

OfficeMax Workplace Ordering Guide

1

CREATE NEW ORDER

To start your order, choose **Create New Office Products Order**.

Get instant support from an OfficeMax customer advocate.



[Customer Service](#) | [Online Assistance](#) | [Logout](#)



Manage Orders | **Your Profile**

- Shopping**
- [Create New Office Product Order](#)
- [Saved Orders](#)
- [Repeat Orders](#)
- [Manage Shopping Lists](#)
- [Browse Catalog Only](#)

- Service Center**
- [Order History](#)
- [View Invoices](#)
- [Track an Order](#)
- [Request a Return](#)
- [Customer Service](#)

Manage Orders

Hello, OfficeMax Requisitioner.

Order Updates

Message Board

Subject: Training
From: O Requisitioner
Date: 10/22/2012

Message:

Thank you for reviewing our training today.

Additional Messages:

Subject	Date
Using the Message Board	3/15/2013
Training	10/22/2012

View messages by clicking on the Subject link.

2 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.

Search by keyword or item # →

View your **Message Board** for important announcements →

Browse our electronic **Catalog** by searching through our **Item Categories** →

Quickly add items to your order with **Order by Item #**

Find an item quickly and easily by using a **Shopping List**

Use the **Ink & Toner Finder** to find ink and toner by the machine model number

Shopping Cart displays the number of items and order

3 ORDER BY ITEM

Order by Item # screen is for quickly adding items to your order by typing in the item #.

After typing in the product codes click on any **Add to Cart** button. You will then be taken to the Shopping Cart screen.

Order by Item #

* Required for each item added to cart. Quantity is not needed to add an item to a list.

Item #*	Qty*	UOM
N1GSM11BE	2	

Add to Cart **Add to Shopping List**

Click **Add to List** to add items to your shopping list.

4 SHOP BY CATEGORY

Need to quickly find an item? **Shop By Category** groups our product offering into intuitive headings, making your product search a snap! You can find your items in three easy steps.

Choose a Category. → Binders & Filing

Select a Subcategory → Binders and Accessories (1277)

Further Refine your product search to view items to add to your order. → Heavy Duty Binders

The interface shows a 'Shop By Category' sidebar with options like 'Basic Office Supplies', 'Binders & Filing', 'Calendars & Organizers', 'Computer Accessories & Supplies', and 'Computer Hardware & Peripherals'. The 'Binders & Filing' category is selected, showing subcategories: 'Binders and Accessories (1277)', 'Binding Systems (157)', 'Card Filing (241)', and 'Catalog R...'. The 'Binders and Accessories' subcategory is selected, leading to a grid of product thumbnails including 'Binder Accessories', 'Data Binders - Hanging', 'Data Binders - Non-Hanging', 'Durable Binders', 'Durable View Binder', 'Economy Binders', 'Economy View Binders', 'Heavy Duty Binders', 'Heavy Duty View Binders', 'Ledger', 'Specialty Binders', and 'Specialty View Binders'. Some thumbnails are marked 'Image Currently Unavailable'.

5 VIEWING PRODUCTS

Once finding an item using the shopping options noted above, you will see a picture and description of each item. Click on the **Product Name and Description** to view the **Product Overview** and **Item Specifications**. To add items to your cart, enter **Quantity** then click **Add to Cart**

Avery - Framed View Binders with EZD® Rings - Blue, 11" x 8-1/2", 1", 275
 Item#: L268055
 UOM: EA

List Price: \$13.23

Avery Framed View Binders with EZD® Rings
 Item #: L268055
 UOM: EA

List Price: \$13.23
 Delivery: Stock Unconfirmed ✓
 Qty. **Add to Cart**
 Add to Shopping List

Product Overview | **Item Specifications** ←

- One Touch ? EZD locking rings open with ease
- Wider front and back binder panels fully cover standard dividers and sheet protectors
- 2 clear interior cover pockets and business card pocket
- Easily insert title page and spine ID with convenient mounting sheets
- Pages lie flat with back-mounted rings
- Gap Free ? ring feature helps prevent gapping and misalignment of rings
- 40% post-consumer chipboard
- Environmentally Preferred Products

Also Consider

Avery - Framed View Binders with EZD® Rings - Blue, 11" x 8-1/2", 1-1/2", 400

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SHOPPING CART

The **Shopping Cart** screen appears every time an item is added to your cart. You can change quantities, remove items from your order, and add item comments from this screen.

