

1. Login at www.OfficeMaxSolutions.com

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

Username or PIN:

Password:

log in

[Forgot your password?](#)

- ▶ [request a username or PIN](#)
- ▶ [user guide and tutorial](#)
- ▶ [browser requirements](#)

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.

Manage Orders **Your Profile**

Create New Order [Reset to Defaults](#) [Continue](#)

Account 0491140 - OFFICEMAX DEMO

Ship To Code DSM

Ship To Code Detail My Shipping Address
My Shipping City, IL 60563

Cost Center COST CENTER #1 or

Release O. Buyer

Routing Instructions 3rd Floor

[Reset to Defaults](#) [Continue](#)

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.

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.

List Name	Date Last Changed	Type
CALENDARS	11/16/2007	Shared
MY FAVORITE ITEMS	11/16/2007	Shared
PAPER	11/16/2007	Shared

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**.

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**.

OFFICE SUPPLIES [Edit List](#) [Copy List](#) [Delete List](#)

Items Sorted By: Product Code
 Number of Items: 2
 Modified: 11/19/2007 08:00 AM
 Add Items to This Cost Center: COST CENTER #1
[\[Add Another Cost Center To This Order\]](#)

Items 1-2 of 2

[Hide Images](#) [Compare Items](#)

Calendars

Product Code	UOM	Delivery*	Your Price	Compare
B1SK14-00	EA	Next Day	\$6.79	<input type="checkbox"/>
At-A-Glance - Compact Workstation Monthly Calendar - 17-3/4" W x 10-7/8" H, Black, Jan. - Dec. PAD, DESK, CAL, BK, 11X18 				
QTY	<input type="text"/>	Add to Cart	Add to List	

Pencils

Product Code	UOM	Delivery*	Your Price	Compare
NSOM97010	DZ	Next Day	\$0.99	<input type="checkbox"/>
OfficeMax - Economy Woodcase Pencils - Yellow, No. 2 Medium PENCIL, WOOD, #2, YW 				
QTY	<input type="text"/>	Add to Cart	Add to List	[View Related Items or Accessories]

[Hide Images](#) [Compare Items](#)

Items 1-2 of 2

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.

Shopping Cart

Account: 0491140 - OFFICEMAX DEMO
 Ship To Code: DSM
 Cart Subtotal: \$54.32
[What's a Promotion Code?](#)

[Continue Shopping](#) [Update Cart](#) [Checkout](#)
[Add to List](#) [Remove](#)

Cost Center: COST CENTER #1 [Edit](#)

Release:

Qty	UOM	Product Code	Description	Delivery*	Your Subtotal Price	Select
8	EA	B1SK14-00	At-A-Glance - Compact Workstation Monthly Calendar - 17-3/4" W x 10-7/8" H, Black, Jan. - Dec. PAD, DESK, CAL, BK, 11X18	8 Next Day	\$6.79 \$54.32	<input type="checkbox"/>
Cart Subtotal: \$54.32						

[Add to List](#) [Remove](#)

* Stock is not allocated until order is placed. Days indicated above are business days and may vary depending upon delivery location.

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

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

Messages | Order By Product Code | Shopping Lists | **Refill Finder**

Refill Finder

Select a Product Type:

-Select Product-
-Select Product-
Calculator
Copier
Dot Matrix Printer
Fax Machine
Inkjet Printer
Laser Printer
MEDIALAB
Photo Printer
POS and Bar Coding
Solid Ink Printer
Teleprinter
Thermal Printer
Typewriter
Wide Format Printer

2. Select a merchandise brand

Select a Product Type: Laser Printer

Select Merchandise Brand:

-Select Brand-
-Select Brand-
Acom Computer
Apple
Applied Comp Science
Bezier
Birmy Graphics
Brother
Canon
Chelgraph
Citizen
Comougraphic

3. Select Model Type

Select a Product Type: Laser Printer

Select Merchandise Brand: Hewlett Packard

Select Model Type:

-Select Model-
-Select Model-
1000
1012PDI
1100
1200
1220
2100
2200
3100
3300
3500

4. Add product to the shopping cart

Supplies for HP Color LaserJet 4500/n/dn Series, 4550/n/dn/hdn Series by HP

Product Code	UOM	Delivery*	Your Price	Compare
S1C4191A	EA	1-3 Days	527.00	<input type="checkbox"/>

HP - Supplies for HP Color LaserJet 4500/n/dn Series, 4550/n/dn/hdn Series - 4191A, Black, 9000 Toner Cartridge
[Tech Men System Select]

QTY:



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.

