

*stationers*

A Division of Champion Industries

# **Online Shopping Portal User Guide**

## Contents

Logging in for the First Time .....	2
Ordering for Multiple Departments/Ship-to Locations.....	2
Viewing Contract Lists .....	4
Viewing and Managing Favorites Lists .....	5
<i>Exporting a Favorites List (My List) from Previous Shopping Site</i> .....	5
<i>Creating a Favorites List and Adding Items</i> .....	5
<i>Deleting Items and Favorites Lists</i> .....	7
Order Approvals.....	7
Requesting a Return .....	10
<i>Accessing the Return Form from the My Accounts Menu</i> .....	10
<i>Accessing the Return Form from the Order History Page</i> .....	10
<i>Accessing the Return Form from the Items Recently Purchased Page</i> .....	11
<i>Accessing the Return Form from the Website Footer</i> .....	12

## Logging in for the First Time

To begin your shopping experience, visit [stationers.com](http://stationers.com), and click . At the login page, enter your username and password.

When logging in for the first time, you will be asked to select a security question before you can begin shopping. Please remember your security question and the answer you select, as this will be used if you ever need to reset your password.

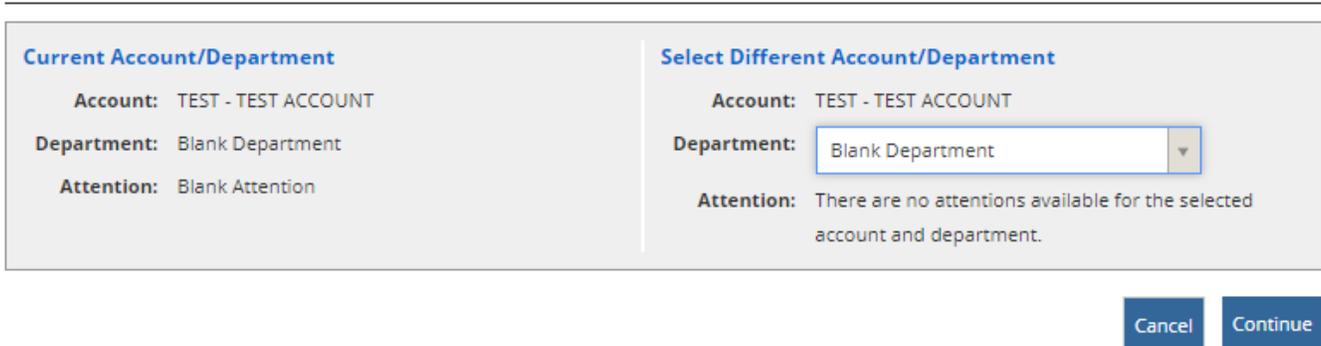
**Note:** After too many incorrect login attempts, your account will temporarily lock, but will automatically unlock after 3 hours.

## Ordering for Multiple Departments/Ship-to Locations

If you order for more than one department/location, you will need to make sure you select the correct one before ordering.

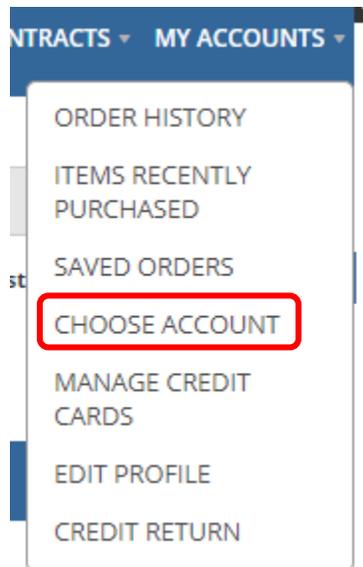
You can change your department *before* adding any items to the cart. When you log in, you should see **Choose Account** come up.

