

# How to use our Website

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## Logging into the web site the first time

In order to be able to shop with us online, you will be required to create a username and password. First, go to the New Customers click here link on the left hand menu and fill out the information completely, and then you will be able to shop online. If you need to edit this information later on, you can find it in the My Preferences area on the left hand menu.

Good Log-in name: **JOHNW**

Bad Log-in name: **JOHN W (there is a space)**

Bad Log-in name: **JOHN\*W OR JOHN.W (contains special characters)**

## Various ways to do a Product Search

*There are several ways to do a product search on our new website.*

1. The easiest way to find a product is by clicking the **SEARCH** button on the left hand menu. You have the option here of doing a search by product number (full or partial) or keyword (staples, for example). Keep in mind Product numbers do not contain the dash in it. For example item number MMM-654YW in your catalog is shown on the website as MMM654YW.
2. You can also do a search by clicking the **CATALOG** button at the top of the page. You have the option here of looking up your items by either catalog category or using our alphabetical index. If you are looking for paper, for example, you would select the letter P; continue your search from that area.
3. Another way to do a search is by clicking the **MANUFACTURERS** button at the top of the page. If you were looking for a Brother product, for example, you would first go to **MANUFACTURERS** then select the letter B from the list of letters provided. You would then find Brother on the page, and select the **SEE MORE INFORMATION** link in the same box. This will provide you with a complete list of product available by this manufacturer in our online catalog.
4. You can also search for specific office machine products by using the **MACHINE SUPPLIES** tab. This category is designed to help you find supplies for a specific machine, such as a typewriter. First, you will select the **MACHINE SUPPLIES** tab, and then find the name of the manufacturer for your office machine. If it is Hewlett Packard, for example, you will select the letter H then select Hewlett Packard from the list provided.  
  
Next, you will select the type of device you are looking for supplies for, such as Ink Jet Printer. You will then be given a list of all the models for the manufacturer, and you will select the correct model you are looking for supplies for. A list will then appear containing such items as cartridges, etc.
5. You may use the methods already described or use our **Quick Order** feature located in the left hand menu. You may use a single or multiple line sheet, depending on your preference. Simply type in the item number and quantity and select Add to Cart.

## **Looking up your online Order History**

This site allows you to view previous orders placed online. Once you login to the website, you will go to the **My Lists and History** link on the left hand menu. Click on My Order History view your online Order History.

Orders are listed by order number in this area. If the order has been processed by us, it will show you the date and time it was done. If we have not yet processed your order into your order history, it will show as "waiting for processing". Your order has already been reviewed by us and submitted for shipment when you placed it.

Your order history simply allows you to view previous orders, you cannot order from it. Your Order History is limited to 6 months.

## **Viewing your Custom Contract**

You have the ability to view and order from your custom contracts online. To view a contract, the customer simply login, and go to My Lists and History. There a link will be provided to View Custom Contract. This link only appears to those customers who have been assigned a custom contract.

## **Creating a shopping (favorites) list**

*You can create and add your frequently purchased items onto a shopping list, which you will be able to order directly from without having to search for those products.*

Once you have logged in, click the My Lists & History button located on the left hand menu.

To create a list, click on the link labeled My Lists. To add a new list, simply type in the name you wish to call your shopping list (for example, paper) in the box labeled: Create a New List and click Add. The new list title should now appear in the box below. You are now ready to add items to your shopping list.

*You are able to add items to your shopping list using 2 methods:*

### **Method 1:**

Click on the name of the shopping list you want to add items to. In the box labeled Add Item, type in the item number of the item you wish to add to your shopping list. Click the Add button. Your item has now been added to your shopping list.

### **Method 2:**

Once you have created your list or lists, simply look up the items you wish to have on your list(s). Next, click on the item number.

The next screen enables you to order the item. If you look just below the order area, the middle button says, Add to Lists. Click this button and a new window should appear on your screen. In it, is the name of the list(s) you have created. Simply click the box of the list you want your item to appear in and click Add to List. Close the window.

Now when you look in My Lists, the item will appear on the list you checked for the item to appear on.

### **To Delete Items or Lists:**

To Delete an entire list, simply go to My Lists and click on the list you wish to delete. At the top of the screen, it shows [Delete this List](#). Simply click this and the entire shopping list will be deleted.

To remove an item from your shopping list, simply click [Remove](#) next to the item you wish to remove from the list.

## [Adding/Editing your Shopping Cart](#)

### **To add items to your shopping cart:**

In the quantity box of the item you would like to purchase, but the number of items you desire and click **Add To Cart**.

### **To remove items from your shopping cart:**

Click the Shopping Cart icon at the top of the screen. In the quantity field, change the quantity of the item you would like to remove to 0 and click the **Update Cart** button at the bottom of the page.

## [Multiple Shipping or Billing Addresses:](#)

*You can create multiple shipping and billing addresses.*

### **To add a New Address:**

Log in to the website, then click on the **My Lists and History** link on the left hand menu. Next, click on the **My Addresses** Link.

Next, click on the **Add an Address** Link. Fill out the information on this page, and click **SAVE**.

### **To edit an existing address:**

Log in to the website, then click on the **My Lists and History** link on the left hand menu. Next, click on the **My Addresses** Link.

Click the **EDIT** button in the field of the address you wish to change. Then save your changes.

### **To select an address as the billing or shipping destination for an order:**

Log in to the website, then click on the **My Lists and History** link on the left hand menu. Next, click on the **My Addresses** Link, OR you may begin the checkout process. When you are viewing the table containing your billing and shipping information, simply go to the billing or shipping address which is correct for this order, and select either **Select as Bill To** OR **Select as Ship To** for the order you are taking care of.

## [Completing Your Order](#)

Once you have completed your purchases, you will then go to your **Shopping Cart** where you may review the items you have selected. To change a quantity for any of these items, simply replace the quantity with the new one and click the button: **Update Cart**.

Once you are ready to check out, select the **Check Out** button. You will be then taken to an area where you can review your billing and shipping information. Please be sure that this information is correct, and click the Finish Checkout button.

You will then be taken to an area where you are given the option of printing a copy of your order, or to continue on to the credit card payment area. If you decide to go to the credit card payment area, please note that you are able to select whether to use the information you give us on all purchases or this purchase only. NONE of this information is kept on the website. Your security is important to us, and the information will be kept confidential.

***We hope you enjoy our online catalog and Thank You for your business with us!***