

Charlesritter.net User Guide

Welcome to charlesritter.net, your one-stop destination for all your business needs. Whether you're looking for office supplies, furniture, or business services, charlesritter.net has you covered. This user's guide will walk you through the various features and functionalities of our platform to ensure you have a seamless shopping experience.

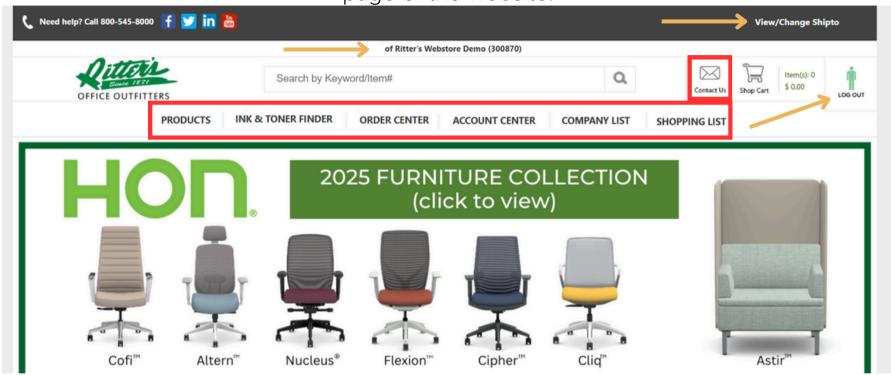
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HomePage

All elements presented in the HomePage section will appear throughout every page of the website.



At the top of the homepage, you will be able to access most features of the site!

View/Change ShipTo - When logged in, you'll be able to change your ShipTo before Check Out if you have access to multiple locations. You will be able to change this information at Checkout as well.

Login/Customer Information - Your name, Company name, and Customer ID will be displayed

Page Logo - The page Logo will always take you back to the homepage whenever you left click on the image.

Contact Us - This will direct you to a form page to send any questions or requests to our customer service team.

Shopping Cart-This will display any items added to your current shopping cart and display a running total of your purchases.

Main Menu Bar - These menu items will direct you to their respective resources, as well as present dropdown menus for specific pages.

HomePage



At the bottom of the homepage, you'll be able to find many useful links to different resources provided by Ritter's Office Outfitters!

MANAGE ACCOUNT - This link will direct you to your account overview where you can view your account information, cost centers, ShipTos, and your specific user information for the website. Typically this access is reserved for your company's administrator.

ORDER HISTORY - This link will direct you to your order history specific to your login. If you are designated as a manager for your organization, you will be able to see history for all users assigned to your management.

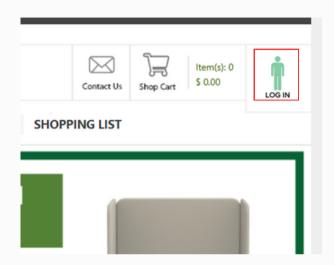
EXPRESS QUICK ORDER This link will direct you to the Express Quick Order page. This is very useful for when you have an item ProductID readily available. It allows you to build a list of items, and add them to your cart or shopping cart.

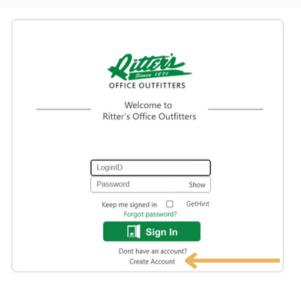
INK & TONER FINDER - This will present a popup window to allow you to enter your printer make and model to allow you to easily find the exact ink or toner that you need.

There are many other links that can present information about our business or product categories that you can search through!

Account Registration

Please Note: If you are a current Independence Customer shopping online, you do not have to register a new account! Please continue to "Logging In" using your welcome email.





