

# Reference guide.

For EWay.com users.

## Accessing EWay

1. Launch your Web Browser.
2. Click in the Address field.
3. Type www.EWay.com.
4. Press the Enter key.

## Logging in to EWay

1. Enter your User ID in the field provided (your user id is case sensitive).
2. Enter your Password in the field provided (your password is case sensitive).
3. If you would like EWay to remember your User ID, click in the Save User ID checkbox.
4. Click the **GO!** button to the right of the password field. **A**

Note: The first time you log in, your password will be the same as your User ID. You will be prompted to change your password. Follow the instructions given.

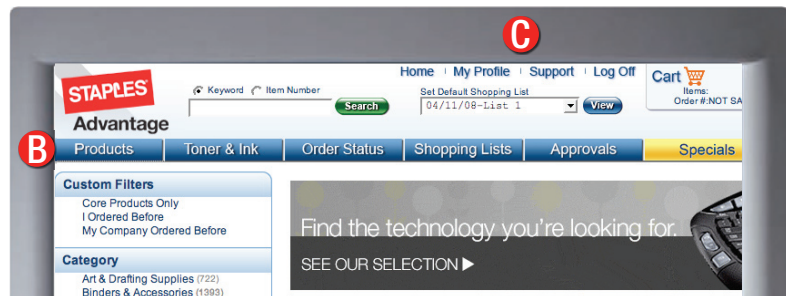


## Forgot Password or User ID

Use the Forgot Password or User ID? link on the Login Page to access the Password Reset. Follow the instructions given.

## EWay Navigation

The Main Menu is the primary method used to navigate throughout EWay. The menu is divided into two sections, EWay online catalog navigation and EWay Profile/Support options.



## EWay Online Catalog Navigation **B**

**Products**—Click this button to access the online Catalog. In the online Catalog, you can browse by category, manufacturer or accessory, or search by keyword and item number.

**Toner & Ink**—Click this button to access our Toner & Ink finder. This tool allows you to locate specific toner or ink cartridges to fit your business machines.

**Order Status**—Click this button to access your order history. This section allows you to complete a saved order, view your orders awaiting approval or locate a previously submitted order and view the real-time order status.

**Shopping Lists**—Click this button to create a new Shopping List or view available lists. Shopping Lists contain items you order frequently or on a regular basis. This feature is handy for bulk orders or if you have a preference for a particular brand or type of item.

**Approvals**—Click this button to view, approve or deny orders that are pending your approval.

**Specials**—Click this button to view Specials or Rebates available.

## EWay Profile/Support Options **C**

**Home**—Click this button to view your account's home page. The home page is a place for information and assistance. Many accounts have a customized home page to facilitate communication.

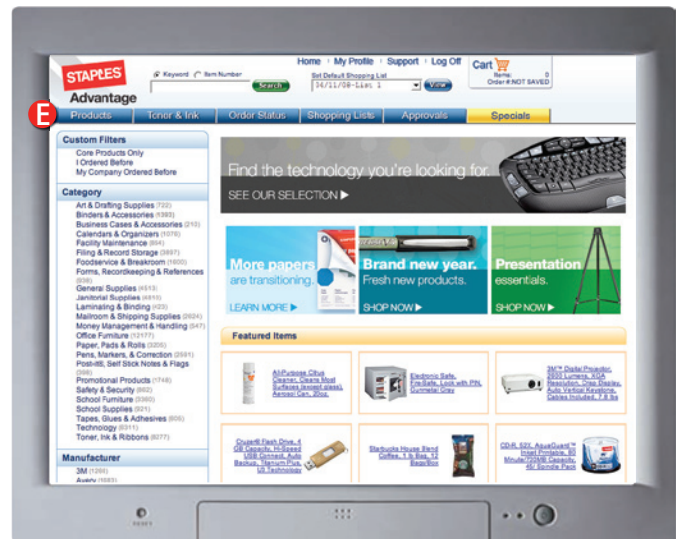
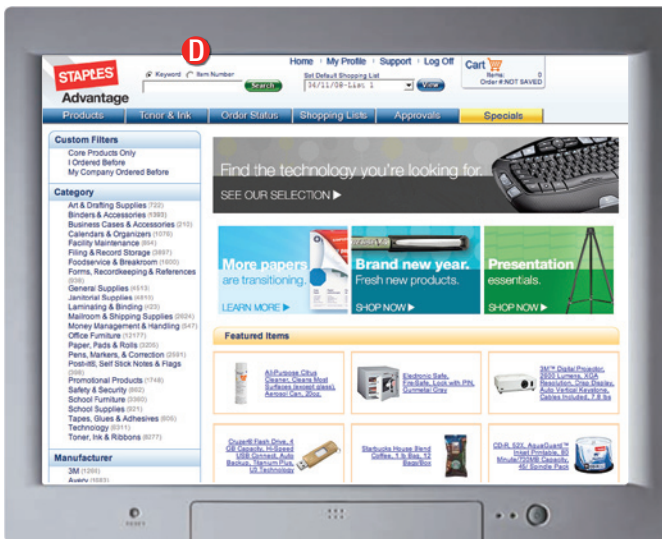
**My Profile**—Click this button to view or modify your Personal account Information, add or change Credit Cards (if enabled), enter Shopping Cart Default information, or Change your Password.

