

ORDERING GUIDE INTRUCTIONS RUDOLPH'S PLUS

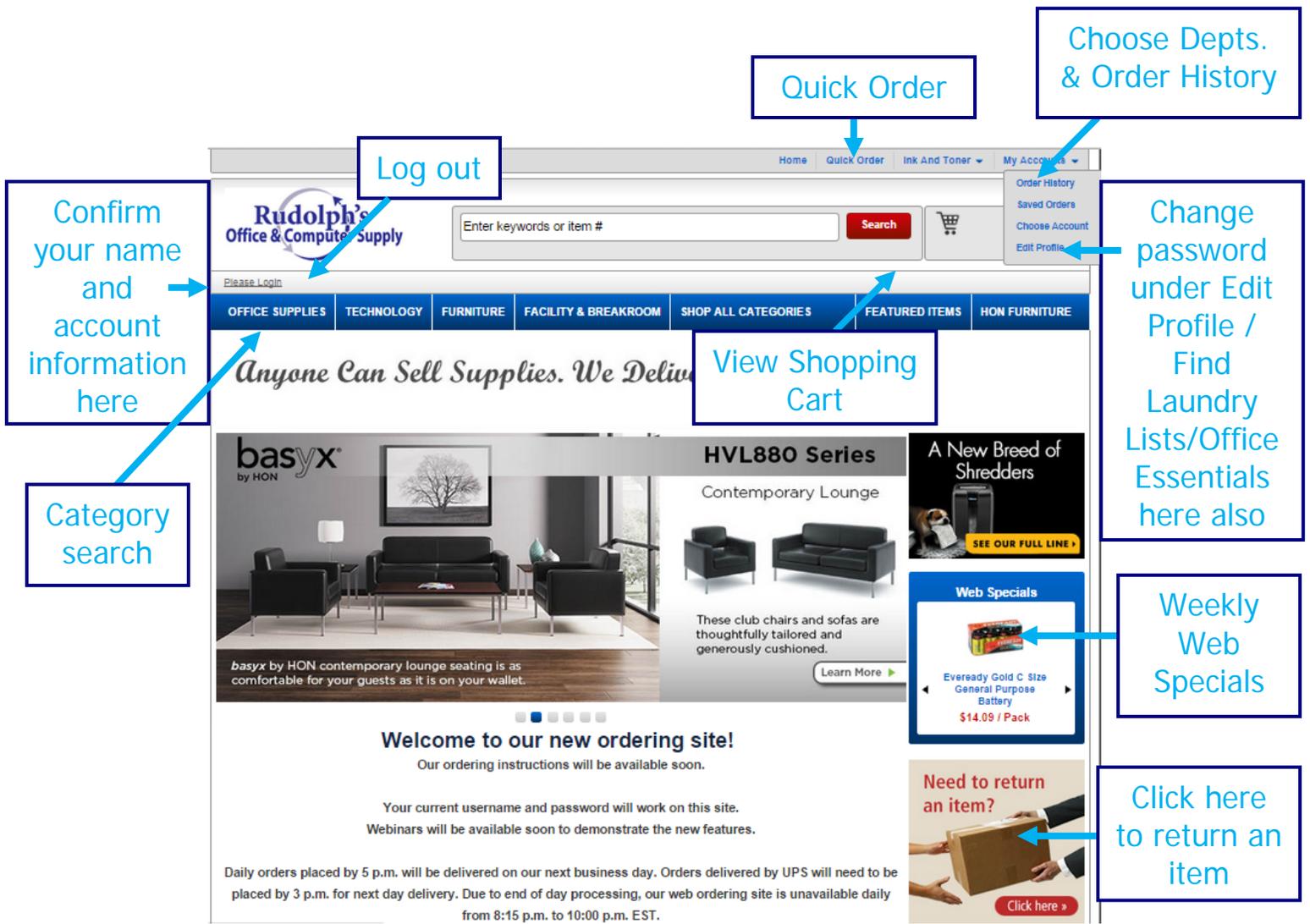
Go to <http://www.rudolphsupply.com>

- Please enter your username and password in the top right corner of the page.