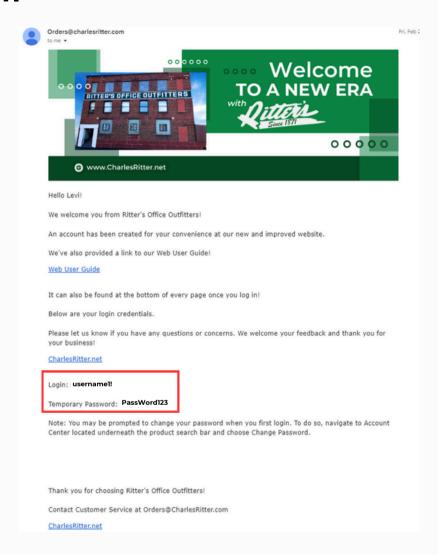
Account Information PasswordHint **Shipping Information Billing Information** Use ShipTo as BillTo ShipTo Name BillTo Name Ship To Address Address1 ShipTo Address2 Address2 ShipTo City ShipTo State ShipTo Zip ShipTo Country ✓ Send

Click the Login Link and you will be directed to the account log in page. From here, you're able to click on the "Create Account" Link.

You will be directed to the account setup page where you will need to fill in the relevant information for creating an account.

Once you click "Send" our customer service team will finish your account set up and send you a welcome email to login and have access to full site features!

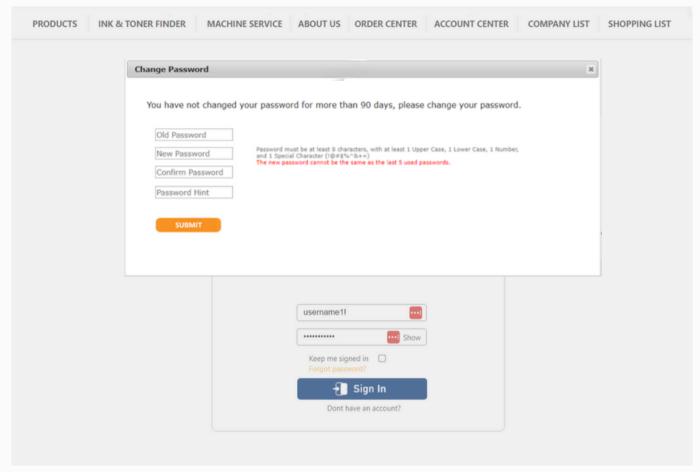
Welcome Email



When you're login in connected to your account and you're ready to start shopping, you'll receive a welcome email containing your login and password for site access!

If you are having trouble with logging in, reach out to your sales or customer service rep! Or simply email orders@charlesritter.com

First Login Password Reset



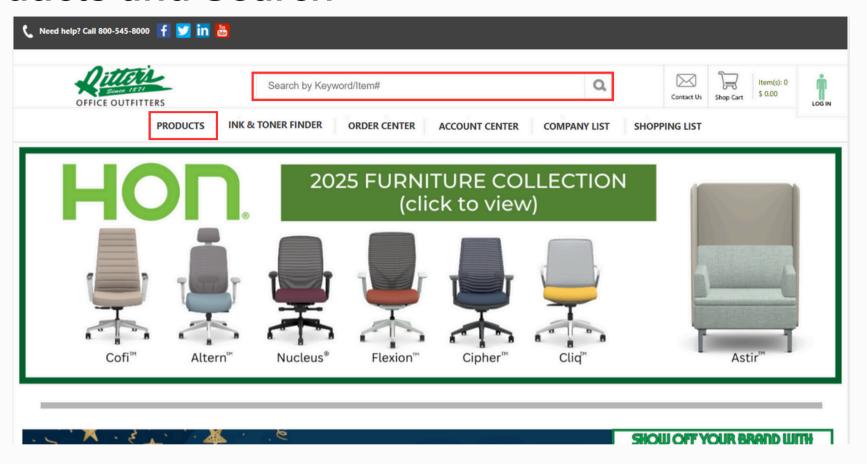
Due to us upgrading our system, you may be asked to reset your password upon your first login attempt.

