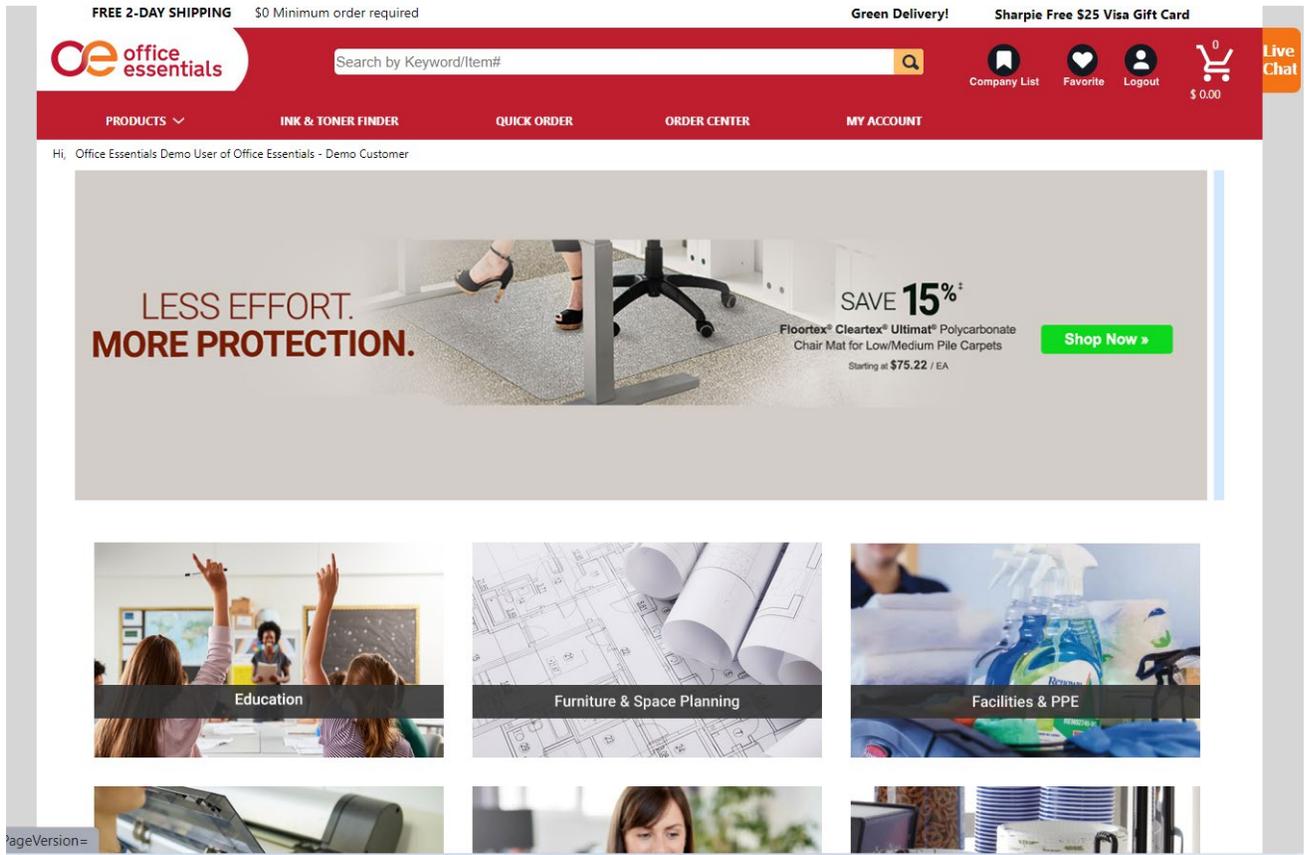


How to Order Online

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Logging In

Our site can be found at www.offess.com. Your username is case-sensitive. See the next section regarding passwords.



The screenshot shows the Office Essentials website homepage. At the top, there are promotional banners for "FREE 2-DAY SHIPPING" (with a \$0 minimum order requirement), "Green Delivery!", and a "Sharpie Free \$25 Visa Gift Card". The main navigation bar is red and includes the Office Essentials logo, a search bar with the placeholder "Search by Keyword/Item#", and icons for "Company List", "Favorite", "Logout", and a shopping cart showing "\$ 0.00". Below the navigation bar, there are links for "PRODUCTS", "INK & TONER FINDER", "QUICK ORDER", "ORDER CENTER", and "MY ACCOUNT". A personalized greeting reads "Hi, Office Essentials Demo User of Office Essentials - Demo Customer". The main content area features a large banner for "LESS EFFORT. MORE PROTECTION." advertising a 15% discount on "Floortex® Cleartex® Ultimat® Polycarbonate Chair Mat for Low/Medium Pile Carpets" starting at \$75.22 per EA, with a "Shop Now" button. Below this are six category tiles: "Education" (classroom), "Furniture & Space Planning" (blueprints), "Facilities & PPE" (cleaning supplies), and three partially visible tiles for office equipment, a person, and more office supplies.

Passwords

Once your account is set up to order online, you will receive a temporary password from your account manager or customer service. Upon logging in the first time you will be prompted to change it, and it must meet the criteria below.

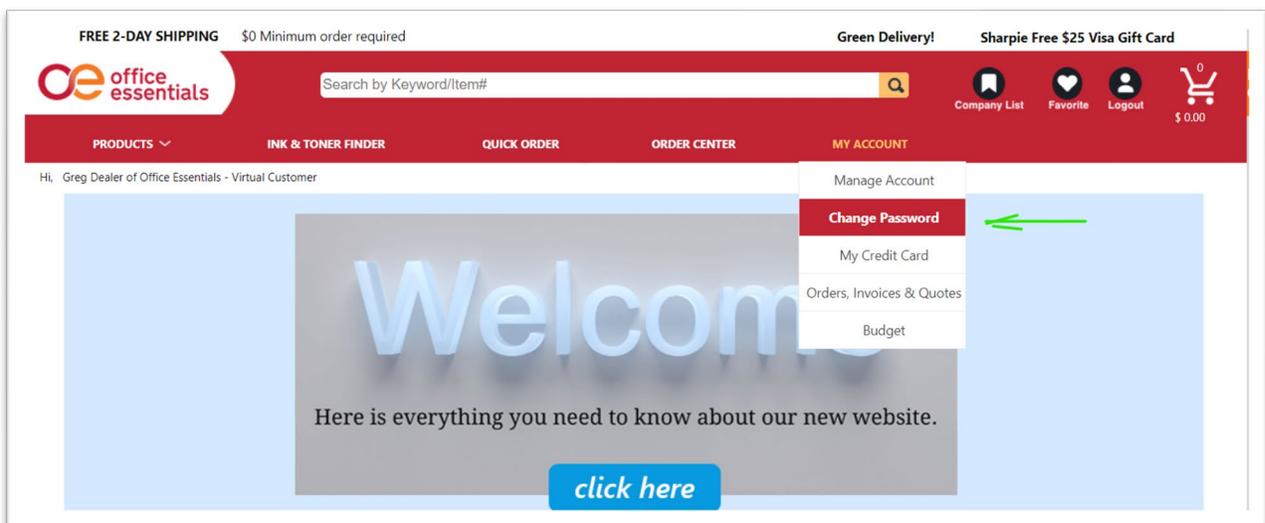
Then, every 90 days, our system will require you to reset your password.

