



# 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.*

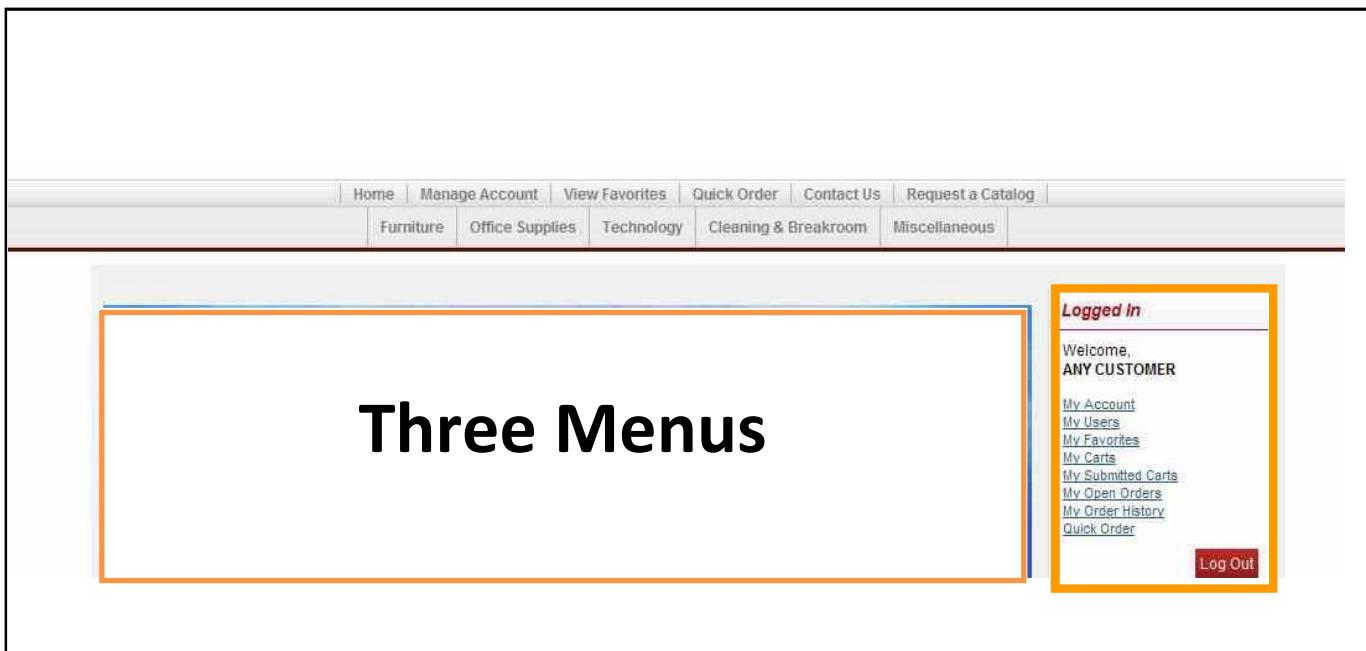
### **Forgot your User Id or Password**

Click on '**Forget password**' or email our customer service department at [eos@economyofficesupply.com](mailto: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 throughout the pages of the **Web Store** website.



### 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.

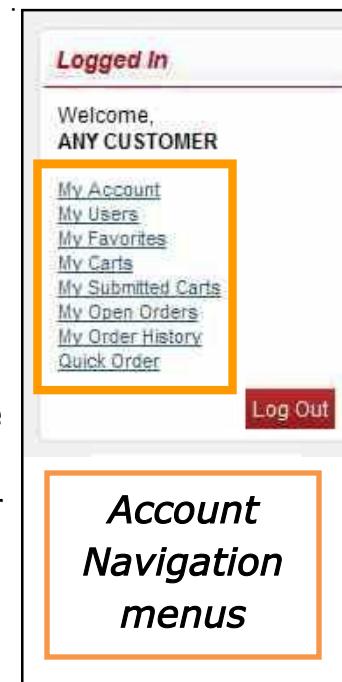
**My Carts**— Click this button to view your active carts and you can also create a new cart. These are orders that have not been submitted.

