Economy Office Supply Co.
Web Store User Guide

Signing Into Your Account

1. Go to http://www.economyofficesupply.com/
2. Click on Customer Login
3. Type in your **Username** in the field provided.
4. Type in your **Password** in the field provided.
5. Check the **Remember** box to have web store remember your Username.
6. Click the **Login** button.

FYI — You will be logged off if you have no activity for 30 minutes. The log In box will reappear if you are logged off. Simply re-enter your Password and hit your enter key.
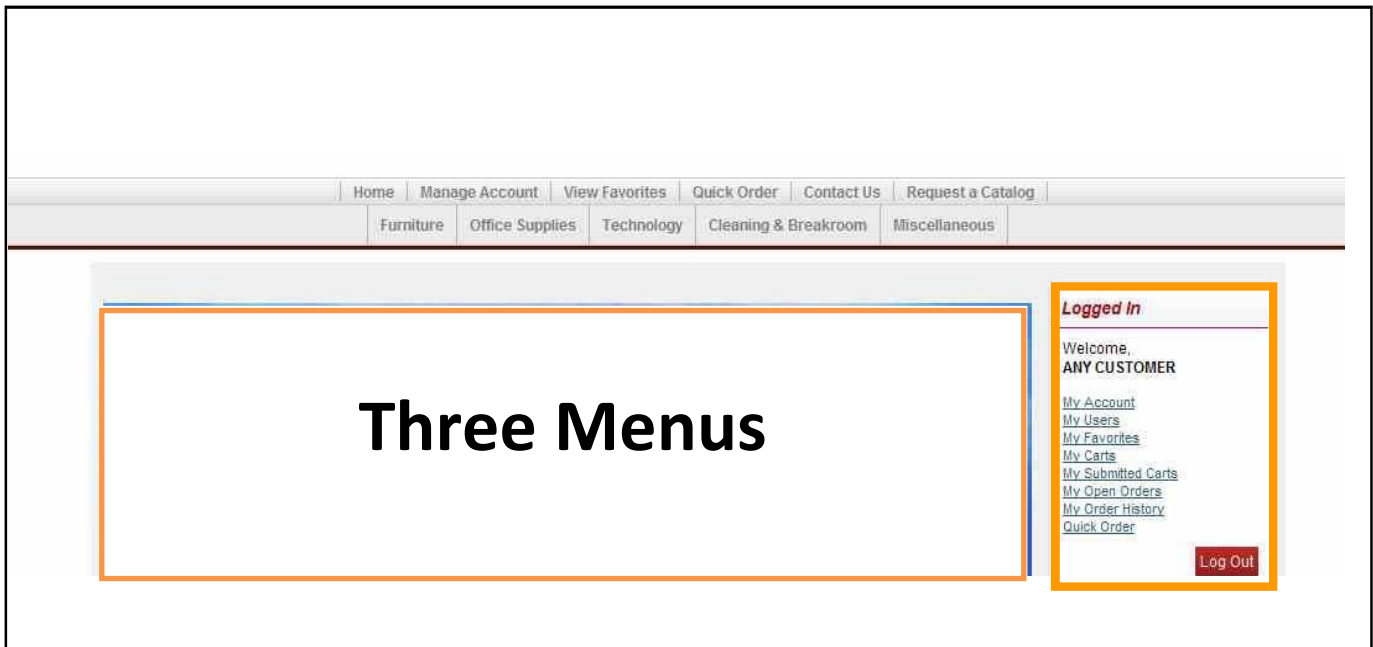
Forgot your User Id or Password

Click on '**Forget password**' or email our customer service department at eos@economyofficesupply.com

You'll notice when you login to the **Web Store** that there are **3 sets** of navigation menus.

1. The top menu row has *Account and Support menus.*

2. The second menu row is *Product Catalog Navigation menus*.

3. On the right hand side you have more *Account Navigation menus.*

For your convenience and ease of use, these navigation menus remain accessible through-out the pages of the **Web Store** website.

| Home | Manage Account | View Favorites | Quick Order | Contact Us | Request a Catalog |

| Furniture | Office Supplies | Technology | Cleaning & Breakroom | Miscellaneous |

Three Menus

Logged In

Welcome,
ANY CUSTOMER

My Account
My Users
My Favorites
My Carts
My Submitted Carts
My Open Orders
My Order History
Quick Order

Log Out

 The Web Store *Account & Support Menus*

· **Home—** Click this button or the logo in the upper left corner to view the home page.

· **Manage Account—** Click this button to view your *Open Orders* and *Invoice History*. If you are an **_admin user_** on your account, you will approve orders here as well as view and edit your **users**.

· **View Favorites—**A Favorites List is a custom created list that contains items you and your company order frequently to make ordering easier and faster. **Global Favorites** are your company's favorites and **Favorites** are your personal favorites. Click on this button to order from your favorite lists, create a new list ,or view available lists.   This section also allows you to edit or delete your list. See page 8 for more info.

· **Quick Order—**Click this button if you know your item numbers and want to key them quickly into a cart.

· **Contact Us—**Click this button to find our phone numbers and submit an email. ·

Request A Catalog—Click this button to request our latest Catalogs.