Passwords must contain:

- At least 8 characters
- At least 1 uppercase
- At least 1 lowercase
- At least 1 number
- At least 1 special character (!@#\$%^)
- Cannot be the same as any of your last 5 passwords

The system will prompt you to change your password when it is time.

You can change your password at any time here:

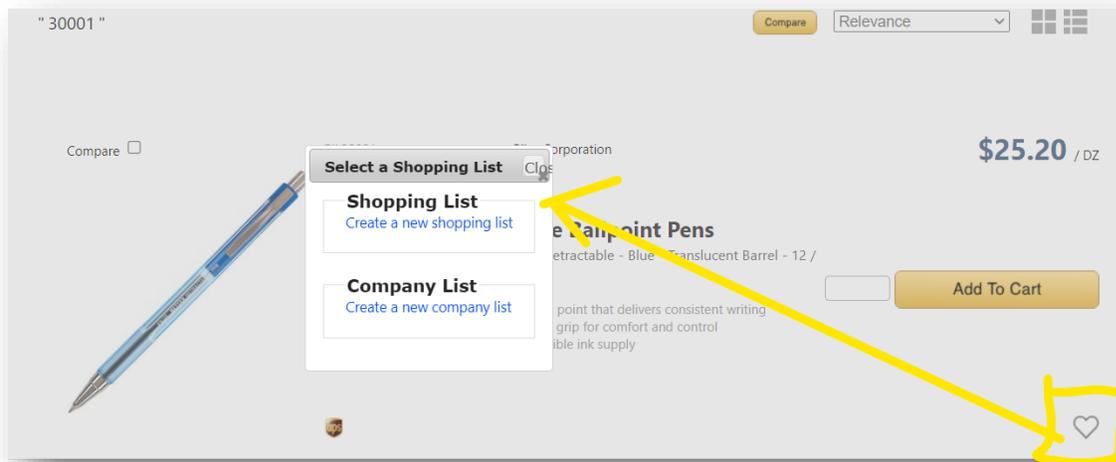
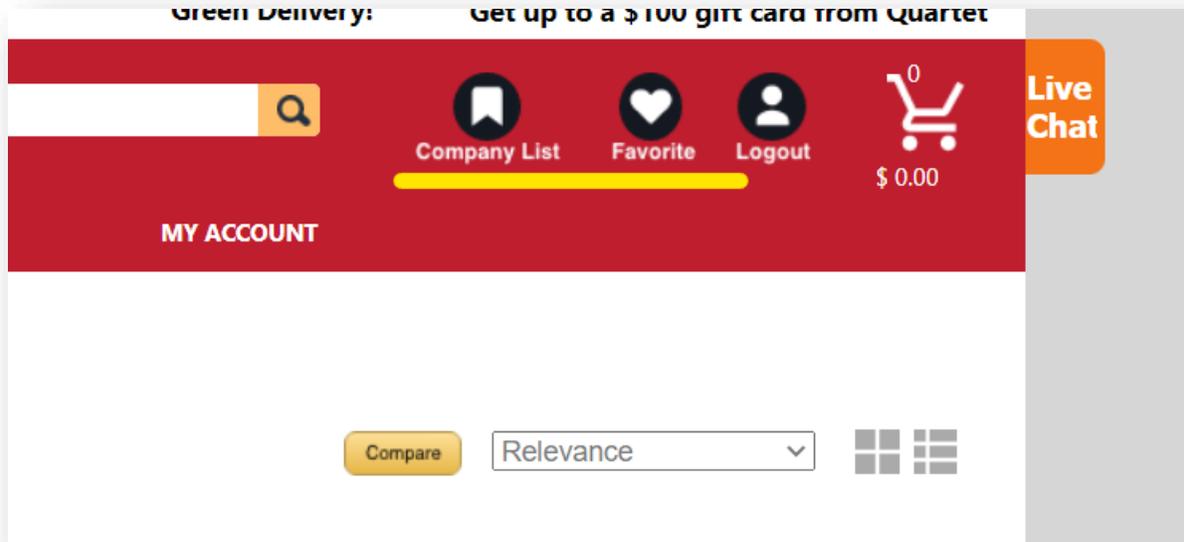


Please note: due to data security compliance OE has no way of knowing what your password is or was.

Favorites Lists and Company Lists

Favorites Lists allow you to save your most common items on a convenient list located in the top right corner of our site. Items can be easily added to your favorites list. See below. You can also manage multiple lists, rename lists, or delete your lists.

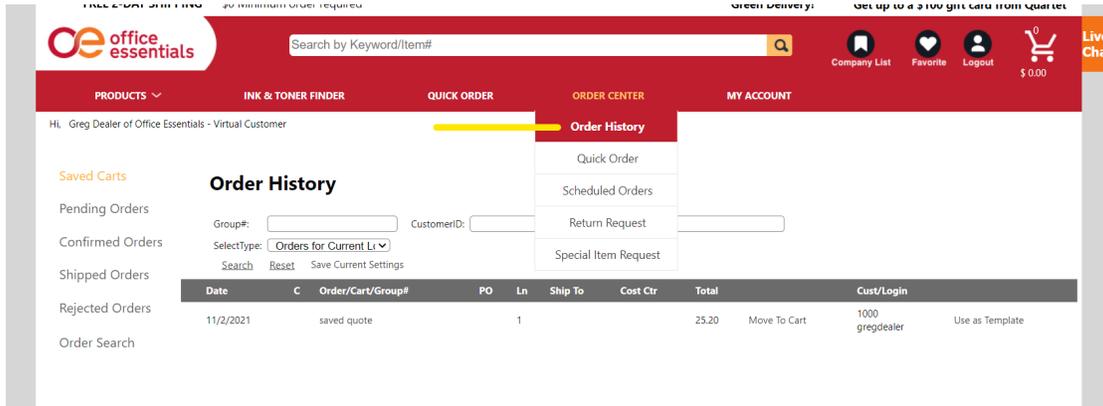
Access your Favorites List or Company Lists here.



[WATCH VIDEO](#)

Order History

To look up your order history, click on the “Order Center” tab as shown below, then order history. You can use the options below to drill into your orders.



Hi, Greg Dealer of Office Essentials - Virtual Customer

Order History

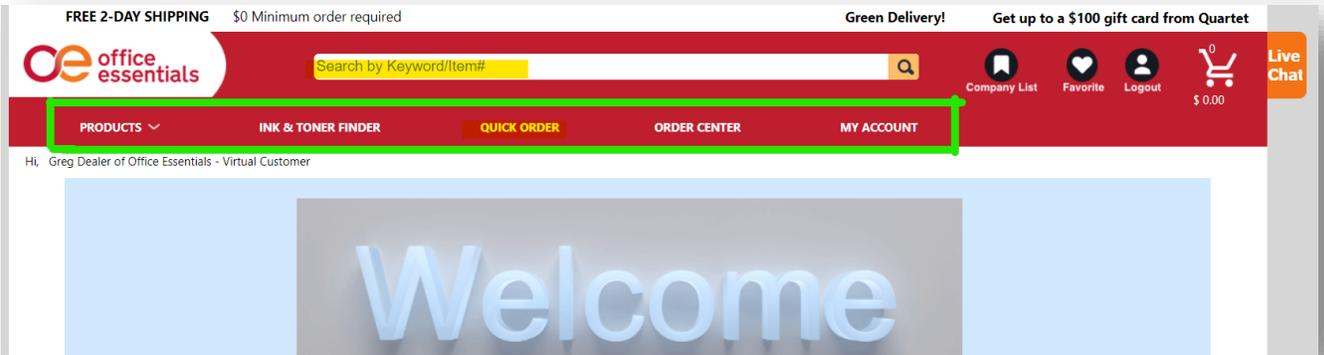
Group#: CustomerID:

