eQuality Internet Services

Administration Manual

Contents

I. Getting Started

Logging in to your administration account:
Go to your website and click on the Log-In/Log-out button.

If this is your first time logging in:

- Your login name is **ADMIN** and the password is **ADMIN.**

Changing your Login name:

Once a login name is created, it cannot be changed. A new login name can be created by clicking on the NEW CUSTOMERS CLICK HERE link on the main menu, or click on the Create a New Account link on the login page.

Changing your Password:

If this is your first time logging in:

- You should click on the My Preferences button (located on the left hand menu) after logging in, and change your password and other login information. Remember to give yourself administrator's privileges before saving your changes.

NOTE: Special characters and spaces should not be used when you are creating new login names, passwords, custom contract codes, or customer accounts.

Good login name: **JOHNW**
Bad Login name: **JOHN W (there is a space)**
Bad Login name: **JOHN*W (contains a special character)**

II. Orders

About the Orders Link:
When you click on the **Orders** link, you will see if there are any orders waiting to be processed. The orders listed are those which have been sent to your Administrator at the time they are placed.

To View an Order:
First, click on the Order Number. Once you are in order detail, **Print the order first**, and then click **Process Order.** This will do 2 things: first, it will remove the order from your main Order Administration page, and second, it will list the order in your customers Order History as processed.

To View Orders Waiting for Approval: (Order Administration Users):
Click on the View Orders Waiting for Approval link, and all orders waiting for approval will be listed. See Order Administration for further information.

Viewing Order History
Note: Order History is limited to 6 months.

Administrator Viewing of Order History:
Once you are logged in as administrator and click the Orders link and clicked the Order History link, you now have the ability to view all the previous orders which you have processed. Here you have the option of sorting your order history by Order Number, Account Number, Login Name, Real Name, and Billing Company. The Order History provides you with a copy of their Order details identical to the one you were sent via email when the order is placed.

Customer Viewing of Order History:
To view Order History, a customer must simply login, go to My Lists & History (located on the left hand menu). The Order History is listed on this page, and will show whether the order has been processed or if it is still pending. Orders are listed by date and Invoice Number. If you would like to view a customer's order history, you will need to login as that customer and go to the My Lists page.

Credit Card Orders
Your website is able to accept credit card orders unless you specify to eQuality that you would like to remove this feature. If this is the case, please call us at 1-800-239-5965 and we will be happy to remove it for you.
Credit Card orders are placed during checkout. The information is then sent on via email to the web site administrator. None of the credit card information submitted by your customers is kept on the website or in your online records. This ensures security with the data and protects you and your customers from potential threats.

In addition, if you would like your Credit Card orders to go through PayPal, you have that option. If you would like to use PayPal, please call us at 1-800-239-5965.

Receiving your Orders via Email
With each order placed on your website, an automatic email alert is sent to an address that you specify. The alert contains the order details for your convenience.
Reliability is essential with customer orders. Often, firewall and anti-spam protection on your computer can affect your ability to receive your customers order. eQuality Internet offers free email accounts to our customers specifically for that purpose. Call us at 1-800-239-5965 if you would like to set up an email account with us.

Standard Export Routines (Email orders in CSV format)
CSV files are text files that are compatible with Microsoft Excel, and can be imported into many different accounting programs and software. These files are sent to you as an order detail. Once you receive the orders you wish to import into your software, you will "save as" into your computer. From there, you will be able to import the order directly into you software.

III. Accounts

Accounting Features Main Page

How to set up a new Account
Setting up account pricing information is easy with the eQuality e-commerce software. This screen is divided by four sections. On this screen, just set up the pricing based on the following information:

NOTE: Special characters and spaces should not be used when you are creating new login names, passwords, custom contract codes, or customer accounts.
Good Account Number: ABC123
Bad Account Number: ABC 123 (Contains a space)
Bad Account Number: ABC&123 or ABC-123 (Contains special Characters)

To add a new account
Click the **Add a new Account** link and fill in the appropriate information (See section labeled: Your Account Detail Screen for more information).