The screenshot shows the 'Shopping Cart' page. At the top, there are 'Continue Shopping' and 'Checkout' buttons. Below this is a section for 'Add to Shopping List' with a checkbox. The main area contains two items: 'Bic - Round Stic™ Ballpoint Pens - White, Blue, Medium' and 'Boise - X-9™ Multi-Use Copy Paper - 8-1/2" x 11", White, 92, 20 lbs'. Each item has a quantity field, an 'Update' button, and a 'Remove Item' button. At the bottom, there is a 'Cart Subtotal: \$.00' and another set of 'Continue Shopping' and 'Checkout' buttons. Annotations with arrows point to these elements: 'Check the box next to the item you want to add to a list then click on Add to List.' points to the 'Add to Shopping List' checkbox; 'Checkout buttons at the top and bottom.' points to the 'Checkout' buttons; 'To change a quantity, type in the new quantity then click Update' points to the 'Update' button for the pens; 'Check the box next to the item you want to delete, and then click on Remove Item.' points to the 'Remove Item' button for the paper; and 'To put more items in your cart, click on the Continue Shopping button.' points to the 'Continue Shopping' button at the bottom.

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INK & TONER FINDER

Find your toner, ink, transfer kits, ribbons, and more with our **Ink & Toner Finder**. Search by cartridge number or use the selection guide to find what you need easily and quickly.

The screenshot shows the 'Ink & Toner Finder' page. It has a navigation bar with 'Order By Item #', 'Shopping Lists', and 'Ink & Toner Finder'. Below the navigation bar is a large graphic that says 'WE HAVE YOUR INK & TONER'. The main content area contains the following text: 'Find your toner, ink, transfer kits, ribbons and more with our Ink & Toner Refill Finder. Search by cartridge number, printer model, or use the selection guide to find it easily and fast. From OEM brands to quality remanufactured cartridges we have what you need for your office machines.' Below this text is a search form with a text input field labeled 'Enter your Cartridge # or Printer Model: (i.e. Q2612A, LaserJet 4050n, HP 56)' and a 'View Results' button. Below the search form is the text 'OR' and a section for selecting product details: 'Select the Product Category:' with a dropdown menu showing 'Select your Device Type'; 'Select the Manufacturer:' with a dropdown menu; 'Select the Product Line:' with a dropdown menu; and 'Select the Model:' with a dropdown menu and a 'View Results' button.

You can either:
Enter your **Cartridge #** or **Printer Model**

OR

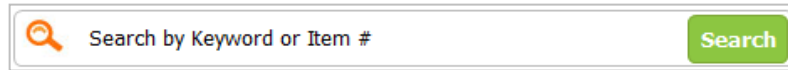
Select a **Product Category, Manufacturer, Product Line, and Model** from the dropdown menus.

Click **View Results** to see the products available for your machine.

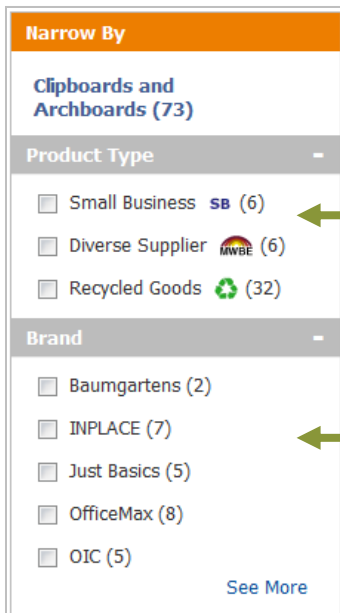
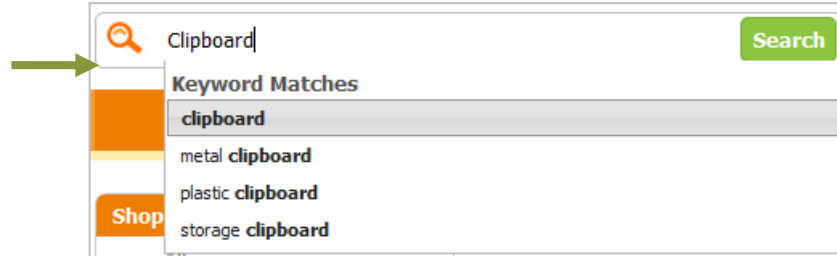
8

SEARCH

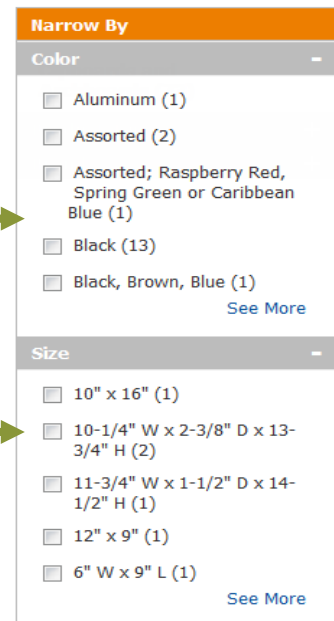
Not sure what you're looking for? Our **Search** feature allows you to quickly and easily find the items you need.