SelectType:

Date	C	Order/Cart/Group#	PO	Ln	Ship To	Cost Ctr	Total		Cust/Login
11/2/2021		saved quote		1			25.20	Move To Cart	1000 gregdealer Use as Template

How To Place An Order

There are several ways to place an order



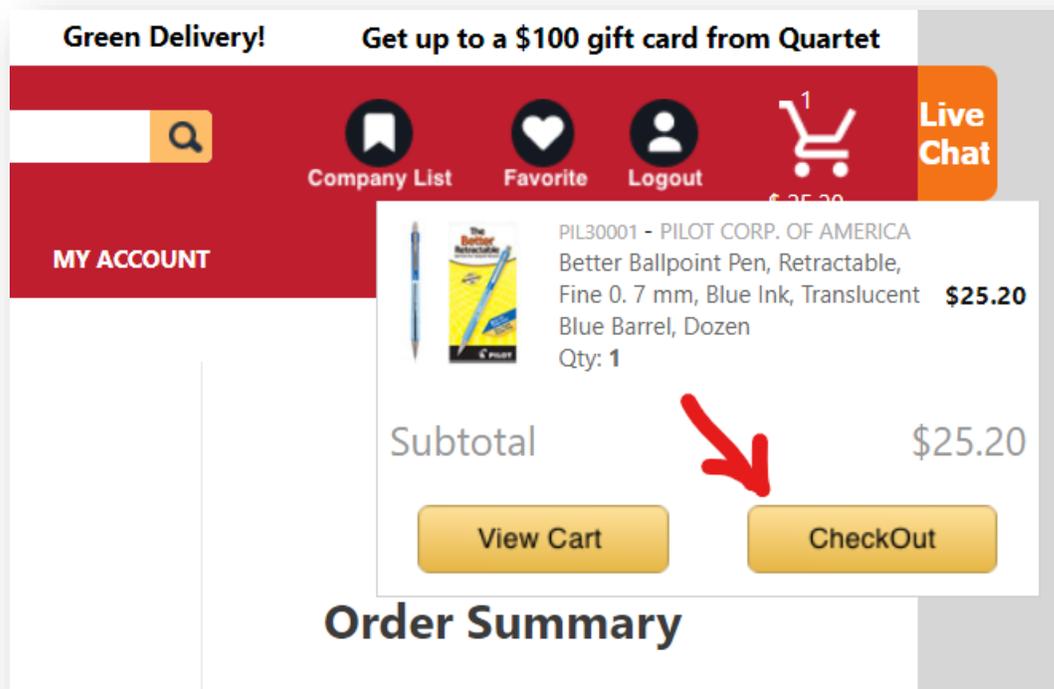
- 2. Search (highlighted area):** Type in keyword(s). Refine results by subcategory, brand, type, color, recycled content, etc. Then sort by best match, brand, price, etc. (ex. *Black Sharpie*)
- 3. Browse:** By Product Category (green box) & then drill down by Sub-Category. Refine results by subcategory, brand, type, color, recycled content, etc. Then sort by best match, brand, price, etc. (ex. *Black Sharpie*)

Checkout Process

Go to your cart and click checkout, then follow the prompts to complete your order.

Note a few differences from the old site:

- If you are repeatedly asked to choose a ship-to, and you want to set a default address to stop this behavior, contact customer service at 866.251.9802 or use the Live Chat feature, and we can set a default for you.
- If your company has summary billing, you have to select a Cost Center.
- If you use a credit card, you will have to enter the 3- or 4-digit security code.

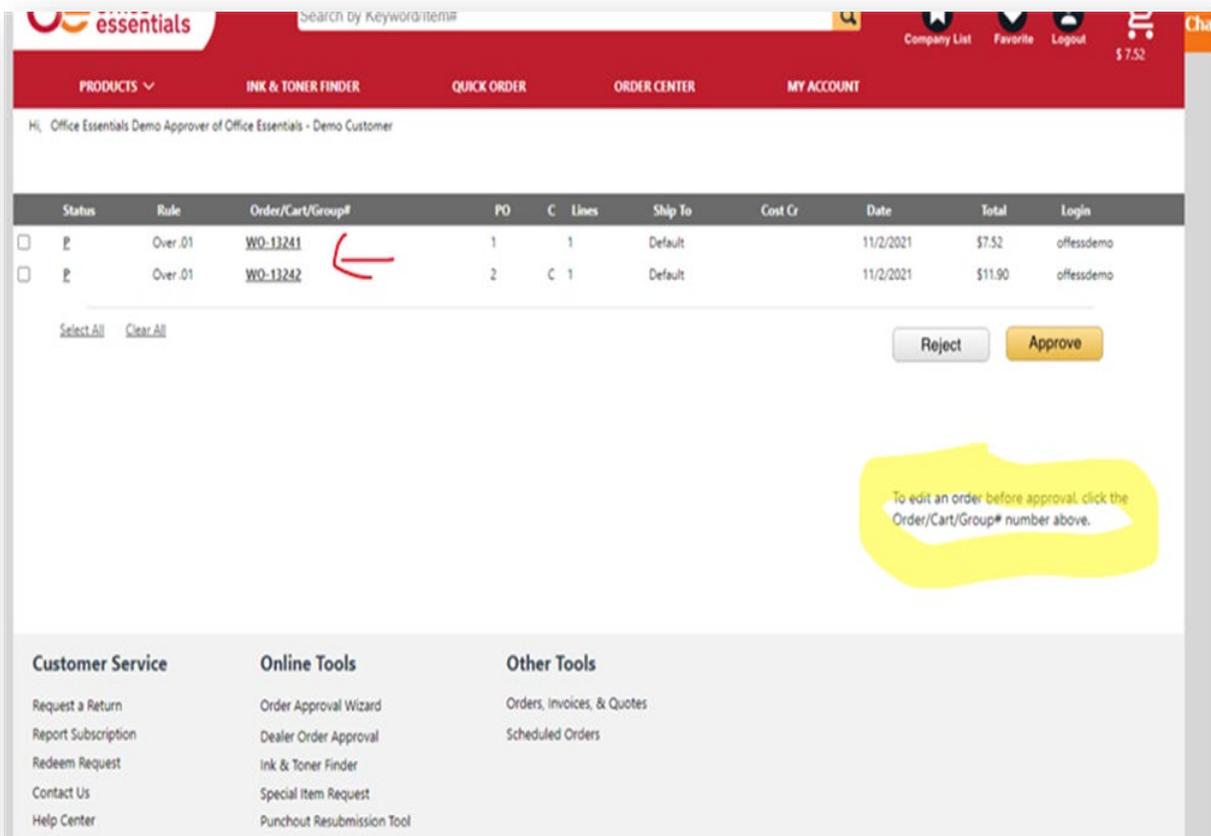


[WATCH VIDEO](#)

Approvals

If your company uses an approval process, the website will send an email to your approver to review your order for approval once you check out.

If you are the approver, once you click the link from the email, you will see the following screen:



Status	Rule	Order/Cart/Group#	PO	C Lines	Ship To	Cost Cr	Date	Total	Login
<input type="checkbox"/>	P	Over .01 WO-13241	1	1	Default		11/2/2021	\$7.52	offesdemo
<input type="checkbox"/>	P	Over .01 WO-13242	2	C 1	Default		11/2/2021	\$11.90	offesdemo

[Select All](#) [Clear All](#)

To edit an order before approval, click the Order/Cart/Group# number above.