**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.

**Search**

Click here to search

**Refine Results**

Blue Pens

**Refine by Keyword**

**Categories**

Gel Ink Pens (127)  
Ballpoint Retractable Pens (111)  
Rollerball Pens (92)  
Ballpoint Stick Pens (78)  
Pen Refills (69)  
more ...

**Brands**

Sanford, L.P. (225)  
Pentel of America, Ltd (117)  
Pilot Corporation (117)  
BIC (74)  
Zebra Pen Corporation (51)  
more ...

**Earth-Friendly Products**

Earth-Friendly Products: NO (752)  
Earth-Friendly Products: YES

**Search Results: 1 - 10 of 761**

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | Next

**Compare**

**Sanford, L.P.**  
Sharpie 1753175 Soft Grip Permanent Pen  
Ink Color: Blue - Barrel Color: Blue - 2 / Pack  
 Add to Favorites

**Sanford, L.P.**  
Paper Mate Profile Ballpoint Pen  
Pen Point Size: 1.4mm - Ink Color: Blue - Barrel Color: Blue - 1 Dozen  
 Add to Favorites

**Sanford, L.P.**  
Paper Mate Flexgrip Ultra Retractable Pen  
Ink Color: Blue - 12 / Dozen  
 Add to Favorites

**Logged In**

Welcome, ANY CUSTOMER

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

**Refine Search, by any grouping or search within search**

**Add to Cart**

**GART** Item(s): 1 Subtotal: \$11.99

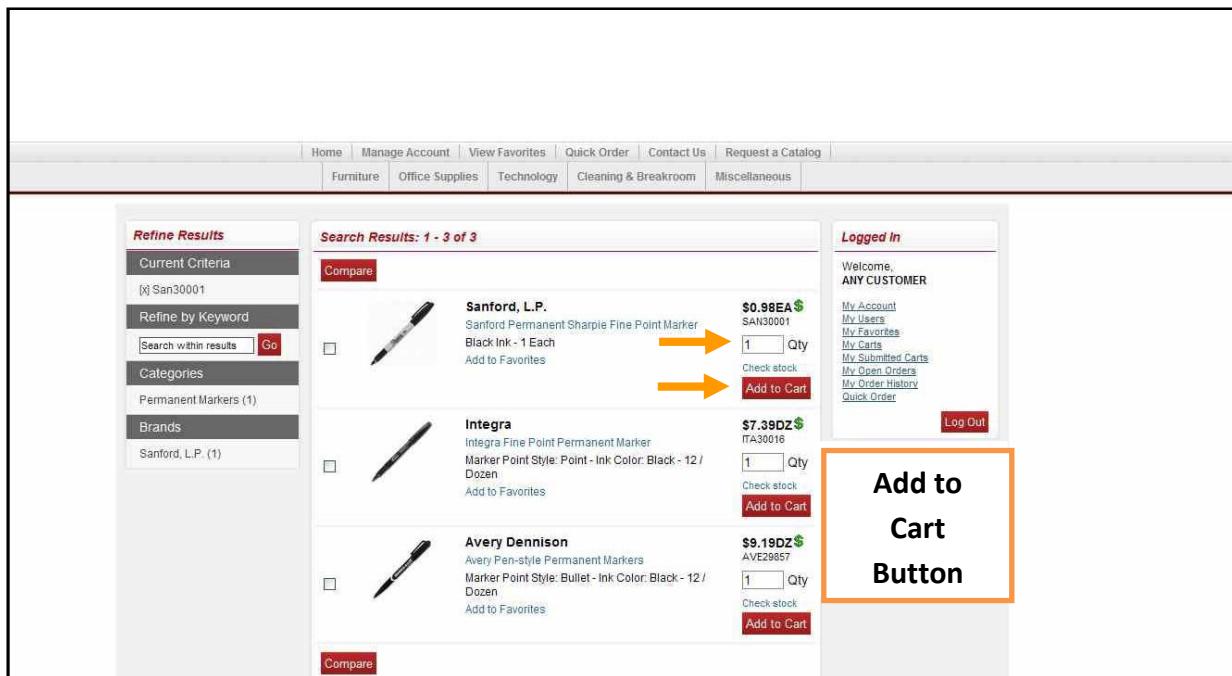
To quickly add a quantity of **one** to your order from the Catalog, simply click the **Add to Cart** button. To add a quantity **greater than one** to your order, type a quantity directly into the **Qty** field. Then, click the **Add to Cart** button. The item will be added to your **Cart**.