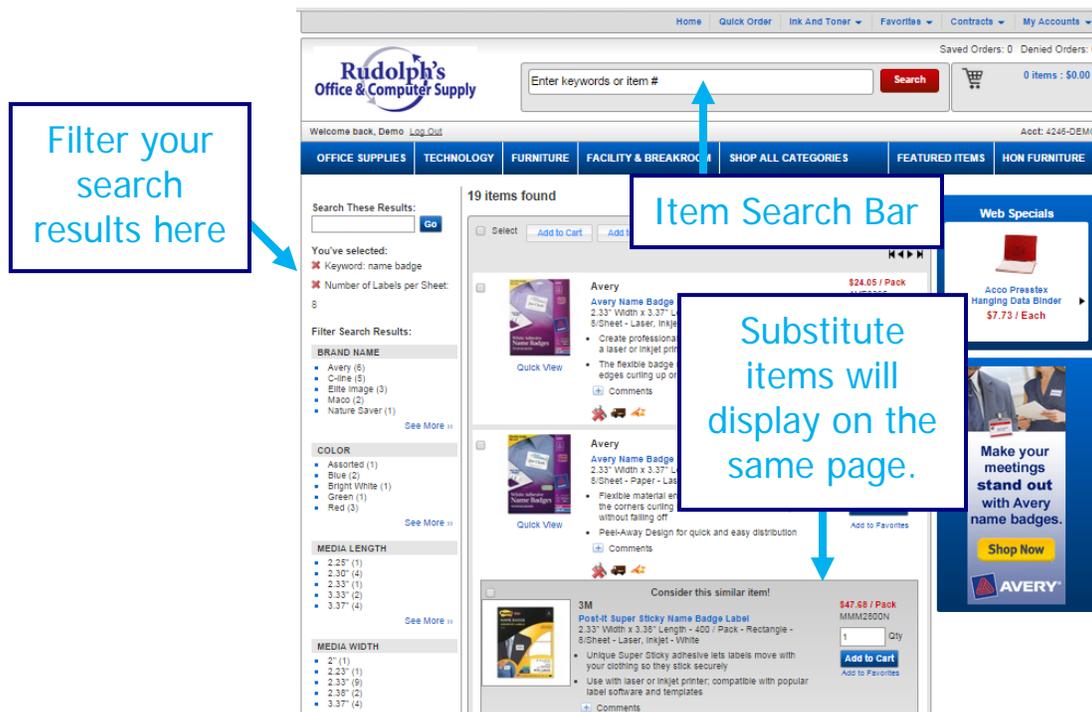
The screenshot shows the top of the Rudolph's Office & Computer Supply website. On the left is the logo for Rudolph's Office & Computer Supply, INCORPORATED. In the center is the slogan "We Deliver Service." On the right is the "Online Ordering:" section with fields for "Username" and "Password", a "GO!" button, and links for "Shop as a Guest" and "Forgot Password?". Below this is a "Toll Free: 800-673-8438" number. A blue arrow points from a box on the right to the login fields. The box contains the text "Enter username and password here". Below the login area is a navigation menu with buttons for "HOME", "WHY RUDOLPH'S?", "PRODUCTS & SERVICES", "PROMOTIONS & REBATES", "CUSTOMER CARE", and "GET SOCIAL!". Below the menu is a large image of office supplies (staplers, paperclips, pens, etc.) with a vertical list of categories: "Office Supplies", "Technology Solutions", "Facilities & Breakroom", "Office Furniture", and "Promotional Products". At the bottom of the screenshot is an "Email Exclusives!" section with a form for "Email Address...", a "Select a division" dropdown, and a "Subscribe" button. Below the email section are four promotional banners: "State of Maryland, Government, College & University Contracts", "HON. Lota+ Style, Substance, and Savings", "PROTECT YOURS WITH COLOR. Sharpie", and "PINK. NOT JUST A COLOR - IT'S A PROMISE OF HOPE".

