



## 1. Login at <http://www.OfficeMaxsolutions.com>

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

**User Name:**

**Password:** (This is case sensitive)

Welcome to OfficeMax

Username or PIN:

Password:

**Login** [Forget Your Password?](#)  
[Request A Login](#)  
[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 Account Setup Your Profile

**Shopping**  
Create New Order  
Saved Orders  
Repeat Orders  
Manage Shopping Lists  
Browse Catalog Only

**Your Orders**  
Order History  
Track Your Order  
Request an Order Return

**Your Approvals**  
Approve Orders

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

**Account** 0425067 - ECS Demo Account

**Ship To Code** LOC028 - Florida Test Consignee

**Ship To Code Detail** 1234 ORLANDO, FL 32837

**Cost Center** LOC028 (Preferred)

**Release** c. smith

**Routing Instructions** Room 3

[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.

**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**.

Shopping Cart: Number of Items 0, Subtotal \$0.00. [View Cart](#) [Checkout](#)

OfficeMax A BOISE COMPANY

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

Search: Keyword/Product #  [Go](#)

Advanced Search

Catalog: Full Line

- Basic Office Supplies
- Binders & Filing
- Briefcases & Pad Holders
- Calendars & Organizers
- Computer Accessories & Supplies
- Computer Hardware & Peripherals
- Computer Software
- Custom Printing
- Electronics
- Food & Beverage
- Furniture & Office Accessories
- Health & Safety
- Janitorial & Maintenance Supplies
- Labeling, Mailing, & Packaging
- Office Machines & Equipment
- Paper & Paper Products
- Presentation & Audio/Visual
- Printers & Supplies
- Writing Instruments & Supplies

**Shopping Lists**  
Filter By: All | Personal | Shared

List Name	Date Last Changed	Type
<a href="#">Cheryl's Shared</a>	07/13/2004	Shared
<a href="#">FOS List</a>	06/24/2004	Shared
<a href="#">JEFF</a>	06/24/2004	Shared
<a href="#">Kurt Test Taylor</a>	06/24/2004	Shared
<a href="#">Loc 28 List</a>	06/30/2004	Shared
<a href="#">MEXICO</a>	06/24/2004	Shared
<a href="#">Office Supplies</a>	05/11/2004	Personal
<a href="#">Paper &amp; Pens</a>	07/13/2004	Shared
<a href="#">roberta</a>	06/24/2004	Shared
<a href="#">rony2</a>	06/24/2004	Shared
<a href="#">steve</a>	06/24/2004	Shared
<a href="#">Supplies</a>	06/24/2004	Shared
<a href="#">Test</a>	06/24/2004	Shared

## 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.

**Shopping List - Office Supplies**  
 Items Sorted By: Abbreviated Description  
 Number of Items: 3  
 Add Items to This Cost Center: [LOC028 - c. smith]  
 [Add Another Cost Center To This Order]  
 Items 1-3 of 3  
 [Hide Images] [Compare Items]

Category	Product Code	UOM	Delivery*	List Price	Your Price	Compare
Paper	P10X9001 <a href="#">Boise - X-9™ Copy Paper - White, 8-1/2" x 11", 500 Sheets/Ream, 10 Reams/Carton, 20 lb. PPR X-9 20# 8.5X11 W/E</a>	RM	Next Day	\$10.95	\$10.95	<input type="checkbox"/>
Pens	N146500 <a href="#">Papermate - Aspire® Retractable Ballpoint - Slate Blue, Black, Medium PEN,BALLPT,ASPIRE,BE</a>	EA	Next Day	\$3.99	\$3.99	<input type="checkbox"/>
Pens	N146508 <a href="#">Papermate - Aspire® Retractable Ballpoint - Plum, Black, Medium</a>	EA	Next Day	\$3.99	\$3.99	<input type="checkbox"/>

## 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: 0425067 - ECS Demo Account  
 Ship To Code: LOC028 - Florida Test Consignee  
 Cart Subtotal: \$18.93  
 [Add/Edit] Comments  
 [Continue Shopping] [Update Cart] [Checkout]  
 Cost Center: LOC028 [Edit]  
 Release: c. smith  
 Routing Instructions: 1. room 3