**Support**—Click this button to find phone numbers for assistance as well as submit a request for Customer Service, Technical Assistance, Special Orders, complete a Satisfaction Survey, or look for answers to typical EWay questions.

**Logoff**—Click this button to close your EWay session.

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## Search **D**

The EWay **Search** function is always available at the top of the screen next to the site's logo.

You can search by **Keyword** or **Item Number**, or for a more customized search result, you can use the **Advanced Search**.

The **Keyword Search** can be a product type, or a more general description of a product group. For example, typing in the word "pens" will return a list of all pens as well as a listing of items with the letters p-e-n-s in the description.

To Search for an item using a description, follow these steps:

1. Click the **radio** button next to Keyword.
2. Type a brief description in the field provided.
3. Click the **Search** button or hit the enter key.

The **Item Number Search** allows you to search for a product by a full or partial item number.

To Search for an item using an item number, follow these steps:

1. Click the **radio** button next to Item #.
2. Type a full or partial item number in the field provided.
3. Click the **Search** button or hit the enter key.

For a more customized search, click the **Advanced Search** link.

You can narrow results by entering a Product description, a full or partial Item Number, and/or Manufacturer Name.

You can further narrow your results by selecting one of the optional **Filters** displayed by clicking the check box next to the desired attribute.

Click **Search** to generate your search results or **Reset** to start over.

## Products **E**

The online **Product Catalog** features guided search and navigation, which allows you to browse using a variety of filters including Product Category, Manufacturer, Ecooffice, Minority-Owned, Items I Ordered Before, and many other product attributes.

The Product Catalog is easy to use and provides a host of useful features to guide you to the items that you want, quickly and easily:

- Filters and guided navigation
- Sort by price, manufacturer and item number
- Hide or display product images
- Numbered page results
- Side-by-side comparisons
- Intuitive and helpful search suggestions

Selecting a filter from the left-hand navigation reduces the catalog to only items with that attribute, and filters can be added or removed until you've found exactly what you're looking for.

### Locating an Item

**Product Catalog Navigation** consists of a series of filters displayed as links on the left side of the screen. These filters make finding the product you want quick and easy, just follow these steps:

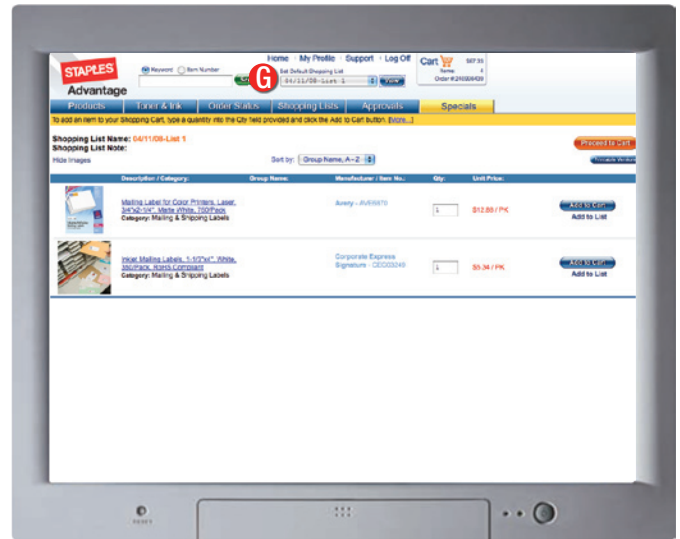
1. Click the **Product** button in the EWay menu.
2. Click on a **Product Category**, **Manufacturer** or **Ecooffice** product filter that best describes what you are looking for. Additional **sub-categories** will be displayed along with **top selling products** in the main category.
3. Continue to narrow your search by selecting filters in any combination.
4. If your results set is too small, click on the red checkmark next to any filter to remove it and expand your results.