Once logged in, ensure that the account information is correct. You will see a Welcome back, with your name & account # and name in the bar below our Rudolph's Logo.

- The first time you log in with your username and password you will need to choose a security question and update your password. You can use the same password that was set up for you if you would like.
- If you order for multiple departments you can easily change departments by going to the My Accounts header and click on Choose Account.
- You may change your password by going to the My Account section at the top of the page and selecting Edit Profile. **Your password must be a minimum of 6 characters long and is case sensitive.**
- **My Accounts** – You will find this drop down menu at the top of the page. You can find your Order History, Saved Orders. You can also change your information by clicking Edit Profile. This allows you to change your password, security question, email address and phone # from this screen.



- **Item Search Bar** – This will search our entire catalog for items. Take advantage of our filter center when you are searching. This will be on the left side bar while you are searching. This will also help narrow your search. If you have an item number that does not appear, please go to the button that says QUICK ORDER at the top of the page. (See example above).



- **Quick Order** - This is where you can quickly add item numbers to your cart. Our items usually start with a 3-letter prefix followed by numbers. You will enter that item number with no spaces or dashes. (Or you may leave off the 3 letter prefix and just enter the item number itself) Once items are added to your cart, other available items may appear for you to choose from. There is a space to add comments if necessary and this will be printed on your invoice. This is an easy way to determine who in your company receives which items. Our customer service department and/or drivers will not see this information. **Items will add to cart as you enter them.**(If you have any special delivery requests you will need to call customer service)
- **Laundry/Office Essentials List** - Rudolph's can create a list of categories with your contract items and/or most bought items. You are not able to add/delete items from this list. If you would like to use this feature please contact your Sales Representative. See example above on how to access this feature.
- **Favorites** - Create lists for easy and quick shopping. You can add to your Favorites while you shop and from the order history. You can share your lists with other online users within your company as well.

The screenshot shows the 'Favorites List Management' page on the Rudolph's Office & Computer Supply website. The page features a navigation bar with links for Home, Quick Order, Ink And Toner, Favorites, Contracts, and My Accounts. A search bar is present with the text 'Enter keywords or item #'. Below the navigation bar, there are tabs for OFFICE SUPPLIES, TECHNOLOGY, FURNITURE, FACILITY & BREAKROOM, and SHOP ALL CATEGORIES. The main content area is titled 'Favorites List Management' and includes a 'Create New List' button. A table lists various favorite lists with columns for List Name, Item Count, and Action Buttons (Add/Edit Items, Delete, Copy, Share). Annotations include a box labeled 'Action Buttons' pointing to the table's action columns, a box labeled 'Click the list name to shop' pointing to the 'Accounting' list name, and a box labeled 'Click on the list name to shop.' pointing to the 'Accounting' list name in a 'Web Specials' section.

List Name	Item Count	Action Buttons
Accounting		Add/Edit Items, Delete, Copy, Share
Break Room	15	Add/Edit Items, Delete, Copy, Share
Coffee	10	Add/Edit Items, Delete, Copy, Share
Facilities Dept	66	Add/Edit Items, Delete, Copy, Share
IT Department	26	Add/Edit Items, Delete, Copy, Share
Marketing	25	Add/Edit Items, Delete, Copy, Share
Purchasing	36	Add/Edit Items, Delete, Copy, Share

- **Ink & Toner** - Enter Brand, Series, Model and/or Cartridge #. It will show OEM and any compatibles that we have available as well. You can save your search and it will display on the drop down box under Ink and Toner and on the left hand side of the Ink & Toner page as well. Basically it is like making a favorites lists for your Ink & Toner.
- **View Cart** - This can be found in the top right. (See example above)
- **Check Out** - You will find this button under My Shopping Cart on the left hand side. You can add PO numbers, Attention Names and Credit Card Information before you submit your order. Verify your shipping information and items placed are correct.