Order by Product Code

Add Items to This Cost Center: COST CENTER #1

[Add Another Cost Center To This Order]

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

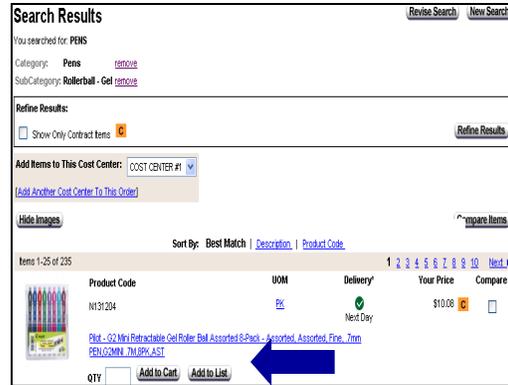
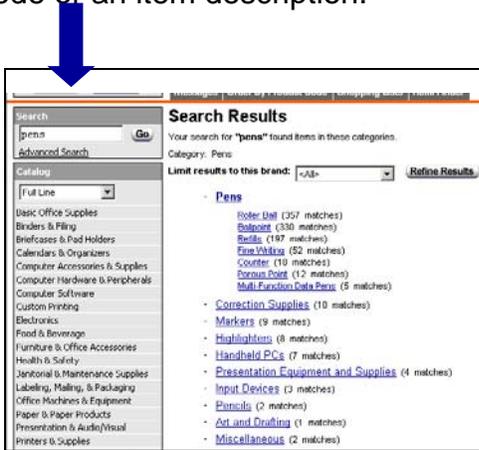
Product Code*	Qty*	UOM	Item Comments
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



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.

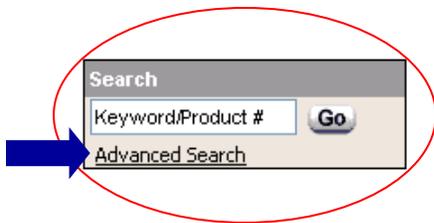
8. Search/Advanced Search

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



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.

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.



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 the catalog from the drop down box.

Choose a category.

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

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.

Part Number	M3800A010AA	M30748003AA
Manufacturer	SUPERIOR INSTALLATIONS	SUPERIOR INSTALLATIONS
Description	Canon - Faxphone® L170 Laser Fax Machine - 20.26" W x 13.710" H x 22" D, 50 Pages, 33.6 Kbps, Stores up to 450 Pages	Canon - Faxphone® L120 Fax Machine - Stores up to 340 pages
Price/UOM	\$476.00 / EA	\$476.00 / EA
Delivery*	1-3 Days	1-3 Days
Key Features		
Dimensions	20.26" W x 13.710" H x 22" D	
Page Feed	50 Pages	
Modem	23.6 Kbps	
Memory	Stores up to 450 Pages	Stores up to 340 pages

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**.

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.

[Save Order](#) | [Delete Order](#) | [Customer Service](#) | [Logout](#)



Save Order

- Save this order and place it later.**
You can access it in the Saved Orders list after you log in.
- Save as a Repeat Order with the name you specify below.**
You can access it in the Repeat Orders list after you log in.

Save



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.



Online Assistance

Speak With Us in Three Easy Steps

Please do not close the windows currently open on your monitor until after you have completed your web chat/callback with our OfficeMax Support Associate.

- 1 Please choose how you would like OfficeMax to contact you.



- 2 Enter your name, company name, User ID and phone number.

