stationers

A Division of Champion Industries

Online Shopping Portal User Guide

Contents

Logging in for the First Time

To begin your shopping experience, visit stationers.com, and click [Please Login] . 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.
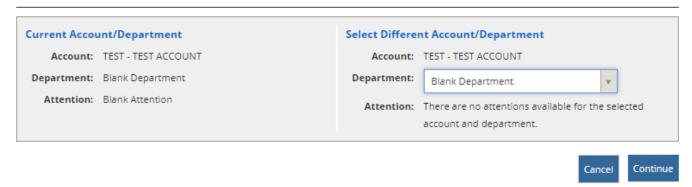
Note: After too many incorrect login attempts, your account will temporarily lock, but will automatically unlock after 3 hours.

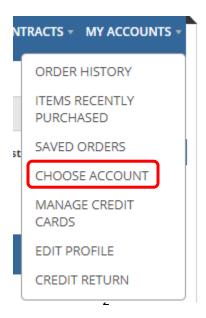## Ordering for Multiple Departments/Ship-to Locations

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.
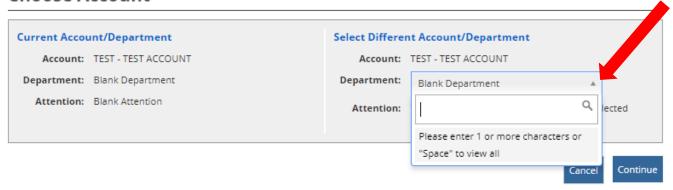

If it doesn't, or you hit continue with the default selected, you can go to **My Accounts** on the top right and select **Choose Account** from the drop down before adding items to the cart.

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

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.

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.

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.
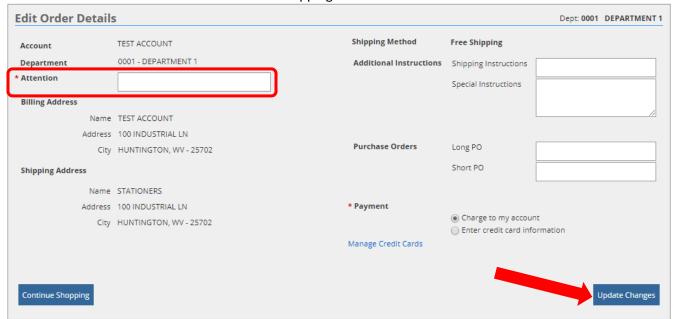

Viewing Contract Lists

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**.

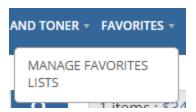Manage Favorites Lists allows you to create a new list, add or remove items from an existing list, and edit list name and comments.

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)

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

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
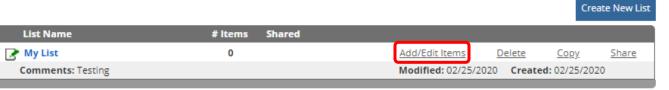
New List Name:

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		Add/Edit Items	Delete	Copy	Share
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 #

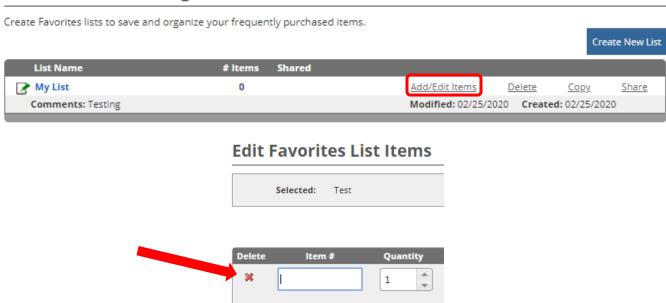| Delete	Item #	Quantity	Your Price	Comments/Description
		1		

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.