To find an existing account:
You may search for existing accounts by sorting them by account number (ascending or descending) and the description (ascending or descending) in the drop box provided. You may also search using the account number or description.

To edit an existing account:
Click on the Account Number to go to the account detail screen, make your changes and Save.

Order History by Account
Note: Order History is automatically limited to 6 months.
This feature allows you to look up an account Order History from Administration. Here you have the ability to look up the account Order History by order number, account number, login name, real name, and billing company.
Note: Orders MUST be processed in the Orders link before you are able to view order history by account.

Login History
You can look up all the logins for an account with this feature, starting with the most recent.

Contracts
This feature allows you to view and edit the items in the Custom Contract you have applied to the account. If the account does not have a contract, then this button will not appear. Please see Custom Contract under basic information below for further information about creating a new contract.
Once you have clicked on the contract button, a screen will be displayed with all of the items in the contract and their prices.

To add an item to your contract:
Put in the item number, the contract price, and then click on the Add/Save button. You will then see that item displayed in the contract list.

To modify or delete an item:
Simply click on the item number to place it into your edit view. You can then modify the pricing and save your changes with the Add/Save button or remove that item from your contract by pressing the Delete Item button.

Your Account Detail Screen

To go into an account detail screen for a specific account, simply click on the account number.

Basic Information

- **Account Number:** The account number for this company should match the account number that you are currently using in your off-line accounting software.
  NOTE: Special characters and spaces should not be used when you are creating new login names, passwords, custom contract codes, or customer accounts.
  Good Account Number: ABC123
  Bad Account Number: ABC 123 (Contains a space)
  Bad Account Number: ABC&123 or ABC-123 (Contains special Characters)
- **Description:** Type in the company name or a friendly description for this company.
- **Custom Contract:** You can only assign a company a saved custom contract code. Before assigning a custom contract to a company, make sure that you have reviewed or created that contract beforehand (In the **Contracts** link). Each contract you put into the system will be listed here in the drop box. If this company does not receive a custom contract, select NONE from the drop-down box.
- **Tax Code: The tax code typed into this area should match the tax code used in your accounting software.** If you do not plan on exporting your orders into your accounting software, you may leave this area blank.
- **Tax Rate:** Tax rates are filled in by inserting the desired number. Non-taxable accounts should be set at zero. Taxable accounts should be set at appropriate local rates for your customer. Your default account should be set at your local tax rate.
  NOTE: Please be sure not to put a percent sign in the tax rate area. Simply type the number of the tax rate in this box.
- **Local Delivery:**

  If Local Delivery is set at Yes:
  Your customer will automatically receive free shipping, no delivery charges will be applied to their order unless you add a gasoline surcharge. These can be applied in Pricing Maintenance>>>Contact and Company information.

  If Local Delivery is set at No:
  Each customer account is given an ESTIMATED delivery charge at the time they place their order. Additional shipping charges or adjustments will need to be done by the dealer after the order is placed.

- **Salesman:** Type in the name or code for the salesperson responsible for the account. **Use the same name or code as in your accounting software.** If you do not want to use this feature, then leave it blank.

Regular Pricing Options

This is where you will set any discounts or savings for an account to receive.

- **Company Receives:**
  Select either Cost Plus or List Minus and the appropriate percentage for non-contract or non-promotional items.
- **Best Price:**

  If Best Price is set at No:
  It means that if an item has a custom contract price or column price (promotional), the contract or column price (that is set at YES) will be returned as the selling price. You will use this option 99% of the time with your customers.

  If Best Price is set at Yes:
  It means that in addition to the cost-plus/list minus calculation, the system will search all promotional pricing columns set to YES and find the best price on **ALL ITEMS ORDERED.** If custom contract Absolute is set to NO, it will disregard any contract pricing in search of the best price by searching all the prices available for a product in your online catalog for the best price.