### Item Details

For each item available, the Product Catalog will display a picture, the item name and manufacturer, the item number, a short item description, the unit price and special icons where applicable. A full product description is also available by clicking the blue item description hyperlink.

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## Toner, Ink & Accessories

The **Toner, Ink & Accessories** section of the **Catalog Navigation** menu helps you find replacement parts or refills, such as ink cartridges and calendar pages, by searching for the device or container rather than the replacement.

1. Click the **Products** button in the EWay menu. **F**
2. Scroll down to the **Toner, Ink & Accessories** section of the left navigation.
3. Select the type of your device under **Toner, Ink & Accessories**.
4. Select the model of your device under **Toner, Ink & Accessories**.  
This will display all available accessories for that model.

## Special Symbols

The name of the icon will appear when placing the mouse cursor on the icon. Or you can click on the icon to display the Symbol Legend.

**Core Items**—This icon indicates an item is listed on your specific contract and/or indicates better pricing based on best-value items.

**Ecooffice**—These icons indicate items that are environmentally preferable compared to similar items in the same category.

**MWBE**—This icon indicates that an item is manufactured or distributed by a Minority or Women-owned Business Enterprise.

**SKILCRAFT/JWOD**—This icon designates an item produced by Americans with Disabilities.

**HAZMAT**—This product is regulated by the U.S. Dept. of Transportation. Shipping restrictions may apply.

**Promotional Pricing**—This icon indicates that an item is included in a marketing promotion.

**OneShop Express**—This icon indicates that a CE Specialty Business or Approved Vendor ships this item next day via third party, which should result in a 2-3 day delivery.

## Shopping Lists

**Shopping Lists** contain items you order frequently or on a regular basis. This feature is handy for bulk orders or if you have a preference for a particular brand or type of item.

Always available at the top of the screen, the **Default Shopping List** function contains all of your existing shopping lists, as well as options to create a new list and search your existing lists. **G**

### Order from List

To place an order from an existing list:

1. Select the list you want from the drop-down.
2. Click the **View** button.
3. Locate the item you want to order, enter a quantity and click the **Add to Cart** button.
4. Click the **Save Cart** button to continue shopping or **Proceed to Checkout**.

### Create a New Shopping List

To create a new Shopping List, complete the following steps:

1. Click the **Create New List link** under the Default Shopping List drop-down.
2. Fill in the required **List Name** field.
3. You can begin populating your list by filling in the **Qty** and **Item No.** fields, or simply click the **Save List** button to save a blank list.

To add items from the catalog to your new list:

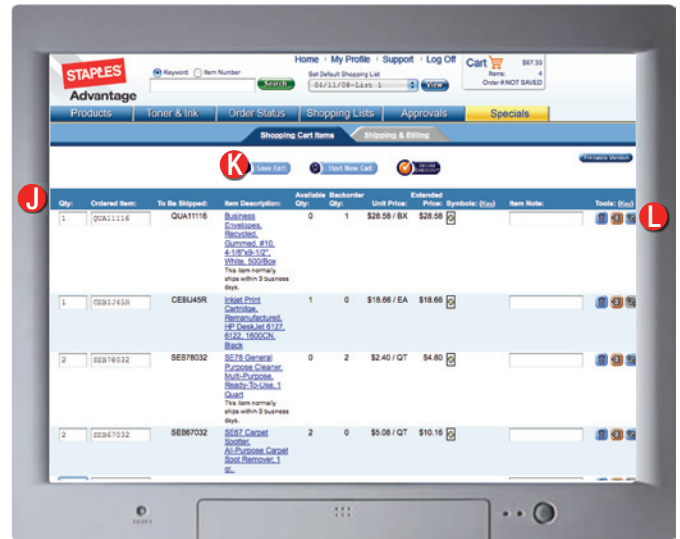
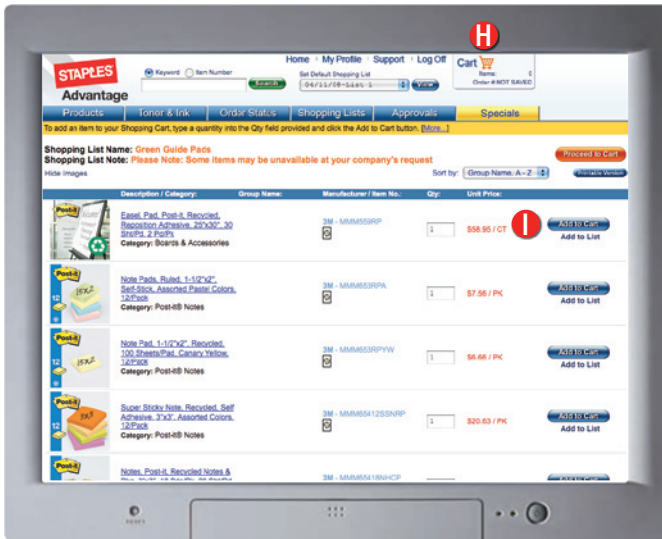
1. Set the list as default by selecting it in the **Default Shopping List** drop-down.
2. Add items to your new list by clicking the **Add to List link** from the catalog.