### Choose Account



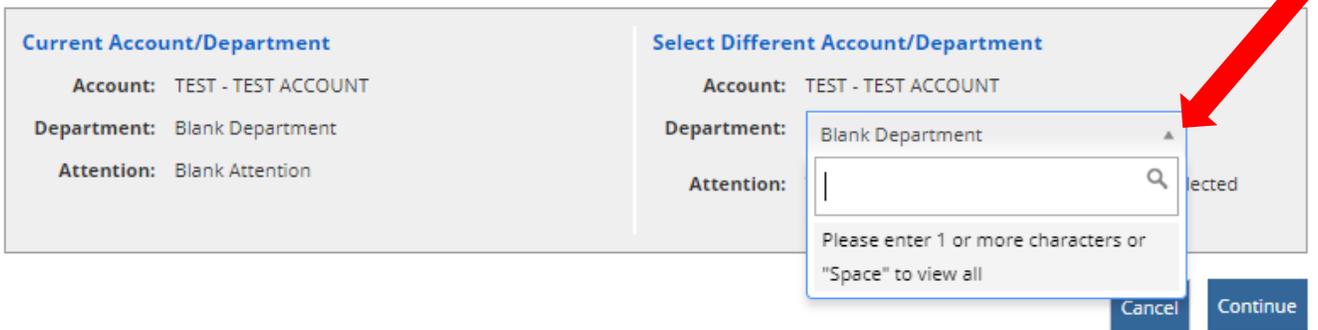
Current Account/Department	Select Different Account/Department
<b>Account:</b> TEST - TEST ACCOUNT	<b>Account:</b> TEST - TEST ACCOUNT
<b>Department:</b> Blank Department	<b>Department:</b> <input type="text" value="Blank Department"/>
<b>Attention:</b> Blank Attention	<b>Attention:</b> There are no attentions available for the selected account and department.

If it doesn't, or you hit continue with the default selected, you can go to **My Accounts** on the top right and select **Choose Account** from the drop down before adding items to the cart.



The system will default to the first department you have access to, but you can change it by clicking the drop-down arrow.

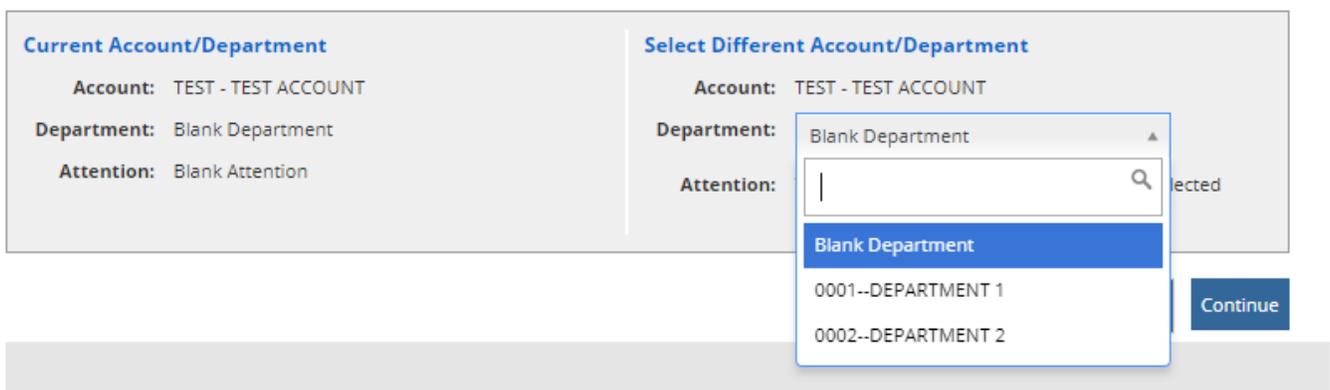
## Choose Account



The screenshot shows two panels: 'Current Account/Department' and 'Select Different Account/Department'. Both panels show 'Account: TEST - TEST ACCOUNT' and 'Attention: Blank Attention'. The 'Department' field in the 'Select Different Account/Department' panel is set to 'Blank Department' and has a dropdown arrow. A red arrow points to this dropdown arrow. A search box is visible below the department field with the text 'Please enter 1 or more characters or "Space" to view all'. There are 'Cancel' and 'Continue' buttons at the bottom right.

From there, you can either start typing the department name or number or you can click the box and press the space bar once to view all departments you have access to on the site.