- **Custom Contract Absolute:**

  If Custom Contract Absolute is set at Yes:
  It means that whenever a product is in a custom contract, the price from that contract is always the price that the company receives, regardless of any promotional or sale prices available.

  If Custom Contract Absolute is set at No:
  The system will automatically check to see if promotional or sale pricing is available. It will also revert back to the custom contract price automatically once the promotion is over.

- **Gross Profit Protection:**
  This feature is used when the **List Minus** calculation is enabled. This provides protection from selling any product below a specific level. If it is set at 10%, for example, it ensures a 10% profit on all items you sell online over cost. Do not use your Gross Profit Protection while using Cost Plus calculations. When you set your percentage using Cost Plus, your profit is already ensured.

- **Minimum Discount:**
  Designed so that your selling price never exceeds catalog list price. Set it to 0 and the account will receive catalog list price – 0%, set it to 2 and your account will receive catalog list price – 2% as their **minimum** discount. We recommend that you do not exceed 5% on your minimum discount. Instead set your account savings in the Cost Plus and List Minus box.

- **Quantity Discount:**
  Designed to offer tiered pricing options to your accounts that purchase in quantity from you. Refer to your tiered pricing catalog for pricing information on items. You can pick and choose which accounts receive this type of pricing.

  Tiered pricing set to off:
  No tiered pricing is offered to this account.

  Tiered pricing set at level 2:
  The account can be offered discounts for purchasing quantity. For example:
  Buy one pay $6.99, buy six pay $6.49.

  Tiered pricing set at level 3: This will add another level to the tiered pricing. Using the above example shown on level two, it would add an addition level. For example: Buy 12 pay $6.29.

- **GSA-JWOD Customer:**
  Is for accounts that are a Federal or State entity required to purchase product through JWOD or GSA.

  Set at Yes: Will offer (point out) substitute products through the GSA or JWOD.
  Set at No: Will not offer GSA or JWOD product substitutions.

Standard Contract Pricing

Contract 1 though Contract 10 represent which flyer programs, matrixes or other promotions that were loaded into your website. Every quarter, eQuality will load the promotions that you want into your item file. Further Promotional Pricing information can also be found under the **Pricing Maintenance** link.

For example: in your item file, you could have the General Line Catalog in Column 1, Stuff for your School flyer in Column 2, and the Universal flyer in Column 3.

To set up an account to receive only the General Line Catalog, you would set the Col 1 box to YES and all other columns to NO.

For an account to receive both the Stuff for your School flyer and the General Line Catalog, you would set Contract 1 and Contract 2 to Yes, and all other columns to No. If an item exists in both the Stuff for your School flyer and General Line Catalog , **the system will return whichever is the lowest price as the promotional price.**

You can set up any of your accounts to receive as many or as few promotions as you like.

Order Administration

At the bottom of the account edit screen, you have the option to use online order administration for any of your accounts. This feature is for your customers who require a manager or supervisor to approve orders before you fill it.
Only one order administrator can be assigned for each account.

To Setup Order Administration:

- First, you must assign an account number to each customer on the account by saving their account information and assigning the appropriate account number in the Customer Profile screen.

- To activate Order Administration, place a check mark next to Use Order Administration. To make someone an order administrator, you must select his/her login name from the drop box.

Order Minimum and Order Max. Once you decide to use Order Administration, you must set order minimum and max. Your website will not allow any order outside of these limits to be placed. Instead, your customers will be returned to their shopping cart and a message is displayed indicating the problem.

Setting Order Minimums without turning on Order Administration. Administrators have the ability to set an order minimum for all orders on the website without turning on the Order Administration feature. If you want all online orders to be $10 or over, for example, you will simply go to the Accounts link, click on the desired account number, and go to the account detail screen. Here you will simply scroll down the page to the order administration area and set the order minimum box to the desired amount. **YOU DO NOT HAVE TO TURN THE ORDER ADMINISTRATION FEATURE ON FOR THIS**. Be sure to save your changes, and the website will allow orders over the minimum you have set. This feature also has the ability to be set at $0 if you do not want to set any order minimum.

