

Handy tips for Online Ordering


www.storeykenworthy.com

Logging in: Locate the “Customer Login” area in the lower right-hand corner of the homepage. Enter the user ID and password provided to you by Storey Kenworthy, and then click on Submit.

Locating Products: You can easily locate the products you wish to order by using the **Best Buy Company List**, **Product Show Room (Online Catalog)**, or **Search Center**

Best Buy Company List: This is your company’s custom product listing. This list contains the products most often needed by your company at the best value. When placing orders, you will want to begin here to find your best priced items.

Product Show Room: Online catalog that allows you to narrow your search by using different categories. EXAMPLE: You want to order liquid highlighters. Click on Office supplies, then writing & correction, highlighters, liquid highlighters. You can now choose to add any of the

liquid highlighters displayed by entering a quantity in the appropriate box and clicking the  icon.

Search Center: This field allows you to find an item by typing in a product number from the printed catalog, last five digits of UPC code, any brand or key word(s), or even just a portion of a product number. (You don’t need to type in any of the dashes, slashes, or spaces.)

-Within your search results, you may click on the thumbnail image or product number to view an expanded description or larger image of the product.

-Be sure to read product descriptions carefully. Please note that some items may share the same image. To ensure that you are choosing the correct item, refer to the expanded description for detailed item specifications.



Enter a list of items to add to your order

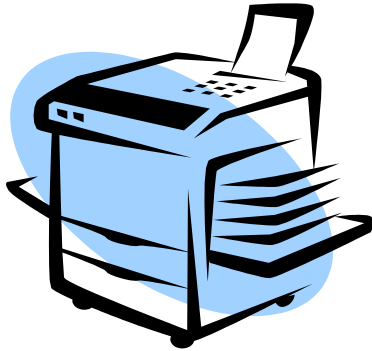
Quick Order: This allows you to enter a list of item numbers and quantities, then add them to your shopping cart all at once by clicking on *update & view cart*.

Express Quick Order: Works the same as *Quick Order*, plus allows you to see the description and price of the items being ordered. This is recommended over *Quick Order* as this option will give you the description, unit of measure in which the product is sold, as well as pricing.

View Order History: Past orders can be viewed online by clicking the “Orders” link found under the Ordering Center. Confirmed orders are orders you have entered that have not invoiced. Shipped orders are invoiced orders you have received. Quotes are orders that have been entered and saved to be submitted at a later time.

Shopping List: This feature will save you time and make shopping online easier because it allows you to build shopping lists for products you order on an ongoing basis. Build as many lists as you like, and label them to help you identify the lists.

Finding Ink and Toner Supplies



Ink and Toner Finder: This allows you to search for toners, ink rollers and ribbons for printers, fax machines, calculators and typewriters. You will need the model number of your machine.

HP Supplies Link: This link takes you to a page of our website provided by Hewlett Packard, where you simply enter the model number of your machine to search for original HP Supplies, and then add them to your cart.

Shop Cart: Click this link to view your shopping cart (current order), and review your order before checking out. On this page you can change the quantity of any item you are ordering, if you would like to remove an item from your order, simply change the quantity to zero. Always click on the word Update at the bottom, to save any changes made on this page. When you are finished on this page, click “Checkout” to continue.

Changing Ship To / Cost Center: From the “My Cart” screen, click on the picture of the magnifying glass located next to the Ship To and Cost Center boxes to view and select the appropriate cost center and shipping address.

Checking Out: At the check out page, the PO# (purchase order #) field is required. If you don't already have a specific number to use, you can enter the date, or any name or number that will help you to identify the order. Then, scroll down to the bottom of the screen.

There is a box labeled “In House Comments”. This provides a place for you to save your own comments which will be stored with your online order history.

This is for your reference only. Please call Storey Kenworthy customer service if you have a need for a rush on your order or need any other special handling.

Click on submit to send your order. You will then get a message that your order has been submitted, and your order number will be displayed. *Save this number for future reference.* You will also receive a confirmation by email showing that your order was received. If you do not receive this email confirmation it is likely that your order did not go through. You should contact your customer service representative to ensure your order was received.



Canceling / Changing an Order: Once an order has been submitted, any necessary changes or cancellations can be made *ONLY* by contacting customer service (1-800-622-4536).

Returns/Special Requests: Use this tab at the top of the web page to find our return policy, request a return or to submit a special order request. Your customer service representative will contact you concerning your request. Provide as much information as possible when filling this section out, as it will help facilitate your request.

You can always contact your local customer service representative for any product or website questions. Or if you prefer, you can view additional help by clicking on the “Help” link located online.