Customer Service
[Request a Return](#)
[Report Subscription](#)
[Redeem Request](#)
[Contact Us](#)
[Help Center](#)

Online Tools
[Order Approval Wizard](#)
[Dealer Order Approval](#)
[Ink & Toner Finder](#)
[Special Item Request](#)
[Punchout Resubmission Tool](#)

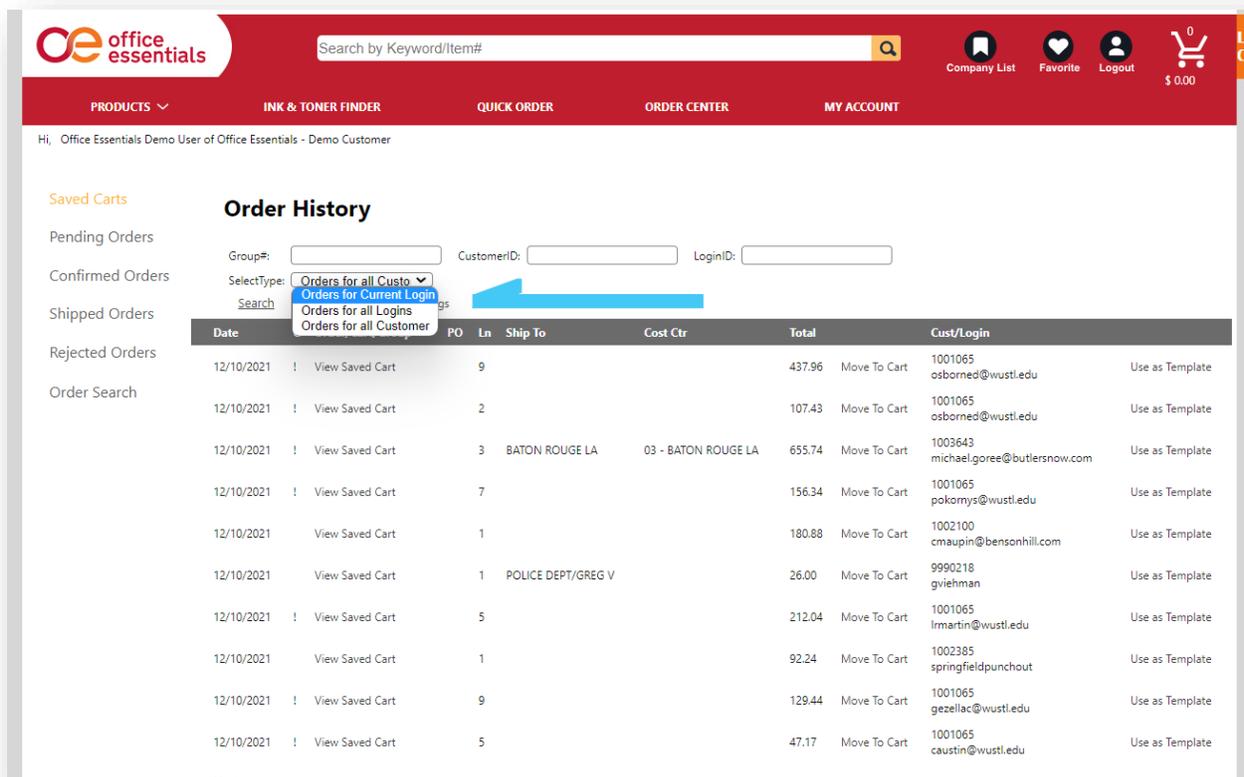
Other Tools
[Orders, Invoices, & Quotes](#)
[Scheduled Orders](#)

(You cannot set up your own approval process, so if this is something you want, please contact your account manager.)

[WATCH VIDEO](#)

View Order Status

- Go to Order Center
- Select Order History
- Select Type: Orders for all Logins (Since you have multiple users, this field must be selected to view all orders)
- Select “Saved Carts” – This will show any open order that is awaiting approval or has been saved by one of your end-users
- Select “Confirmed Orders” – This will show an order that has been placed and OE has confirmed receipt of the order
- Select “Shipped Orders” – This will show all shipped orders, as well as the tracking information
- Select “Order Search” – This will show all orders placed on your account



Hi, Office Essentials Demo User of Office Essentials - Demo Customer

Order History

Group#: CustomerID: LoginID:

SelectType: **Orders for all Logins**

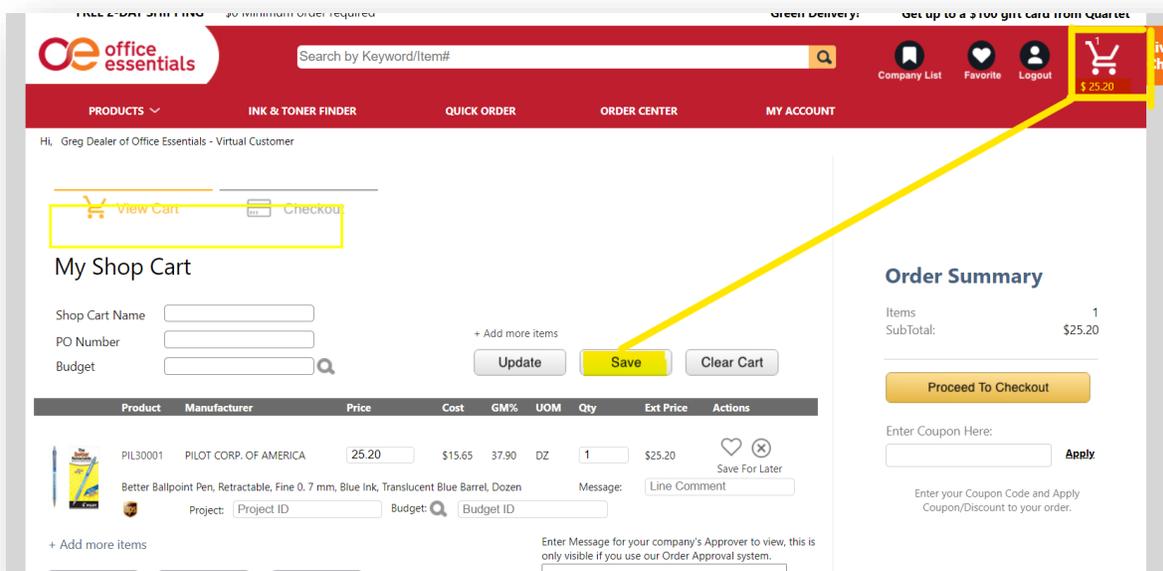
Date	PO	Ln	Ship To	Cost Ctr	Total	Cust/Login
12/10/2021		9			437.96	1001065 osborned@wustl.edu
12/10/2021		2			107.43	1001065 osborned@wustl.edu
12/10/2021		3	BATON ROUGE LA	03 - BATON ROUGE LA	655.74	1003643 michael.goree@butlersnow.com
12/10/2021		7			156.34	1001065 pokomys@wustl.edu
12/10/2021		1			180.88	1002100 cmaupin@bensohill.com
12/10/2021		1	POLICE DEPT/GREG V		26.00	9990218 gviehman
12/10/2021		5			212.04	1001065 lmartin@wustl.edu
12/10/2021		1			92.24	1002385 springfieldpunchout
12/10/2021		9			129.44	1001065 gezellac@wustl.edu
12/10/2021		5			47.17	1001065 caustin@wustl.edu