IV. Customers

Setting up new customers or changing information is easy on your website. First, click on the **Customers** link.

To add a new customer:
Click on the **Add a New Customer** Login bar and fill in the appropriate information.

To modify or find an existing customer:
You must first **SEARCH** for that user in your database. You may choose whether to login by customer name or account number. So if you were searching for customer BOBSMITH, for example, you could put the letter B in the search box and press the submit button. All users starting with B are shown in the search results table. Click on the login name to review or edit an existing customer.

You may also search for existing customers simply by clicking on the **SEE ALL CUSTOMER LOGINS** bar at the top of the page. It will list your existing customers.

To find an existing customer password:
Simply click on the **Customers** link. Click on the **SEE ALL CUSTOMER LOGINS** button. It will list your existing customers. In the column Passwords, each customer password is listed.

Customer Login Profile
If someone visits your website and creates a new customer profile, they are automatically assigned to the pricing in your DEFAULT account profile. If the new Internet customer happens to be an established customer, we recommend that you set up a unique pricing account for that company, and assign the pricing to the proper customer profile. Anytime a new customer profile is created, you will be notified by email.

- **Account**
  When you enter a customer account into your website and assign them an account number, in this drop box you will simply select the appropriate account number for this customer. If it is a visitor to your website, then you would leave this set at DEFAULT.

  This user is…
  Customer: This is the selection you will use for everyone who is a customer. If a company is using online order administration, you will assign order administrators in the Account profile screen, not in the customer profile screen.
  Administrator: Gives the user complete control over all the administration features of your website. **This is the setting for your website Administrator only, not your customers**.

  This user…
  Can place Orders: This allows your customer to place orders using their account.
  Is on Hold: This discontinues online ordering privileges for that customer login until they contact you.

  Catalog Type…
  Full Catalog: Gives your customer full access to your online catalog.
  Contract Only: You can restrict your customers to only order items from their custom contract.

The customer will fill out the rest of the information needed when they login/register on our website. This will include billing and shipping information.
NOTE: If the customer requires the use of a PO number, the system will ask for it at the time they check out.

V. Pricing Maintenance

Product Maintenance

As an administrator, you can add items or modify pricing anytime you want.

To Find an Existing item:

Place the item number in the search box and click Search.

Find or Edit Item Details:

You can look up the details about the item by simply clicking on the item number. This will take you to a screen containing all information about the product. If you edit or add any information, be sure to save your changes.

Find or Edit Item Pricing:

If you want to lookup or edit information on an item's pricing, simply put the item number in the search box. You can look up pricing and promotions for that item by clicking on the Pricing link that appears when the search has found that item. If you edit or add any information, be sure to save your changes. This screen will show you the prices available for this product in all your flyers, matrixes, and custom contracts.

Quantity Pricing

You can do Quantity Pricing 2 ways in your online catalog. First, you can have this pricing loaded by us from your wholesaler. Second, you can price individual items for quantity discounts. For example: buy one for $1.99, buy 6 for &1.89, or buy 12 for $1.79. You have the option of using 2 or 3 levels of tiered pricing on products in your catalog, and this feature can be turned on an individual account basis in the Account Details area of each customer account under Quantity Pricing.

Activating Quantity Discounts on Individual Items

To activate this feature, you will select the **Product Maintenance** link located under **Pricing Maintenance** on the administrative menu, and type the item number you wish to implement into the **Search** box. Then, on the far right in the table that appears, select the link called Pricing.