## Choose Account



This screenshot is similar to the previous one, but the dropdown menu is open, showing a list of department options: 'Blank Department', '0001--DEPARTMENT 1', and '0002--DEPARTMENT 2'. The 'Blank Department' option is highlighted in blue. The search box and 'Continue' button are also visible.

If items have already been added to the cart, when you click Check Out, you'll be prompted to enter an attention name. Then, you'll need to click Update Changes.

## Online Shopping Portal User Guide

**Edit Order Details** Dept: 0001 DEPARTMENT 1

<b>Account</b>	TEST ACCOUNT	<b>Shipping Method</b>	<b>Free Shipping</b>
<b>Department</b>	0001 - DEPARTMENT 1	<b>Additional Instructions</b>	Shipping Instructions <input type="text"/>
<b>* Attention</b>	<input type="text"/>		Special Instructions <input type="text"/>
<b>Billing Address</b>		<b>Purchase Orders</b>	Long PO <input type="text"/>
Name	TEST ACCOUNT		Short PO <input type="text"/>
Address	100 INDUSTRIAL LN		
City	HUNTINGTON, WV - 25702		
<b>Shipping Address</b>		<b>* Payment</b>	<input checked="" type="radio"/> Charge to my account
Name	STATIONERS		<input type="radio"/> Enter credit card information
Address	100 INDUSTRIAL LN	<a href="#">Manage Credit Cards</a>	
City	HUNTINGTON, WV - 25702		

[Continue Shopping](#) [Update Changes](#)

Once you click Update Changes, the order review page will load. From here, you can click **Edit Account Details** if you need to change your department.

**Your order requires approval.**  
The order will be submitted for approval to: [Jennifer Walters](#)

**Review Order Details** [Edit Account Details](#) [Edit Order Details](#)

<b>Account</b>	TEST ACCOUNT	<b>Shipping Method</b>	Free Shipping
<b>Department</b>	0001 - DEPARTMENT 1	<b>Shipping Instructions</b>	
<b>Attention</b>	Test	<b>Special Instructions</b>	
<b>Billing Address</b>		<b>Long PO</b>	
Name	TEST ACCOUNT	<b>Payment</b>	Charge to my account
Address	100 INDUSTRIAL LN		
City	HUNTINGTON, WV - 25702		
<b>Shipping Address</b>			
Name	STATIONERS		
Address	100 INDUSTRIAL LN		
City	HUNTINGTON, WV - 25702		

**Order Summary**

Item Total:	\$7.11
Shipping:	\$0.00
Subtotal:	\$7.11
Tax:	\$0.43
<b>Total:</b>	<b>\$7.54</b>

[Print](#) [Place Order](#)

Please review your order, and then click Place Order to submit it.  
Need help? Call 800-862-7200 for assistance.

[Save Order](#) [Continue Shopping](#)

**Your Items** [Edit Cart Items](#)

Item #	Your Price	Packaging	Qty	Ext. Price
OIC99914	\$7.11 / Pack	10/Pack	1	\$7.11
OIC Giant Paper Clips - Giant - 1000 / Pack - Silver - Steel				
Comment:				

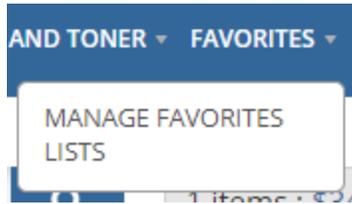
## Viewing Contract Lists

When searching via the search bar, contract items will come up in the search. If you want to view the full contract lists without searching, you can hover over **Contracts** on the top right next to My Accounts. From the drop-down menu, you can click a contract to view.



## Viewing and Managing Favorites Lists

You can view your favorites lists and access list options from **Favorites** at the top next to **Contracts**.



Manage Favorites Lists allows you to create a new list, add or remove items from an existing list, and edit list name and comments.

### Exporting a Favorites List (My List) from Previous Shopping Site

If you had a Favorites List set up in our former shopping site, we couldn't transfer that data to the new site. However, you can export your favorite list using these steps. Then, you can add each item to a new favorite list on the new shopping site.