### Search Shopping Lists

To search for a specific list, click the **Search Lists** link under the **Default Shopping List** drop-down, and complete the search form.

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## Shopping Cart Summary

The **Shopping Cart Summary** provides a quick overview of your order and allows you to navigate the Shopping Cart at any time.

**Go to Cart**—Click the **Go to Cart** button to access the **Shopping Cart Items** line item entry screen. **H**

## Using Add to Cart **I**

The **Add to Cart** button appears during the use of the **Catalog** and **Shopping List Requisition** forms.

To quickly add a quantity of **one** to your order, from the **Catalog** or a **Shopping List**, simply click the **Add to Cart** button displayed at the end of the item row. The item will be added to your **Shopping Cart**.

To add a quantity **greater than one** to your order, from the **Catalog** or a **Shopping List**, type a quantity directly into the **Qty** field. Then, click the **Add to Cart** button displayed at the end of the item row. The item will be added to your **Shopping Cart**.

## Shopping Cart Items **J**

The **Shopping Cart Items** screen is used to quickly add an item to your Shopping Cart.

### Quick Entry

To use the quick entry method, you must first know the item number of the product you need. To add an item, complete the following steps:

1. Type in the quantity you desire in the **Qty** field and press your tab key.
2. Type the item number in the **Item Number** field and press your tab key.

EWay will return an item description, available quantity, backorder quantity, unit price and line item total. In addition, the **Shopping Cart Summary** will update to reflect the addition of the item to your Cart. When finished adding items, you can click the **Save Cart** or **Secure Checkout** button.

## Shopping Cart Tools **K**

While in the Shopping Cart, you will see the buttons under **Tools** at the end of each line. You can use them to take a direct action on a specific line item. Click the (Key) link to view the full listing.

**Delete**—Deletes the corresponding item.

**Add to List**—Adds the corresponding item to the Shopping List selected in the Default Shopping List drop-down.

**Related Items**—Takes you to items that are related to the corresponding item.

## Shipping & Billing

The **Shipping & Billing** screen contains custom cost-distribution codes specific to your company.

Order entry requirements may necessitate the capture of certain values such as Cost Center, GL Code, P.O. Number, Requisition Number, etc. These custom code fields can be defaulted and locked, allow selection from a list of values, or allow freeform entry.

Note: Any cost distribution code that displays an asterisk (\*) next to the field label indicates that a value is required before you can submit your order.

### Change or Modify Shipping & Billing Information

1. Click on the **Search** button or **drop-down arrow** located to the right of the field you wish to change. If the field is **blank** and does not display a **Search** button, the field is considered a freeform entry field.
2. Using the **Search** screen, type in a full or partial value or description.  
**Note:** If you do not know the type of values or possible descriptions for the custom code, leave the fields blank to return all possible values.
3. If necessary, click the **Reset** button at the bottom of the screen to restore the original settings prior to your changes. Otherwise, click the **Search** button at the bottom of the screen.
4. Click the **Radio** button next to the value you want to use.
5. Click the **Select** button.

## Save or Checkout **L**

Clicking **Save Cart** will assign an order number and save your order for future processing.

You can access your order later to modify or submit the order using the **My Orders** link.