Under the **Promotional Pricing** table, you will find at the top which read **Quantity Break Level 2** and **Quantity Break Level 3**. In these boxes, you will put the quantity you wish the customer to purchase in order to receive a discount on the price. To set the price you would like to receive for purchasing the quantities you have set, you will go to **columns 9** and **10**, labeled **Level 2** and **Level 3**. Put the amount you wish to receive for quantity purchase. Save your changes, and the quantity pricing will be activated on those accounts you have selected to receive it. NOTE: Quantity purchase discounts will appear to those customers who receive it. However, actual discounts will not apply until the products are placed in the shopping cart.

Turning on Quantity Discount for customer Accounts

To turn on Quantity (Tiered) Pricing for a customer account, go to the **Accounts** link on your administration menu. Select the account number that you wish to receive tiered pricing. Under **Regular Pricing Options**, in the area that is labeled **Quantity Discount**, and select whether the account will receive Level 2 or Level 3 Pricing in the drop down box. Save your changes, and the account is now eligible to receive these discounts.

Custom Items

This link allows you to view and add unique products to your online catalog.

To Add a new item:

Click on the Add a New Item link provided, and fill out the appropriate information on the item detail screen.

- **Stock Number:** You will add a unique stock number to identify your product in the online catalog.
- **Description:** Type a short description to appear when your product is located in a search.
- **Catalog Text:** Type a longer description about your product which will appear when a customer clicks on the item number to read further details about your product.
- **Unit:** Use a two letter code to describe what type of unit your product comes from. For example, CS would describe case.
- **Cost:** List here how much your product costs you.
- **MSRP (Manufacturers Suggested Retail Price):** List here the retail price for your product.
- **Sell at MSRP:** Check this box if you would like to freeze the price of your product at the retail price.
- **Do Not Update this Record:** Keeps the information about your product locked in place, and protects it from accidental deletion during updates on your website.

To edit an existing item:

Click the Stock number of the item you wish to edit. Make your changes and save.

To delete an item:

Simply click the stock number and check the box at the bottom of the page which reads: Delete this product (includes all contracts) and save.

Master Products Maintenance

This area is designed for you to update and maintain your wholesaler(s) and cost codes for your website.

To update your online catalog wholesalers and cost codes:

1. In the area marked 1st Product File, select your PRIMARY wholesaler for your website
2. If APPLICABLE, select the appropriate column of cost for the main product file.
3. In the boxes, provided, insert ALL the cost codes which apply to your wholesaler. For example, if your wholesaler is United Stationers and one of your cost codes is N3, this is what you will enter in one of the boxes provided. Each individual cost code needs to be typed in its own box. If you carry GSA product, include these codes and you GSA pricing will also be applied.
4. IF APPLICABLE, move on to Product File 2 and 3 to fill in any other wholesalers and cost codes for them that you carry in your online catalog.
5. If you are a United Stationers or SP Richards dealer and your pricing is confidential, check the box next to your wholesaler and provide us with any necessary information.
6. Once you are finished, press the REQUEST PRICING UPDATE button at the bottom of the page to submit your information. Your pricing will be updated by the next business day.

All information you insert will be saved, so if there are no changes to your wholesaler or cost codes, you will only need to review and update your pricing if you make changes. Requests for changes for a new quarter may be submitted **Up to 7 Days PRIOR to the beginning of each quarter.**

Standard Contract Management

Once you submit or update your quarterly pricing from the update page, the main page of this link will give you an overview of flyers or promotions that are loaded into your website. Note: Unless the contract you have requested contains customized pricing, you do not need to fill out the description; it will automatically fill for you once you submit your request with a valid code.

To update your online promotional pricing, matrix, flyers, or customized pricing:

1. In the area marked: **Request a flyer or catalog update**, fill in the name of the promo, matrix, flyer, or customized pricing you wish to have loaded in this column. If you carry custom pricing (for example HON minus 40 percent) you will type in the name of that pricing here.
2. In the area marked Source: use the drop box to select the source (wholesaler) of where the pricing came from. If you have created your own pricing you want loaded into the column, select custom (for example: HON minus 40 percent pricing, you would select custom).
3. Next type in the program code for your matrix or flyer in the box available.
4. IF APPLICABLE, type in the column of pricing for you matrix or flyer in the box available.
5. Use the drop box telling us which contract column you would like this pricing to appear in.
6. Fill in each additional contract column for your website. When you are finished, press the Send Update Request button at the bottom of the page to submit your information. Your pricing will be updated by the next business day.

