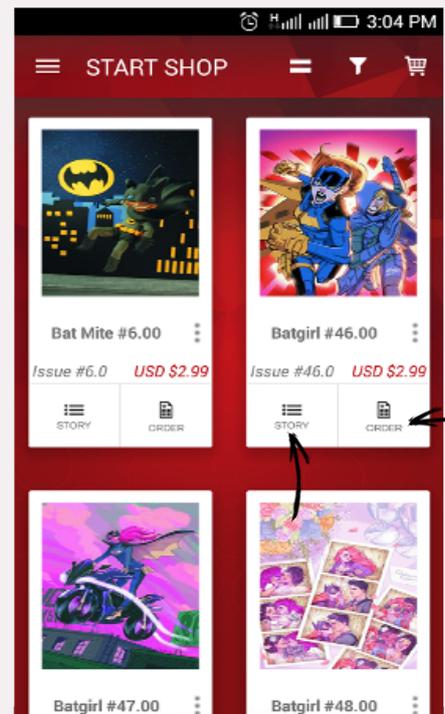
When placing orders for variant issues, (including subscription variants from publishers) you cannot create a run of orders or an ongoing subscription. Variant orders need to be placed each month. Clicking ‘ADD TO CART’ for a variant will display:



When you are finished creating orders, click on the [Shopping Cart](#) to Place Your Order with your [LCS](#).

## Story

Some of the items returned after making your filter selections will have a button 'Story'. This indicates that the item is a part of a publisher's crossover event. Click on the 'Story' button to see the rest of the items and your current subscriptions.

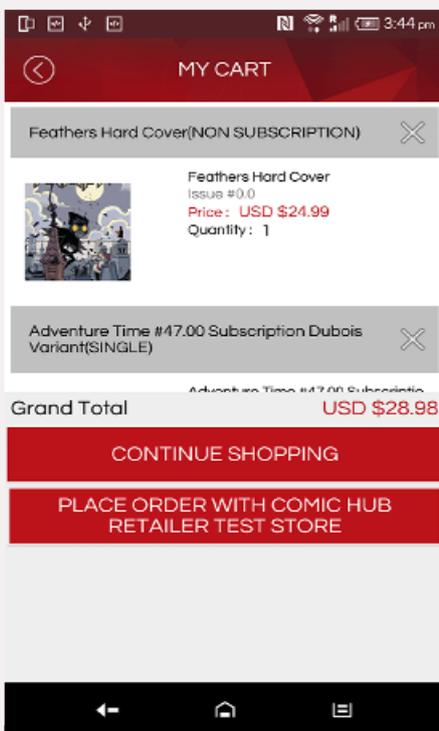


The name of the story will display at the top, and the issues and your status will appear below. To add these items to your [shopping cart](#), can click on 'Add Single' to add issues individually, or 'Add Title' to add all issues in a subscription that are attached to the title.

# Shopping cart

The ComicHub App is designed to help you manage your comic and pop culture collection. Placing an order via the ComicHub App is no different to emailing, phoning or standing in your LCS and asking the manager to order you an item. Your LCS will do their reasonable best to ensure your orders are filled, but as with email, phone and verbal requests, orders placed with the ComicHub App cannot be automatically accepted or guaranteed and placing an order is not a binding contract. Please see 'Terms & Conditions'. Price shown are publisher's suggested retail prices in the publisher's currency. Your LCS is not bound by the pricing displayed on the ComicHub App.

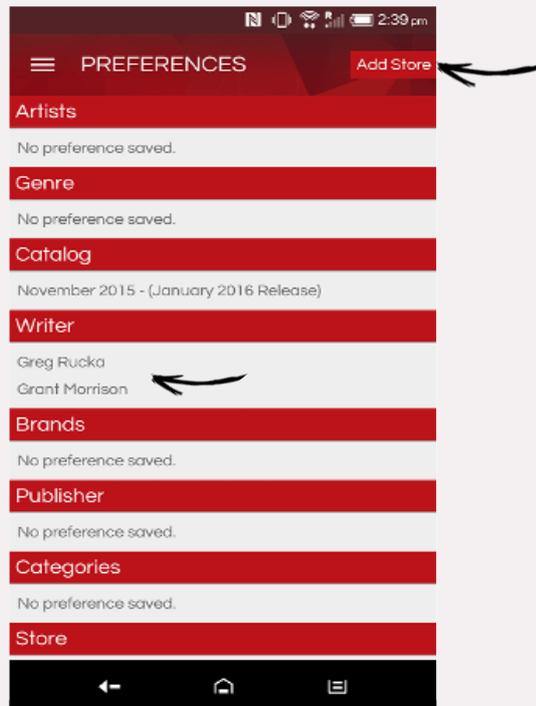
Once you have clicked the Shopping Cart a summary of your orders will appear. You can scroll down the order and if needed remove any items that were mistakenly added.