Go into your Favorites Lists by mousing over "My Account" and clicking on "Favorites"



Click the List Name (ex: My List)

#### Favorites Lists

List ID	List Name	SKU	Sort	Comments	Quantity	Sequence	# Items	Edit	Remove
[Default]	<a href="#">My List</a>	No	No	No	No	Manufacturer	128	<a href="#">edit</a>	<a href="#">x</a>

Your list should now be showing by item. Click the **Export** button.

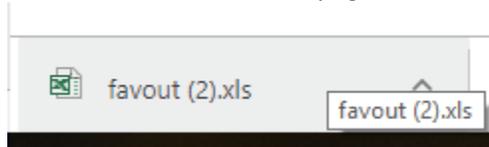
#### Favorites List: My List

128 items in list.



Items per page 25 ▼

At the bottom of the web page, there should be a box that says **favout.xls** . Click to open the file and save.



### Creating a Favorites List and Adding Items

From the Favorites List Management page, click **Create New List**.



## Favorites List Management

You currently do not have any favorites list to manage. Please create a list.

Create New List

Type a name for your new list and any comments about the list, then **Save**.

### Create New Favorites List

New List Name:

Comments:

Cancel

Save

When you have a list created, you will see options for your list when you go to the Favorites List Management page.

## Favorites List Management

Create Favorites lists to save and organize your frequently purchased items.

Create New List

List Name	# Items	Shared			
My List	0		<a href="#">Add/Edit Items</a>	<a href="#">Delete</a>	<a href="#">Copy</a> <a href="#">Share</a>
Comments: Testing			Modified: 02/25/2020	Created: 02/25/2020	

Click on **Add/Edit Items** to make additions/changes to your list.

### Edit Favorites List Items

Show Tips Favorites Settings

Selected: My List      Comments: Testing

Manage Favorites    Sort by Item #

Delete	Item #	Quantity	Your Price	Comments/Description
	<input type="text"/>	<input type="text" value="1"/>		<input type="text"/>

Type the item number and hit enter to add the item to your list.

### Deleting Items and Favorites Lists

If you want to remove individual items from your Favorites List, in Favorites List Management, click on Add/Edit Items. Then, click the X beside the item you want to delete.

## Favorites List Management

Create Favorites lists to save and organize your frequently purchased items.

[Create New List](#)

List Name	# Items	Shared			
My List	0		<a href="#">Add/Edit Items</a>	<a href="#">Delete</a>	<a href="#">Copy</a> <a href="#">Share</a>
Comments: Testing			Modified: 02/25/2020	Created: 02/25/2020	

### Edit Favorites List Items

Selected: Test

Delete	Item #	Quantity
	<input type="text"/>	1 <input type="button" value="up"/> <input type="button" value="down"/>

To delete an entire Favorites List, from Favorites List Management, click delete on the row belonging to the list you want to remove.

## Favorites List Management

Create Favorites lists to save and organize your frequently purchased items.

[Create New List](#)

List Name	# Items	Shared			
Test	1		<a href="#">Add/Edit Items</a>	<a href="#">Delete</a>	<a href="#">Copy</a> <a href="#">Share</a>
Comments:			Modified: 04/20/2020	Created: 12/02/2019	

[Create New List](#)

## Order Approvals

If your account requires your orders to be reviewed by an approver, you will see the following message with your approver listed on the checkout page.

Your order requires approval.  
The order will be submitted for approval to: XXXXXXXXXX

Review Order Details				<a href="#">Edit Account Details</a>	<a href="#">Edit Order Details</a>
Account	TEST ACCOUNT	Shipping Method	Free Shipping		
Department	Blank Department	Shipping Instructions			
Attention	Test	Special Instructions			
Billing Address		Long PO			

### Order Summary

Item Total:	\$7.47
Shipping:	\$0.00
Subtotal:	\$7.47
Tax:	\$0.45
<b>Total:</b>	<b>\$7.92</b>

Print
[Place Order](#)

## Online Shopping Portal User Guide

Once you submit an order, it will be placed on hold until your approver reviews. You can also see your approver's name and the email address where their notification was sent.

**Thank you for your order!**

[Continue Shopping](#)

**The order has exceeded your order limit and has been placed on hold.**  
An email has been sent to [REDACTED] for order approval.