**The Web Store** *Product Catalog Navigation*

Click these buttons to navigate through product categories. You can select **Furniture, Office Supplies, Technology, Cleaning & Breakroom, and Miscellaneous.** You can see more details of this feature on Page 5. (see photo below)
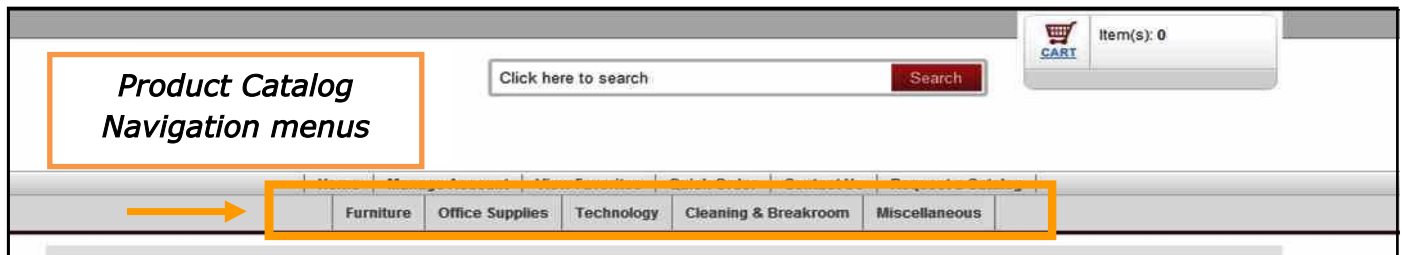
The Web Store *Account Navigation Menus* to the right of the screen ·

My Account—Click this button to view your *Open Orders* and *Invoice History*. If you are an **admin user** on your account, you will approve orders here as well as view and edit your **users**.

·   **My Users**—For Admin Users Only- view and edit your **users**.

·   **My Favorites**— Click on this button to order from your favorite lists, create a new list ,or view available lists. This section also allows you to edit or delete your list. A Favorite List is a custom created list that contains items you and your company order frequently to make ordering easier and faster. **Global Favorites** are your company's favorites and **Favorites** are your personal favorites. See page 8 for more info.

·   **My Carts**— Click this button to view your active carts and you can also create a new cart. These are orders that have not been submitted.

·   **My Submitted Carts**—Click on this button to view all orders submitted from yourOPstore.com.

·   **My Open Orders**—Click on this button to view orders that have been submitted, but are awaiting approval or have not been invoiced.

·   **My Order History**—Click on the button to view and/or print all orders from GOS and yourOPstore.com that have been invoiced.

·   **Quick Order**—Allows for direct order entry of products.
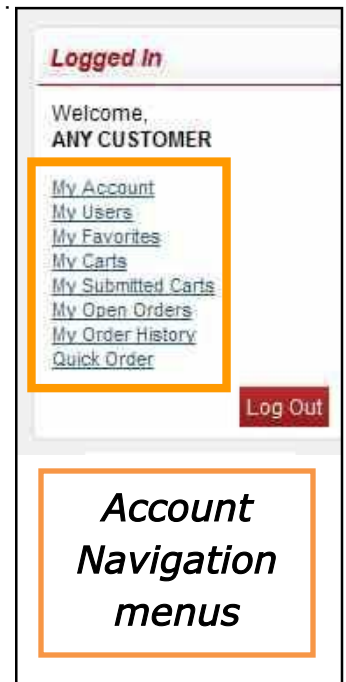
Your product *Search* function is always available at the top of the screen next to the **The Web Store** logo.

You can search by **Keyword** or **Item Number.**

The **Keyword Search** can be a product type, or a more general description. For example "blue pens" will return a list of all blue pens.

The **Item Number Search** allows you to search for a product by a full or partial number.

You can further narrow your results by clicking on one of the optional **Refine Results** on the left of the screen. The attributes you can select from include brands, product type, earth friendly, color, and more, depending on your search. You can also further refine your search by keying *keywords* in the **search within results** box.

To quickly add a quantity of **one** to your order from the Catalog, simply click the **Add to Cart** button.   To add a quantity **greater than one** to your order, type a quantity directly into the **Qty** field. Then, click the **Add to Cart** button. The item will be added to your **Cart.**