Additional “How to” Information

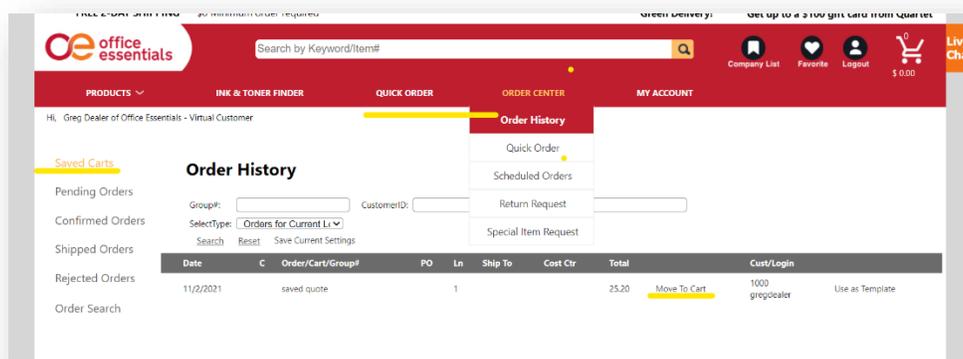
Saved Orders

Saved orders allow you to build orders over time and then submit them when you’re ready.

To save an order, view your cart, and then click the Save Cart link and give your saved cart a name, as shown below.

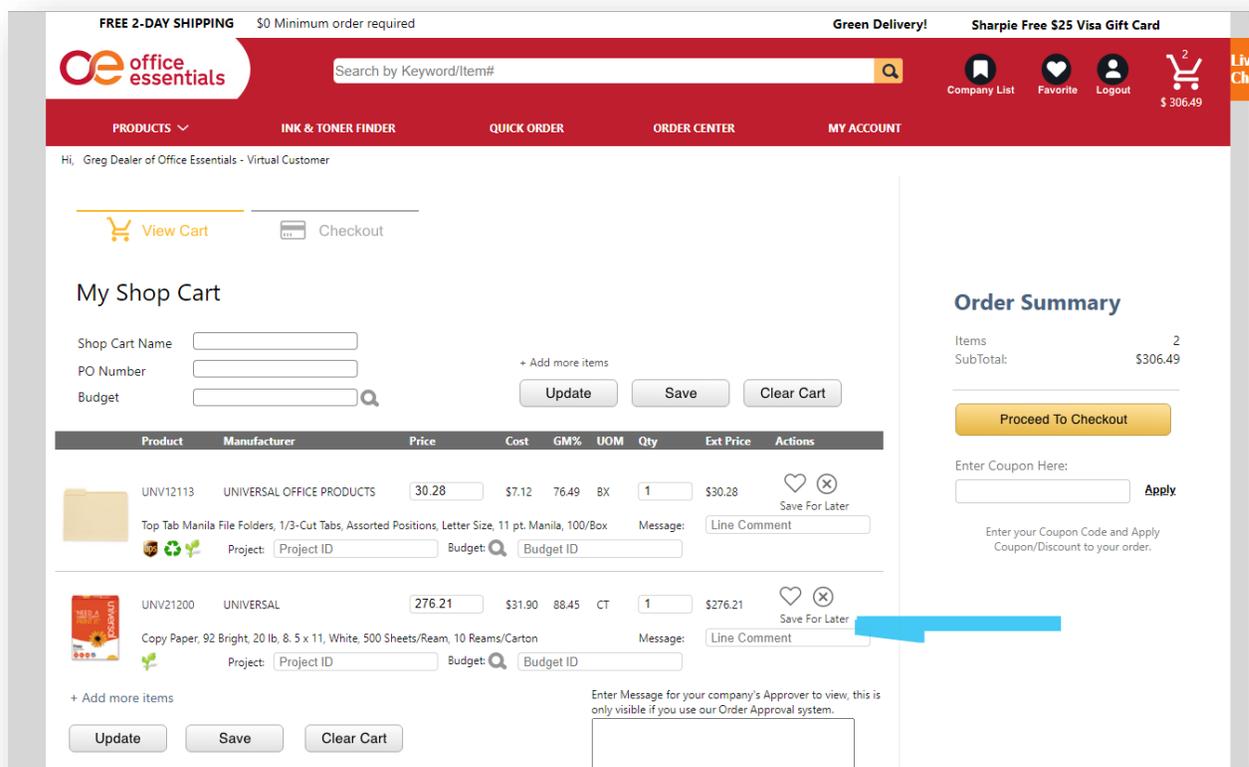


To retrieve a Saved Order, go to Order Center > Order History > then Saved Carts. When the order comes up, select Move to Cart.



Save for Later

Not to be confused with Saved Carts, Save for Later is a per-item feature within the Shopping Cart to use if you have an item in your cart you are not ready to purchase yet, but might later. In this case, you can click Save for Later to remove the item from your order, but not from your cart.



The screenshot shows the Office Essentials shopping cart interface. At the top, there are promotional banners for 'FREE 2-DAY SHIPPING' (with a \$0 minimum order requirement), 'Green Delivery!', and a 'Sharpie Free \$25 Visa Gift Card'. The navigation bar includes 'PRODUCTS', 'INK & TONER FINDER', 'QUICK ORDER', 'ORDER CENTER', and 'MY ACCOUNT'. A search bar is located in the top right, along with links for 'Company List', 'Favorite', 'Logout', and a shopping cart icon showing 2 items for \$306.49.

The main content area is titled 'My Shop Cart' and includes a 'View Cart' button and a 'Checkout' button. Below this, there are input fields for 'Shop Cart Name', 'PO Number', and 'Budget', along with '+ Add more items', 'Update', 'Save', and 'Clear Cart' buttons.

The cart items are listed in a table with columns: Product, Manufacturer, Price, Cost, GM%, UOM, Qty, Ext Price, and Actions. Two items are visible:

Product	Manufacturer	Price	Cost	GM%	UOM	Qty	Ext Price	Actions
 UNV12113 Top Tab Manila File Folders, 1/3-Cut Tabs, Assorted Positions, Letter Size, 11 pt. Manila, 100/Box	UNIVERSAL OFFICE PRODUCTS	\$30.28	\$7.12	76.49	BX	1	\$30.28	Save For Later
 UNV21200 Copy Paper, 92 Bright, 20 lb. 8.5 x 11, White, 500 Sheets/Ream, 10 Reams/Carton	UNIVERSAL	\$276.21	\$31.90	88.45	CT	1	\$276.21	Save For Later

A blue arrow points to the 'Save For Later' link for the second item. Below the table, there are '+ Add more items', 'Update', 'Save', and 'Clear Cart' buttons, and a text box for 'Enter Message for your company's Approver to view, this is only visible if you use our Order Approval system.'

On the right side, the 'Order Summary' shows 'Items: 2' and 'SubTotal: \$306.49'. There is a 'Proceed To Checkout' button and a section for 'Enter Coupon Here:' with an 'Apply' button.