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.

## Add to Cart

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.



Home | Manage Account | View Favorites | Quick Order | Contact Us | Request a Catalog |  
Furniture | Office Supplies | Technology | Cleaning & Breakroom | Miscellaneous |

**Refine Results**

Current Criteria  
San30001  
Refine by Keyword  
Search within results **Go**  
Categories  
Permanent Markers (1)  
Brands  
Sanford, L.P. (1)

**Search Results: 1 - 3 of 3**

**Compare**

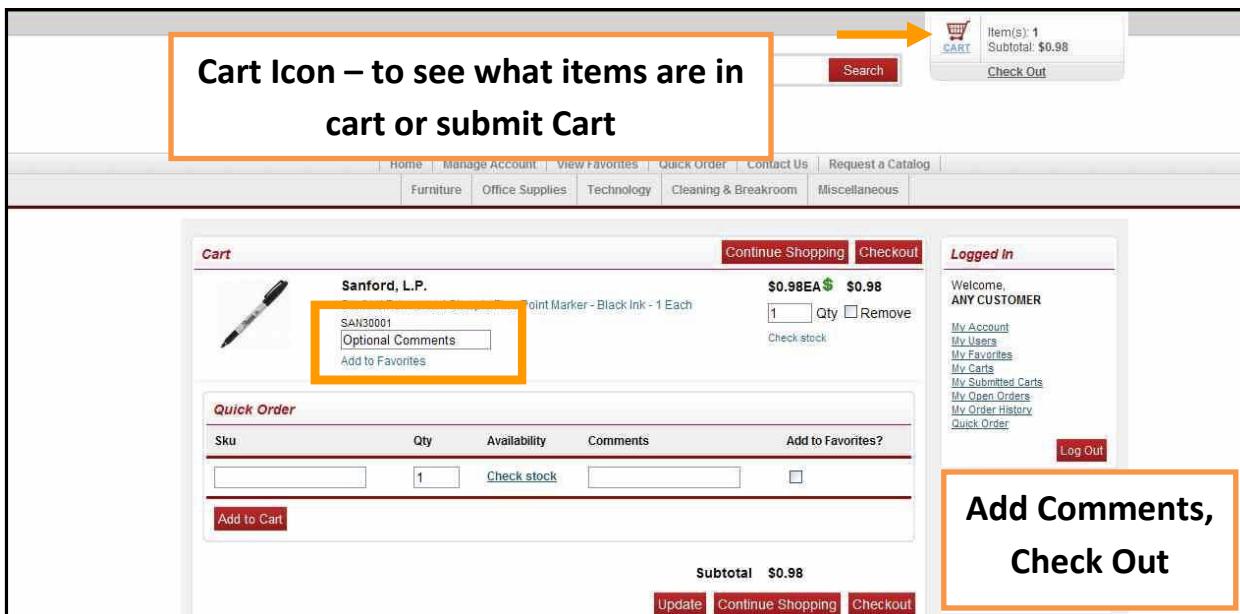
Product	Description	Price	Qty	Action
Sanford, L.P.	Sanford Permanent Sharpie Fine Point Marker Black Ink - 1 Each	\$0.98EA \$ SAN30001	1	Add to Cart
Integra	Integra Fine Point Permanent Marker Marker Point Style: Point - Ink Color: Black - 12 / Dozen	\$7.39DZ \$ ITA30016	1	Add to Cart
Avery Dennison	Avery Pen-style Permanent Markers Marker Point Style: Bullet - Ink Color: Black - 12 / Dozen	\$9.19DZ \$ AVE29857	1	Add to Cart

**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

**Add to Cart** button highlighted with an orange box.

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.



