



Online Ordering Tutorial and User Guide

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1. Login

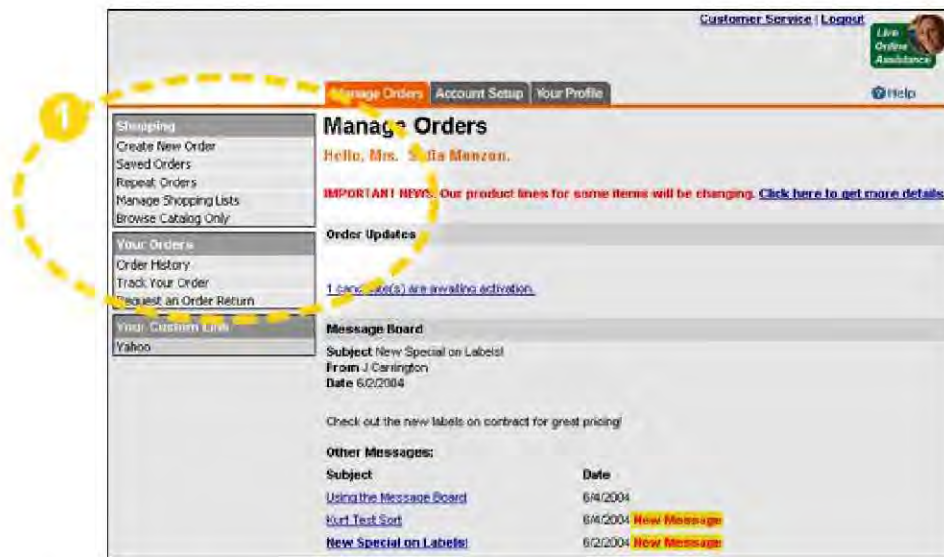
- Enter your ¹ Username or PIN and Password.
- Click on **Login**.



A screenshot of a web application's login page. A yellow dashed circle highlights the login section, which includes a yellow circle with the number '1' pointing to the 'Username or PIN:' label. The form contains two input fields: 'Username or PIN:' and 'Password:'. Below the password field is a 'Login' button. To the right of the 'Login' button are three links: 'Forgot Your Password?', 'Request A Login', and 'Browse our Requirements'. At the bottom of the page, there is a copyright notice: '© 2004 OMX, Inc. Boise® and OfficeMax® are trademarks of OMX, Inc. or Boise Cascade Corporation' and two links: 'Legal Notices' and 'Privacy Statement'.

2. Getting Started with Manage Orders

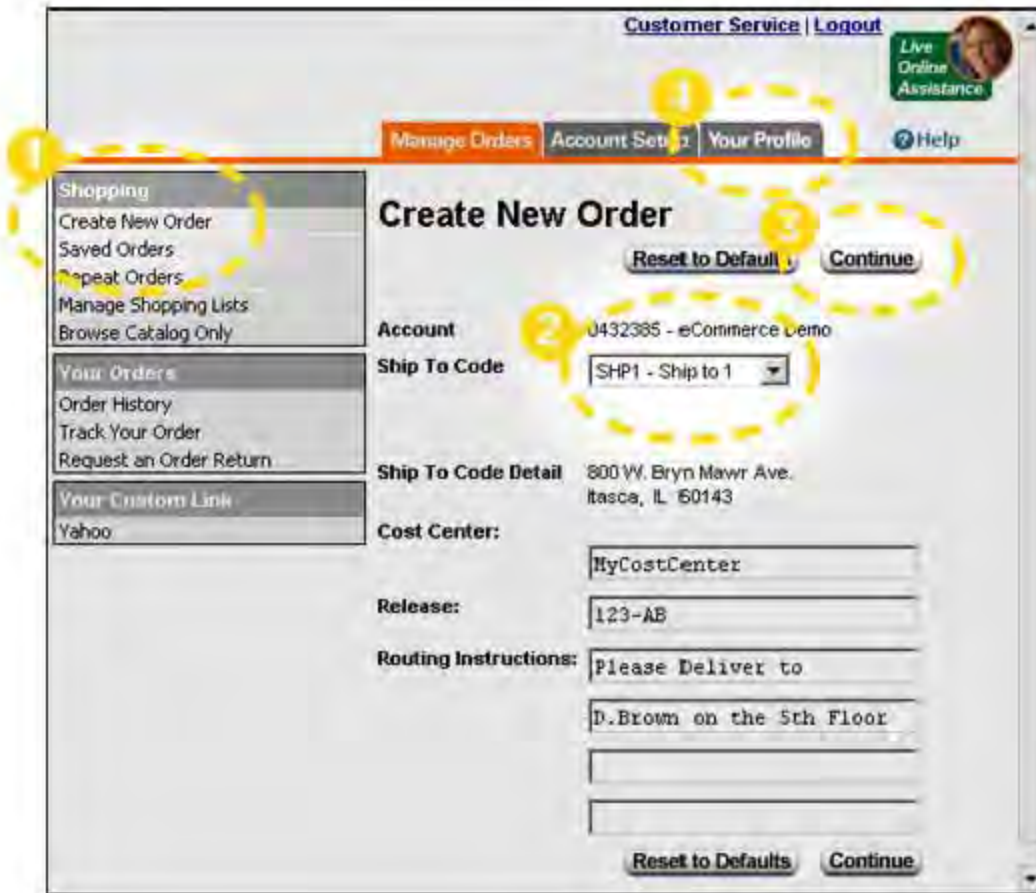
To start shopping click on: ¹ **Create New Order, Saved Orders, Repeat Orders** or **Order History** from the left navigation menu.



2.1. Creating an order using Create New Order

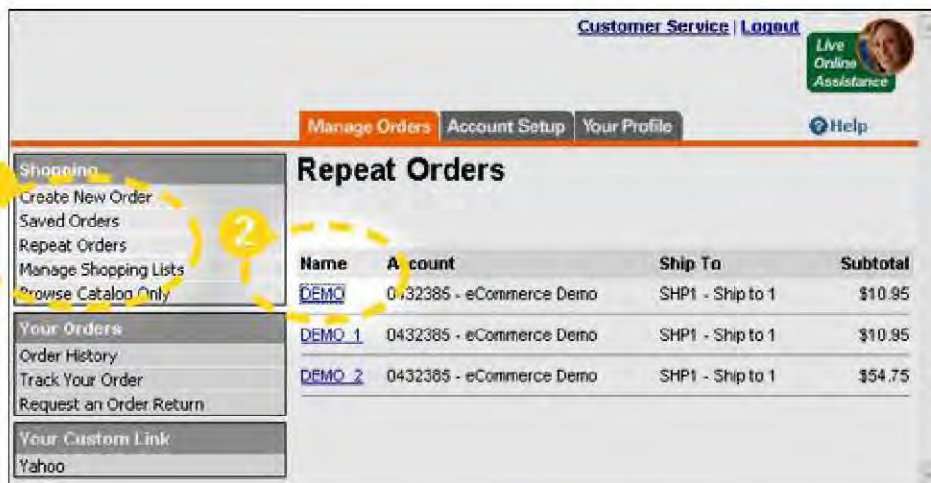
To create a new order, choose **1 Create New Order** from the left navigation menu. The **Create New Order** page will display with your account information.

- You can change your default account related information by clicking the available **2** drop-down arrows.
- Click **3 Continue**.
- Your default shopping method will display so you can begin adding items to the Shopping Cart. You may change your default settings in the **4 "Your Profile"** area.

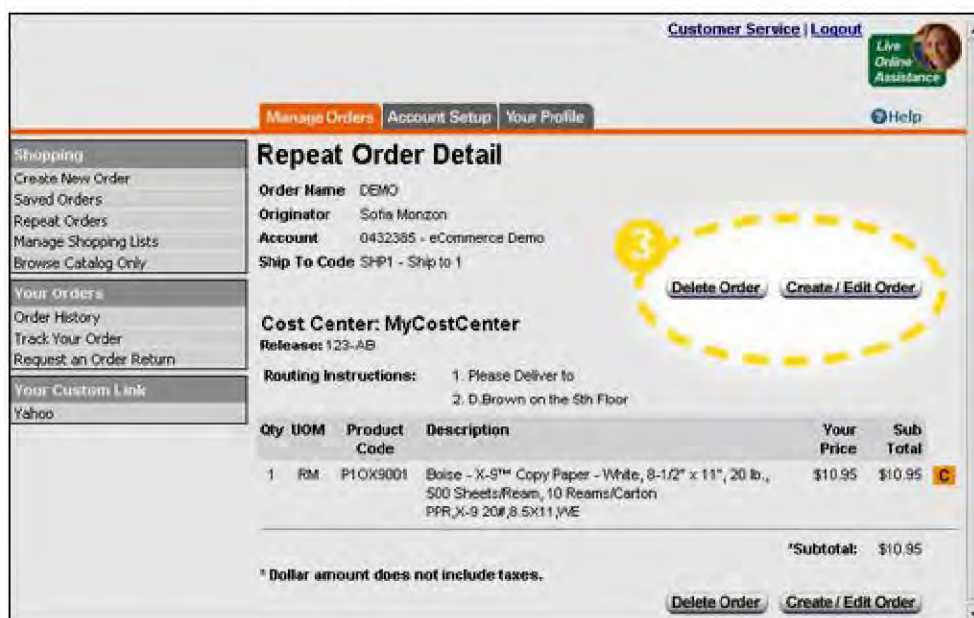


2.2. Creating an order using Repeat Orders

Select **Repeat Orders** from the left navigation menu, to shop from a template previously set up. A list of your Repeat Orders will display. Click on a specific Repeat Order name link to display the Repeat Order Detail.