Edit

Edit Items in your Contract: (Limit of 10,000 Viewable Items)

Here you can view and edit the items in your Contract Column Pricing. Although the page only allows up to 10,000 items to be viewed, you can still edit any of the items in the contract that do not appear, as long as the item number is valid for that contract.

Click on the link named Edit for the appropriate contract. Type in or click on the product number of the item you would like to edit. Click the Add/Save button once you are finished.

Edit Contract Items in a Contract Selling at List Price:

Click the link named Edit for the appropriate contract. Then, Click the link located at the top of the page named See List Price Items Only. If the contract you have loaded contains items selling at list price, they will be listed here. To edit these prices, type in or click on the product number of the item you would like to edit. Click the Add/Save button once you are finished.

Account Setup:

The **Account Setup** link is designed so that you may assign specific contract or promotional pricing to your customer accounts without having to go into specific accounts.

To turn on or off contract (quarterly or promo) pricing to all customer accounts:

Once you are in the **Account Setup area** for the specific contract column you will be turning on or off for you customer accounts, simply select either: **Turn this contract ON for all accounts**, OR **Turn this contract OFF for all accounts**.

To turn on or off contract (quarterly or promo) pricing for specific customer accounts:

Once you are in the **Account Setup** area for the specific contract column you will be turning on or off for customer accounts, simply select, in the column labeled STATUS next to where the account numbers and descriptions are listed, **ON** or **OFF**. Once you touch the status name shown, the contract will be shut on or off (toggle), depending on what you want to do with a specific account.

Specials Maintenance

For each item you decide to put on these pages, you will have the ability to determine price in the Common Contract area.

To Add Items to your On Sale Page:

Simply type in the stock number of the item you want to appear on your On Sale page. Next, select the order which you would like it to appear on that page (whether 1st, 2nd, 3rd, etc) and click **Add/Save Item**.

To Delete Items from your On Sale Page:

Next to the item you wish to delete, press the Delete link provided.

To set the price of items in your On Sale Page:

Click on the **Contracts** link and go to the **Common Contract** link. Add the item number of the item on your On Sale page, insert the price, and click Add.

Welcome & FAQ Messages

This is where you can change the text that appears in the Specials Page and the Frequently Asked Questions (FAQ) page. Areas labeled Topic will appear in **BOLD**, areas labeled Text will appear in regular print.
To use, simply fill in the appropriate topic in the topic area, and anything you want to say in the text area, and save your changes. Note: It is a good idea to fill in FAQ information as soon as possible for your customers and visitors to your web site.

Contact and Company Information (Web Site Setup)

This area where you can change of adjust information your customers see on your website.

- **Use Catalog Information from:** Select the wholesaler whose pictures and item details you would like to display in your online catalog.
- **Show MSRP?** Choose whether you wish to display the retail price for the products in your online catalog to your customers. If the product is on sale, listed in your common contract, or just the regular price based on their account settings, it will be shown as **Your Price**. If the item is a contract item, it will be shown as **Contract Price**. Retail price will be shown as: ~~MSRP: **$1.99**~~ (for example).
- **Show Discount?** This allows you to show your customers the discount they will receive by purchasing the item from you. If the discount is less than $10.00, it will show a dollar amount for the discount. If the discount is over $10.00, the discount will be displayed by the percentage of savings they are getting by purchasing an item with you.
- **Time Zone:** Select the correct time zone for your location.
- **Company Information:** Here you will be able to make any corrections or changes to the company information that is displayed on your website. In addition, you will also be able to select the correct time zone. This will enable you to have the correct time displayed on customer orders.
- **Email Settings:** You can now select up to 3 email addresses for copies of your customer orders to go to. Only the Primary Contact Email will receive notifications of new customers who have logged into your website.
- **Pay Pal Pay Link Information:** If you would like credit card purchases to go through Pay Pal, simply insert the correct email address for your Pay Pal account. You must have and active account with Pay Pal in order to be able to use this feature. If you would like to add Pay Pal to process your credit card orders, please call 1-800-239-5965
- **Delivery (Gasoline) Surcharge - Applies to Local Delivery Accounts:** You can set a delivery charge amount for your customer accounts. Simply put in the dollar amount for your Gasoline surcharge (or flat delivery rate, whichever applies) in the box labeled: **Charge per order.**

