1. **Login at www.OfficeMaxSolutions.com**

Enter your Username and Password.
Then click on the *login* button

2. **Create New Order**

To start your order, choose *Create new order*.

If your account uses cost centers you will be asked to input your cost center and routing information.

To start shopping, click on the *Continue* button.

3. **Ordering Screen**

You will see several shopping options in the ordering screen. You may choose any shopping method to add items to your shopping cart.

- **Shopping Cart** displays the number of items and order subtotal.
- **Search** by keyword or product code.
- Browse our electronic **catalog** by searching through our item categories.
- Find an item quickly and easily by using a **shopping list**.
- View your **message board** for important announcements.
- Quickly add items to your order with the **product codes**.
- Use the **refill finder** to find ink and toner by the machine model number.
4. Shopping List

The **Shopping List** contains several items that you may order frequently. A shopping list may be a list your purchasing department has created for you or your own personal list.

You will see a picture and description of each item. Click on the **underlined description** to view more item detail.

Add items to your order by typing in the desired quantities next to any item you want to add to your order. After you type in your quantities, click on any of the **add to cart** buttons displayed on the screen.

Add items to a personal shopping list by clicking on **add to list**.

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5. Shopping Cart

The shopping cart screen appears every time an item is added to your cart. You can **change quantities**, **delete items from your order**, and **add item comments** from the shopping cart screen.

To add item comments click on **Add/Edit**. Comments will be displayed on your packing slip.

To change a quantity, type in the new quantity then click on the **update cart** button.

**Don’t forget to click on update cart to save your changes!**

Check the box next to the item you want to delete then click on **remove**.

Check the box next to the item you want to add to a list then click on **Add to List**.

To return to the ordering screen you were at click on the **continue shopping** button. Or you may click on any of the shopping methods on the top and left of the screen.
6. Refill Finder

Find your machine’s inks and toners in just four easy steps!!

1. Select a product type

2. Select a merchandise brand

3. Select Model Type

4. Add product to the shopping cart

To add the item to your order type in the quantity in the QTY box then click on **add to cart**. To add item to a shopping list click on **add to list**.

7. Order by Product Code

Order by Product Code screen is for quickly adding items to your order by typing in the product code.

After typing in the product codes click on any **Add to Cart** button. You will then be taken to the **Shopping Cart** screen. Click on the **Continue Shopping** button to type in more product codes or select another shopping method from the left side and top of the screen. Click on **Add to List** to add items to you’re a shopping list.
8. Search/Advanced Search

The search and advanced search allow you to find product codes by typing in a product code or an item description.

To add an item to your order type in the quantity and click on add to cart. Or, you can click on the underlined description to view a larger image and more detail. Click on add to list to add items to a shopping list.

Type a description into the search box then click on Go. Categories will appear in the center of your screen. Choose a category of your choice or refine your search.

Click the Advanced Search link. Submit your search criteria using any of the methods available. To find items that match your description and are on your core list, click the box marked Contract. Then, click on the "search" button.

After using the advanced search you can type in your quantity and click on add to cart or refine search results. You will also have the choice of revising your search or starting a new search. Both of those options will take you back to the Advanced Search screen.

Click on add to list to add an item to a shopping list.
9. Catalog Drilldown

The catalog drilldown allows you to browse our catalog by categories to quickly find the items you are looking for. You can find your items in three easy steps!

Select a subcategory on the center of your screen to view items and add them to your order.

Select the catalog from the drop down box.

Choose a category.

The selected items are put side by side. Everything in yellow is the difference between the two items.

You can type in a quantity and click on add to cart to add an item to your order. You may also add an item to a shopping list by clicking on add to list.

You also have an option to print the page by clicking on the print this page button. You may e-mail the page by clicking on E-mail this page.

10. Item Comparison Tool

The item comparison tool allows you to display items side by side and see what the similarities and differences are.

There is a compare column to the far right of every item. Check the boxes of the items you want to compare then click on the Compare Items button.

The selected items are put side by side. Everything in yellow is the difference between the two items.
11. Save Order, Delete Order & Customer Service

The options to Save Order and Delete Order will be on the screen.

When you click on Save Order you will have a choice of saving the order as a Repeat Order or as an order you will finish later. A Repeat Order is an order template that you will use over and over again. A regularly saved order is a one-time order that you will complete at a later time. If you choose to Save as a Repeat Order, you will be asked to name the order before clicking on Save.

Click on Delete Order to permanently delete your entire order.

Customer Service is where you can find online forms to return items or contact customer service.

Logout will let you exit the system. If you log out when you are in an order the order will still be there when you return.

12. Online Assistance

We provide a unique service of offering you Online Assistance. You can request a customer service associate to contact you via chat or phone. You can contact them for any reason, technical or customer service related. They respond to your request within 30 seconds!

The Live Online Assistance Button is available on every page at the top, right corner of your screen. Just click on it and choose how you want to be contacted.
13. Checkout and Place Order

To place your order click on the Checkout button located in the top left corner.

The first checkout screen is Billing and Shipping. If your account uses credit cards, enter your info at the bottom of this screen. Click on Continue Shopping to add more items to your order. Click on View Cart to edit your order.

Click on Continue Checkout to place your order.