Qty	UOM	Product Code	Description	Delivery*	List Price	Your Price	Subtotal Price	Remove
1	EA	N146500	<a href="#">Papermate - Aspire® Retractable Ballpoint - Slate Blue, Black, Medium PEN,BALLPT,ASPIRE,BE</a>	Next Day	\$3.99	\$3.99	\$3.99	<input type="checkbox"/>
1	EA	N146508	<a href="#">Papermate - Aspire® Retractable Ballpoint - Plum, Black, Medium PEN,BALLPT,ASPIRE,PLM</a>	Next Day	\$3.99	\$3.99	\$3.99	<input type="checkbox"/>
1	RM	P10X9001	<a href="#">Boise - X-9™ Copy Paper - White, 8-1/2" x 11", 500 Sheets/Ream, 10 Reams/Carton, 20 lb. PPR X-9 20# 8.5X11 W/E</a>	Next Day	\$10.95	\$10.95	\$10.95	<input type="checkbox"/>

Cost Center Subtotal: \$18.93  
 Cart Subtotal: \$18.93

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

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

The screenshot shows the 'Refill Finder' page with a navigation bar containing 'Messages', 'Order By Product Code', 'Shopping Lists', and 'Refill Finder'. Below the navigation bar, there is a 'Select a Product Type:' label and a dropdown menu. The dropdown menu is open, showing a list of product types: '-Select Product-', '-Select Product-', Copier, Fax Machine, MED/LAB, Dot Matrix Printer, Inkjet Printer, Laser Printer, Teleprinter, Typewriter, and Video Printer. The 'Laser Printer' option is highlighted.

### 2. Select a merchandise brand

The screenshot shows the 'Refill Finder' page with a 'Select a Product Type:' label and a dropdown menu set to 'Laser Printer'. Below it, there is a 'Select Merchandise Brand:' label and a dropdown menu. The dropdown menu is open, showing a list of brands: '-Select Brand-', '-Select Brand-', Acom Computer, Apple, Applied Comp Science, Bezier, Birmy Graphics, Brother, Canon, Chelgraph, Citizen, and Comougraphic. The '-Select Brand-' option is highlighted.

### 3. Select Model Type

The screenshot shows the 'Refill Finder' page with a 'Select a Product Type:' label and a dropdown menu set to 'Laser Printer'. Below it, there is a 'Select Merchandise Brand:' label and a dropdown menu set to 'Hewlett Packard'. Below that, there is a 'Select Model Type:' label and a dropdown menu. The dropdown menu is open, showing a list of model types: '-Select Model-', '-Select Model-', 1000, 1012PDI, 1100, 1200, 1220, 2100, 2200, 3100, 3300, and 3500. The '-Select Model-' option is highlighted.

### 4. Add product to the shopping cart

The screenshot shows the product page for 'Toner Cartridges, Kits for HP LaserJet 4600 Series'. The product code is S1C9726A, UOM is EA, and delivery is 1-3 Days. The price is \$762.13. There is an 'Add to Cart' button. A blue arrow points to the 'Add to Cart' button.

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

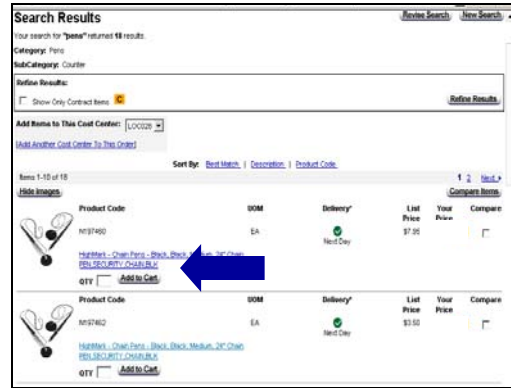
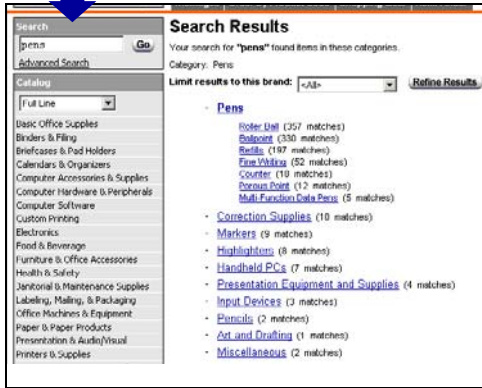
Order by Product Code screen is for quickly adding items to your order by typing in the product code.