  If you would like local delivery to apply to purchases over a certain dollar amount, you will put the minimum purchase amount for free deliveries in the box labeled: **No surcharge for orders equal to or over:**

VI. Contracts

You can create Custom Contracts for your website. Only one Custom Contract per customer is available, but Common Contracts apply to all customer accounts.

To Create a new custom contract:
Fill in the contract code and description, and then click the Add/Delete Contract button. Your new contract will appear listed with your other custom contracts.

To Delete a custom contract:
And all the items within it, simply type in the contract code, put a check in the Delete Contract check box, and then click the Add/Delete Contract button.

To see the items and pricing for any contract:
Just click on the contract code in your current contract list.

Contract Detail Screen

Once you have clicked on the contract code, a screen will be displayed with all of the items in the contract and their prices. The following procedures are the same for regular contracts and common contracts.

To add an item to your contract:
Put in the item number, the contract price, and then click on the Add/Save button. You will then see that item displayed in the contract list.

To modify or delete an item:
Simply click on the item number to place it into your edit view. You can then modify the pricing and save your changes with the Add/Save button or remove that item from your contract by pressing the Delete Item button.

Common Contracts

Common Contracts are items commonly purchased by your customers, which contains your own unique pricing. They may be catalog items, On Sale items, or items which are unique to your company. Once you are ready, you can add insert these items onto your Common Contract for your customers to receive your special pricing.
If you do not wish to use the common contract feature, simply leave the contract blank. If you do decide to use the common contract, all items and pricing in the contract will apply to ALL CUSTOMER ACCOUNTS automatically. Items listed on the common contracts are added and deleted the same way as a custom contract.

To add an item to your contract:
Put in the item number, the contract price, and then click on the Add/Save button. You will then see that item displayed in the contract list.

To modify or delete an item:
Simply click on the item number to place it into your edit view. You can then modify the pricing and save your changes with the Add/Save button or remove that item from your contract by pressing the Delete Item button.

eQuality Internet Services Company Directory

Customer Service, Training & Publications

Customer Service Hours: Monday thru Friday 9am-6pm EST
Call for Customer service for your online catalog, schedule FREE training, or customize your web site.

Virginia (Ginger) Hollenbeck
Operations Manager

Toll Free: (800) 798-5612
Email: service@equalityis.com
or: vhollenbeck@equalityis.com

Sales and Marketing

Call to get information about our company and our online catalog.

Janee Balaskovitz
Vice President of Sales and Marketing

Toll Free: (800) 798-5613
Email: sales@equalityis.com
or: janee@equalityis.com

Catalog Services

Calls or emails directly to Gilbert will take up to 5 business days for replies.
For immediate service, please contact Ginger Hollenbeck in Customer Service.

Gilbert E. Walter II *(ask for Gil or Gibby)*
Owner

Email: service@equalityis.com
or: gwalter@equalityis.com

Accounts Receivable & Payable

Call for questions about your eQuality account or bill.

Wendy Walter
Owner

Toll Free: (800)-798-5614
Email: wendy@equalityis.com

Webmaster

Michael J. Walter
Security & Network Manager

Email: mjwalter@mjwalter.com