The second page of the checkout process is the Order Summary. This screen shows you every detail of your order.

Click on the Print This Page icon to print your order summary.

Click on the Submit Order button to place your order.

The final page is a confirmation that your order has been placed.

Click on Manage Orders to return to the main menu.

You are able to delete your order by clicking on Change or Delete Order (option available for five minutes after you place the order).

Call tech support at 1-800-817-8132 or click on the Online Assistance button!
There are now two ways to create a Personal Shopping List.

A. Creating and Using a Personal Shopping List from the Manage Orders Screen before you begin shopping

1. Create your Personal Shopping List

To create your personal list click on **Manage Shopping Lists** on the left side of your screen.

Then click on **Create New List** option located in the top, center portion of your screen.

2. Follow these four steps on the next screen:
   - **Name** your Personal Shopping List
   - **Enter in a category** (all shopping lists must contain at least one category)
   - **Choose how you want your items to be sorted on your list.** (You can click on the **Examples** link to help you decide.)
   - **Click on the Continue button** to go to the next screen.

3. Select one of the shopping methods to begin adding items to your list: Blank Form, another Shopping List or the Catalog Search

If you use the Blank Form, add items to your list by typing a **Product Code** for each item in your category.

If you use another shopping list or the catalog searches, just put a **checkmark** beside the items you want to add to your category.

When you are finished typing or selecting the items for this category, put them on your list by clicking **add to shopping list**.

4. Save your list

When you are finished adding your items to the list click on the **save list** option located at the top, right of your screen.

5. Use your shopping list

To place an order with items from your personal shopping list click on **Create New Order** then select the **Shopping Lists** tab.
B. Creating and Using a Personal Shopping List While in an Order

You can create a shopping list while you are in shopping mode. You will see two buttons, Add to Cart and Add to List. Clicking on the Add to List button will add the item to a personal shopping list, either new or existing.

Remember if you add the items to your list they are not in your shopping cart!! So an easier way to create the list while shopping is to add the items to your cart then create your shopping list. So to make it less confusing add the items to your cart first.

When you are in your shopping cart just check the select box by the items you want to add your list and then click on Add to List.

Click the Create a New List link or Select an existing shopping list; then continue as if creating a list using the first method (A)

A confirmation screen will appear letting you know how many items have been added.

REMEMBER!!! You need to click on Continue Shopping to get back into your order.
Selecting Your Billing and Shipping Preferences.

Depending on your company’s business rules, this template can streamline your ordering process by saving the information you need to enter with each order.

Click **Your Profile** tab, then
Click **Billing and Shipping** link.

In the **Billing and Shipping** page, click on your **account number** and your **shipto code**. It will highlight. Scroll down on the page.

If you use a credit card, you can add that info. Scroll to the credit card information section
Click the pull down menu to select the type of credit card you will use (Mastercard, Visa, American Express, Diner's Club)
Type in your credit card number
Type in your credit card expiration date in the MM/YYYY (ex: 01/2004) format

Scroll to the bottom of the page and click **submit**.

If you use Cost Centers, the **Cost Center** page appears next. Select or type in the cost centers you use and fill in the information for the fields to the right. Then scroll to the bottom and click **submit**.

You will receive a message stating “**Your Preferences have been updated**.”

**Exit your browser completely** for your registration to take effect.

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**Need Help?** For assistance with officemaxsolutions.com call: 1-800-817-8132 and choose Option #2 for technical support.
Email Order Confirmation Sample

Thank you for your order. We appreciate your business! Your order details appear below:

Do not "Reply" to this email. Please direct inquiries to customer service at (800)472-6473.

***************************************************************
Invoice Number: 15074310
Order Date: 09/22/2007
Your Reference: 17962
Contact Name: Very Best Company
Contact Phone: 630-864-5092

Your order is shipping from:
OfficeMax
800 West Bryn Mawr
Itasca, IL 32837

SHIP TO: 0320906 DCC
Very Best Company
Jane Smith
4800 DEERWOOD CAMPUS PKWY
Itasca, IL 32246

SOLD TO:
Very Best Company
4800 DEERWOOD CAMPUS PKWY
DC4-1 PURCHASING
Itasca, IL 32231

CC# : 144
CC DESC: 10000 SGBU SLES CR/Miami
ROUTING: COL 03
PO 17962
564-5788
Jane Smith

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COST CENTER TOTAL ORDERED:  $ 30.25
COST CENTER TOTAL SHIPPED:  $ 30.25

PRE-TAX MERCHANDISE TOTAL ORDERED:  $ 30.25
PRE-TAX MERCHANDISE TOTAL SHIPPED:  $ 30.25

This is NOT AN INVOICE. Please do not pay from this document.

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Packing Slip Sample

Packing Slip Guide
1. Sold To Address
2. OfficeMax Account Number and Consignee
3. Shipped From Address
4. OfficeMax Invoice Number
5. Customer PO Number
6. Ship To Address
7. Attention To
8. Cost Center
9. Cost Center Description
10. Quantity
11. OfficeMax Item Number
12. Item Description
13. Unit Price
14. Extended Price
15. First Initial Last Name
16. Routing Lines 1-5 – if applicable
17. Your Inventory Number – if applicable
18. Quantity Shipped
19. Quantity Not Shipped