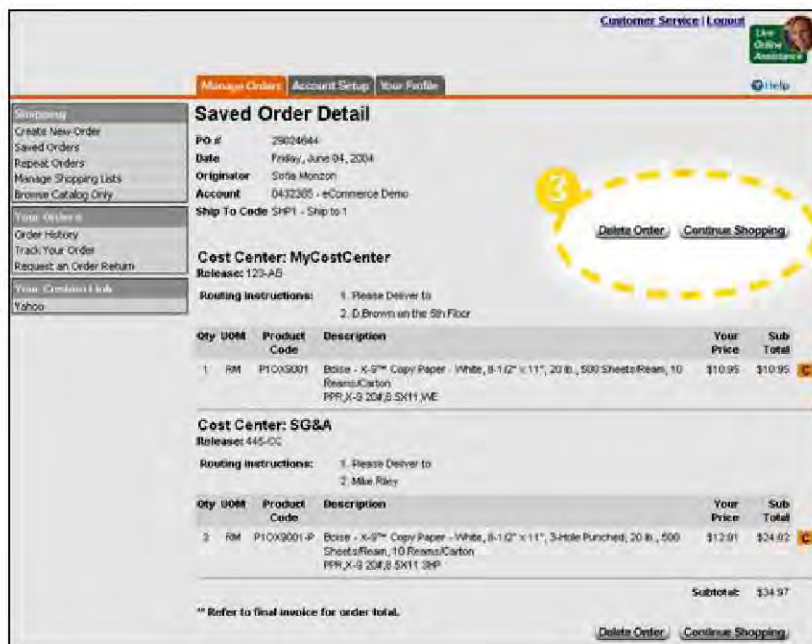
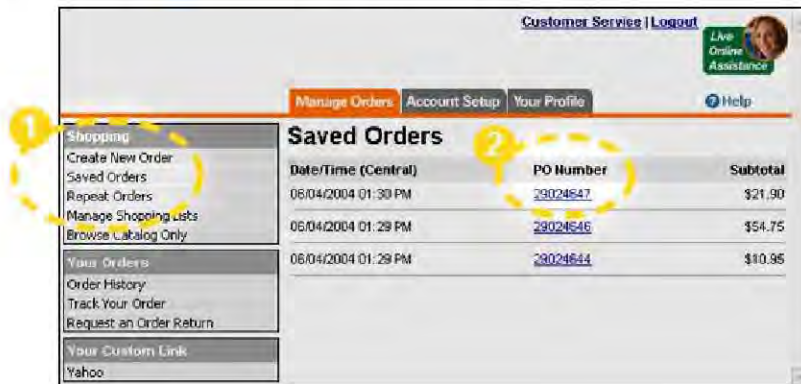
- In the **Repeat Order Detail** page click on [Create / Edit Order](#) and the Repeat Order will be copied and displayed in the Shopping Cart.
- To add more items to your order click on [Continue Shopping](#) or simply checkout. See Section 4 – *Editing or Viewing the Contents of the Shopping Cart*.
- To cancel and exit out of this order click on [Delete Order](#).



2.3 Creating an order using Saved Orders

- Select [Saved Orders](#) from the left navigation menu, to access an order you have previously saved.
- Click on a specific [PO Number](#) link to display the Saved Order Detail.

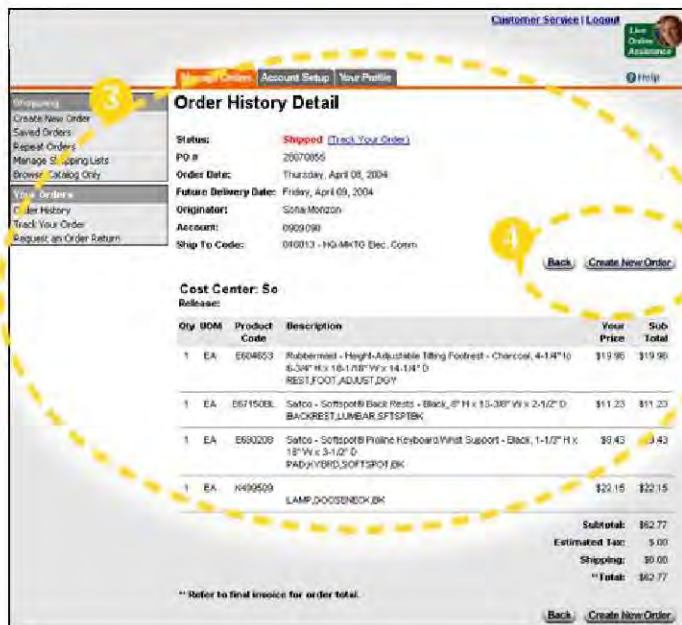
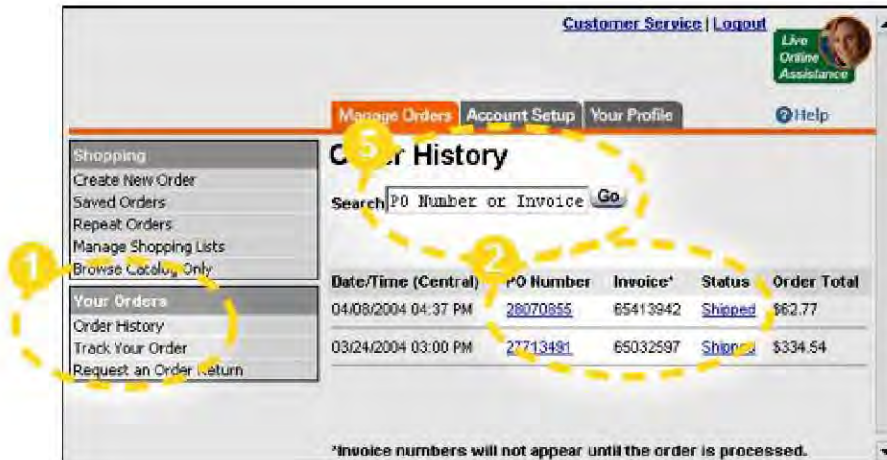
- In the Saved Order Detail page, select a shopping method or click on **Continue Shopping** to add or delete items in your order or simply checkout. See Section 4 – Editing or Viewing the Contents of your Shopping Cart.
- Click on **Delete Order** to delete your saved order



2.4 Creating an order using Order History

Select **Order History** or **Track Your Order** from the left navigation menu, to access a previously submitted order. Click on a specific **PO Number** link to display the Order History Detail page.

- In the Order History Detail page, click on **Create New Order** to create a new order from this previous order.
- Select a shopping method or click on **Continue Shopping** to add or delete items to your order or simply checkout. See Section 4 – Editing or Viewing the Contents of your Shopping Cart.
- To search for a specific order, enter the PO Number or Invoice Number in the Search box and click **Go**.



3. Using Shopping Methods

Your default shopping method along with the Shopping Cart summary totals are displayed throughout shopping. You can add items to the Shopping Cart using one of the following shopping methods:

1 **Search, Advanced Search, Catalog, Shopping Lists, or Refill Finder.** 2 **Order by Product Code** (formerly known as Blank Form),

3 **Shopping Cart**

- The Shopping Cart is accessible from any shopping page. The total number of line items and the order subtotal will get updated as you add or delete items to your order.
- At any time during shopping, you can view or edit the details of your order by clicking **View Cart** or clicking **Checkout** to submit your order for processing. At least one item must be in the Cart to submit an order.

Shopping Cart

Number of Items: 0
Subtotal: \$0.00

[View Cart](#) [Checkout](#)

[Save Order](#) | [Delete Order](#) | [Customer Service](#) | [Logout](#)

[Live Online Assistance](#)

[Help](#)

[Messages](#) | [Order By Product Code](#) | [Shopping Lists](#) | [Refill Finder](#)

Order by Product Code

Add Items to This Cost Center: [MyCostCenter - 123-AB](#)

[Add Another Cost Center To This Order](#)

[Add to Cart](#)

* Required for each item entered

Product Code*	Qty*	UOM	Item Comments

[Add to Cart](#)

Search

Keyword/Product # [Go](#)

[Advanced Search](#)

Catalog

Full Line Catalog

- Audio/Visual & Presentation
- Binders & Filing
- Briefcases, Pad Holders, & Portfolios
- Calendars & Organizers
- Computer Accessories & Supplies
- Computer Hardware & Peripherals
- Computer Software
- Custom Printing
- Electronics
- Food & Beverage
- Furniture & Office Accessories
- Health & Safety
- Janitorial & Maintenance Supplies
- Labeling, Mailing, & Packaging
- Office Machines & Equipment
- Office Supplies & Desk Accessories
- Paper & Paper Products
- Printer Supplies & Ribbons
- Printers & Accessories
- Writing Instruments & Supplies