When you are satisfied with your order click 'Place Order with [LCS](#)'

You will then be returned to the [Home Screen](#)

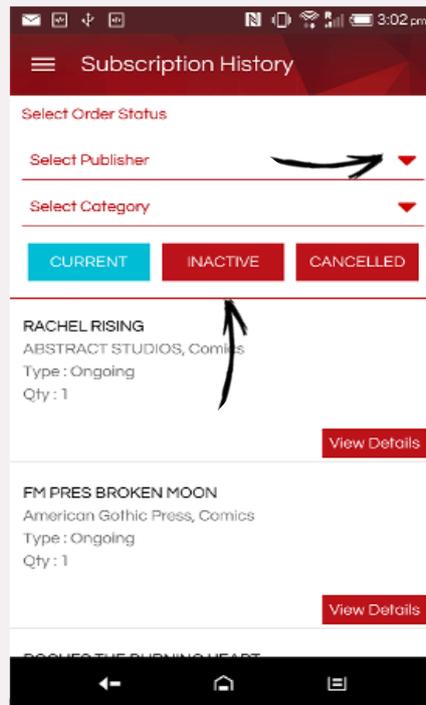
# PREFERENCES



The Preferences Menu shows the contents of your last search.

It also allows you to add another store on with ComicHub POS to your device. By synching with multiple stores, all of your comic purchases can be stored on your device. Use this when you are filling gaps in your collection while at another store, or if you split your ordering over multiple LCS's.

# SUBSCRIPTION HISTORY



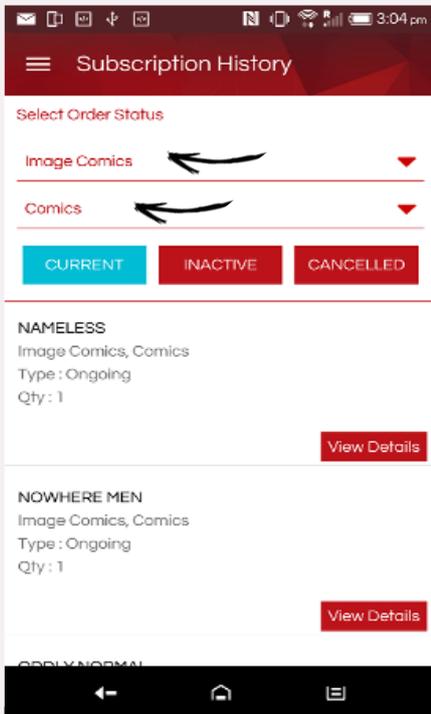
Selecting 'SUBSCRIPTION HISTORY' from the main menu will bring up all your comic orders and purchases made with a ComicHub POS store. The start screen shows all subscriptions that have any issues that are ordered and not yet purchased.

Select 'INACTIVE' to view your subscriptions that are either on hiatus or have finished.

Select 'CANCELLED' to view titles that you have cancelled with your [LCS](#).

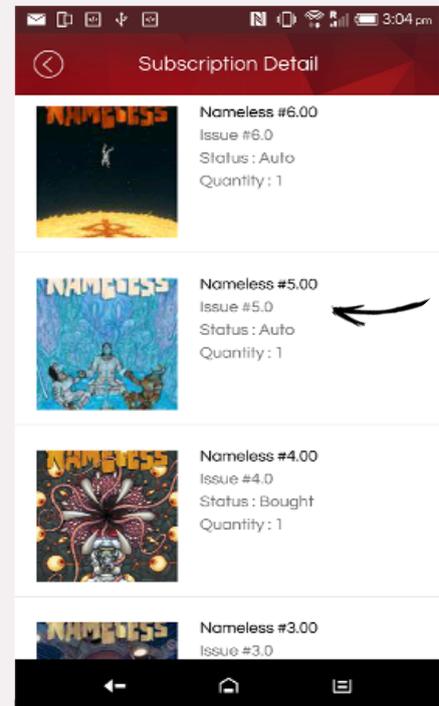
These three status types will help your [LCS](#) interact with you for future subscriptions. Some publishers publish their stories in limited arcs. As these may have different subscription identifiers, your [LCS](#) may email you when a new series starts. For example, Dark Horse Publishing create mini-series runs for their King Conan series. If you are getting all of these stories, your [LCS](#) may automatically roll your subscription over if the status is 'CURRENT' or 'INACTIVE'.