The screenshot shows the 'Order by Product Code' page. It has a navigation bar with 'Messages', 'Order By Product Code', 'Shopping Lists', and 'Refill Finder'. Below the navigation bar, there is an 'Add to Cart' button. Below that, there is a table with columns: Product Code\*, Qty\*, UOM, and Item Comments. The table has 10 rows. There is an 'Add to Cart' button at the bottom right of the table. A blue arrow points to the 'Add to Cart' button at the top right of the page, and another blue arrow points to the 'Add to Cart' button at the bottom right of the table.

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

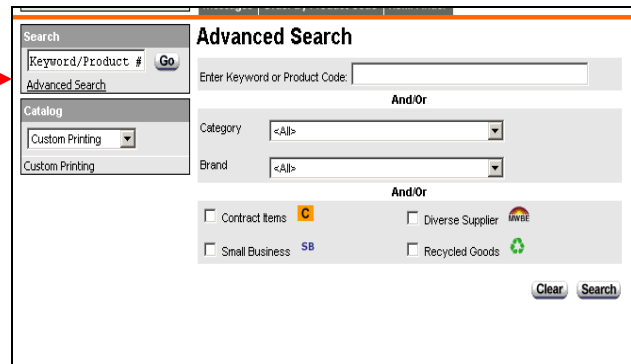
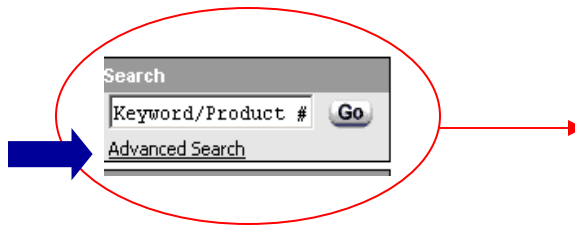
## 8. Search/Advanced Search

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



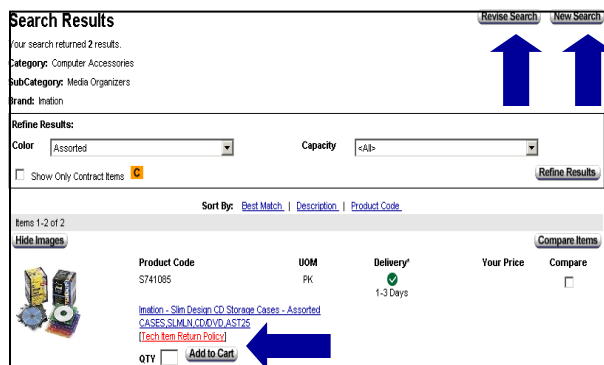
Type a description into the **search** box then click on **Go**. Categories will appear in the center of your screen. Choose a category of your choice or refine your search.

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.

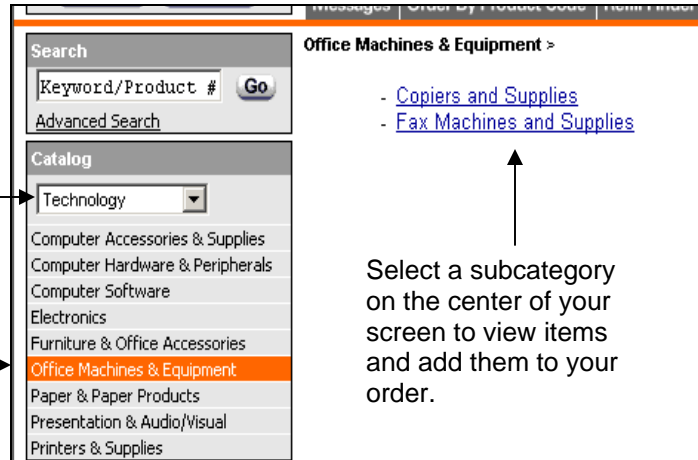


## 9. Catalog Drilldown

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!