Home | Manage Account | View Favorites | Quick Order | Contact Us | Request a Catalog |  
Furniture | Office Supplies | Technology | Cleaning & Breakroom | Miscellaneous |

**Cart**

Product	Description	Price	Qty	Action
Sanford, L.P.	Sanford Permanent Sharpie Fine Point Marker - Black Ink - 1 Each	\$0.98EA \$ SAN30001	1	Remove

**Optional Comments**

**Quick Order**

Sku	Qty	Availability	Comments	Add to Favorites?
	1	Check stock		<input type="checkbox"/>

**Add to Cart**

**Continue Shopping** **Checkout**

**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

**Add Comments, Check Out** button highlighted with an orange box.

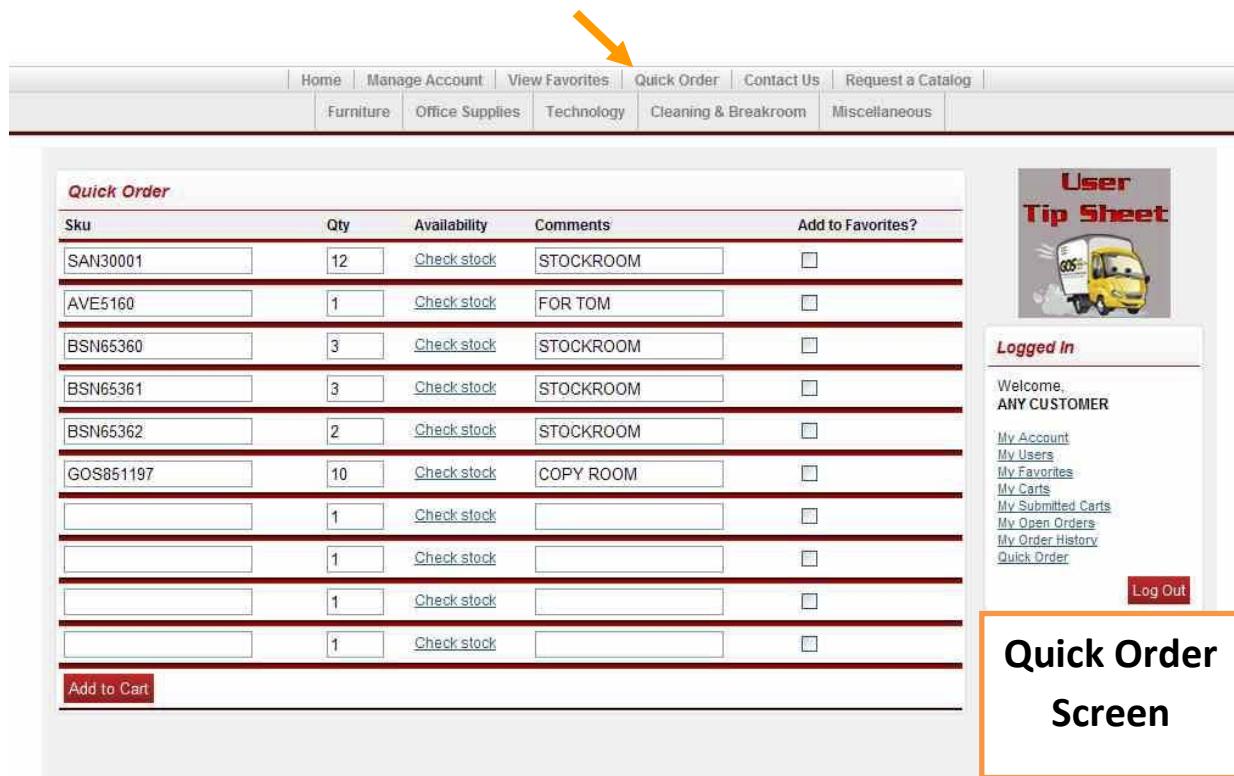
You can always view your Cart by clicking on the **Cart** in the upper right hand corner.

## Quick Order

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.