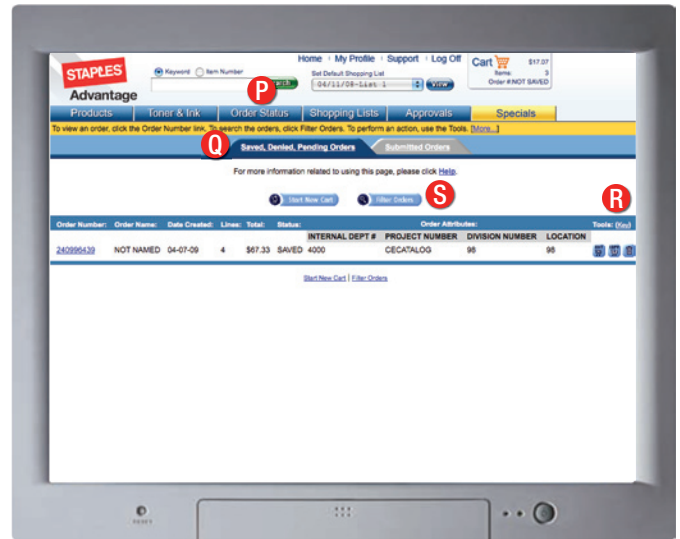
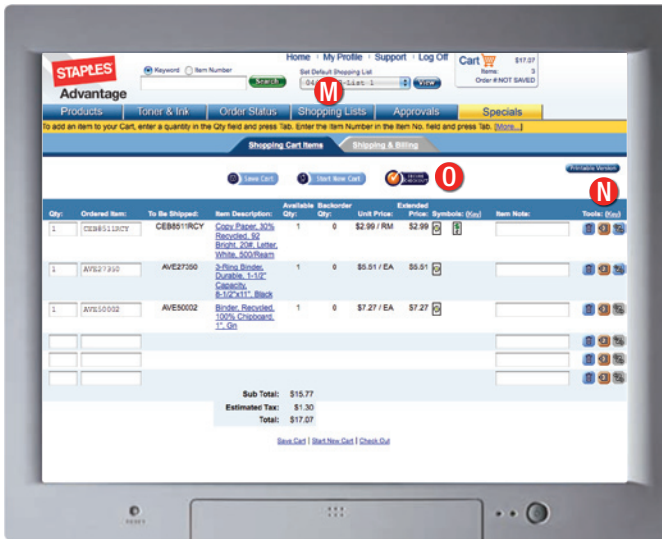
Clicking **Secure Checkout** will assign an order number and display an **Order Confirmation** page.

Clicking **Confirm Order** will submit your order to Corporate Express if no approval routing is required.

If approval is necessary, your approver will be notified via email of your pending order. If your order is missing data, messages indicating what needs to be completed will appear on the **Order Confirmation**. Use the **Back to Previous Page** button to return to the order, enter the missing data and Checkout again.

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## Shopping List Tools

Click the **Shopping Lists** button on the EWay menu to access the **Shopping List Edit Mode**. **M**

From this screen you can **view, create, edit, search** and **delete** lists as well as set a default shopping list.

The following tools appear at the end of the line for every list: **N**

**Set as Default**—This action will set the selected list as your default list, allowing you to add items to it from the Catalog.

**Edit List**—This action will display a screen for editing, modifying or adding items in the selected Shopping List.

**Copy to Cart**—This action will copy all items from the selected list and add them to your current Shopping Cart.

**Delete**—This action will delete the corresponding list.

You can always click the **(Key)** link to view the symbol legend.

### Add Entire List to Cart

To add an entire list to your cart, complete these steps:

1. Locate the list you would like to add and click the **Copy to Cart** button in the right-hand column.
2. Your Shopping Cart will then be displayed with all the items from your Shopping List.

### Add Items to Cart from List

You can also select individual items from your Shopping List to purchase.

1. Click on the **List Name**.
2. Locate the item you want on the list and enter the Quantity you want.
3. Click the **Add to Cart** button to add the item to your cart.
4. When you are finished adding items from your Shopping List, click the **Proceed to Checkout** button **O** to review the entire order.

## Order Status **P**

The **Order Status** screen is used to retrieve orders you have created on the EWay system. Orders displays the following two tabs: **Q**

Saved, Denied, Pending  
Submitted

By default, each tab will display the last 10 orders you have placed or created. If there are more than 10 orders within the past 90 days, **Next** and **Previous** buttons will appear at the bottom of the screen to allow viewing of additional orders.

### Orders Tools **R**

**Edit Order**—This action will display a screen for editing, modifying or adding items to the selected order. Note: Submitted orders cannot be edited. **Copy to Cart**—This action will copy all items from the selected order and add them to your current Shopping Cart.

**Delete**—This action will delete the corresponding order. Note: Submitted orders cannot be deleted. **Returns**—This action will populate a Request for Return form with information and items from the order selected. Note: Only submitted orders can be returned.