Alternately they may send an email advising of a new series asking if you want to be subscribed. In either case, you will never receive emails or be automatically enrolled in any series where the status is 'CANCELLED'. Remember, the ComicHub App is designed to improve your interactions with your [LCS](#), not an attempt to replace the human interaction.



Selecting a publisher and product type will further reduce the size of this list to help you find the subscription you want to review.

Once you have selected a subscription, scroll up and down through the issues to view the status of each item.



## ITEM STATUS

'Auto' – Automatically created order from a previous customer request. (Ongoing order, Run of issues or subscription to a story event)

'Bought' – Customer has purchased the issue.

'Filled' – your order is at your LCS and awaiting purchase.

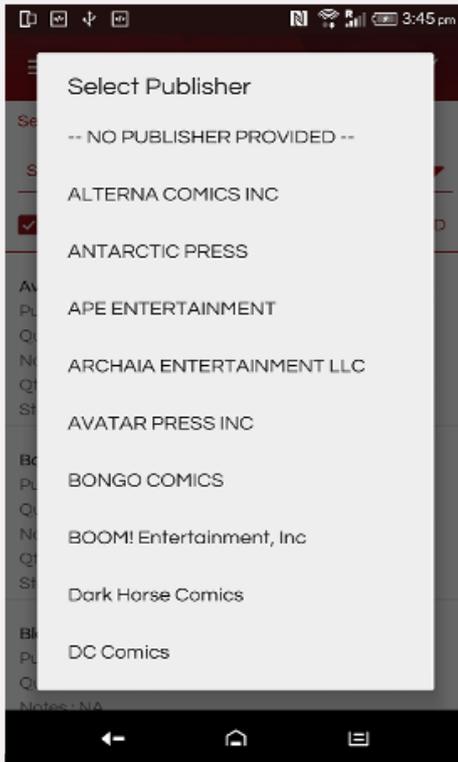
'Pending' – An order has been placed with your LCS and has yet to arrive.

'Returned to shelf' – These are items where orders have filled, but have not been collected.

'Waiting for Store Confirmation' – An order has been placed with your LCS via the ComicHub App and is waiting for store order approval.