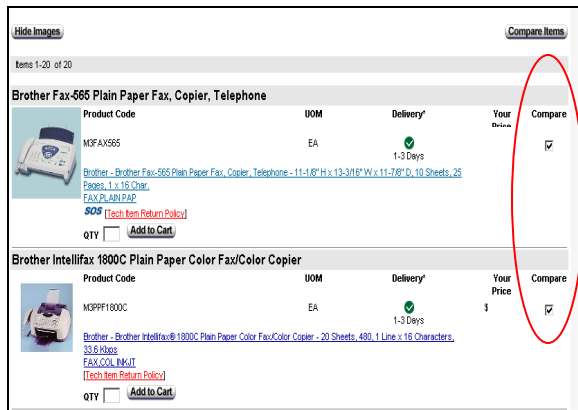
Select the catalog from the drop down box.

Choose a category.



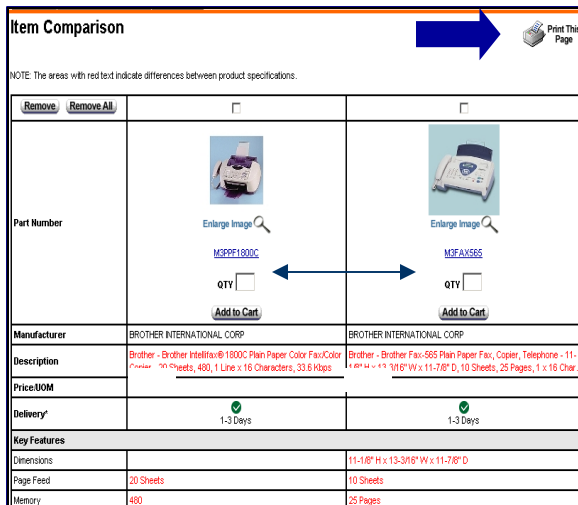
Select a subcategory on the center of your screen to view items and add them to your order.

## 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.



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.

[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.

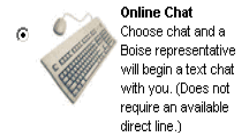
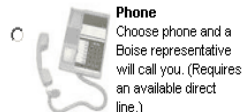


## Online Assistance

### 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 Boise Support Associate.

#### 1 Please choose how you would like Boise 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

### 13. Checkout and Place Order

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

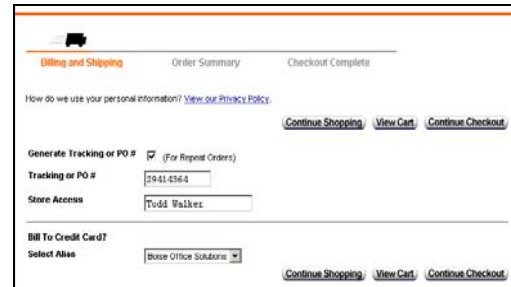


The first checkout screen is **Billing and Shipping**.

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.

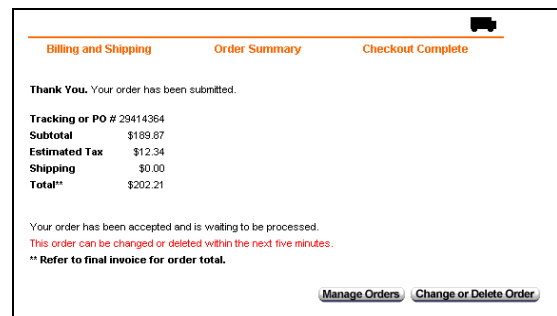
Click on the **Submit Order** button to place your order.



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).



**Kathy Schmitt**  
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Call tech support at 1-800-817-8132-opt 2, or click on Online Assistance!