Using your welcome email information to login, populate the "Old Password" field with the password provided to you in the welcome email. Once entered, you may populate "New Password" and Password Hint with the information of your choosing.

Password must be at least 8 characters, with at least 1 Upper Case, 1 Lower Case, 1 Number, and 1 Special Character (!@#\$%^&+=)

The new password cannot be the same as the last 5 used passwords.

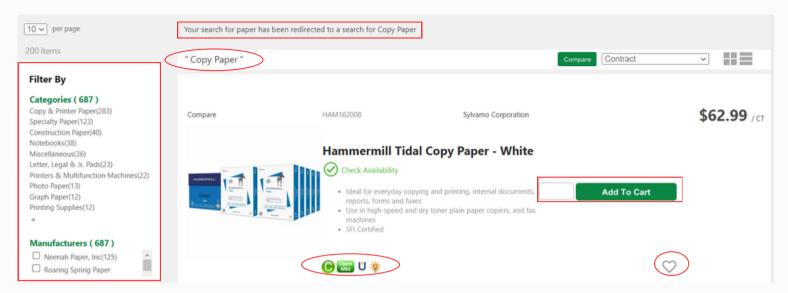
Products and Search



Our site utilizes a very strong product search feature that searched through over 100,000 items to best present you for what you're looking for! Use keywords or exact part numbers and a list of products that best match your search will appear.

You can also use the "Products" tab on the main menu to look through categories and drill down to a specific subcategory!

Products and Search



Sorted By Contract

Does the prospect of searching through 100,000 seem daunting? Don't worry. by default, all searches look for keywords shared with items on your specific contract! So just searching "paper" will prioritize the specific paper that you and your company purchases. Just look for the green "C"

Adding Items to Cart and Shopping Lists

From the search results page, you're able to enter a quantity of an item and add it directly to your cart. Clicking the heart in the bottom right hand corner, you're able to add it to your Shopping List!

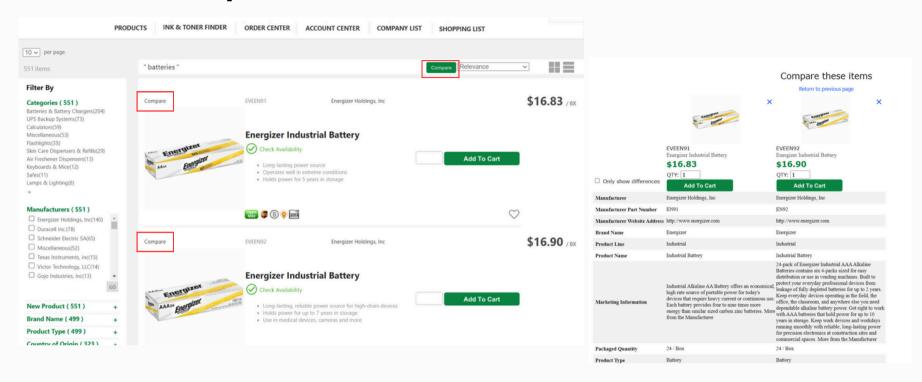
Filter Your Search

You're also able to further filter your results by using the filter table on the left hand side. You can filter by Category, Brand, Green Products, or even by specific dimensions!

Product Detail Page

Clicking on the description of any product will open it's Product Detail page

Product Comparisons

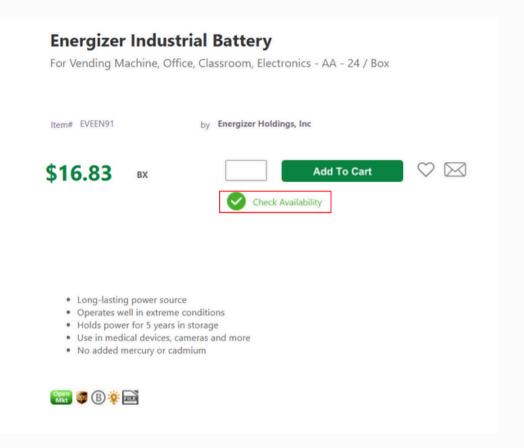


Comparing Products

When on the search results page, use the compare button on multiple specific product entries. Then use the "Compare" button at the top of the page to show your selected items within one page and have the item attributes in line with each other to easily see the difference!