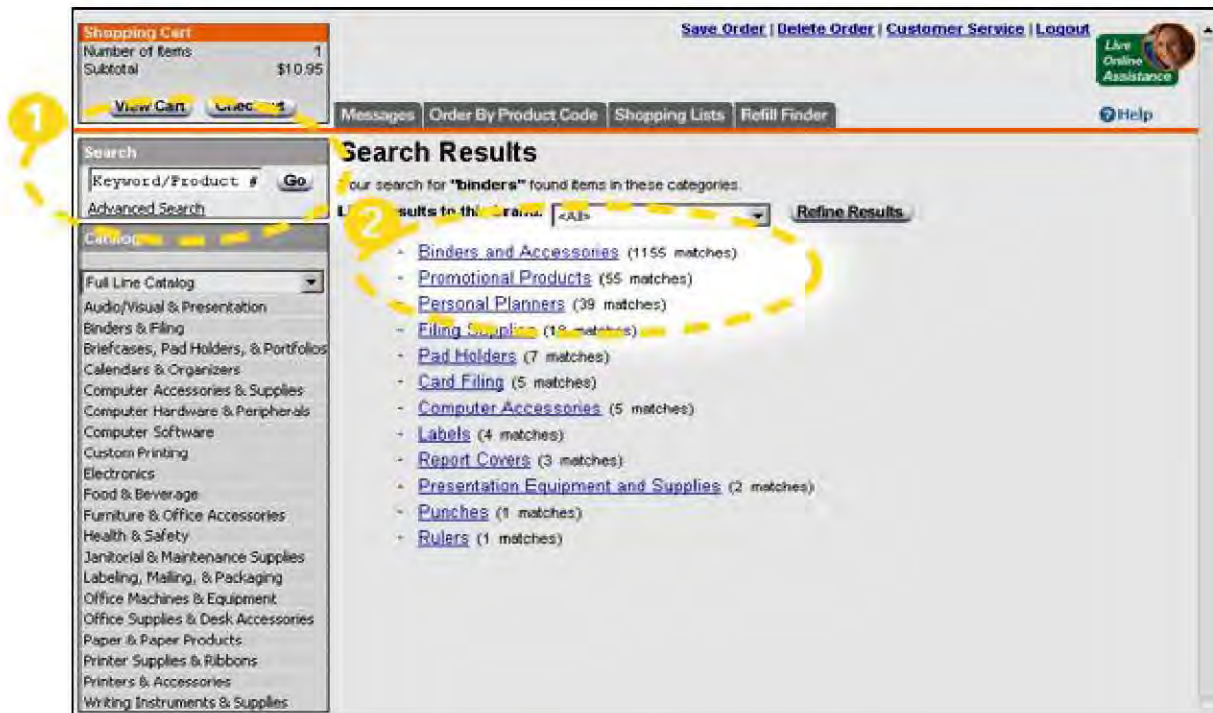
Your Custom Link

Yahoo

3.1. Shopping using Search

To shop using Search, enter a keyword or product number in the **Search** field located in the left navigation menu and click **Go**. The search results will help you navigate through the product hierarchy to refine the search results.

- Click on a category (e.g. Binders and Accessories) from the product hierarchy that results from the search.

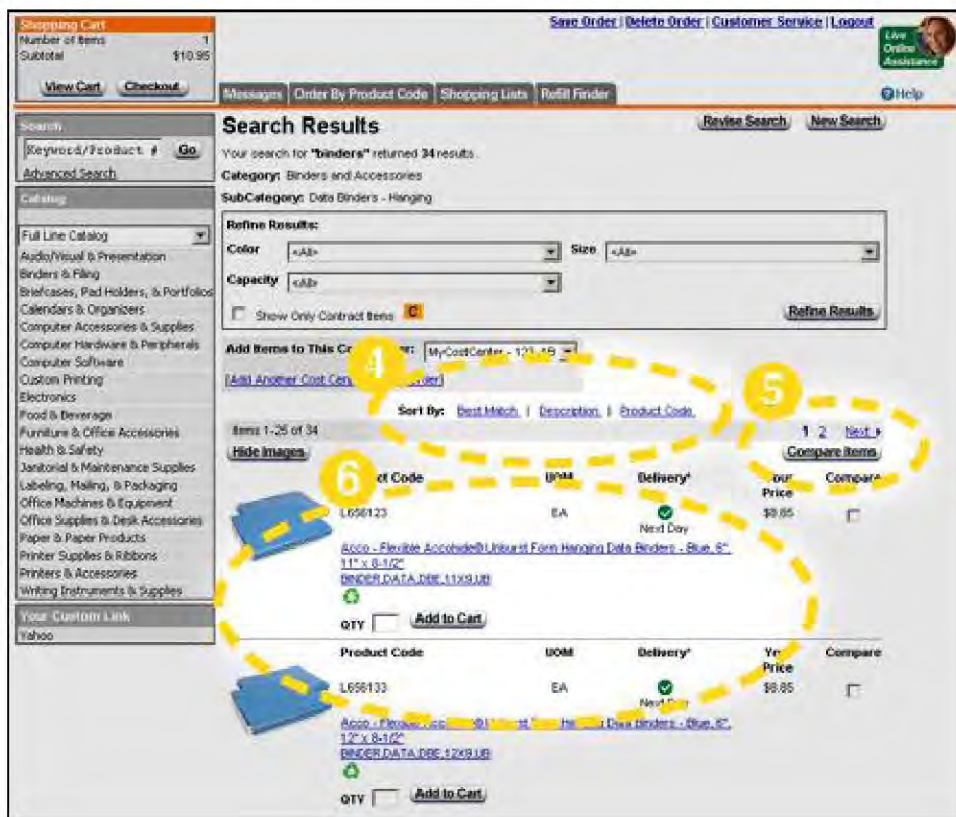


- Click on the next category level (e.g. Data Binders – Hanging).



3.1 Shopping using Search, continued

- A list of items with item availability and price will display.
- You can sort the search product results by ⁴ Best Match, Description or Product Code.
- Navigate by scrolling or using the ⁵ paging mechanism **1 2 Next** when the search results in multiple pages.
- To add an item to your order, ⁶ scroll to find the specific item you want to order, enter desired quantity into the "QTY" field and click **Add to Cart**.



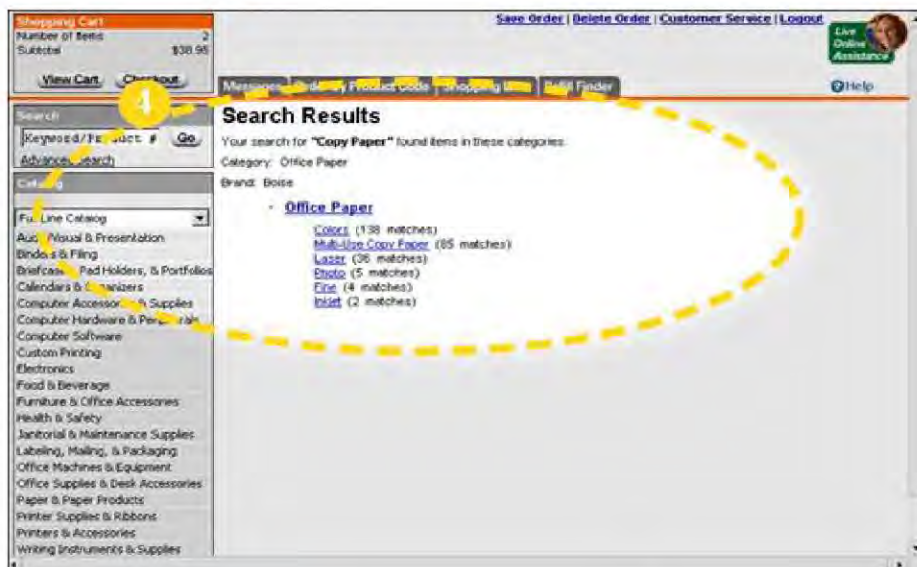
3.2 Shopping using Advanced Search

To shop using Advanced Search, click the **Advanced Search** in the left navigation menu.

- Enter **Keyword or Product Code** criteria (e.g. Copy Paper) and click **Search**.
- To refine your search enter additional criteria in the Category (e.g. Office Paper), Brand (e.g. OfficeMax) or check item type (e.g. "Contract Items") and click **Search**.
- To clear the search criteria click **Clear**.



- Click one of the product hierarchy categories to drill down (e.g. **Multi-Use Copy Paper**).
- A list of group detail items with item availability and price will display.



3.2 Shopping using Advanced Search, continued

- You can sort the search product results by **Best Match**, **Description** or **Product Code**.
- Navigate by scrolling or use the paging mechanism **1 2 Next** when search results in multiple pages.
- To add an item to your order, find the specific item you want to order, enter desired quantity into the "QTY" field and click **Add to Cart**.
- To refine the search results to Contract Items only, check the box under refine results and click **Refine Results**. You can also refine results using the available attributes for the specific product. In this example you can refine your results by **Color**, **Weight** or **Size** using the drop-down menus.

Shopping Cart
Number of Items: 2
Subtotal: \$30.95
[View Cart](#) [Checkout](#)

[Save Order](#) [Delete Order](#) [Customer Service](#) [Logout](#)

[Live Online Assistance](#)

[Messages](#) [Order By Product Code](#) [Shopping Lists](#) [Refill Finder](#) [Help](#)

Search
Keyword/Product: [Go](#)
[Advanced Search](#)

Search Results
Your search for "Copy Paper" returned 28 results.
[Revise Search](#) [New Search](#)

Category: Office Paper
SubCategory: Recycled Copy Paper
Unit: Boise

Refine Results:
Color: **Size:**
Weight:
☐ **Show Only Contract Items** [Refine Results](#)

[Add Items to This Cart Center](#) [Add Another Cart Center](#)

Sort By: [Best Match](#) | [Description](#) | [Product Code](#)

Items 1-25 of 28
[Hide Images](#)

Product Code	UOM	Delivery	Your Price	Compare
P1054807	RM	Next Day	\$20.95	☐
Boise - Aspen Recycled Copy Paper - White, 11" x 17", 20 lb., 500 Sheets/Ream PER ASPEN 30,11X17,20L				
QTY Add to Cart				