You can search by using one of the *Product Categories*: **Furniture, Office Supplies, Technology, Cleaning & Breakroom, & Miscellaneous.** You can use your mouse to highlight the category and then make a selection from the drop down box.   Or you can click on the product category and refine your search on the left hand side of your screen.
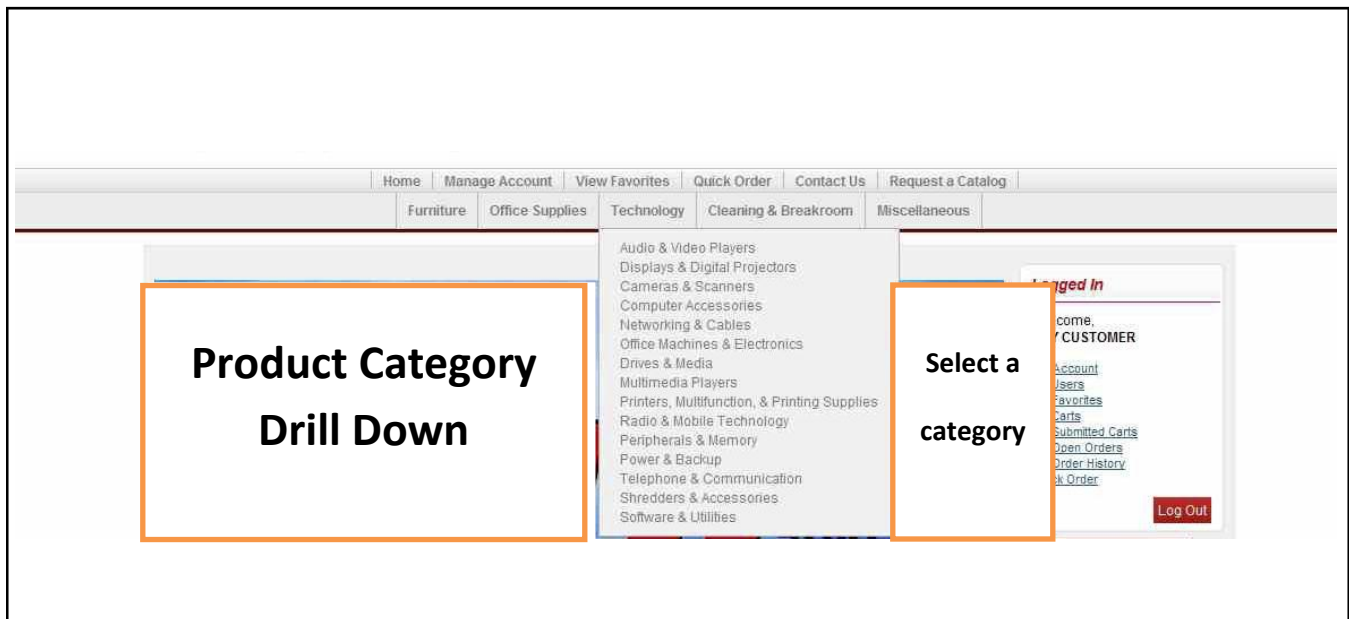