Rudolph's Office & Computer Supply

Checkout - Order Review

Your order requires approval. Dept: Blank Department
The order will be submitted for approval to: Lori Ziegler

Enter Promotion Code

Review Order Details

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

Account	DEMO	Shipping Method	Free Shipping
Department	Blank Department	Shipping Instructions	
Billing Address		Special Instructions	
Name	DEMO	Payment	Charge to my account.
Address	5020 CAMPBELL BLVD		
Suite	SUITE C		
City	BALTIMORE, MD - 21236		
Shipping Address			
Name	DEMO		
Address	5020 CAMPBELL BLVD		
Suite	SUITE C		
City	BALTIMORE, MD - 21236		

Subtotal: \$53.47
Tax: \$0.00
Total: \$53.47

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

Please review your order, and then click Place Order to submit it.
Need help? Call 410-931-4150 for assistance.

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

Your Items [Edit Cart Items](#)

Item #	Your Price	Packaging	Qty	Ext. Price
AVE5366	\$42.62 / Box	1500/Box	1	\$42.62
Avery Filing Label				
Comment:				
FEL52366	\$10.85 / Pack	100/Pack	1	\$10.85
Fellowes Plastic Combs - Round Back, 1/4", 20 sheets, Black, 100 pk				

- **Order History** - You can search your ordering history for the past 6 months. Click on the Order History button under the My Accounts section. All orders whether placed by customer service or online, can be viewed here. You can print invoices, which will show the delivery date, time and number of packages signed for. Just click on View to print the invoice.

Search Tab - You can do a search by specific dates, item #, purchase order #, or by the invoice #. Just click on the search tab on the order history page. (See example below)

The screenshot shows the 'My Orders' interface. At the top, there are tabs for 'Search' and 'History'. Below the tabs is a table of order history. Callout boxes provide instructions: 'Search tab' points to the 'Search' tab; 'Click the (+) to see the items ordered.' points to the '+' icon in the 'View' column; 'Click the blue (i) button to view and print invoice.' points to the 'i' icon in the 'View' column; 'Check the box next to the item to add to favorites or to add to your current cart.' points to the checkbox in the 'View' column; and another 'Add to cart' callout points to the 'Add to cart' button at the bottom right.

View	Order Number	Dept	Order Total	Stat	PO	Order Date	Date	Ordered By	Attenti
+ [i]	1937284-0	77	\$0.37	00		7/24/2013			
+ [i]	1937281-0	77	\$37.78	00		7/24/2013			
- [i]	1937280-0	77	\$0.68	00		7/24/2013			

Line	Item #	Desc	Qty	UOM	Sell Price
100	OIC99913	Paper Clips Size 3 Standard, .031 Gauge, Silver	1	Box	\$0.65

LOG OUT - This is located below our Rudolph's logo in the gray bar with your name and account #.

Cutoff time for Next Day Delivery: Orders placed by 5:00 pm will be delivered the next business day. The cutoff time for next day delivery for our UPS customers is 3:00 PM. Also, our online ordering site is down daily from 8:15 pm to 10:00 pm for end of the day processing. You will not be able to log in during this time.

Did you know that you can now pay your invoices with a credit card online? You will find that feature under the My Accounts Header and choose Pay Invoices.



Home Quick Order Ink And Toner Favorites My Accounts

Rudolph's Office & Computer Supply INCORPORATED

Enter keywords or item # Search Advanced Search Saved Orders: 4

Welcome back, Demo Log Out Acct: 7574-DEMONSTRATION ONLY ACC

OFFICE SUPPLIES TECHNOLOGY FURNITURE FACILITY & BREAKROOM SHOP ALL CATEGORIES FEATURED ITEMS

Order History Saved Orders Order Approval Choose Account Pay Invoices Laundry Lists Edit Profile

View Invoices

Account: 7574 - DEMONSTRATION ONLY ACCOUNT

Outstanding balance: \$0.00

Current Over 30 Days Over 60 Days Over 90 Days

There are no invoices for this time period.

Current	31-60 Days Past Due	61-90 Days Past Due	Over 90 Days Past Due	Total Due
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Print Print Remit Form Pay By Credit Card

ABOUT US CONTACT US HELP PRIVACY POLICY

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