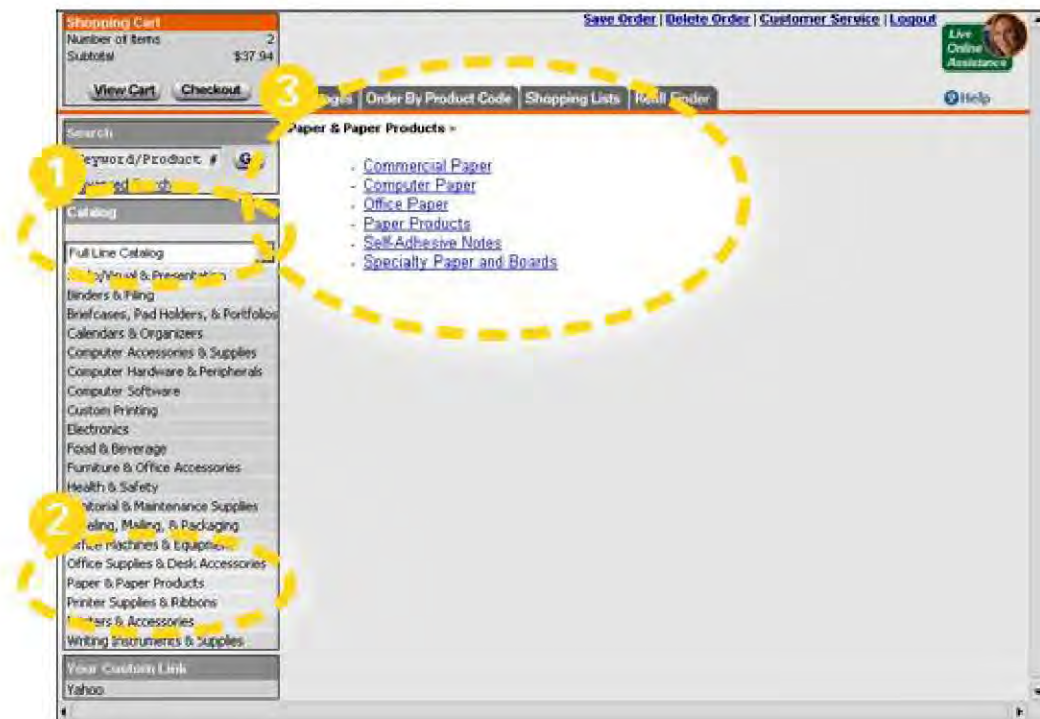
Full Line Catalog
Audio/Visual & Presentation
Binders & Filing
Briefcases, Pad Holders, & Portfolios
Calendars & Organizers
Computer Accessories & Supplies
Computer Hardware & Peripherals
Computer Software
Custom Printing
Electronics
Food & Beverage
Furniture & Office Accessories
Health & Safety
Janitorial & Maintenance Supplies
Labeling, Mailing, & Packaging
Office Machines & Equipment
Office Supplies & Desk Accessories
Paper & Paper Products
Printer Supplies & Ribbons
Printers & Accessories
Writing Instruments & Supplies

Your Custom Links
[Yahoo](#)

3.3 Shopping using Catalog Drilldown

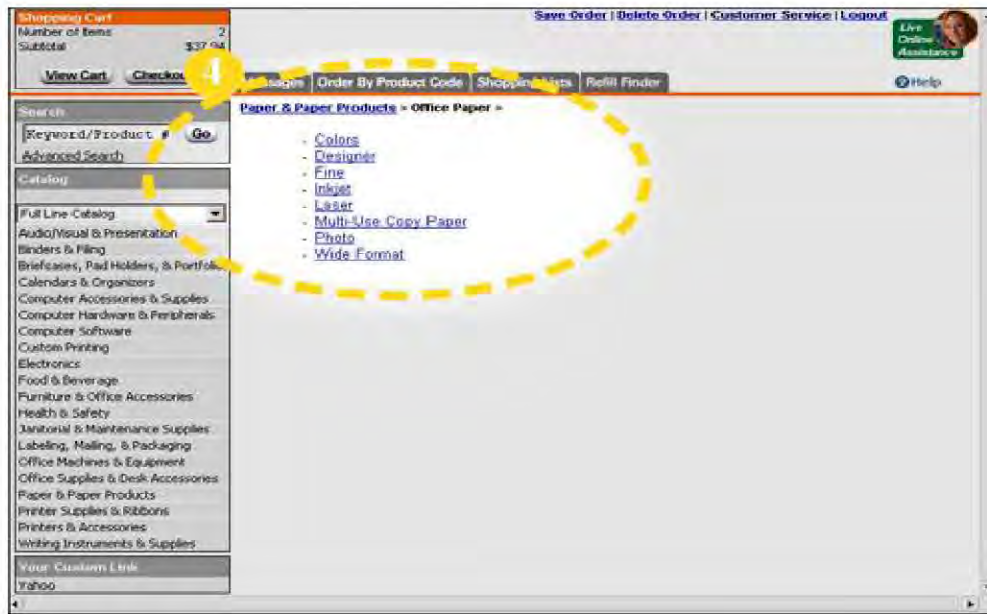
To shop using Catalog drilldown, click the ¹ drop-down menu in the left navigation. You can select a catalog or use the “Full Line Catalog” system default. You will navigate through a product hierarchy to refine your drilldown.

- Click on the first level category (e.g. ² Paper & Paper Products) under the Catalog.
- Click on one of the next category results (e.g., ³ Office Paper).



3.3 Shopping using Catalog Drilldown, continued

- Click on the next category (e.g.  Inkjet). This will return a grouped item list page showing item availability and price.



3.3 Shopping using Catalog Drilldown, continued

- Click on the product ⁵ Description to view detailed item information.
- To add items to your order, find the specific item you want to order, enter the quantity desired into the “QTY” field and click **Add to Cart**.
- The category path you selected will display under the navigation tabs. You can click on one of the links to go back to a category page previously viewed (e.g. ⁶ Office Paper).



3.4 Shopping using Order by Product Code Method

To shop using Order by Product Code, click on the **Order by Product Code** tab on the top navigation bar.

- Enter the Product Code and Quantity into the order form.
- Entering unit of measure (UOM) and item comments is optional. The comments are printed in the packing slip, acknowledgments and invoice.
- Click **Add to Cart** to add items to your order.

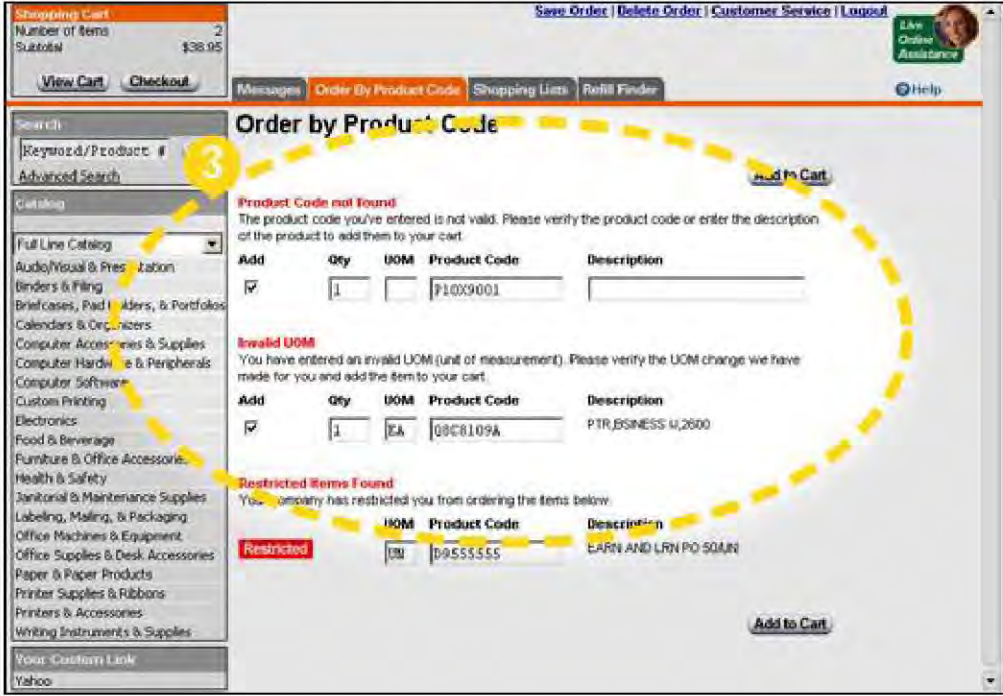
The screenshot shows the OfficeMax online shopping interface. The top navigation bar includes links for [Save Order](#), [Delete Order](#), [Customer Service](#), and [Logout](#). The main navigation bar has tabs for [Messages](#), [Order by Product Code](#) (selected), [Shopping Lists](#), and [Email Finder](#). The left sidebar contains a search bar with a 'Go' button, an 'Advanced Search' link, and a 'Catalog' section with a dropdown menu. The main content area is titled 'Order by Product Code' and features a table for adding items to the cart. The table has columns for 'Product Code', 'Qty', 'UOM', and 'Item Comments'. The 'Add to Cart' button is located at the bottom right of the table. A yellow dashed line highlights the 'Add to Cart' button and the 'Add to This Cost Center' dropdown menu. A yellow circle highlights the 'Add to Cart' button.

Product Code*	Qty*	UOM	Item Comments
SL60	1		Tia's Item
P1079009	12		Tia's Item
Q8C8109A	4	02	
555555	2		

Working with exceptions obtained when using Order by Product Code Shopping Method

If the unit of measure or product code is invalid, the page displayed  will help you navigate through the correction.

- Make your correction in the provided fields, put a check mark in the **Add** box if not already checked and click **Add to Cart** to add items to your order.
- Verify the unit of measure to ensure your desired quantity is correct.



The screenshot shows the OfficeMax website's 'Order by Product Code' page. A yellow dashed circle highlights the area where errors are displayed and corrected. The errors include 'Product Code not Found' and 'Invalid UOM'. The page also shows a shopping cart summary, a search bar, and a list of product categories.

Shopping Cart Summary:

Number of Items	Subtotal
2	\$38.95

Order by Product Code

Product Code not Found
The product code you've entered is not valid. Please verify the product code or enter the description of the product to add them to your cart.

Add	Qty	UOM	Product Code	Description
☒	1		P1009001	

Invalid UOM
You have entered an invalid UOM (unit of measurement). Please verify the UOM change we have made for you and add the item to your cart.