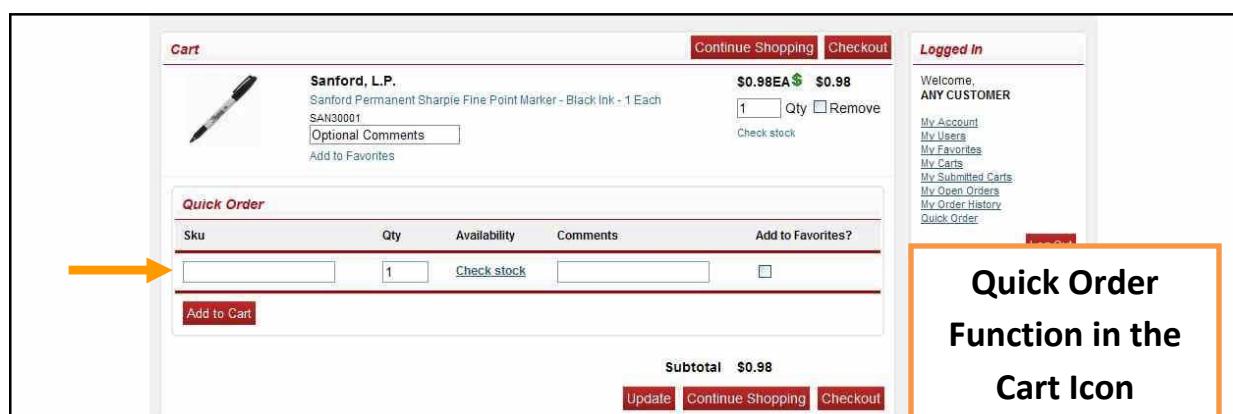
**Caution:** If you do not click the red **Add to Cart** button prior to leaving this screen, your items will not be added to your cart and will be cleared from the page.

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.



The screenshot shows the 'Quick Order' interface. At the top, there is a navigation bar with links: Home, Manage Account, View Favorites, Quick Order (which is highlighted in red), Contact Us, and Request a Catalog. Below the navigation bar is a secondary navigation bar with categories: Furniture, Office Supplies, Technology, Cleaning & Breakroom, and Miscellaneous. A yellow arrow points to the 'Quick Order' link in the top navigation bar. The main content area is titled 'Quick Order' and contains a table with columns: Sku, Qty, Availability, Comments, and Add to Favorites?. The table lists several items with their respective details. At the bottom of this table is a red 'Add to Cart' button. To the right of the main content is a sidebar titled 'User Tip Sheet' featuring a cartoon delivery truck. The sidebar includes a 'Logged In' section with a welcome message 'Welcome, ANY CUSTOMER' and links to 'My Account', 'My Users', 'My Favorites', 'My Carts', 'My Submitted Carts', 'My Open Orders', 'My Order History', and 'Quick Order'. It also includes a 'Log Out' button. A large orange box with the text 'Quick Order Screen' is overlaid on the right side of the sidebar.

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.



The screenshot shows the 'Cart' screen. At the top, there are buttons for 'Continue Shopping' and 'Checkout'. Below this, there is a product listing for 'Sanford, L.P.' with a picture of a pen, the product name 'Sanford Permanent Sharpie Fine Point Marker - Black Ink - 1 Each', the part number 'SAN30001', and an 'Optional Comments' field. To the right of the product listing are buttons for 'Subtotal \$0.98', 'Update', 'Continue Shopping', and 'Checkout'. The main content area is titled 'Cart' and contains a 'Quick Order' section. This section has a table with columns: Sku, Qty, Availability, Comments, and Add to Favorites?. An orange arrow points to the 'Add to Cart' button in this section. To the right of the main content is a sidebar titled 'Logged In' with a welcome message 'Welcome, ANY CUSTOMER' and links to 'My Account', 'My Users', 'My Favorites', 'My Carts', 'My Submitted Carts', 'My Open Orders', 'My Order History', and 'Quick Order'. A large orange box with the text 'Quick Order Function in the Cart Icon' is overlaid on the right side of the sidebar.

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)

The Favorites Menu is sometimes in the Account and Service Menu, And always in the Account Navigation Menu

## 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)

Category	# of Favorites	Actions
Copy Paper	1	<a href="#">Edit</a> <a href="#">Delete</a>
Toner	2	<a href="#">Edit</a> <a href="#">Delete</a>
<hr/>		
<b>Favorites</b>		
Uncategorized	0	<a href="#">Edit</a> <a href="#">Delete</a>
<b>Breakroom</b>	5	<a href="#">Edit</a> <a href="#">Delete</a>
<b>Color Papers</b>	6	<a href="#">Edit</a> <a href="#">Delete</a>
<b>Pens</b>	5	<a href="#">Edit</a> <a href="#">Delete</a>
<hr/>		
<b>Add New Category:</b> <input type="text"/>	<a href="#">Save</a>	
<input type="checkbox"/> Move to the top of the list		

Note: To add an item to your favorites list, please browse the product categories and click "Add to Favorites" in the Search Results or Product Details page.