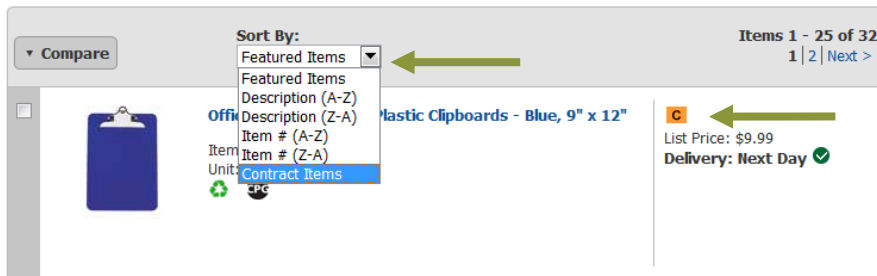
Type a **Keyword** or **Item #** into the search box and click **Search**. OR, our predictive text feature will display possible results, and you can click on a suggestion to see additional information.



Refine search results by selecting a **Product Type** (such as Small Business, Diverse Supplier and/or Recycled Goods), **Brand**, **Color**, **Size**, or any **Other Attribute** that appears for your product. Simply **Check the Boxes** as needed and your search results will update automatically!



You can sort the results by using the **Sort By** dropdown menu.



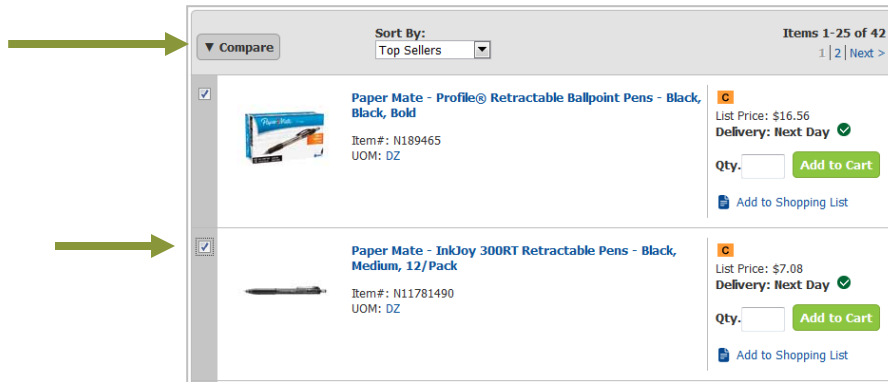
See the C? **C** indicates this item is on your company's preferred core list.

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ITEM COMPARISON

The Item Comparison feature allows you to display items side by side and see item similarities and differences.

There is a **Compare Column** to the far left of every item. Check the boxes of the items you want to compare then click on the **Compare** button.



Item Comparison Print Email

NOTE: Highlighted areas indicate differences in product specifications.

	<input type="checkbox"/>	<input type="checkbox"/>
Remove	<input type="checkbox"/>	<input type="checkbox"/>
Part Number	N11781490	N189465
Manufacturer	SANFORD PART OF NEWELL/RUBBERMAID	SANFORD PART OF NEWELL/RUBBERMAID
Description	Paper Mate - InkJoy 300RT Retractable Pens - Black, Medium, 12/Pack	Paper Mate - Profile® Retractable Ballpoint Pens - Black, Black, Bold
Price/UOM	0129834	0760666
Delivery*	Next Day	Next Day
Key Features		
Barrel Color		Black
Ink Color	Black	Black
Point Size	Medium	Bold
Quantity/Unit	12/Pack	

You have an option to **Print** or **Email** the page by clicking on the respective buttons.

You can type in a quantity and click on **Add to Cart** to add an item to your order.

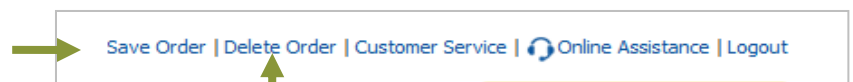
The selected items are put side by side. The **Highlights** show the difference between the two items.

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SAVE ORDER DELETE ORDER

The options to **Save Order** and **Delete Order** will always be located at the top right of your 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**. If you choose to Save as a Repeat Order, you will be asked to name the order before clicking on **Save**.