Product	Manufacturer	Price	Cost	GM%	UOM	Qty	Ext Price	Actions
 UNV12113	UNIVERSAL OFFICE PRODUCTS	<input type="text" value="30.28"/>	\$7.12	76.49	BX	<input type="text" value="1"/>	\$30.28	<input type="button" value="Save For Later"/> <input type="button" value="X"/>
 Top Tab Manila File Folders, 1/3-Cut Tabs, Assorted Positions, Letter Size, 11 pt. Manila, 100/Box		Message: <input type="text" value="Line Comment"/>		Project: <input type="text" value="Project ID"/>		Budget: <input type="text" value="Budget ID"/>		

+ Add more items

Enter Message for your company's Approver to view, this is only visible if you use our Order Approval system.

Proceed To Checkout

Enter Coupon Here:

Enter your Coupon Code and Apply Coupon/Discount to your order.

Saved For Later Items

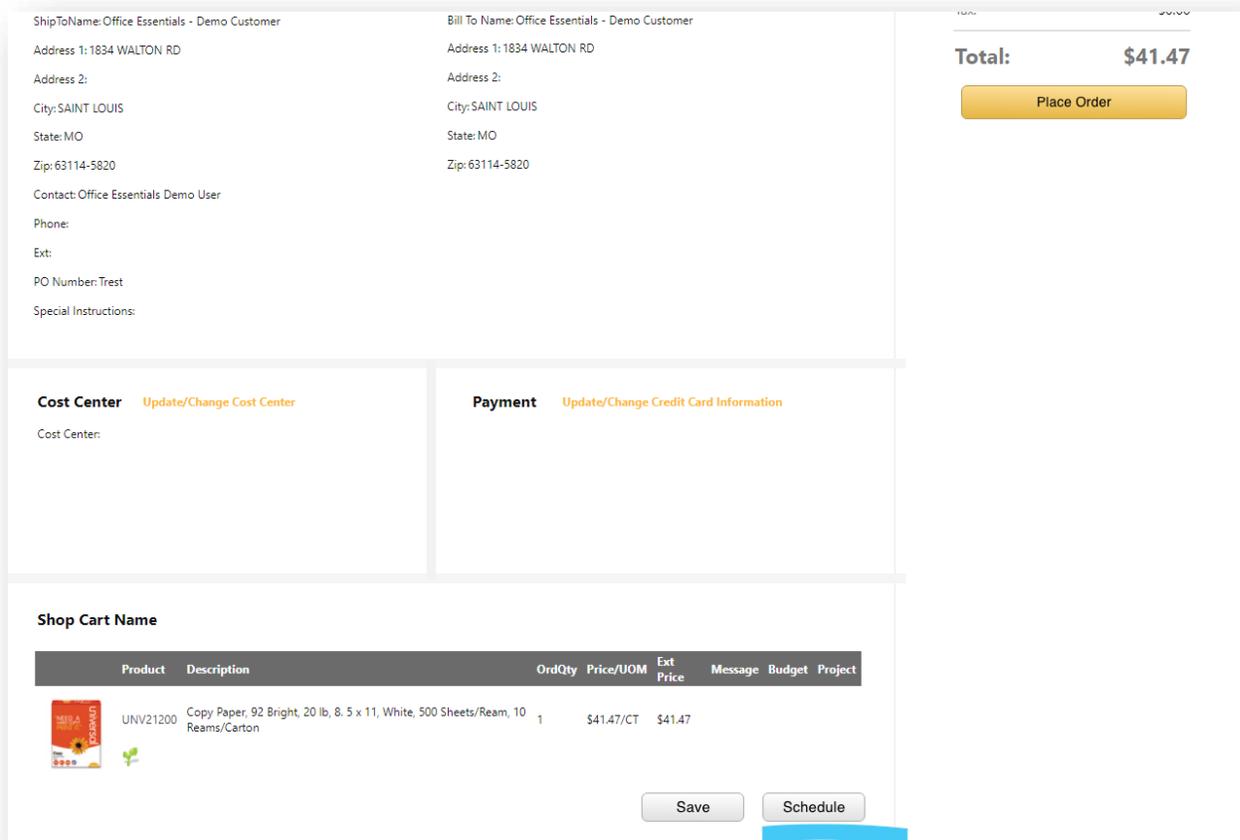
Product	Description	Unit	Price	Qty	Ext. Price	Budget	Actions
 UNV21200	Copy Paper, 92 Bright, 20 lb, 8.5 x 11, White, 500 Sheets/Ream, 10 Reams/Carton	CT	276.21	<input type="text" value="1"/>	276.21	<input type="text"/>	<input type="button" value="X"/> <input type="button" value="Shopping Cart"/>
Message: <input type="text"/>							

Scheduled Orders

If you would like to schedule an order to be automatically placed on a regular interval of your choosing, follow these steps.

Add the items that will be on your scheduled order to your cart and click proceed to checkout. (It won't place your order yet.)

At the bottom of the next screen is a Schedule Order button.



ShipToName: Office Essentials - Demo Customer
 Address 1: 1834 WALTON RD
 Address 2:
 City: SAINT LOUIS
 State: MO
 Zip: 63114-5820
 Contact: Office Essentials Demo User
 Phone:
 Ext:
 PO Number: Trest
 Special Instructions:

Bill To Name: Office Essentials - Demo Customer
 Address 1: 1834 WALTON RD
 Address 2:
 City: SAINT LOUIS
 State: MO
 Zip: 63114-5820

Total: \$41.47
 Place Order

Cost Center [Update/Change Cost Center](#)
 Cost Center:

Payment [Update/Change Credit Card Information](#)

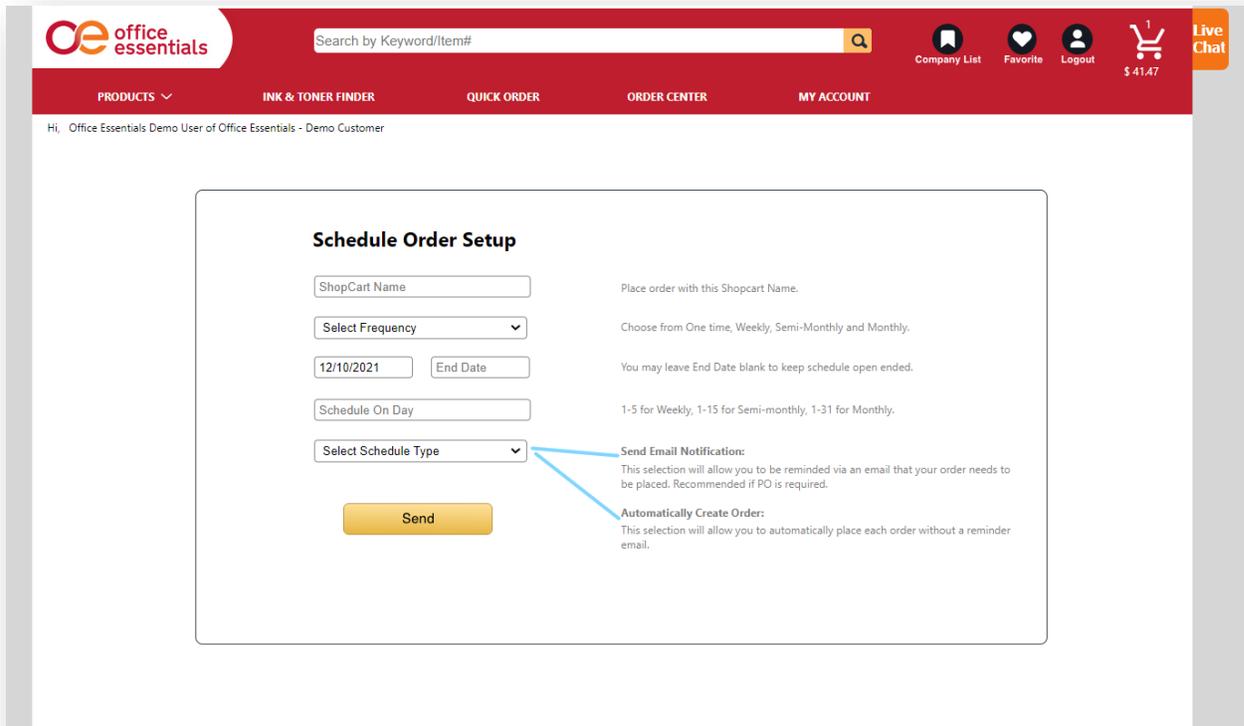
Shop Cart Name

Product	Description	OrdQty	Price/UOM	Ext Price	Message	Budget	Project
	UNV21200 Copy Paper, 92 Bright, 20 lb, 8.5 x 11, White, 500 Sheets/Ream, 10 Reams/Carton	1	\$41.47/CT	\$41.47			