Add	Qty	UOM	Product Code	Description
☒	1	EA	08C8109A	PTR,BUSINESS W,2600

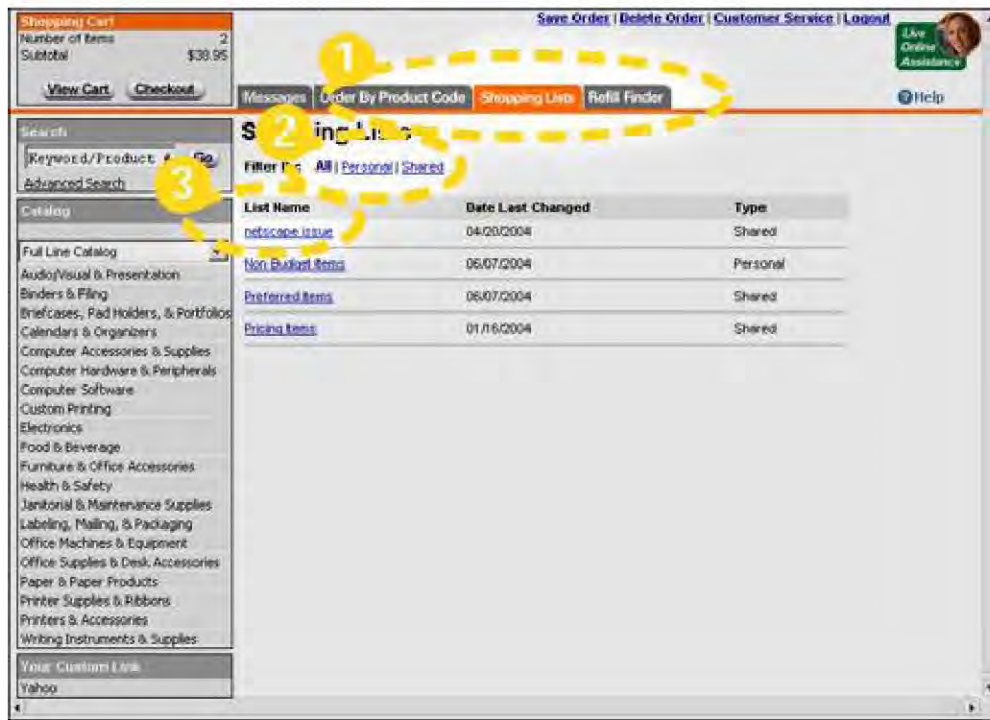
Restricted Items Found
Your company has restricted you from ordering the items below:

Restricted	UOM	Product Code	Description
☒	UN	09555555	EARN AND LRN PQ SQJRN

3.5 Shopping using Shopping Lists

To shop using Shopping Lists, click on the **Shopping Lists** tab on the top navigation bar. When you choose this shopping method, all available shopping lists will display. Scroll to view all lists available.

- You can limit the shopping lists displayed by clicking on the **personal** or **shared** link in the “Filter By” section.
- To select a shopping list, click the **List Name** link.



3.5 Shopping using Shopping Lists, continued

Your selected ¹ Shopping List items will display. Each page can display up to 100 items.

- To add items to your order, enter quantity desired into the "QTY" field for a specific item in the list and click **Add to Cart**.
- The Shopping Cart summary will be updated with the number of items and the subtotal amount.

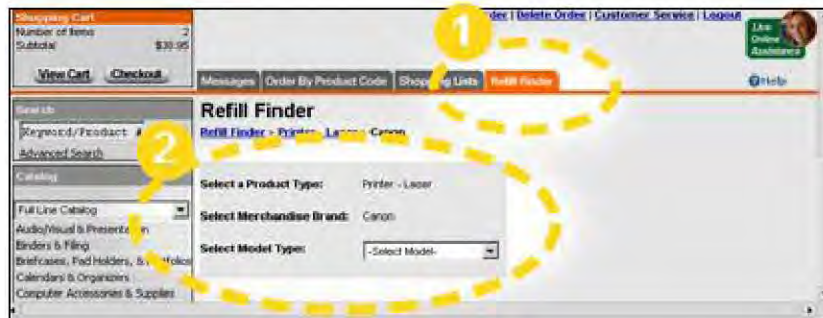
The screenshot shows the OfficeMax Shopping List interface. At the top, a 'Shopping Cart' summary shows 2 items for a subtotal of \$38.95. Below this is a search bar and a category list on the left. The main section is titled 'Shopping List - Preferred Items' and shows a list of items. A yellow dashed circle with a '1' highlights the 'Add to Cart' button for the first item, Avery White Address Labels. The item details include Product Code A55351, UOM BX, and a price of \$30.49. The second item, Avery White Address Labels (12x16), is also visible with a price of \$43.25.

Product Code	UOM	Deliver	Your Price	Compare
A55351	BX	Next Day	\$30.49	
Avery - White Address Labels For Plain Paper Dry Toner Copiers-Avery - 1" x 2-3/4" - 33 Labels/Sheet - 3300 Labels/Box LABEL COPY 1 X 2-3/4 VNR				
QTY				Add to Cart
A55360	BX	Next Day	\$43.25	
Avery - White Address Labels For Plain Paper Dry Toner Copiers-Avery - 1-1/2" x 2-13/16" - 21 Labels/Sheet - 2100 Labels/Box LBL COPY 1 1/2 X 2-13/16 VNR				
QTY				Add to Cart

3.6 Shopping using Refill Finder

To shop using Refill Finder, click on the **1 Refill Finder** tab on the top navigation bar. You will navigate through a product hierarchy.

- Click the drop-down menus to select a **2** Product Type, a Brand, and a Model Type to get a list of appropriate refill items.



- The category path you selected will display under the navigation tabs. You can click on one of the path links (e.g. Canon) to go back to the refill finder selection page.
- To add items to your order, enter the quantity desired into the **1** "QTY" field next to the item you want to order and click **Add to Cart**.



4 Editing or Viewing the Contents of the Shopping Cart

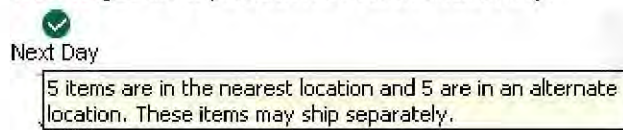
The Shopping Cart contains all items added to your order. When applicable, the items are segregated by cost center. At the top of the Shopping Cart you will see your account number, ship to code and Shopping Cart (Order) subtotal.

- **Update Cart** – You can make the following updates to your cart:
 1. To **[Add/Edit]** an item comment click on **Item Comments**. You will be directed to a page to enter the comments for a specific product code item. Once you save the comments, the icon **[Add/Edit]** will display under the specific item product code. The comments are printed in the packing slip, acknowledgments and invoice.
 2. Change Quantities for items – Type in the new quantity and click **Update Cart** to save update.
 3. Delete items off your order – Check the “Remove” box next to each item you want to remove and click **Update Cart** to update the Shopping Cart and the cart subtotal.
 4. Edit Cost Center – Click on **Edit** to change Cost Center Information.
 5. Delete Cost Center – Click on **Delete** to delete a Cost Center from your order. Delete is available only when your order contains more than one Cost Center. Deleting a Cost Center from your Shopping Cart will delete all of the items that were added under that deleted Cost Center.
- **Continue Shopping** – Click **Continue Shopping** to return to the last shopping method you used.
- **Checkout** – Click **Checkout** to proceed to checkout and submit your order.

The screenshot shows the OfficeMax Shopping Cart interface. At the top, it displays the account number (8433395), ship to code (SHIP1), and a subtotal of \$30.95. The left sidebar contains a navigation menu with categories like Full Line Catalog, Audio/Visual & Presentation, and more. The main area is titled 'Shopping Cart' and shows two cost centers: 'MyC' and 'SG&A'. Each cost center has a table of items with columns for quantity, product code, description, delivery, your subtotal, and a remove checkbox. Callout 1 points to the 'Add/Edit' link for item comments. Callout 2 points to the 'Update Cart' button. Callout 3 points to the 'Remove' checkbox. Callout 4 points to the 'Edit' link for a cost center. Callout 5 points to the 'Continue Shopping', 'Update Cart', and 'Checkout' buttons at the bottom.

5 Viewing Item Description Detail

- Click on the Product  [Description](#) link to view detailed item information.
- Delivery stock is based on the actual quantities that are in the "Qty" field. Position your mouse over the icon to get an explanation of stock availability.



- Until a "Qty" is entered and the item is added to the Shopping Cart, the inventory stock check for Delivery is based on a quantity of 1 (one). See legend below describing each of the delivery terms.
- Click on the item comments icon , under the product code to view or edit an item comment (if an item comment has been entered for that item).
- Position your mouse over each of the product description icons    to view their description, or click on them to view a legend of all the website icons.
- The [Modify](#) link with a  icon will display only when you add a customizable imprint item product code (e.g. business cards) to your cart.

Qty	UOM	Product Code	Description	Delivery*	Your Subtotal Price	Remove
1	BX	1000PSC	Boise - Custom Print - Custom Mailing Envelopes - White Wove, 4-1/8" x 9-1/2", Regular, Peel & Seal, 24 lb. No. 10 Regular Peel & Seal [Modify]	1-5 Days	\$87.72 \$87.72	
1	RM	PIWC1048	Boise - 25% Cotton Inkjet Paper - White, 8-1/2" x 11", 24 lb., 500 Sheets/Ream PPR, INK, IT, COTTON, 500/RM	Next Day	\$28.00 \$28.00	

5.1 Delivery Terms during Shopping

 Next Day	Usually delivered next business day.
 Partial	Portion of order is in stock and will ship next business day. Remaining portion is out of stock.
 Out of Stock	All items are out of stock in both the primary and alternate locations.
 1-3 days	Typically will ship in 1 to 3 days.
 1-5 Days	Typically will ship in 1 to 5 days.