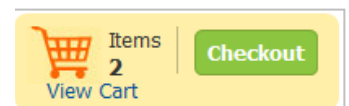


Click on **Delete Order** to permanently delete your entire order.

11

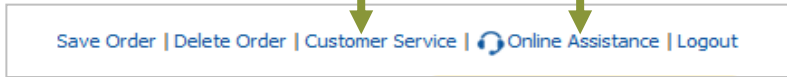
CHECKOUT

Click on the **Checkout** button located on the top right side of the screen. This returns your cart to your procurement system where you can continue to complete your purchase order.



CUSTOMER SERVICE & ONLINE ASSISTANCE

Our **Customer Service** and **Online Assistance** features will ensure you have the answers to any questions that arise, right at your fingertips!



<p>Customer Support</p> <ul style="list-style-type: none"> Track an Order Online Assistance Request a Catalog Request an Invoice Request an Order Return Request an Order Tracer Request Product Information <p>Service Center</p> <ul style="list-style-type: none"> Track Orders by Account Search Invoices by Account <p>Website Help</p> <ul style="list-style-type: none"> Browser Requirements Frequently Asked Questions <p>Contact Information</p> <ul style="list-style-type: none"> Contact a Sales Rep Contact Us <p>Policy Statements</p> <ul style="list-style-type: none"> Legal Notices Privacy Statement Office Products Return Policy Technology Return Policy 	<p>Customer Service</p> <p>Whether you're looking for office products, papers, furniture and technology products, you'll enjoy an unparalleled and unequalled customer experience. No other company makes ordering easier or more personalized while delivering superior service and an unequalled buying experience to every customer. So, you can count on World Class treatment each and every time!</p> <p>Customer Support</p> <p>Track an Order View up to the minute details on the delivery status of your online orders.</p> <p>Online Assistance Get immediate answers to your questions by either chatting online with a customer service representative or we'll call you - It's your choice! Just click the 'Online Assistance' link in the upper right hand corner on any page.</p> <p>Request a Catalog Pick and choose from a list of our catalogs and we'll mail them direct to you.</p> <p>Request an Invoice Need a duplicate invoice or order acknowledgment? Fill out the form and we will send it to you via email, fax, or traditional mail.</p> <p>Request an Order Return Need to return an item or entire order? Complete the easy return form and we'll send you an Authorization To Return (ATR) number.</p> <p>Request an Order Tracer Didn't receive your merchandise? Submit a tracer request and we'll track your order.</p> <p>Request Product Information Have questions about an item? Fill out our quick and easy request form and we'll contact you with the answers.</p> <p>Service Center</p> <p>Track Orders by Account</p> <p>Search Invoices by Account</p> <p>Website Help</p> <p>Browser Requirements Find the recommended and supported browser versions.</p> <p>Frequently Asked Questions Get the answers you need from our most frequently asked questions.</p> <p>Contact Information</p> <p>Contact A Sales Rep Need to speak with your local sales representative? Email us and we'll have them contact you.</p> <p>Contact Us View our customer service and technical support phone numbers or send us an email.</p>	<p>Hello! How can we help you Sally Customer? PIN: 1098440444</p> <p>Contact Information</p> <p>Customer Service 1-800-564-8008 (Mon-Fri, 6AM - 9PM, Central) (Sat, 8AM - 2PM, Central)</p> <p>Website Support 1-800-817-8132 (option 2) (Mon-Fri, 7AM - 9:30PM, Central)</p> <p>Frequently Asked Questions</p> <p>How do I shop by product code? What is an Account, Consignee, or Cost Center? How do I add multiple cost centers to my order? I received a product code from Customer Service but I cannot find the item when searching the web for it. I completed the checkout process, but have not received my order. How do I print my order?</p>
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Clicking on the **Customer Service** link will take you a page where you can find **Customer Service Phone Numbers, Track an Order, Request a Catalog, Invoice, Return or Tracer**, as well as obtain **Website Help** and **FAQs**.

We provide a unique service of offering you **Online Assistance**. You can request a Customer Service associate to contact you via **Online Chat** or via **Callback**. You may contact Online Assistance for any reason, technical or customer service related, and your request will be responded to within seconds!

The 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.

Online Assistance

close window

Speak With Us in Three Easy Steps

Please do not close the window until after you have completed your web chat/callback with our Guy Brown Support Associate.

- Please choose how you would like Guy Brown to contact you.

Online Chat
Choose chat and a Guy Brown representative will begin a text chat with you. (Does not require an available direct line.)

Phone
Choose phone and a Guy Brown representative will call you. (Requires an available direct line.)
- Enter your name, company name and phone number.