Save Schedule

Clicking that will give you the following options to set your frequency. Please note: days of the week are represented by numbers. Monday is 1, Tuesday is 2, etc.

You can also decide if you want to be alerted by email to place the order, or have it automatically process itself with no intervention:



At the moment, there is not an intuitive way to pause the schedule if need be. A workaround is to change the end date prior to the current date so it will never execute. Until you change the end date back to what it was originally.

[WATCH VIDEO](#)

Soft Subs

When placing an order, soft sub logic offers a less expensive alternative when the entered item is designated as a soft sub. Soft subs are suggestions. If you want to keep the original item, click confirm. If you're going to use the suggested alternative, click the radio button on the suggested sub and click confirm. If you see the thumbs-up icon below an item, a soft sub exists on an item.

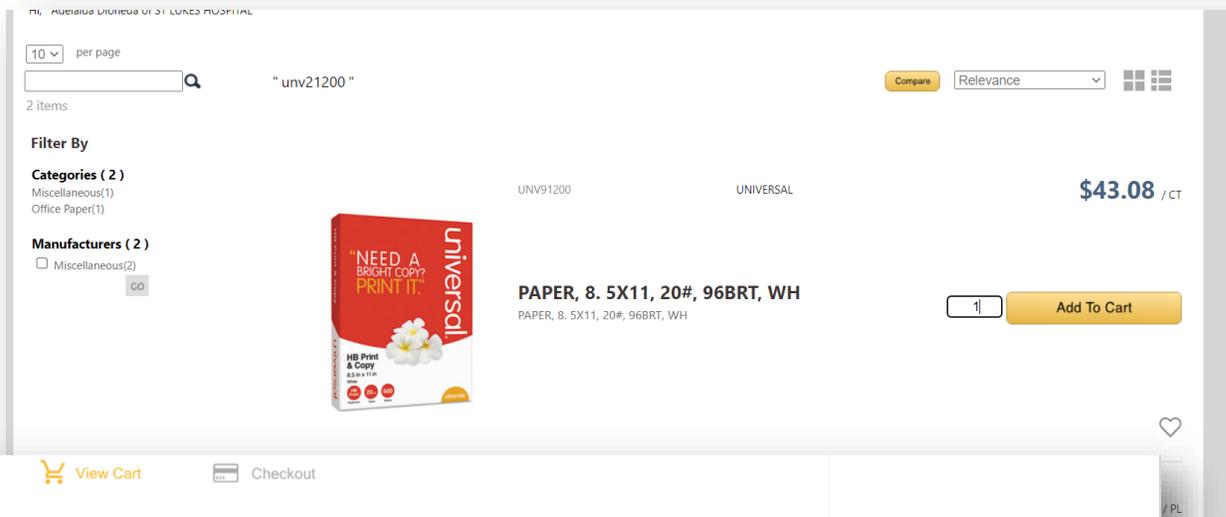


[WATCH VIDEO](#)

Hard Subs

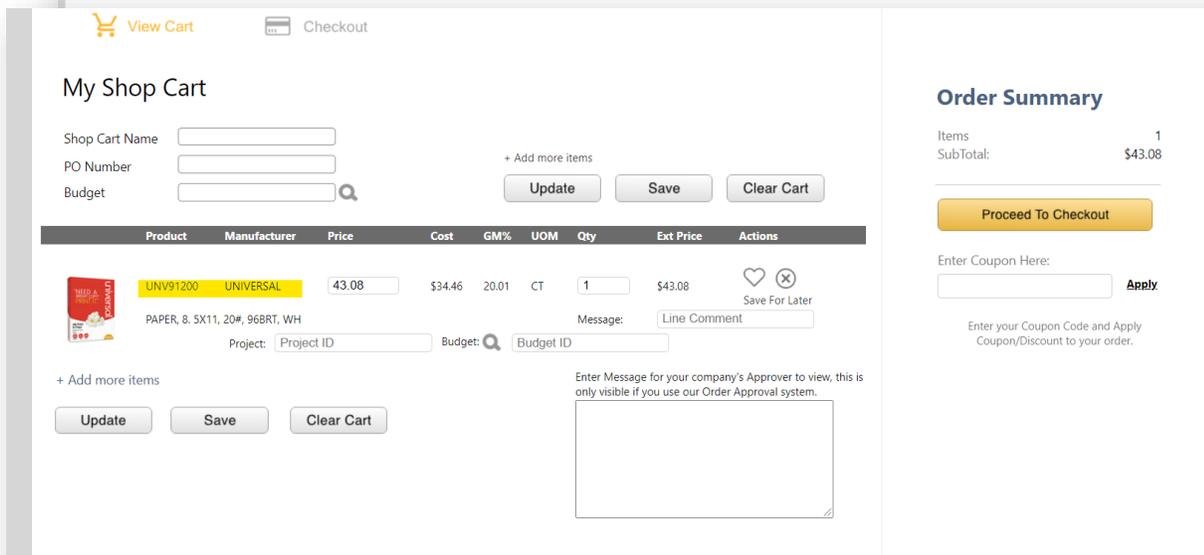
OE will never substitute a product without your permission. But when you need us to, we can. Furthermore, we will come to you with proactive considerations. For example, if we work together to convert a handful of meaningful products to greener alternatives, you may decide you always want these products used in lieu of another. In this case, we can incorporate an approved hard product sub.

UNV21200 is added to the cart here, but the user's company has automatically asked us to substitute UNV91200. This happens automatically with no action needed on the part of the orderer.



Search results for "unv21200" showing 2 items. The primary item is:

- UNV91200** (Manufacturer: UNIVERSAL) - Price: **\$43.08 / CT**
- PAPER, 8. 5X11, 20#, 96BRT, WH**
- Image: 
- Quantity: 1 | **Add To Cart**



My Shop Cart

Shop Cart Name:

PO Number:

Budget:

+ Add more items | **Update** | **Save** | **Clear Cart**

Product	Manufacturer	Price	Cost	GM%	UOM	Qty	Ext Price	Actions
 UNV91200	UNIVERSAL	43.08	\$34.46	20.01	CT	1	\$43.08	<input type="checkbox"/> Save For Later
PAPER, 8. 5X11, 20#, 96BRT, WH Message: <input type="text"/> Line Comment Project: <input type="text"/> Budget: <input type="text"/> Budget ID: <input type="text"/>								

+ Add more items | **Update** | **Save** | **Clear Cart**

Enter Message for your company's Approver to view, this is only visible if you use our Order Approval system.