Once you click on a category you will then be able to refine your search.
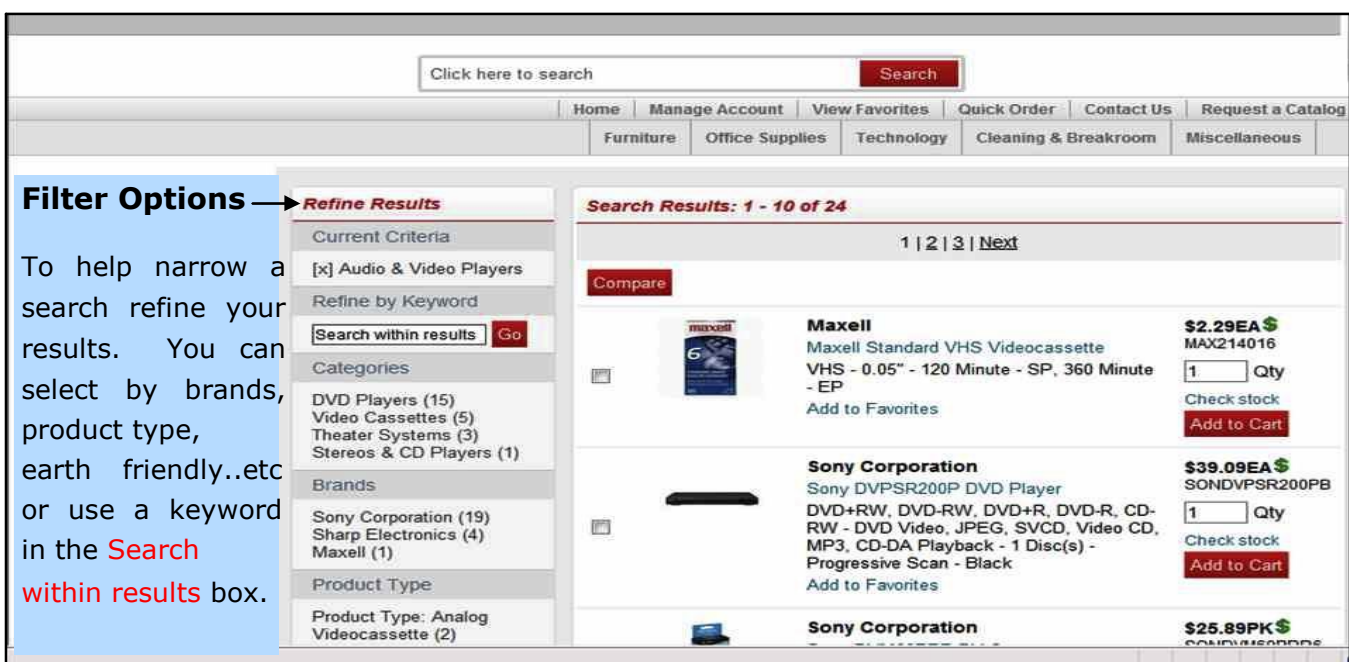
The **Add to Cart** button appears when shopping. Click the **Add to Cart** button to add one, or enter a larger quantity directly into the **Qty** field, then click the **Add to Cart** button.
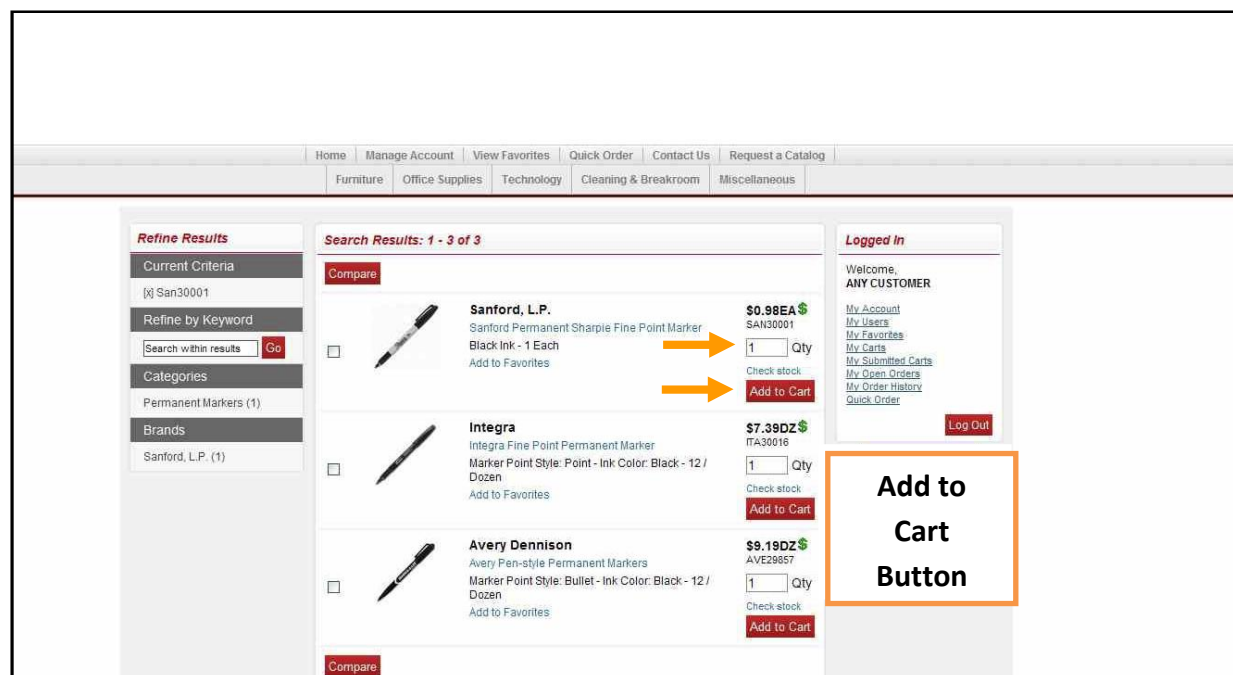
After you click **add to cart** you can continue shopping. To see the items in your cart click the **Cart Icon**. Here you can type a message line in the **Optional Comments** field. You can add the item to your **Favorites** list by clicking **Add to Favorites**. If you click the red **Continue Shopping** button, it will take you to your previous screen, whether you added the last item to Cart from Quick Order, Favorites, or Browsing a certain Search.
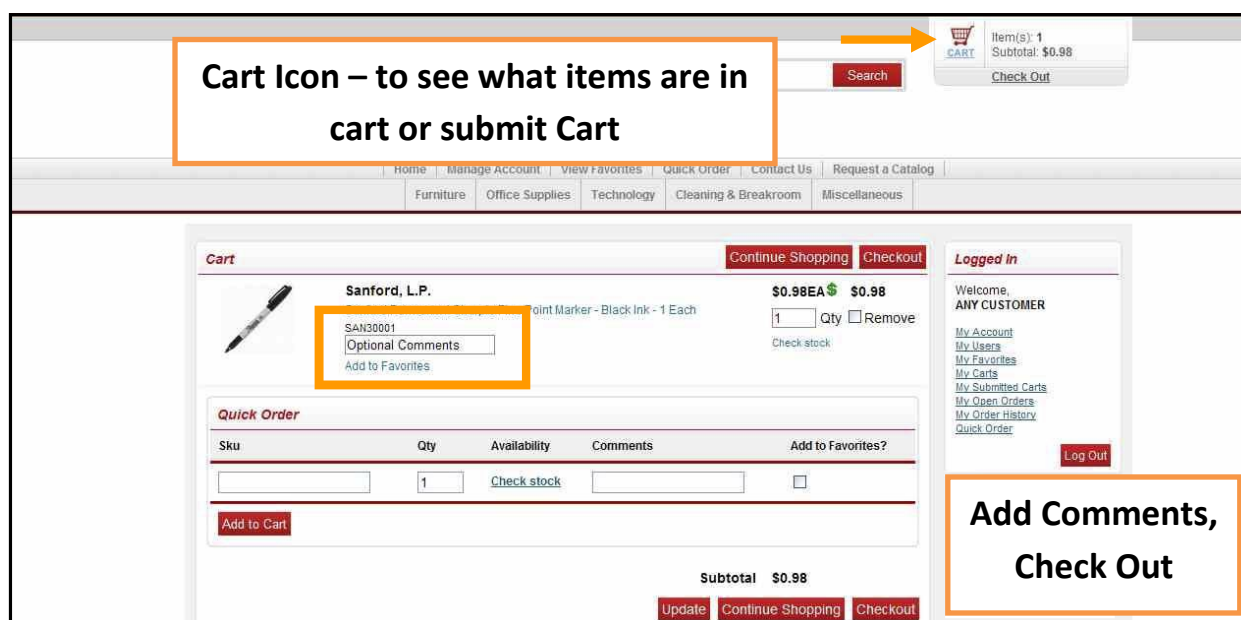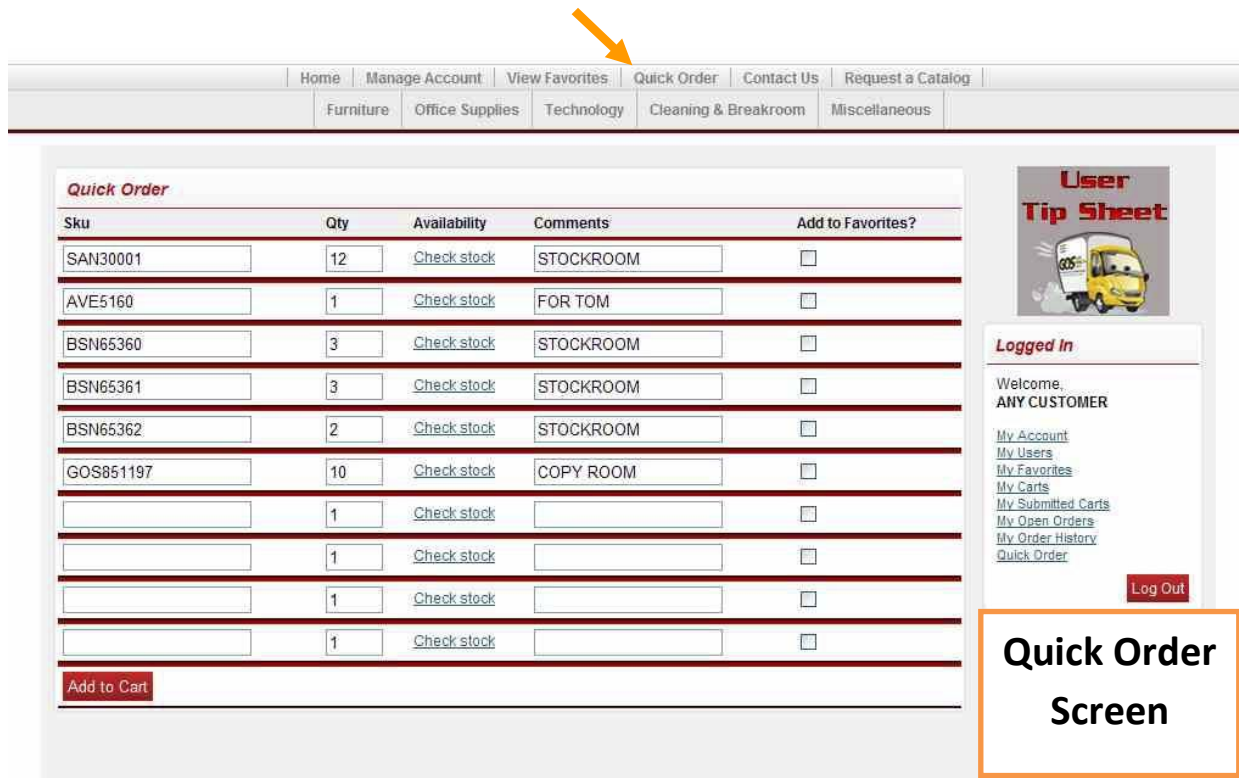
You can always view your Cart by clicking on the **Cart** in the upper right hand corner.