Order Details	
Account	TEST ACCOUNT
Department	Blank Department
Attention	Test
Billing Address	
Name	TEST ACCOUNT
Shipping Method	Free Shipping
Shipping Instructions	
Special Instructions	
Long PO	
Payment	Charge to my account

Checkout - Order Review	
Item Total:	\$7.47
Shipping:	\$0.00
Subtotal:	\$7.47
Tax:	\$0.45
<b>Total:</b>	<b>\$7.92</b>

If you have any pending or denied orders, they will appear on your account homepage. You can click on Orders Awaiting Approval or Denied Orders to view additional details. When an order is denied, a comment is required to be provided to you providing an explanation for the denial.

HOME QUICK ORDER INK AND TONER FAVORITES MY ACCOUNTS

Your Orders Awaiting Approval: 1 Saved Orders: 0 Denied Orders: 0

stationers

ENTER KEYWORDS OR ITEM # 0 items : \$0.00

Provided you have an email address on your profile, you should receive a confirmation email noting your order has been placed on hold (is awaiting approval). Your approver's name and email address will also be displayed. There is a link in the email that will take you to your order status and details page.

*stationers*

Stationers Inc  
100 Industrial Ln  
Route 2  
Huntington, WV 25702  
Phone: 800-862-7200  
Fax: 800-950-7550

**The order has exceeded your order limit and has been placed on hold.**  
An email has been sent to [REDACTED] for order approval. Your purchase detail appears below. You may view the status of your order [here](#) or you may contact us directly.

Order Information		Submission Information	
Status:	Awaiting Approval	Submitted By:	

Once your order has been approved or denied, another email notification will be sent.

When an order is approved, the email will show who approved the order and the date and time it was approved. The status will also show Approved and Submitted.

Online Shopping Portal User Guide

The order submitted by [redacted] on [redacted] has been approved by Purchasing Order Release and submitted for fulfillment.

Order Information		Submission Information	
Status:	Approved and Submitted	Submitted By:	

There may be multiple levels of approval, called an approval chain, for your orders. Once the first approver reviews the order, an email notification will be sent to let you know the order has moved to the next level of the approval chain.

Your order has been approved and submitted for further approval.

Order Information		Submission Information	
-------------------	--	------------------------	--

When an order is denied, the email will show who denied the order and any comments left explaining the reason for denial. Status will also show Denied. An entire order or specific items can be denied.

The order placed by Jennifer Gross on 11/16/2020 has been denied: "Duplicate order".

Order Information		Submission Information	
Status:	Denied	Submitted By:	

Comments about specific items will appear under the item description in the order details section of the email.

#	Item #	Description and Comments
1	OIC99914	OIC Giant Paper Clips - Giant - 1000 / Pack - Silver - Steel <b>Denied:</b> by [redacted] : REPLACED WITH CHEAPER ITEM

Approvers can also add items to an order to replace items they denied. Those items will have **\*\*Item added by [approver's name]\*\*** below the new item's description. Status will show Approved and Submitted (with changes).

The order submitted by [redacted] on [redacted] has been approved by [redacted] and submitted for fulfillment; however, changes have been made by the approver. Changes are indicated by a '\*\*' on each line item directly underneath the item's description.

Order Information		Submission Information	
Status:	Approved and Submitted (with changes)	Submitted By:	
		Email:	

## Online Shopping Portal User Guide

2	BSN53366	Business Source Jumbo Nonskid Paper Clips - Jumbo - 1000 / Pack - Silver - Steel ** Item Added ** Comments: Added by
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### Requesting a Return

You can use the Return Form to return products. The form can be accessed from My Accounts, Order History, Items Recently Purchased and the website page footer. You will need to be logged in to your account to access the Return Form.