Name
Company Telephone

Example: 123-456-7890
(Requires an available direct line)

- 3 [Connect Now](#)

Note: Your call will be recorded by OfficeMax Enterprise Solutions and a transcript of your chat session will be maintained by OfficeMax Enterprise Solutions. Please see our [Privacy Policy](#).

13. Checkout and Place Order

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



Shopping Cart	
Number of Items	2
Subtotal	\$64.22

[View Cart](#) [Checkout](#)

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.

How do we use your personal information? [View our Privacy Policy](#)

[Continue Shopping](#) [View Cart](#) [Continue Checkout](#)

Generate PO # (For Repeat Orders)
PO # 73577821

Future Delivery Date 11/20/2007 (mm/dd/yyyy)

Attention OfficeMax Buyer

Shipping Address My Shipping Address
My Shipping City, IL 60563

Order Comments 1
Order Comments 2

Bill To Credit Card?
Credit Card Type
Credit Card Number
Expiration Date / (mm/yyyy)
(For OfficeMax cards, Expiration Date not required.)

[Continue Shopping](#) [View Cart](#) [Continue Checkout](#)

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.

[Print This Page](#)

[Back](#) [Continue Shopping](#) [View Cart](#) [Submit Order](#)

Attention	OfficeMax Buyer	Subtotal	\$64.22
Shipping Address	My Shipping Address My Shipping City, IL 60563	Estimated Tax	\$4.08
PO #	73577821	Total**	\$68.30
Future Delivery Date	November 20, 2007		
Account	949149 - OFFICEMAX DEMO		
Ship To Code	CSM		
Payment Type	Direct Bill		

Cost Center: COST CENTER #1

Qty	UOM	Product Code	Description	Delivery	Subtotal
8	EA	B15H14-00	AA-A-Office - Corrad Workstation Monthly Calendar - 11-3/4" W x 10-7/8" H, Black, Jan - Dec, PAD, DESK, CAL, BK, 11 X 13	8 Next Day	\$54.22
10	DOZ	NS06M7010	OfficeMax - Economy Woodcase Pencils - Yellow, No. 2 Medium, PEN, L, WOOD, #2, 100	10 Next Day	\$9.98

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).

Thank You. Your order has been submitted.

Tracking or PO #	29414364
Subtotal	\$189.87
Estimated Tax	\$12.34
Shipping	\$0.00
Total**	\$202.21

Your order has been accepted and is waiting to be processed.
This order can be changed or deleted within the next five minutes.
**** Refer to final invoice for order total.**

[Manage Orders](#) [Change or Delete 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

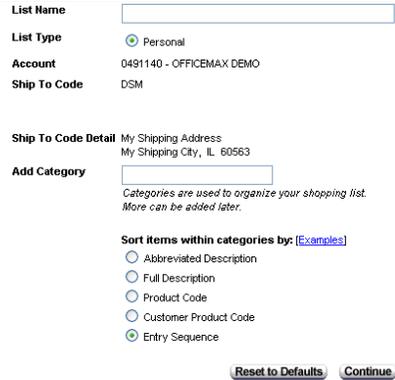
1. Create your Personal Shopping List

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.



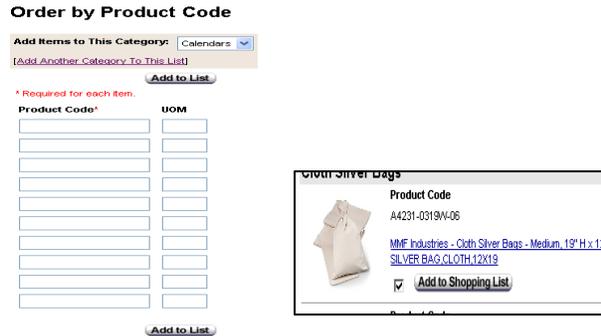
2. Follow these four steps on the next screen:

- ✓ **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**.