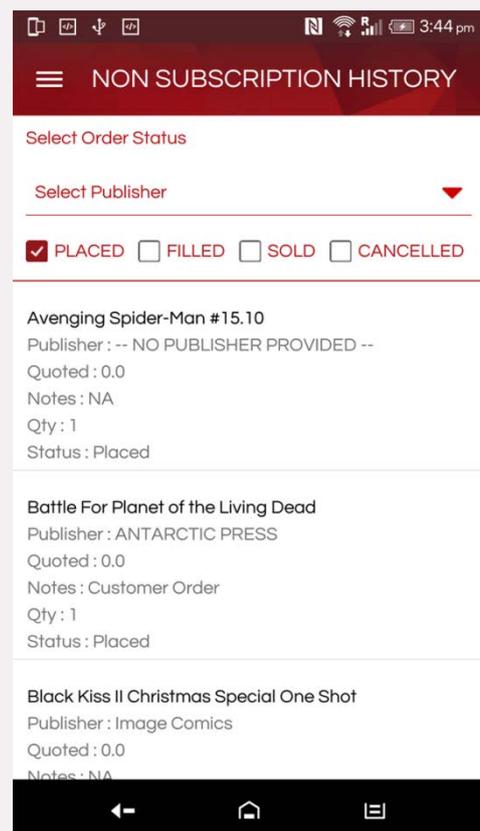
# NON SUBSCRIPTION HISTORY

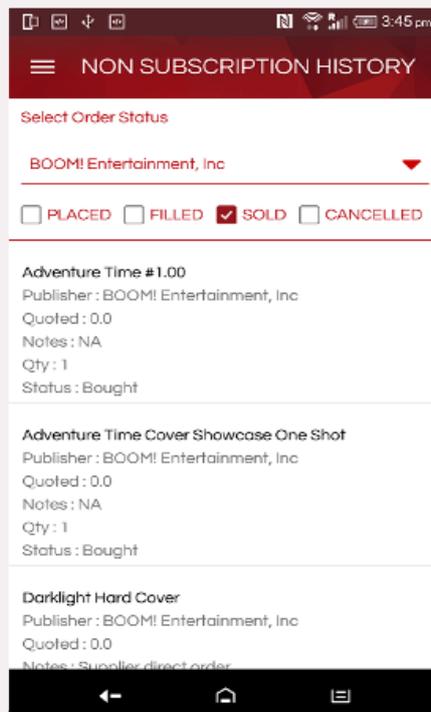
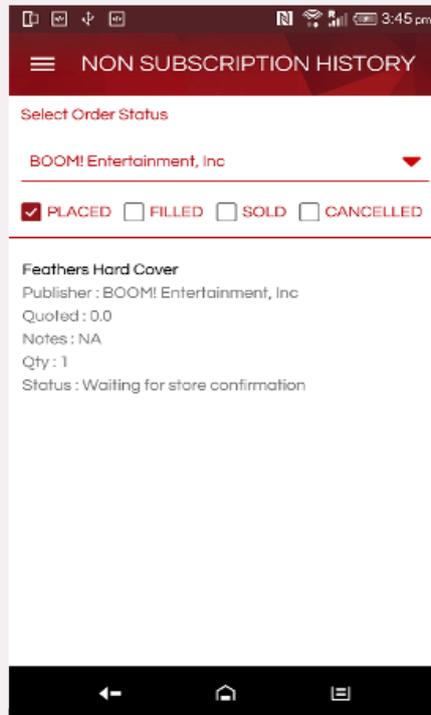
When you first enter the NON SUBSCRIPTION HISTORY page you will be presented with a full list of all items that are currently place with your [LCS](#). Applying filters will then reduce the presented list to a more manageable size.



You can choose a publisher that you have orders with.

And then filter again by [item status](#).

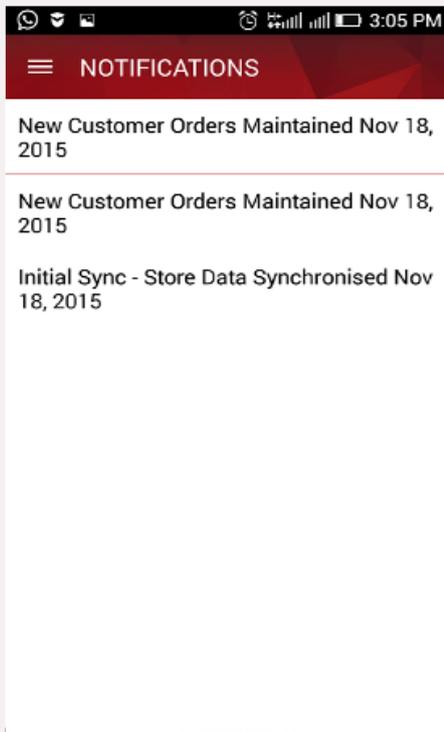




# NOTIFICATIONS

When your [LCS](#) makes changes to your orders in ComicHub POS, these updates to your orders will appear in 'Notifications'.

The main screen will show all the notifications you have been sent. Clicking on a notification will open it to show the changes made.



At the top of a notification is the [LCS](#) that the notification is from. Following are the details of the notification typically by Publisher, then by title, including the subscription type.

## Notifications in ComicHub to date include:

New Customer Orders Maintained –Confirmation of orders placed with the ComicHub App or orders made at your [LCS](#).

New Order – Orders made based on previous subscriptions data.

Purchased updated – A receipt of purchases made at your [LCS](#).

Initial Sync – Confirmation of your device being synchronized with your [LCS](#).