Click the **Quick Order** menu if you know your part numbers and want to key them quickly into a cart. Simply enter the product numbers and quantities (if more than one). Then click the red **Add to Cart** button and all the items will be added to your Cart.
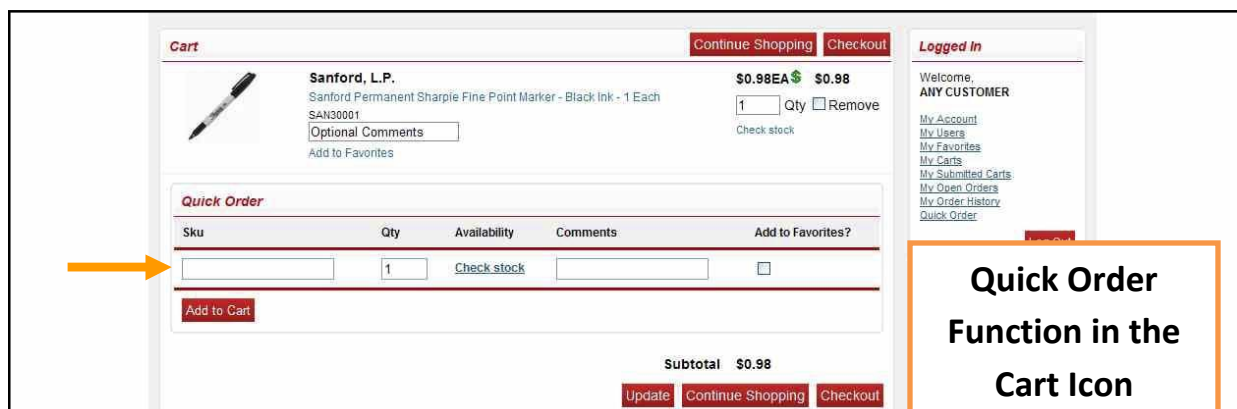
Caution: *If you do not click the red* **Add to Cart** *button prior to leaving this screen, your items will not be added to your cart and will be cleared from the page.*

You can also check the **Add to Favorites** box to add any of the items to a Favorites list from **Quick Order**. You'll have an option to Copy or Move items to Categories later.