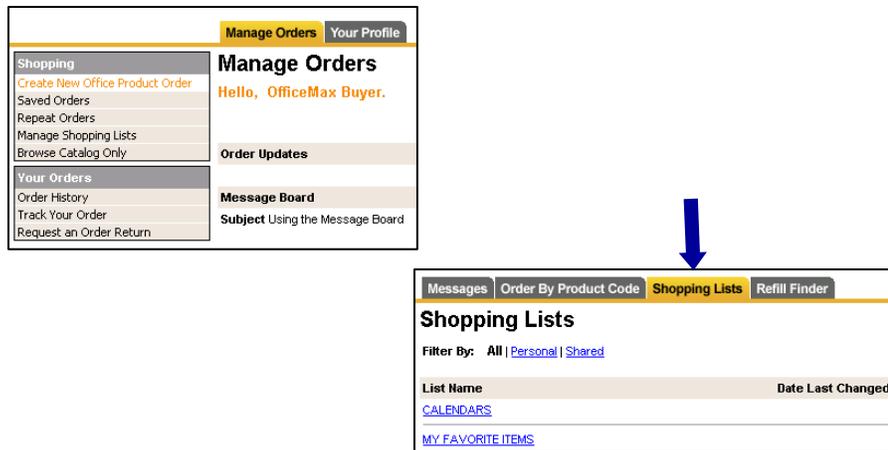
4. Save your list

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.



OfficeMax® 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.

Manage Orders **Your Profile**

Your Profile

Contact Information
Update your personal contact information.

Username and Password
Change your username and password.

Billing and Shipping
Select your default billing and shipping preferences.

Shopping Preference
Select the shopping method you want to start with when you begin an order.

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**.

Billing and Shipping

Select your Account/Ship To Code

Account: 0425067 - ECS Demo Account

Ship To Code: LOC001 - BCOP location Dem - Loc 01

If you do not use credit card aliases, enter card information below.

Credit Card Type: -Select Card-

Credit Card Number (Numbers only, no spaces or dashes):

Expiration Date: /

System will generate a unique PO # for each of your orders. To use the same PO # repeatedly, enter it below.

PO #:

Attention: Celeste Iegas

Check the "Email To" box to have your order acknowledgement emailed to the contact below.

Email To: Celeste.Iegas@ecm.com

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**.

Delete	Cost Center	Release	Routing Instructions
	Select Cost Center		
	LOC005 HOUSTON		
	LOC16 PHILADELPHIA		
	LOC17 DETROIT		

Back Submit

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

Exit your browser completely for your registration to take effect.

Manage Orders Account Setup **Your Profile**

Billing and Shipping

Your Billing and Shipping information has been updated.

Continue

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

Confidential: For OfficeMax Customers Only

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

QTY	UN	PRODUCT NO.	DESCRIPTION	UNIT PR.	EXT PR.
1	EA	G814301	CART,LUGGAGE,250LB CAP,BK ALTSRC=U90 1EA	\$ 30.25 EA	\$ 30.25

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 LIST ③

OfficeMax OFFICEMAX
800 West Bryn Mawr
Itasca, IL

PACKING LIST

SOLD TO Acct.#: Very Best Company 800 West Bryn Mawr Itasca, IL Ship To Acct.# 123456 Consignee DCC4 Attention 1099 1000 E-Learning Bld 400 2 nd fl J. Brown	OFFICEMAX 800 West Bryn Mawr Itasca, IL Invoice Number: 55694015 Customer PO Number: 021903VC Reference No.: 55694015 Routing: Contact: Jane Smith Tel: 630-864-5092
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Item Number	Quantity			Description	Price	
	Ordered	Shipped	Not Shipped		Unit	Extended
DCC						
B5H15080	1 EA	1 EA	0 EA	DICTIONARY WESTER PERBK		
A100002	1 EA	1 EA	0 EA	REMOVER ADHESIVE 1 OZ		
9009 L2CV1125WE	1 EA ALTSRC=US0	1 EA	0 EA	BINDER 1.5" WHITE VIEW		
N514004	2 PK	2 PK	0 PK	GRIP PENCIL GRAB ON PRIN		

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