Name

Company

Telephone Example: 123-456-7890
- Connect Now**

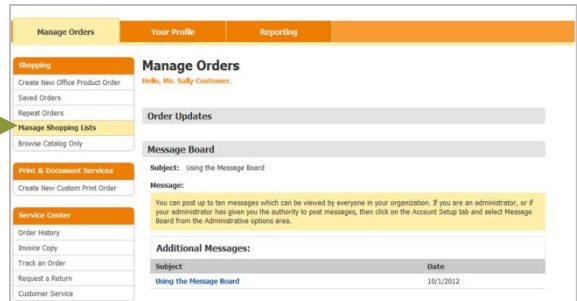
Note: Your call will be recorded by Guy Brown Products and a transcript of your chat session will be maintained by Guy Brown Products.

CREATING A PERSONAL SHOPPING LIST

There are 2 options for creating personal shopping lists: *before* you begin shopping and *during* the shopping process. The below instructions will walk you through both options.

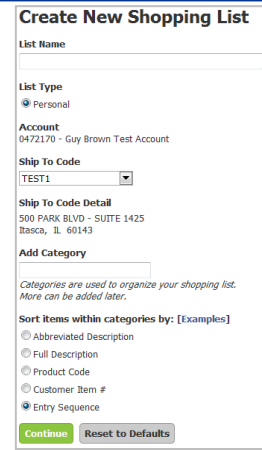
1 CREATING A SHOPPING LIST BEFORE YOU SHOP

From the **Manage Orders** tab, click on **Manage Shopping Lists**.



2 CONFIGURE YOUR LIST

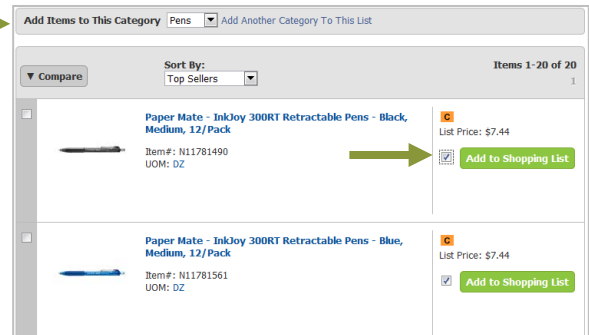
On the **Manage Shopping Lists** screen, click **Create New List**, **Name** your list, and enter a **Category Name**. The Category Name can help keep items grouped by product type (i.e. Binders or Writing Instruments). Then, choose how you want your items to be **Sorted** (the Examples link can help you decide).



Click **Continue** to go the next page.

3 ADDING ITEMS TO YOUR LIST

You will be brought to the **Order by Item #** page where you can search for items in the **Shop By Category** section to add to your list. Within the **Search Results**, select your **Category** from the **Add Items to This Category** dropdown. You can then simply click the **Add to Shopping List** box next to each item you'd like to add, or click the **Checkbox** next to the Add to Shopping List box for each item you'd like to add and then click the **Add to Shopping List** box to add all checked items at once.



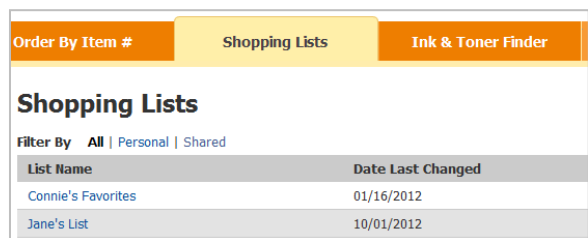
4 SAVE YOUR LIST

Once finished, click **Save List** at the top of the page



5 USING YOUR LIST

To place an order with items from your personal shopping list, click **Create New Office Products Order**, choose your shipping and billing codes if necessary and click **Continue**. Click the **Shopping List** tab, click on the **Name** of your list to open it. Enter **Quantities** and click **Add to Cart**.



1

CREATING A SHOPPING LIST WHILE YOU SHOP

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.

2

ADDING ITEMS FROM YOUR SHOPPING CART

Remember if you add the items to your list they are not in your shopping cart! An easier way to create the list while shopping is to add the items to your cart then create your shopping list.

When you are in your **Shopping Cart**, check the **Box** to the left of the items you want to add and then click **Add to Shopping List**.

3

ADD ITEMS TO NEW OR EXISTING LIST

Click **Create a New List** or select an **Existing List** from the dropdown box. Then continue as if creating a list using the steps on the prior page.

4

CONFIRMATION OF ADDED ITEMS

A confirmation screen will appear to display how many items have been added.

Remember:

You must click **Continue Shopping** to return to your shopping cart.