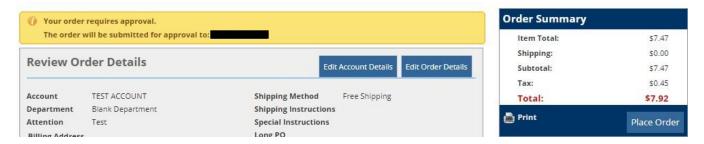
To delete an entire Favorites List, from Favorites List Management, click delete on the row belonging to the list you want to remove.
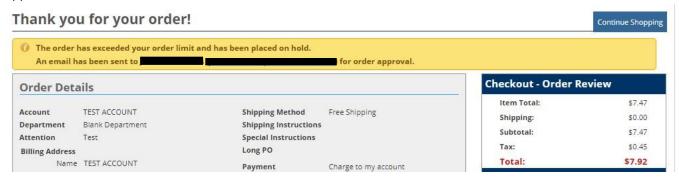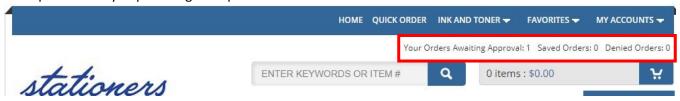

Order Approvals

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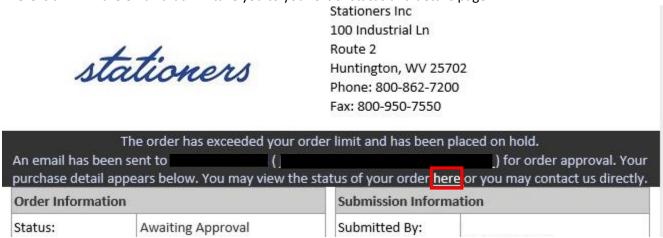
Once you submit an order, it will be placed on hold until your approver reviews. You can also see your approver's name and the email address where their notification was sent.

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.

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.

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.

The order submitted by ▓▓▓▓▓▓ on ▓▓▓▓▓▓▓▓▓▓ 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.

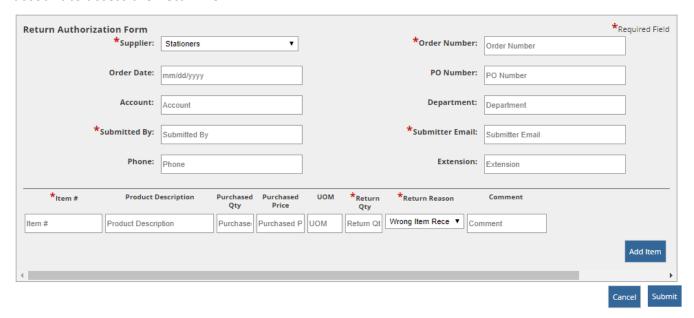| #	Item #	Description and Comments
1	OIC99914	OIC Giant Paper Clips - Giant - 1000 / Pack - Silver - Steel **Denied**: by ▓▓▓▓▓▓ : REPLACED WITH CHEAPER ITEM

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 ▓▓▓▓▓▓ on ▓▓▓▓▓▓ has been approved by ▓▓▓▓▓▓ 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:	

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

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.

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**.
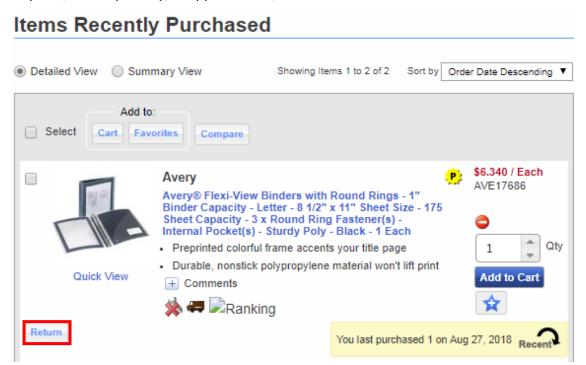

Accessing the Return Form from the Order History Page

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.

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.

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**.