Quick Order Screen

When viewing your **Cart**, you also have a **Quick Order** option below your last **Cart** item. Simply enter your Part Number and Qty (if greater than one) and click the **Add to Cart** button.


Quick Order Function in the Cart Icon

A Favorite List is a custom created list that contains items you and your company order Frequently to make ordering easier and faster. Click on the **View Favorites** or **Manage Favorites** menus to view available **Favorite Lists**, order from your **Favorite Lists**, Create **Favorite Lists Categories** to assist finding desired products even quicker**,** or edit and delete your **Favorite Lists**. (see photo below)
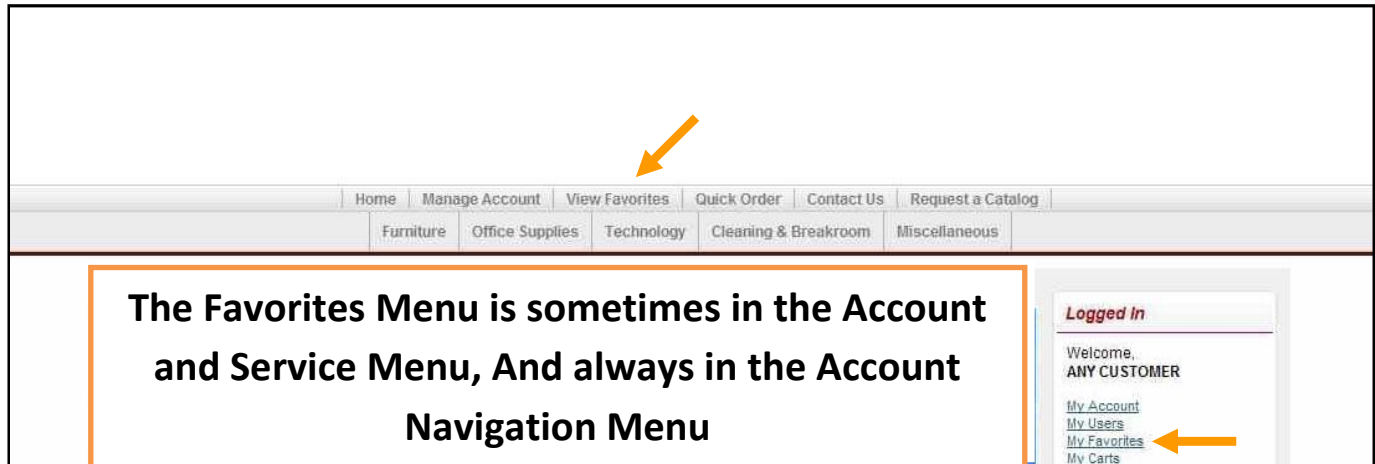
Creating Favorites List Categories