6. Saving or Deleting your order during Shopping

At any time during shopping, you can save or delete your order.

6.1 Save Order

- Click on the ¹ [Save Order](#) link to save your order and select one of the following actions:
 - Click the radio button next to ² “**Save this order and place it later**” and click **Save**. The contents of your order will be saved for you to continue later. To access the Saved Order click on **Saved Orders** in the left navigation menu within the **Manage Orders** page.
 - Click the radio button next to ² “**Save as Repeat Order with the name you specify below**” and click **Save**, to save the order as a template. You'll be asked to name your repeat order. To access the Repeat Order click on the **Repeat Orders** in the left navigation menu within the **Manage Orders** page.
 - Click the radio button next to ² “**Save and Replace an existing Repeat Order**” and select the Repeat Order you want to replace and click **Save** to access it later.

6.2 Delete Order

- Click on the ¹ [Delete Order](#) link to delete your entire order.



7. Checkout to Place Order

You will be taken through two steps during checkout in order to complete your order.

7.1 Billing and Shipping Information

Some information will be pre-populated based on "Your Profile" settings. Please review for accuracy.

- Enter **1** billing and shipping information. When applicable enter an alternate shipping address.
- Enter credit card information when applicable.
- Enter Order Comments if applicable.
- Click the box next to **2 E-mail To** and enter your E-mail address to receive order confirmation.
- Click the box next to **Fax inform to** and enter your Fax information to receive order confirmation via fax.
- You can perform the following additional actions on this page:
 1. Click **Continue Shopping** to go back to shopping.
 2. Click **View Cart** to go back to the Edit/View Shopping Cart.
 3. Click **Continue Checkout** to proceed to the next checkout step.

The screenshot displays the OfficeMax checkout interface. At the top, navigation links include 'Save Order', 'Delete Order', 'Customer Service', and 'Logout'. A 'Live Online Assistance' button is also present. The main heading is 'Billing and Shipping', with sub-headings for 'Order Summary' and 'Checkout Complete'. A yellow dashed circle with the number '1' highlights the 'Billing and Shipping' heading. Below this, a link for 'How do we use your personal information? View our Privacy Policy.' is shown. A row of buttons includes 'Continue Shopping', 'View Cart', and 'Continue Checkout'. The 'Customer Confirmation' section contains fields for 'Generate PO #', 'PO #', 'Attention', 'Order Comments 1', and 'Order Comments 2'. A yellow dashed circle with the number '2' highlights the 'Email To' field, which is pre-filled with 'Sofia Monzon'. Below this, there are fields for 'Email Address' (pre-filled with 'emf@monzon-soareoffice.com'), 'Fax Inform To', and 'Fax Inform Number'. The 'Ship this order to a different location?' section includes fields for 'Deliver To', 'Address', 'City', 'State' (a dropdown menu), and 'Zip'. The 'Bill To Credit Card?' section includes fields for 'Credit Card Type' (a dropdown menu), 'Credit Card Number', and 'Expiration Date'. At the bottom, there are buttons for 'Continue Shopping', 'View Cart', and 'Continue Checkout'.

7.2 Checkout – Order Summary

The  checkout order summary is the second step during checkout. Review order and verify all the information is correct including your item and PO comments. If the merchandise is out of stock, an

 Out of Stock icon will display under the delivery column within the line item information.

- You can perform the following actions on this page:
 - Click **Submit Order** when all the information in your order is correct.
 - Click **Back** to go back to the **Billing and Shipping** checkout page.
 - Click **View Cart** to go back to the Edit/View Shopping Cart.
 - Click **Continue Shopping** to go back to shopping.
 - Click  **Print This Page** to print the Order Summary page for your records.



View Order | Delete Order | Customer Service | Logout

Live Online Assistance

1

2

Print This Page

Billing and Shipping | **Order Summary** | Checkout Complete

Back | Continue Shopping | View Cart | Submit Order

Attention: Sofia Monzon
PO #: DEMOPO
Account: 0432935 - eCommerce Demo
Ship To Code: SHP1 - Ship to 1
Payment Type: Direct Bill

Subtotal: \$30.95
Estimated Tax: \$2.63
Shipping: \$0.00
Total**: \$41.58

Order Comments 1: Monthly SG&A Order

Cost Center: MyCostCenter
Release: 123-AB
Routing Instructions: 1. Please Deliver to
2. D.Brown on the 5th Floor

Qty	UOM	Product Code	Description	Delivery*	Your Price	Subtotal
1	RM	PR10X5001	Boise - X-9™ Copy Paper - White, 8-1/2" x 11", 30 lb., 500 Sheets/Ream, 10 Reams/Case PRR,X-9 20# 8.5X11 JME	Next Day	\$10.95	\$10.95
Item Comments: 1. Tom's Item						

Cost Center Subtotal: \$10.95
Cost Center Estimated Tax: \$0.74

Cost Center: SG&A
Release: 245-AC
Routing Instructions: 1. Please Deliver to
2. Tom Riley

Qty	UOM	Product Code	Description	Delivery*	Your Price	Subtotal
1	RM	PR10X1048	Boise - 25% Cotton Inkjet Paper - White, 8-1/2" x 11", 24 lb., 500 Sheets/Ream PRR,25% COTTON,500RM	Next Day	\$20.00	\$20.00
Item Comments: 1. Tom's Item						

Cost Center Subtotal: \$20.00
Cost Center Estimated Tax: \$1.09

* Stock is not allocated until order is placed. Days indicated above are business days and may vary depending upon delivery location.
See Frequently Asked Questions for Details.
** Refer to final invoice for order total.

Print This Page

Back | Continue Shopping | View Cart | Submit Order

THIS IS NOT AN INVOICE

7.3 Checkout Complete

This page ¹ displays confirmation that your order has been submitted.

- You can perform the following actions on this page:
 - Click **Manage Orders** to go back to the **Manage Orders** page.
 - Click **Change or Delete Order** to change or delete your order. You will be directed to the **Order History Detail** page. This action is the same as selecting **Order History** in the left navigation menu within the **Manage Orders** page and then selecting the specific order you want to change or delete. If you pay via a credit card, only the delete option is available. Click on **Delete Order** and your order will be deleted, returning you to the **Manage Orders** page.



Once you have placed your order, you have 5 minutes to edit or delete the order before it is submitted for processing. You can edit or delete the order by choosing **Order History** or **Track your Order** in the left navigation menu within the **Manage Orders** page.

8 Track Your Order / Order History

Click **1** [Track Your Order](#), or [Order History](#) in the left navigation menu within the **2** [Manage Orders](#) page. A list of your online orders for the past 90 days with status will display.

- Click on the **3** [PO Number](#) link to view **Order History Details**.
- Click on the **3** [Status](#) link to view **Order Status** details.
- To search for a specific order, enter the PO Number or Invoice Number in the Search box and click **Go**.

The screenshot shows the 'Order History' page. Callout 1 points to the 'Order History' link in the left navigation menu. Callout 2 points to the 'Manage Orders' tab at the top. Callout 3 points to the 'PO Number' and 'Status' links in the table headers. The table lists orders with columns: Date/Time (Central), PO Number, Invoice*, Status, and Order Total. Navigation links 'Previous', '1', '2', '3', '4', and 'Next' are visible above and below the table.

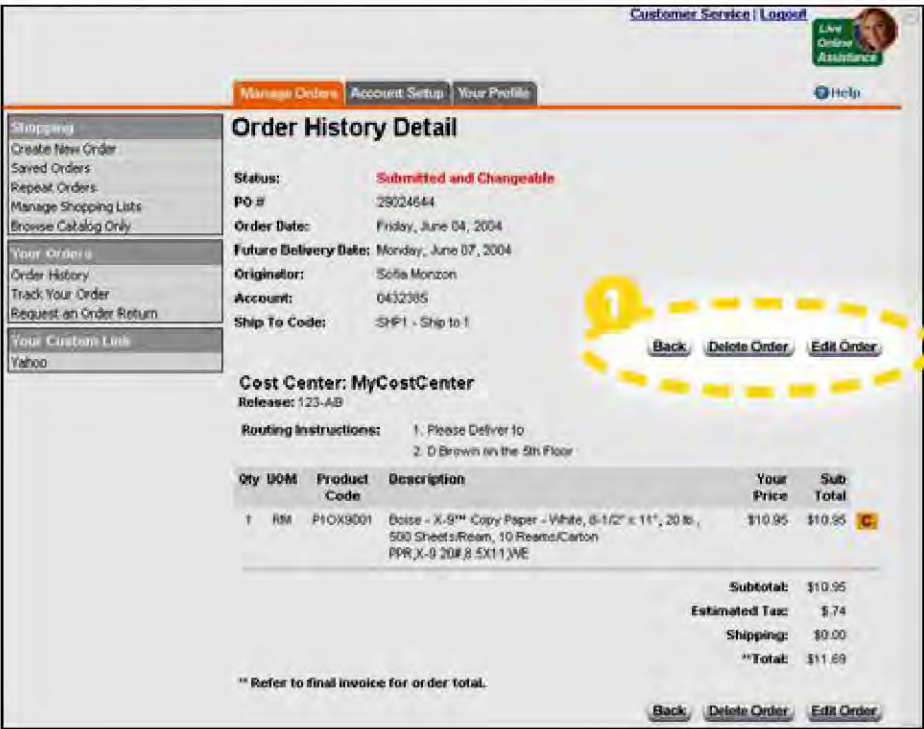
Date/Time (Central)	PO Number	Invoice*	Status	Order Total
07/15/2003 03:12 PM	DEMOPO		Submitted and Changeable	\$41.58
07/15/2003 01:12 PM	29890727		Pending Approval	\$125.05
07/15/2003 09:12 AM	39890728		Denied	\$425.05
06/15/2003 03:12 PM	27713491	65032597	Shipped	\$14.62
05/15/2003 03:12 PM	48907278	33456789	Being Processed	\$58.05
04/15/2003 01:12 PM	39890726	53456789	Being Processed	\$665.05
03/15/2003 02:12 PM	29890727		Denied	\$195.75
02/15/2003 04:12 PM	79890727	53456789	On Hold	\$320.35
01/15/2003 05:12 PM	99890727	33456789	Being Processed	\$235.05
01/11/2003 06:12 PM	89890723	73456789	Shipped	\$198.15

*Invoice numbers will not appear until the order is processed.

