Log In through the portal using the “OfficeMax” link.

Shopping
To get your order started, choose a setup order method located on the left side of the screen.

• To create a new order, choose **Create New Office Product Order**.
• To access an order you have on hold, select **Saved Orders** and choose it from the pull-down menu.
• To access a previously placed order to edit or place it, choose the order from the **Order History** pull down menu.

Create New Order
If not already pre-selected, choose the account, ship to code and ChartField to start your order.

In addition to the Fund and Dept ID, a Program and/or Class can be associated with an order. To use a Program and/or Class, the Program or Class needs to be added as an available ChartField selection.

Enter your campus extension.

Click on continue to add items to your order. Your default shopping method will automatically appear on the screen.
Shopping Methods

Quick search and catalog search appear on the left side. Tabs at the top allow you to choose Order by Product Code, Shopping list or Refill finder.

Order by Product code

Type the Product code as it appears in the printed catalog, quantity, UOM (unit of measure) and any comments.

Item comments can be used to type the name of the person you are ordering the item for. No need to type in the description. If the product code is correct, the description will appear automatically.

Shopping Lists

If more than one shopping list is available, click on the list you wish to use.

Enter the quantity desired into the “QTY” field. Then, click on “add to cart” to add the items to your order/shopping cart.

Note: Your shopping list may contain more than one page of items. Use the “Previous” & “Next” options or the page numbers to navigate.

Your shopping list has thumbnail pictures, expanded descriptions, availability indicators, prices and a compare feature that allows you to select a few items to view side by side.

Advanced Search

Click the Advanced Search link. Complete your search request by selecting a category, brand and/or checking the criteria boxes below. Refine your search by choosing color, size, etc from the drop down lists.

Click on search to display the results of your request. Click on the underlined description to see a full page picture.

Enter your quantity desired into the “QTY” field. Then, click on the “add to order” button to add the item/s to your order/shopping cart.
**Quick Search**

Type a product code or key word into the quick search field. Click on go.

You will get a list of categories that match your product code or key word. To narrow your search more, click on **Refine Results**.

**Catalog Drilldown**

Select a catalog from the drop down list. Click on a category from the list below. A list of sub-categories will appear. Click on the appropriate sub-category for the product you are looking for.

Search results will appear with a thumbnail picture. Click on the underlined description to see the full page catalog picture.

Enter your quantity desired into the “QTY” field. Then, click on the “add to order” button to add the item/s to your order/shopping cart.

**Refill Finder**

Refill Finder can help you find toner cartridges and ribbons for your office machines.

Select the product type, merchandise brand and model type from the drop down lists. A list of all products that fit that machine will appear.

Enter your quantity desired into the “QTY” field. Then, click on the “add to order” button to add the item/s to your order/shopping cart.
Shopping Cart

Your shopping cart will appear each time to add to your order.

1. Item comments appear on the packing slip and can be used to indicate who you are ordering the item for. To add or change item comments, click on Add/Edit.
2. Change quantities by typing the new quantity, then click on Update Cart.
3. Delete an item by checking the Remove box, then click on Update Cart.
4. Edit or delete cost centers by clicking on the Edit or Delete link next to the cost center you'd like to change or delete.
5. Continue shopping, Update your cart or go to Checkout by clicking on the appropriate button.

In addition, you can see delivery information, price, contract indicators, cost center sub-totals, recycled indicator and minority or small business indicators.

Editing, Saving and Placing your order

Save Order

Save this order allows you to put the order on hold and continue to add items later. The order will stay in your Saved Orders until you either place it or delete it.

Save as a Repeat Order allows you to save the items and quantities on your order as a template to use over and over to start a new order. You can also make changes to a Repeat Order, then save and replace it.

Delete an order by clicking on the Delete Order link at the top of the page.

Checkout

Billing and Shipping: Confirm or change PO#, Attention, Order Comments, Acknowledgement type, Override address or credit card information.

Order Summary: Print your order from this screen if you like to keep a printed copy.

Submit order: Click on this button when you are ready to send the order to your approver (if applicable) or to OfficeMax. A Confirmation screen will appear.

If you forget to click on Submit order, your order will remain on hold.

You can also change or delete your order for a short time after you click on submit.
**Track Your Order / Order History**

Use the Track Your Order feature to determine the current status of any order placed on the internet.

Use the Order History feature to look up old orders or to start a new order by copying a previous order.

Most people will see 90 day of order history.

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**Your Profile**

**Contact Information:** Make change to your name, address, phone, fax or email.

**Username and Password:** Make changes to your user name and/or password (if your company business rules allow).

**Billing and Shipping:** Select or change your preferred ship to codes and cost centers, acknowledgement type or credit card information.

**Shopping Preference:** Select the method of shopping you’d like as your default.

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**Available Support and Assistance**

For assistance with OfficeMaxSolutions.com:

**call: 1-800-817-8132 – option 2 for technical support.**

There are a variety of help options at your fingertips when you need them.

**Live Online Assistance**

- Click the [Live Online Assistance](#) button located in the upper right hand side of every page.
- Choose phone to request a call back. A Customer Service Representative will call you back promptly.
- Choose a live Web chat session with a tech support associate.

**Online Help**

Click on the Help icon located on the right hand side of every page, to access written help pages.

**Customer Service**

Click on the [Customer Service](#) link to view information regarding: Customer Service/Technical Support contact information, Frequently Asked Questions (FAQ) and Web site Help reference information and on-line forms for Returns, Tracer or Product Requests.

**Notes:**

- If you close your browser in the middle of an order, or your computer crashes, your order is not lost. Log back in and the system will tell you that you have an order that is not complete. You are able to “continue shopping” where you left off. (only keeps items in your “shopping cart”)
- For pricing questions, please contact your local OfficeMax Sales Rep.
Creating and Using a Personal Shopping List

1. Create your Personal Shopping List
   To create your personal list, click on “Manage Shopping Lists” from the menu on the left side of your screen. Then click on “Create New List” option located in the top, center portion of your screen.

2. Follow these four steps on the next screen:
   ✓ “Name” your Personal Shopping List
   ✓ Enter in a “category” (all shopping lists must contain at least one category)
   ✓ Chose how you want your items to be sorted on your list. (You can click on the “Examples” link to help you decide)
   ✓ Click on the “Continue” button to go to the next screen.

3. Select one of the shopping methods to begin adding items to your list: Blank Form, another shopping list or the catalog search

   If you use the Blank Form, add items to your list by typing a “Product Code” for each item in your category. If you use another shopping list or the catalog searches, just put a checkmark beside the items you want to add to your category. When you are finished typing or selecting the items for this category, put them on your list by clicking “add to shopping list”.

4. Save your list by clicking on the save list link at the top of your screen.

5. Your list will be available in the shopping list tab.