Product Detail





The Product Detail page will provide you with enhanced content and in-depth descriptions to better understand your selected product.

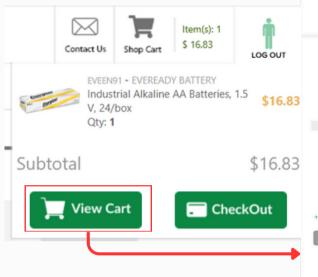
Check Availability

Clicking on the green checkmark on this page will allow you to see current stock in all of our available facilities!

Next Day Delivery

Mansfield OH COLUMBUS OH INDIANAPOLIS IN Two Day Delivery

CHICAGO IL GRAND RAPIDS MI

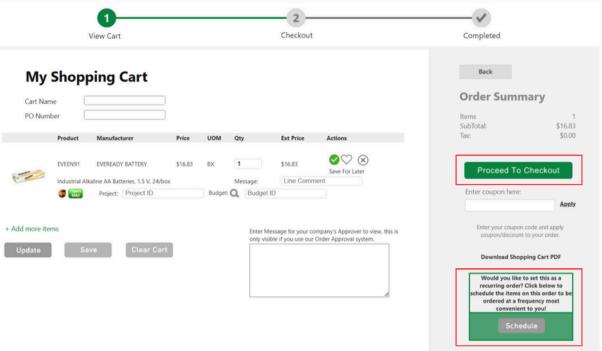


After adding items to your cart, you can navigate to the top right of the screen to find the Shopping Cart dropdown.

Clicking on "View Cart" will direct you to the My Shopping Cart page.

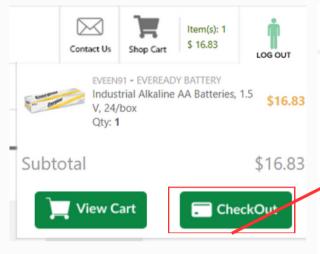
Here, you can specify a cart name, PO number, or add notes to your order approver!

Once everything is set, click "Proceed To Checkout" and you'll be directed to the Checkout page!



Recurring Orders

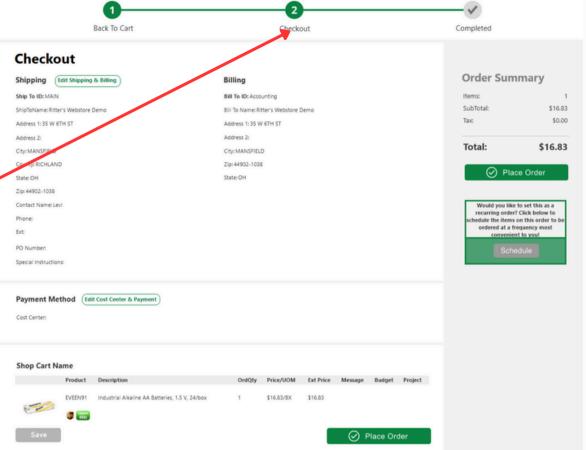
On the Shopping Cart and Checkout page, you'll be able to schedule your currently order to be place at a recurring frequency, or just set it to automatically send you a reminder to place the order!



After reviewing the items in your cart, you can navigate to the top right of the screen to find the Shopping Cart dropdown.

Clicking on "Checkout" will direct you to the Checkout page.

Here, you can specify your ShipTo location, and your cost center!