8.1 Track Your Order/Order History – Order History Detail

The **Order History Detail** page displays when you click on the [PO Number](#) link in the **Order History** Page. When the order status is “**Submitted and Changeable**”, “**Submitted**”, “**Pending Approval**”, or “**Denied**” the following actions are available :

- Click **Delete Order** to delete your order.
- Click **Edit Order** to change your order. This option is not available when you make your purchase using a credit card.
- Click **Back** to go back to the **Order History** page.



Customer Service | Logout 

Manage Orders Account Setup Your Profile Help

Order History Detail

Status: **Submitted and Changeable**

PO #: 29024644

Order Date: Friday, June 04, 2004

Future Delivery Date: Monday, June 07, 2004

Originator: Sofia Monzon

Account: 0432385

Ship To Code: SHP1 - Ship to 1

Cost Center: MyCostCenter
Release: 123-AB

Routing Instructions: 1. Please Deliver to
2. D Brown in the 5th Floor

Qty	UOM	Product Code	Description	Your Price	Sub Total
1	RM	P10X9001	Boise - X-9™ Copy Paper - White, 8-1/2" x 11", 20 lb., 500 Sheets/Ream, 10 Reams/Case PPR,X-9 20# 8.5X11JWE	\$10.95	\$10.95

Subtotal: \$10.95

Estimated Tax: \$.74

Shipping: \$0.00

****Total: \$11.69**

** Refer to final invoice for order total.

Back Delete Order Edit Order

8.1 Track Your Order/Order History - Order History Details, continued

When the order status is “**Shipped**”, “**Being Processed**”, or “**On Hold**” the following actions are available ¹:

- Click **Create New Order** to use this order to create a new order.
- Click **Back** to go back to the **Order History** page.
- Click on the ² [\(Track Your Order\)](#) link next to the order status to view the **Order Status** page.

Customer Service | Login | Live Order Assistance

Menu | Account Setup | Your Profile

Order History Details

Status: **Status from POB** - [\(Track Your Order\)](#)

PO Number: 27713491

Order Date: June 15, 2003

Future Delivery Date: June 16, 2003

Originator: Joseph Smith

Account: 0425067 - Account Name

Ship To Code: 400001 - Ship To Description

Deliver To: ABC Company

Address: 800 W. Dryn Mtn. Apt 2, Basco, IL 60143

Cost Center: My Cost Center

Release: Joseph Smith

Routing Instructions: Drop box on Jim's big desk. Items to be delivered to training room B.

[Back](#) [Create New Order](#)

Qty	UOM	Product Code	Description	Your Price	Subtotal
2	PD	A2655-DE	3M - Post-It® Notes in Pastel Colors - Sky Blue, 3" x 5", 100 Sheets/Pad PAD,NOTE,DE,3x5	\$7.50	\$1.50
2	PD	A2650-DE	3M - Post-It® Notes in Pastel Colors - Sky Blue, 4" x 6", Ruled, 100 Sheets/Pad PAD,NOTE,RULED,DE,4x6	\$1.21	\$2.42
1	EA	H087435	Highlighter by MARB - Lightweight, Strong Cast Steel Sissors - Black, 8", Straight Handle SCISSORS,CAST-STEEL,175K	\$1.54	\$1.54
1	EA	K0350	3M - Weighted Desktop Organizer - Charcoal Gray, 10-1/4" W x 8-3/4" D x 2-3/8" H ORG,DESK,DRWR,COL	\$9.00	\$9.00

Subtotal: \$13.52
Estimated Tax: \$1.10
Shipping: \$0.00
Total: \$14.62

** Refer to final invoice for order total.

[Back](#) [Create New Order](#)

8.2 Track Your Order/Order History – Order Status

- Each item is broken down by cost center, if applicable, with status of item.
- Select **1** [View](#) under Details to view “Item Details” or secondary “Item Details” depending on if entire amount of item was backordered **or** was partially shipped.
- Click **2** [View Delivery Details](#) to view delivery and signed by information.
- Click [Back](#) to return to list of orders in **Order History**.

Customer Service | Logout 

[Manage Orders](#) | [Account Setup](#) | [Your Profile](#)

Shopping
[Create New Order](#)
[Saved Orders](#)
[Repeat Orders](#)
[Manage Shopping Lists](#)
[Browse Catalog Only](#)
Your Orders
[Order History](#)
[Track Your Order](#)
[Request an Order Return](#)
Your Approvals
[Approve Orders](#)
Your Custom Link
[Customer Supplied Link](#)

Order Status

[Back](#)

PO# 27713491
Order Date June 15, 2003
Future Delivery Date June 15, 2003
Originator Joseph Smith
Account 0425067
Ship To Code LOC001
Order Status Shipped

Original Invoice # 65032597
Item Status Key:

Ord	Ordered
Ship	Shipped
Ship Sep	Shipped Separately
Bko	Backordered
Sub	Substituted
Cncld	Cancelled

Cost Center My Cost Center
Delivery Information [View Delivery Details](#)

2

Qty	UOM	Product Code	Description	Qty	Qty	Qty	Qty	Qty	Details
Ord				Ship	Ship	Bko	Sub	Cncld	
					Sep				
2	PD	A2655-BE	PAD/NOTE,BE,3x5	2	0	0	0	0	
2	PD	A2660-BE	PAD/NOTE RULED,BE,4x6	2	0	0	0	0	
1	EA	H397435	SCISSORS,CAST-STEEL,8BK	1	0	0	0	0	
1	EA	K3C50	ORG,DESK DRIVER,CCL	0	0	1	0	0	1 View

[Back](#)

8.3 Track Your Order/Order History – Item Details

The **1** Item Details within the **Order History** page, allows you to view specific order details when available. When an item is backordered, a link will display with backorder specific information.

- Click **Back** to return to the **Order Status** page.

Item Details

PO# 27713491 Original Invoice # 65832597

The product you ordered is not in stock and has been backordered. The estimated delivery date for this backorder is Wednesday, June 18, 2003.

Quantity Ordered	Quantity Backordered	Product Code	UOM	Description	Backordered Invoice
1	1	K3C50	EA	ORG.DESK DRIVER,COL	11223044

Back

- The **2** **Delivery Information** page from the **Order History** page allows you to review the order's delivery and signed by information.
- Click **Back** to return to the **Order Status** page.

Delivery Information

PO# 27713491 Original Invoice # 65832597

Delivery Address 600 W Bryn Mawr
ITASCA, IL 60143

Order Date June 15, 2003

Requested Delivery June 16, 2003

Account 0425067

Ship To Code L00001

Total Packages 4
Packages Delivered 3
Packages Not Delivered 0
Packages by Alternate Carrier 1

Boise Delivered Packages

Signed By	Package ID	Delivered Date
Justin Case	00000114910496079607	06/16/04
Justin Case	00000114910496079614	06/16/04

Packages Delivered By Alternate Carriers

Carrier	Package ID	Tracking Number
UPS	00000114910496079605	1Z0507210340295940

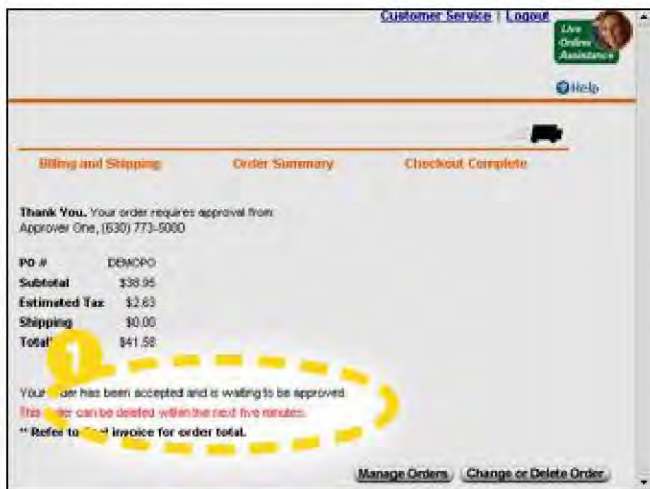
Back

9 Order Approvals

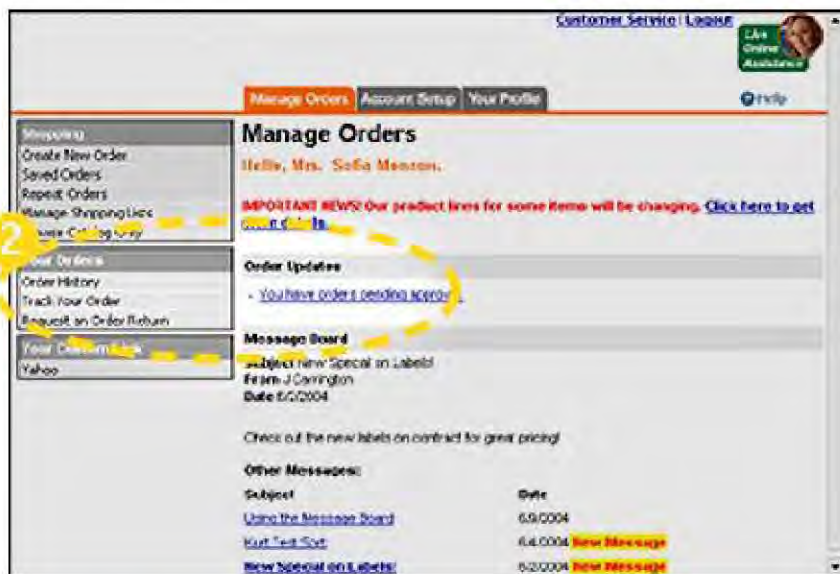
This functionality applies only when your company administrator has set you up for order approvals.