Order Summary

Items: 1
SubTotal: \$43.08

Proceed To Checkout

Enter Coupon Here: **Apply**

Enter your Coupon Code and Apply Coupon/Discount to your order.

Contract Indicators

The red icon with a dollar sign below denotes when an item is on one of your contracts.



52S

Eveready LED Economy Flashlight - D - Polypropylene Casing - Blue, Red

Eveready economy flashlights are a great general-purpose flashlight to keep on hand. Bright-white LED runs up to eight times longer than the incandescent lights in standard flashlights. The LED's wide diameter illuminates a large area. Ribbed texture along the casing creates a nonslip grip. Each flashlight runs on one D alkaline battery and has a durable polypropylene casing.

Item# EVEL152S by Energizer Holdings, Inc

\$7.97 PK [Add To Cart](#)

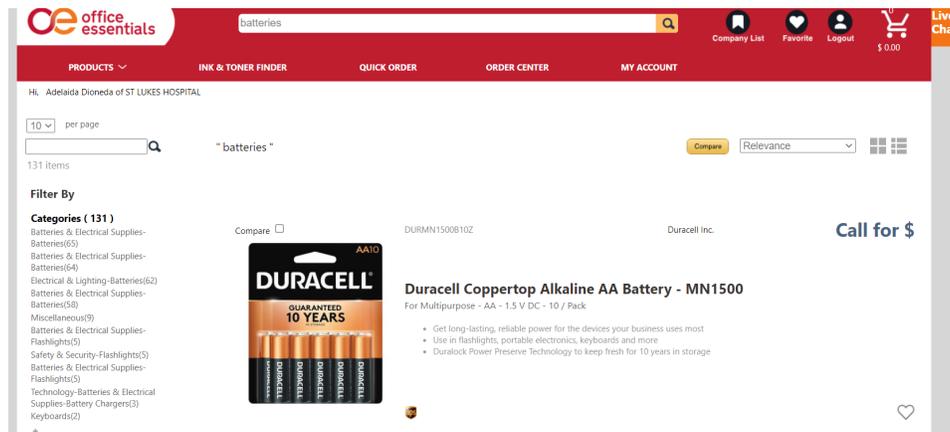
0 Review

- LED Economy Flashlight, 8X Long Run Time, 2/PK, BE/RD
- Eveready LED Economy Flashlight - D - Polypropylene Casing - Blue, Red
- Eveready LED Economy Flashlight
- D - Polypropylene Casing - Blue, Red
- Long-lasting, bright-white LED
- Wide diameter illuminates large area
- Ribbed texture for nonslip grip
- Durable, polypropylene casing for long-lasting use



Restricted List

On our old site, if your company by policy has items they do now want you to purchase from Office Essentials, and you tried to order one of these items, the system would tell you that you are restricted from buying it. On the new site, it says "restricted by company policy".



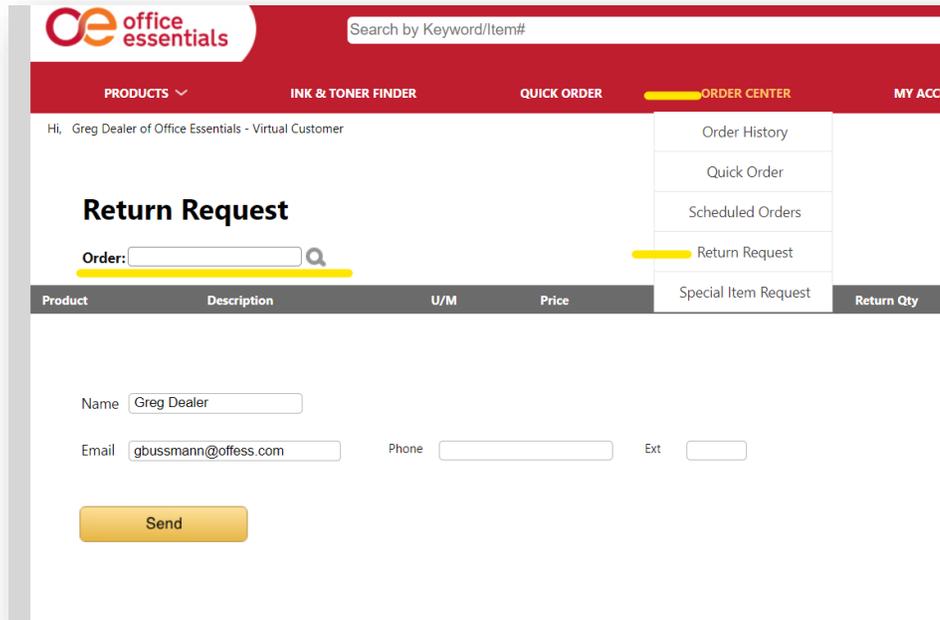
The screenshot shows the Office Essentials website interface. At the top, there is a search bar with the text "batteries" and a magnifying glass icon. To the right of the search bar are navigation links for "Company List", "Favorite", "Logout", and a shopping cart icon showing "\$ 0.00". Below the search bar is a red navigation bar with links for "PRODUCTS", "INK & TONER FINDER", "QUICK ORDER", "ORDER CENTER", and "MY ACCOUNT".

The main content area shows the search results for "batteries". On the left, there is a "Filter By" section with a list of categories: "Categories (131)", "Batteries & Electrical Supplies-Batteries(5)", "Batteries & Electrical Supplies-Batteries(4)", "Electrical & Lighting-Batteries(62)", "Batteries & Electrical Supplies-Batteries(8)", "Miscellaneous(9)", "Batteries & Electrical Supplies-Flashlights(5)", "Safety & Security-Flashlights(5)", "Batteries & Electrical Supplies-Flashlights(5)", "Technology-Batteries & Electrical Supplies-Battery Chargers(3)", and "Keyboards(2)".

The search results show 131 items. The first item is a Duracell Coppertop Alkaline AA Battery - MN1500. The product image shows a pack of four AA batteries. The product title is "Duracell Coppertop Alkaline AA Battery - MN1500" and the description is "For Multipurpose - AA - 1.5 V DC - 10 / Pack". The product is listed by "Duracell Inc." and has a "Call for \$" price tag. There are also "Compare" and "Relevance" buttons.

Request a Return

To request a return, go to Order Center > Request Return and enter your order number or use the magnifying glass icon to search for it. Then fill in your contact information and send it over.



The screenshot shows the Office Essentials website interface. At the top, there is a search bar with the text "Search by Keyword/Item#". Below the search bar is a navigation menu with options: PRODUCTS, INK & TONER FINDER, QUICK ORDER, ORDER CENTER (highlighted), and MY ACCOUNT. A user greeting "Hi, Greg Dealer of Office Essentials - Virtual Customer" is visible. A dropdown menu is open under "MY ACCOUNT", listing: Order History, Quick Order, Scheduled Orders, Return Request (highlighted), and Special Item Request. The main content area is titled "Return Request" and features a search field labeled "Order:" with a magnifying glass icon. Below this is a table header with columns: Product, Description, U/M, Price, Special Item Request, and Return Qty. The form includes input fields for Name (filled with "Greg Dealer"), Email (filled with "gbussmann@offess.com"), Phone, and Ext. A yellow "Send" button is located at the bottom of the form.

Live Chat Button

If you still have questions, please utilize our live chat feature to get right to our Customer Care team, email them at customerservice@offess.com, or call us at 866.251.9802.