## Favorites List Continued

The screenshot shows a search results page with a sidebar for 'Refine Results' and a main area for 'Search Results: 1 - 3 of 3'. The results list two items: 'Sanford, L.P. Sanford Permanent Sharpie Fine Point Marker Black Ink - 1 Each' and 'Interstate International Markers 12 / Add'. A 'Compare' button is visible above the results. A 'Favorites' dialog box is overlaid on the page, centered over the first result. The dialog box has a title 'Add to Favorites', a dropdown menu set to 'Uncategorized', a checkbox for 'Go To Favorites after added', and red 'Submit' and 'Cancel' buttons. Two orange arrows point from the text 'Add to Favorites' in the sidebar to the 'Add to Favorites' button in the dialog box, and from the 'Add to Favorites' text in the sidebar to the 'Add to Favorites' text in the dialog box.

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 by 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)

The screenshot shows a 'Favorites' list with 5 items. The items are: 'Dixie Paper Hot Cup - 12oz - 1000 / Carton - Paper - Sage' and 'Dixie Superware Sage Paper Plate - Paper - 8.5" - Sage'. Each item has a 'Move To' and 'Copy To' dropdown menu, a 'Remove Favorite' link, and a 'Quick Order' button. The 'Quick Order' button is highlighted with an orange arrow. To the right of the list, a box labeled 'Ordering from Favorites list' contains a 'Log' button and links for 'My Submitted Carts', 'My Open Orders', 'My Order History', and 'Quick Order'. The 'Add To Cart' checkboxes for both items are checked, and the 'Quick Order' buttons are highlighted with orange arrows.

# Your OP Store Carts/Orders

**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)

**Carts**

Name	Status	Actions
Stockroom Order	Active	<a href="#">Update</a> <a href="#">Cancel</a> <a href="#">Abandon</a>
Dec 2 2011 8:35AM	Inactive	<a href="#">Activate</a> <a href="#">Rename</a> <a href="#">Abandon</a>

**Start New Cart**

**Cart Name**

02/12/2011 8:20:07 PM [Add Cart](#)

**Logged In**

Welcome, ANY CUSTOMER

[My Account](#) [My Users](#)

**Cart Functions**

**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)

**Cart**

		Continue Shopping	Checkout
	Sanford, L.P.	\$11.99	\$11.99
Paper Mate Profile Ballpoint Pen - Pen Point Size: 1.4mm - Ink Color: Blue - Barrel Color: Blue - 1 Dozen		1	<input type="checkbox"/> Remove
PAP89466		Check stock	
Optional Comments			
Add to Favorites			
	Avery Dennison	\$4.99	\$4.99
Avery Index Maker Clear Label Divider with Tabs - Letter - 8.5" x 11" - 5 / Set - White		4	<input type="checkbox"/> Remove
AVE11416		Check stock	
Optional Comments			
Add to Favorites			

**Quick Order**

Sku	Qty	Availability	Comments	Add to Favorites?
	1	<a href="#">Check stock</a>		<input type="checkbox"/>

[Add to Cart](#)

Subtotal \$16.98

[Update](#) [Continue Shopping](#) [Checkout](#)

**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](#)

**Check Out Cart**

# Submitting Your Order

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				
<b>Customer Name &amp; Your Logo</b>				
<b>Order Details</b> 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
				<b>Subtotal:</b> \$6.49
				<b>Tax</b> \$0.60
				<b>Total</b> \$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.

**Your Account Information**

Name:  
Contact Name:  
Email Address:

**Advanced Options**

[View Your Users](#)  
[1 Orders Pending Approval. Click to View](#) 

**Order & Invoice Histories**

[View Your Open Orders](#)  
[View Your Invoice History](#)

**Logged In**

Welcome,  
**ANY CUSTOMER**

[My Account](#)  
[My Users](#)  
[My Favorites](#)  
[My Carts](#)  
[My Submitted Carts](#)  
[My Open Orders](#)  
[My Order History](#)  
[Quick Order](#)

**Approving Orders**