Global Favorites are your company's favorites (and can only be changed by *Your Company Name Here*) and **Favorites** are your personal favorites. You can create multiple Categories inside your personal **Favorites** to assist finding desired products even quicker. By Default all items you add to Personal Favorites fall in an **Uncategorized** List, unless you select them to go into an existing Category. To create a New Category, type the desired name of your Category in the field next to **Add New Category** (ie: **Breakroom**) and then click save. You can now add an item directly to the **Breakroom** category by clicking "Add to Favorites" in the Search Results or Product Details page. (see photo below)
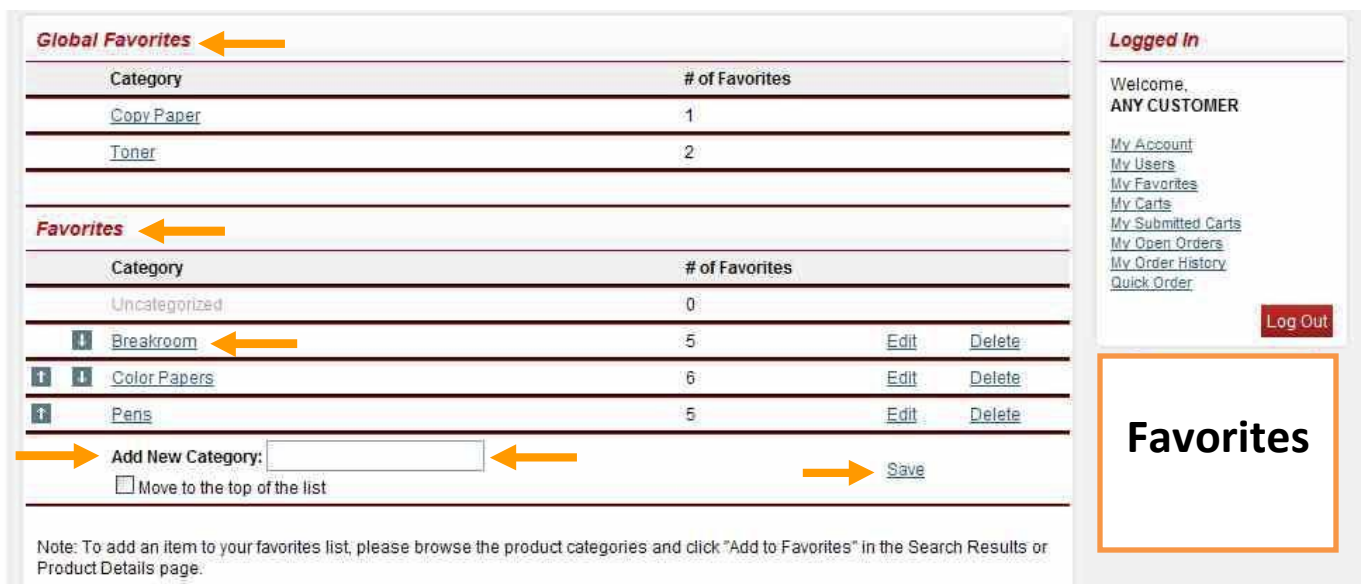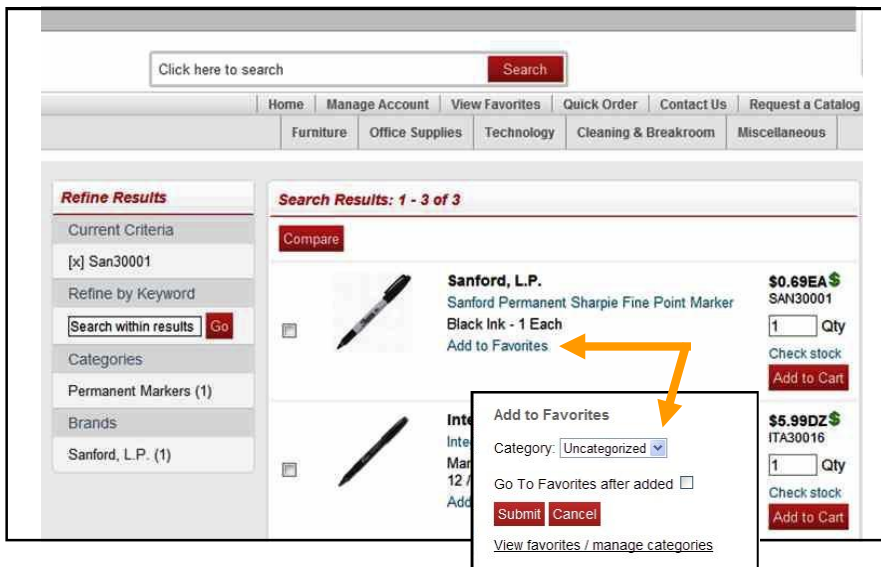
You can also add to a **Favorites List** while your ordering by clicking **Add to Favorites** and then a window will pop up and ask you which **Category** you would like to add to. Just select the **Category** from the Pull Down menu and click the red **Submit** button. (see photo to left)

Moving or Copying items to other Categories

You can **Copy** and/or **Move** items from one Category to another buy selecting the *Move To* or *Copy To* button, then select the Desired Category from the Pull Down menu and hit the red **Submit** button. (see photo below)

Ordering From Your Favorites List

Click on the list you want to order from. Then check the box next to **Add To Cart**, change Qty if necessary and click the red **Quick Order** button. (see photo below)