### Search Orders **S**

To locate an order in **Orders**, click the **Filter Orders** button to access the search form. You can search by Order Status, Order Number, Order Name, Item Number and any of your custom billing fields. Click the **Filter Orders** button at the bottom of the form to display your search results.

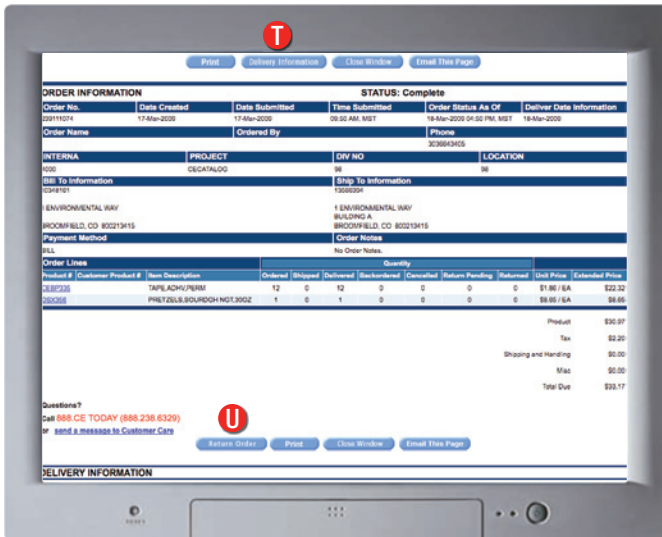
### Print an Order

Locate the order you would like to print from the **Orders** screen and click on the blue order-number hyperlink. This will open a new window containing all the order information.

Now simply click the **Print** button, or use your browser's Print function.

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## Orders

### Order Status and Delivery Confirmation

To view or print Order Status and Delivery Confirmation information, complete these steps:

1. On the **Orders** page, click the **Submitted** tab.
2. Locate the order you want to check.
3. Click on the order number hyperlink.  
This will open a new window containing all the order information.
4. Click the **Delivery Information** button. **T**  
This will take you to the information for each carton.
5. To view only one carton at a time, click on the carton number hyperlink.

You can print this page for your records using the **Print** button, or use your browser's Print function.

## Returning an Order **U**

Using the **Submitted** tab under **Orders**, you can choose to return an entire order at once, or return only selected items.

Locate the order that needs to be returned by using the scroll bar or by filtering the orders.

Click the **Returns** button at the end of the row.

**Section 1**—The **Request for Return** form will open and auto-populate fields based on the order selected.

### To return an entire order:

**Section 2**—Click on the **radio** button next to: **I wish to return the entire order.**

### To return part of an order:

**Section 2**—Click on the **radio** button next to: **I am returning a partial order.**

Click the check box next to the item for return and enter a quantity in the **Return Qty** field.

Enter a reason for return.

**Section 3**—Use the **radio** buttons to select the pickup location.

**Section 4**—Indicate a method of contact: email, phone or fax.

**Section 5**—Enter any comments.

Click the **Submit** button.

## Approvals

Orders that require approval will generate an email notification automatically that will be delivered to the appropriate approver. An approver will use the **Approvals** screen to manage this process.

To access this screen, click on the **Approvals** button on the EWay menu.

### View Orders Awaiting Approval

To view orders awaiting your approval:

1. Click the **Approvals** button in the EWay menu. The Approvals window will display, containing a list of all orders awaiting your approval.
2. Click the **Order Number** link of the order you need to review.

### Approve or Deny an Order

To approve or deny an order, complete the following steps:

1. Click the **radio** button to the left of the order you need to approve or deny.
2. Click the **Approve Selected Order** button or the **Deny Selected Order** button at the top of the screen.

## Support **V**

You can get **Fast Answers** to your questions right in EWay or you can submit an online form to Corporate Express to request assistance.

To access these, click the **Support** link on the EWay menu.

Look for helpful information on the **Fast Answers** tab.

Find the right phone number to call when you have questions on the **Contact Us** tab.

To send an email to a **Customer Service** representative, click on the **Customer Service** button.

To submit a request for **Technical Assistance**, click on the **Technical Help** button.

To complete a **Survey** about your experience using EWay, click on the **Satisfaction Survey** button.

For assistance with **Special Orders**, click on the **Special Orders** button.

To **Return** an order, click the **Returns** button.

### Important Numbers

You may contact the Customer Experience Center at 1-888-238-6329 with any question you have about EWay.