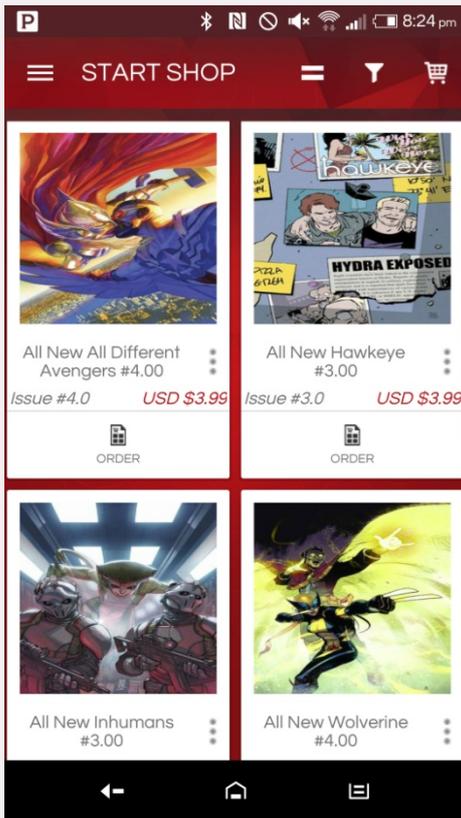
# CONTACT US

The contact details and hours of your LCS



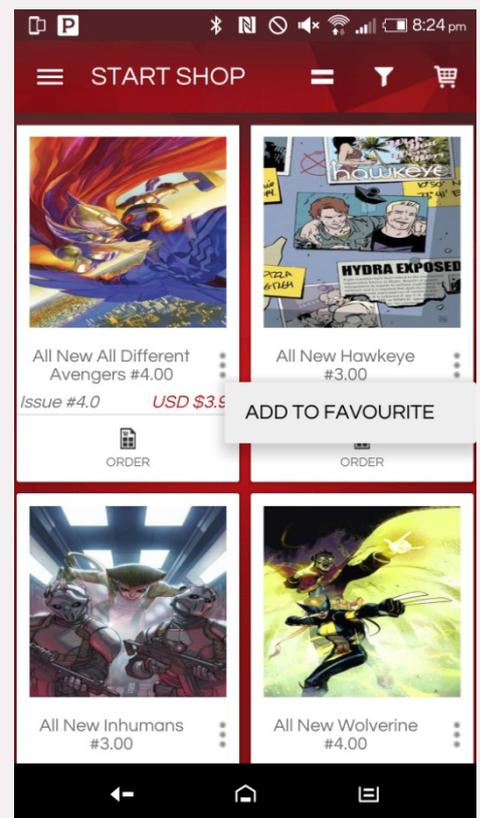
# FAVORITE

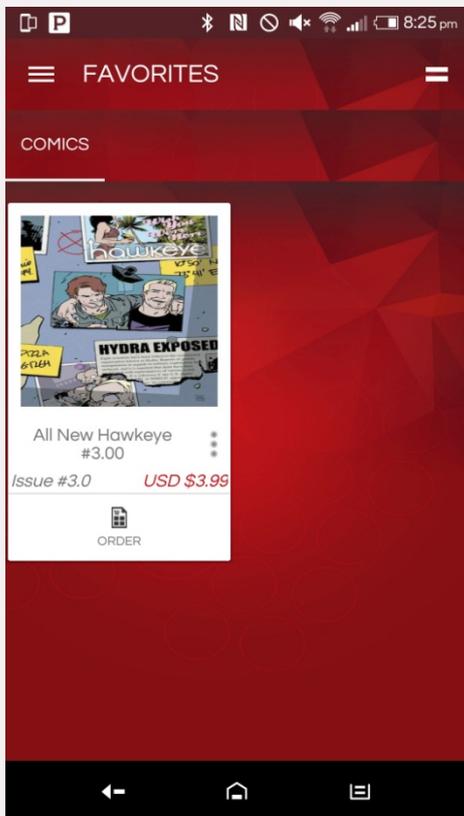
The favorites menu lets you track the status of your favorite items.



From the '[Selecting Order Type](#)' page, click on the three dots by the item.

The 'ADD TO FAVORITE' message will appear.



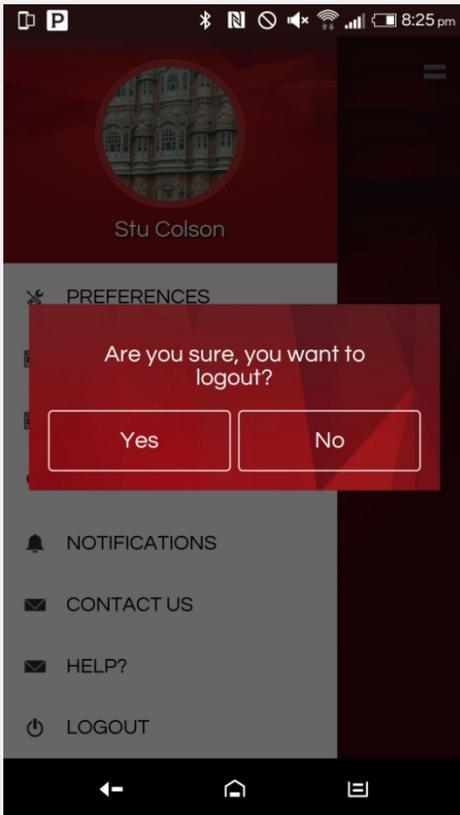


Click on 'ADD TO FAVORITE' and this item will now be in your favorite's folder. From the favorite's folder you can now quickly access this item to see its status.

Clicking on any item in your Favorites folder is now a shortcut to viewing their current status.



# LOGOUT



Logging out of the ComicHub App means the next time you use the App, you will have to log back in with your user name and password. Remember, you [LCS](#) cannot retrieve your password so don't forget it!