9.1 Order Approvals – Originator

- 1 When you submit your order, a confirmation page displays notifying you that your order has been submitted for approval. When applicable your approver will receive an e-mail notification that your order was submitted for approval.



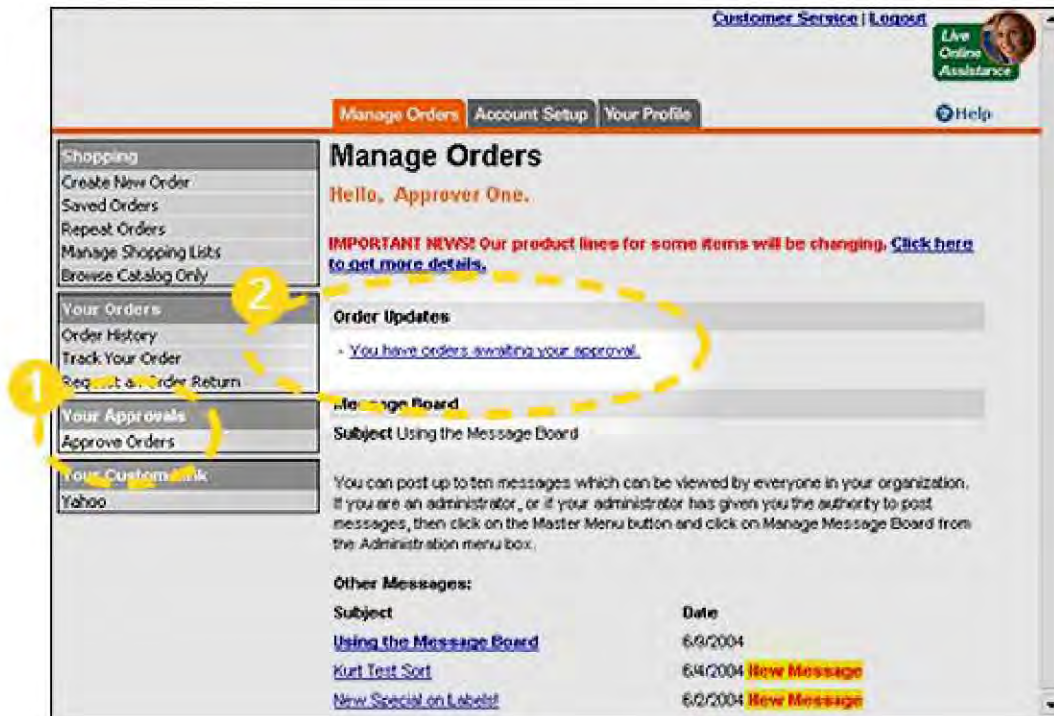
- Your order waiting for approval will be visible in the body of **Order Updates** within the **Manage Orders** page.
- Click on the  [You have orders pending approval](#) link to view your order. You can also access your orders pending approval through **Order History** or **Track Your Order** in the left navigation menu.



9.2 Order Approvals – Approver

This functionality is available only if your company administrator sets you up as an approver.

- To approve orders waiting on your approval, you can either click on **1 Approve Orders** in the left navigation menu within the **Manage Orders** page or click on the message **2 You have orders awaiting your approval** in the body of **Order Updates** within the **Manage Orders** page.



9.2 Order Approvals – Approver, continued

- You can approve the orders in the **3 Approve Orders**, which display order summary information.
- If you deny the order, a **4 Reason for Denial** comment can be entered.
- Click to submit your approval choices.

The screenshot displays the 'Approve Orders' page with a sidebar on the left containing links like 'Shopping', 'Your Orders', and 'Your Approvals'. The main area lists three orders, each with a summary of details and an 'Approve Order?' button. The first order (PO Number 29044817) is highlighted with a dashed yellow circle and callout 2. Below it, the 'Reason for Denial' field is highlighted with a dashed yellow circle and callout 3. The third order (PO Number 29058897) shows a denial reason: 'This order exceeds your order limit.' A 'Submit' button is located at the bottom right of the page.

PO Number	Originator	Date	Order Total	Account	Ship To Code	Reason for Denial	Approve Order?
29044817	Sofia Monzon	Tue, Jun08, 2004	\$38.95	0432385 - eCommerce Demo	SH		☐ Yes ☐ No ☒ Skip
DEMOCO	Sofia Monzon	Wed, Jun09, 2004	\$38.95	0432385 - eCommerce Demo	SHPI		☐ Yes ☐ No ☒ Skip
29058897	Sofia Monzon	Wed, Jun08, 2004	\$2,357.90	0432385 - eCommerce Demo	SHPI	This order exceeds your order limit.	☐ Yes ☒ No ☐ Skip

9.2 Order Approvals – Approver, continued

- The **5 Approval Summary** page will display. Click **Submit** to process your approval choices. A message will display with the orders processed for approval.
- An **6 Approval Complete** page with your processed approval choices will display.

Customer Service | Logout | Live Online Assistance | Help

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Approval Summary

These orders are not approved or denied until you click the Submit button.

Submit **Back**

Deny These Orders

Date/Time (Central)	Originator	PO Number	Subtotal
6/09/2004 11:22 AM	Sofia Monzon	29052637	\$2,357.90

Skip These Orders

Date/Time (Central)	Originator	PO Number	Subtotal
6/09/2004 3:47 PM	Sofia Monzon	29044817	\$38.95
6/09/2004 8:28 AM	Sofia Monzon	DEMPO	\$38.95

Shopping | Create New Order | Saved Orders | Repeat Orders | Manage Shopping Lists | Browse Catalog Only | Your Orders | Order History | Track Your Order | Request an Order Return | Your Approvals | Approve Orders | Your Customer Link | Yahoo

Customer Service | Logout | Live Online Assistance | Help

Manage Orders | Account Setup | Your Profile

6

Approval Complete

Orders Denied: 1
Orders Skipped: 2

Shopping | Create New Order | Saved Orders | Repeat Orders | Manage Shopping Lists | Browse Catalog Only | Your Orders | Order History | Track Your Order | Request an Order Return | Your Approvals | Approve Orders | Your Customer Link | Yahoo

9.2 Order Approvals - Approver, continued

- To view the details of an order before approving, click on the [PO Number](#) link back on the **Approve Orders** page.
- Click **Approve** or **Deny** to approve or deny that specific order only. If you deny the order you can enter a **Reason for Denial** before clicking the **Deny** button. The **Approval Summary** page will display.
- Click **Edit** to make changes to the order. You will need to checkout once again to re-submit the order.
- Click **Back** to return to **Approve Orders** page.

Customer Service | Logout

Live Order Assistance

Manage Orders Account Setup Your Profile Help

Order Detail

Status: On hold by originator/will need approval

PO #: DEMCPO

Date: Wednesday, June 09, 2004

Originator: Sofia Monzon

Account: 0432395 - eCommerce Demo

Ship To Code: SHP1 - Ship to 1

Reason for Denial (75 Characters Max)

Cost Center: SG&A

Release: 245-AC

Routing Instructions: 1. Please Deliver to 2. Tom Riley

Qty	U/M	Product Code	Description	Your Price	Subtotal
1	RM	PHUC1048	Boise - 25% Cotton Inkjet Paper - White, 8-1/2" x 11", 24 lb., 500 Sheets/Ream PRR/JANU/COTTON,500RM	\$28.00	\$28.00

Cost Center: MyCostCenter

Release: 123-AB

Routing Instructions: 1. Please Deliver to 2. D Brown on the 9th Floor

Qty	U/M	Product Code	Description	Your Price	Subtotal
1	RM	P10X9001	Boise - X-9™ Copy Paper - White, 8-1/2" x 11", 20 lb., 500 Sheets/Ream, 10 Reams/Case PRR/X-9 20LB 5X11 ME	\$10.95	\$10.95

Subtotal: \$38.95*

* Dollar amount does not include taxes

Approval Log:

Status	Action Taken By	Date of Action	Reason
On hold by originator/will need approval	S Monzon	Jun 08, 2004 8:28 AM	
Current	S Monzon	Jun 08, 2004 4:34 PM	

Back Approve Deny Edit

10 Maintaining Your Shopping Profile

You can maintain your personal shopping preferences on the **Your Profile** page. Your preferences will be utilized to pre-populate your shopping pages when applicable.

- Click on the **Your Profile** tab located along the top navigation.



You can update the following profile information when applicable **2** :

- Click on **Contact Information** to update your contact information.
- Click on **Username and Password** to change your login information.
- Click on **Billing and Shipping** to update your Billing and Shipping information.
- Click on **Shopping Preferences** to select your default shopping method when you begin an order.



11 Available Support and Assistance

There are a variety of help options at your fingertips when you need them.

Live Online Assistance



- Click the **Live Online Assistance** button located in the upper right hand side of every page.
- Choose phone to request a call back. A Customer Service Representative will call you back promptly.
- Choose a live Web chat session with a tech support associate.

Online Help

Click on the  **Help** icon located in the right hand side of every page, to get written online information.

Customer Service

Click on the **Customer Service** link to view information regarding: Customer Service/Technical Support contact information, Frequently Asked Questions (FAQ) and Web site Help reference information.