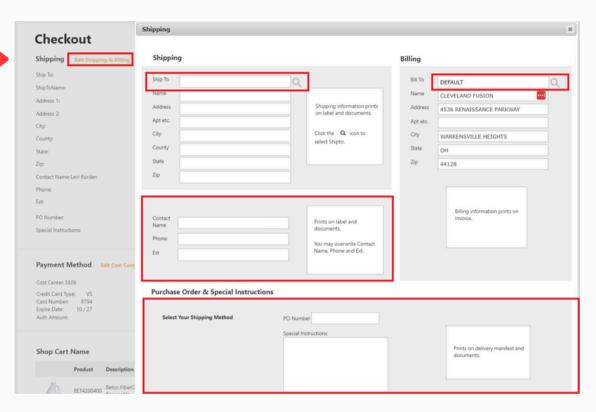
Edit Shipping & Billing

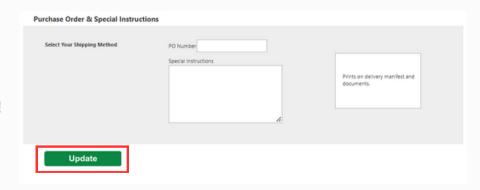
By clicking on "Edit Shipping & Billing," you'll be able to change your ShipTo location and your Billing location. If you only have 1 of these, it will be prepopulated for you!

Clicking into either field will present you with the top 10 options assigned to your login. If you have more than 10 or you do not see your designed location in the dropdown, you can clock on the grey magnifying glass to see a listing of all locations assigned to you.

You can also populate the contact field with whomever the order is to be delivered to. As well as populate or edit any specific shipping instructions or PO number. (if this was filled on the Shopping Cart page, this will be populated here.)

Click "Update" at the end of the window!



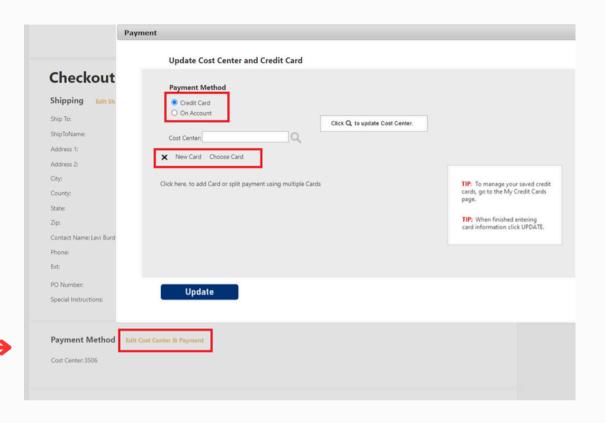


Edit Cost Center & Payment

By clicking on "Edit Cost Center & Payment," you'll be able to change your cost center, if your organization uses them. Or switch from "On Account" to "Credit Card"

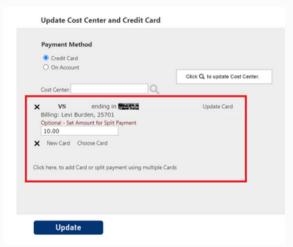
When you add a new card, or choose an existing card, you will be given an option to split your payment among multiple cards.

We use the highest level of credit card security and no useable information will be saved.



IMPORTANT NOTE

You previously might have used ShipTos (Departments) and Cost Centers for the same thing. Our system splits these out into different uses. Your previous Cost Center is now a ShipTo and you will be able to assign and view it through the "Edit Shipping & Billing" window.



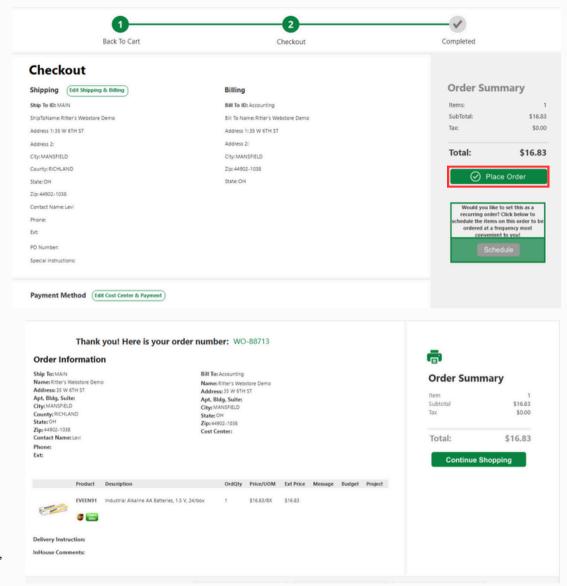
Once everything looks good, click the "Place Order" button to finish checkout!