Ordering from Favorites list
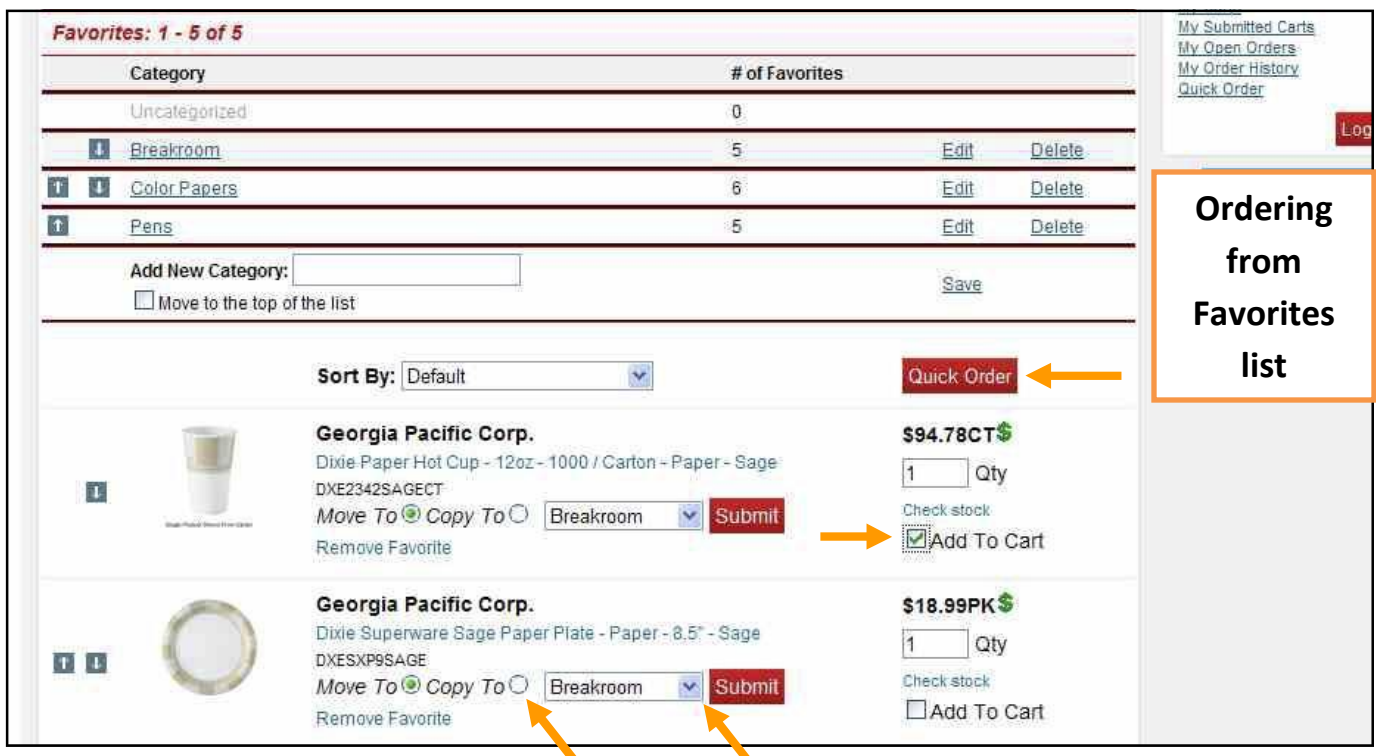
My Carts: Click on **My Carts** to view all carts/orders in process that have not been Submitted or Checked Out. If you do not **Checkout** an order, it will be saved in **My Carts.**

Your default **Cart Name** will be the "Date" the order was started (ie: Dec 2 2011 8:35AM). You can change the name of existing carts by selecting **Rename**, then Typing in the box the desired new name (ie: Stockroom Order), then clicking **Update**.

You can create a New Cart by clicking on the red **Add Cart** button. If desired, you can Name the Cart prior to clicking the red **Add Cart** button. (see photo below)

Activate a Cart: The Active Cart you are working on is always at the top. To Activate another Cart simply click on Activate and it will become your Active Cart and will move to the top of the list. (see photo above)

Delete a Cart: To delete a Cart simply click on Abandon. (see photo above)

Ready to Check Out a Cart: To Check Out one of your Carts you can click on the Cart **Name** and it will show you the items in your Cart. Then you can Check Out the order by clicking one of the red **Checkout** buttons. (see photo below)

When you are ready to submit your order, click one of the red **Checkout** buttons.

It will then take you to the screen shown on the left. If you use cost centers or different ship to addresses select them at this time. Then click the red **continue** button.

It will then take you to the screen shown on the left. This is where you can verify the delivery address for your order, enter comments for special instructions, and enter a purchase order number if needed. Then click the red Checkout button.

It will then take you to the screen shown on the left . This will acknowledge that your order has been placed.

FYI, You can Print a copy of your order from the email confirmation you will receive a few minutes after you submit this order. You can also view and print any order you have Open, Submitted, or have placed in the past with (Your Company Name Here), even if it wasn't placed on yourOPstore.com by clicking the appropriate Account Menu.

Order Acknowledgement

Once you submit an order you will receive an email notification acknowledging your order was received with a printable copy of the order. If you have Approval Routing then you will also receive a note saying you will receive another email when your order is processed or rejected by your Approver.

Samples of email headers are shown below.

Subject: Online Order Submitted

You have submitted Online Order # 500001

You will receive an email when your order is processed, or if it is rejected.

Subject: Online Order Approved

Order # 500001 has been Approved by your supervisor.

ORDER				
Shipping Details				
Customer Name & Your Logo				
Order Details Date: 02/12/2011 2:37:03 PM Order #: 500001 P.O. Number: 01pp01 CustomerID: 010500				
SKU#	Product Name	Unit Price	Quantity	Amount
BSN17525	Business Source Top Tab File Folder - Letter - 8.5" x 11" - 1/3 Tab Cut on Assorted Position - 0.75" Expansion - 0.75" Capacity - 100 / Box - 11pt. - Manila *Comment: please approve*	$6.49	1	$6.49
			Subtotal:	$6.49
		Tax		$0.60
		Total	Total:	$7.09
Customer's Order Comments:				
Customer comments entered in cart				

Approver Notification

If your order requires approval before it can be submitted to GOS, your approver will receive a similar email notification as yours with the statement shown below.

Please log onto the site to review it and approve/reject the order.

As the Approver, click on the link site and it will take you to your Login page.

Once you login, click on **My Account** or **Manage Account** and you will see the statement:

1 Orders Pending Approval. Click to View

It will take you to the orders where you can Approve, Edit, or Reject the orders.