**Return Authorization Form** \*Required Field

<p>*Supplier: <input type="text" value="Stationers"/></p> <p>Order Date: <input type="text" value="mm/dd/yyyy"/></p> <p>Account: <input type="text" value="Account"/></p> <p>*Submitted By: <input type="text" value="Submitted By"/></p> <p>Phone: <input type="text" value="Phone"/></p>	<p>*Order Number: <input type="text" value="Order Number"/></p> <p>PO Number: <input type="text" value="PO Number"/></p> <p>Department: <input type="text" value="Department"/></p> <p>*Submitter Email: <input type="text" value="Submitter Email"/></p> <p>Extension: <input type="text" value="Extension"/></p>
--	--

*Item #	Product Description	Purchased Qty	Purchased Price	UOM	*Return Qty	*Return Reason	Comment
<input type="text" value="Item #"/>	<input type="text" value="Product Description"/>	<input type="text" value="Purchase"/>	<input type="text" value="Purchased P"/>	<input type="text" value="UOM"/>	<input type="text" value="Return Qt"/>	<input type="text" value="Wrong Item Rece"/>	<input type="text" value="Comment"/>

[Add Item](#)

[Cancel](#) [Submit](#)

### Accessing the Return Form from the My Accounts Menu

Click My Accounts and select **Credit Return**. The Return Form opens. You must complete all boxes manually. When finished, click **Submit**.



### Accessing the Return Form from the Order History Page

You can also select items to return on the Order History page. Once you select the item(s) you want to return, click **Credit Return**. The Return Form opens, and the boxes are automatically completed with available data, such as the item number, item description, order quantity, shopper details, etc.

## My Orders

You can check delivery status, easily reorder items you need frequently, and copy orders to Favorites lists here. To begin, use the search form to retrieve the order you want

Search
History

---

Clicking the **Print** button produces an Adobe Acrobat document. You will need Adobe Reader (a free download) to view this document. 

Show Legend
Credit Return
Add To Cart

Expand
Print
Add To Favorites

View	Order #	Dept	Total	Status	PO	Order Date	Invoice Date	Ordered By	Attention
<input type="checkbox"/>	3856457-0		\$18.920	00		8/27/2018		Jess Doc	
^									
Line	Item #	Description	Qty	UOM	Sell Price	Cost Center	Tracking #	Add To Cart	
<input checked="" type="checkbox"/>	100	<a href="#">WLJ38644W</a>	D Ring View Binder, 2" Capacity, 11"x8-1/2", White	1	Each	\$12.580 <span style="color: yellow; font-weight: bold;">P</span>			<span style="background-color: #0056b3; color: white; padding: 2px 5px;">Add</span>
<input checked="" type="checkbox"/>	105	<a href="#">AVE17686</a>	Flexi-View Binder, 1" Capacity, Letter, 11"x8-1/2", Black	1	Each	\$6.340 <span style="color: yellow; font-weight: bold;">P</span>			<span style="background-color: #0056b3; color: white; padding: 2px 5px;">Add</span>
<input type="checkbox"/>	3855117-0		\$26.920	00		5/11/2018		Jess Doc	

Expand
Print
Add To Favorites

Credit Return
Add To Cart

### Accessing the Return Form from the Items Recently Purchased Page

On the Items Recently Purchased page, you can click **Return** to open the Return Form. The Return Form opens, and the boxes are automatically completed with available data, such as the item number, item description, order quantity, shopper details, etc.

## Items Recently Purchased

Detailed View
 Summary View
Showing Items 1 to 2 of 2
Sort by Order Date Descending

Select

Add to:
Cart
Favorites
Compare



**Avery**  
**Avery® Flexi-View Binders with Round Rings - 1" Binder Capacity - Letter - 8 1/2" x 11" Sheet Size - 175 Sheet Capacity - 3 x Round Ring Fastener(s) - Internal Pocket(s) - Sturdy Poly - Black - 1 Each**

- Preprinted colorful frame accents your title page
- Durable, nonstick polypropylene material won't lift print

+ Comments

✕ 🚚 📄 Ranking

\$6.340 / Each

AVE17686

-  
1 Qty

**Add to Cart**

★

Return

You last purchased 1 on Aug 27, 2018
↺ Recent

### *Accessing the Return Form from the Website Footer*

From any page on the website, you can scroll to the bottom of the page and click on **Request Return**. The Return Form opens. You must complete all boxes manually. When finished, click **Submit**.

