1. Login at [www.officemaxsolutions.com](http://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.

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!

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.

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.
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 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.
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!

1. Select the catalog from the drop down box.
2. Choose a category.
3. 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.

The selected items are put side by side. Everything in **red** 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 also have an option to print the page by clicking on the **print this page** button.
11. Save Order, Delete Order & Customer Service

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. 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.

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!