You'll be directed to the confirmation page which gives you the details of your order as well as an assigned order number that will be presented on all documents and history generated for this order.

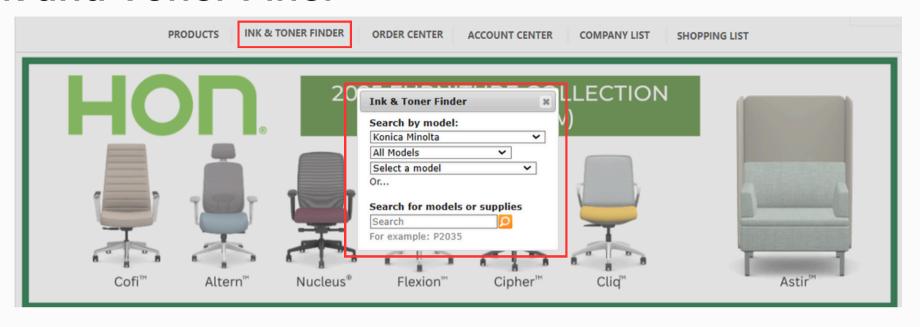
You will also receive an email with this same information!

If your organization utilizes our Order Approval System, your order will be sent to your assigned approver for them to review, approve, send back, or reject.

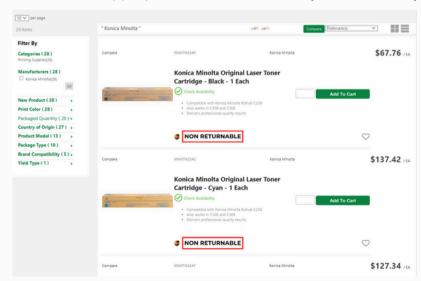
When the approver takes an action on your order, you will receive an email letting you know the status!



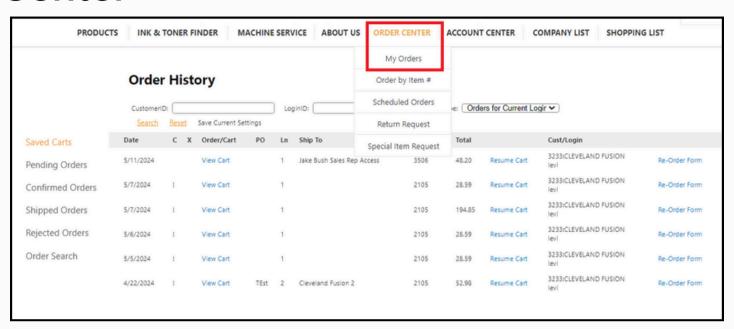
Ink and Toner Finer



Using our lnk and Toner Finder is quick and easy! A popup will appear where you can input your specific make and model, then you will be directed to the appropriate search results for you to choose your product.



Order Center



Navigating to the Order Center and choosing "My Orders" will show you a list of orders that you have saved or placed!

This will show carts that you have not yet checked out. "View Cart" will show you the details of the cart, "Resume

Saved Cart -Cart" will make the selected cart your active Shopping Cart, and "Re-Order Form" will let you pick and choose items from the saved cart to your active Shopping Cart

Pending Orders - These are orders that have been placed, but are awaiting approval through your organization's Order Approval - System.

Confirmed Orders - Orders placed but not yet shipped will be populated here.

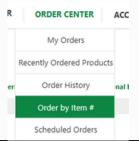
Shipped Orders - Orders that have be shipped and invoiced will appear here. Allowing you to see the details of the order.

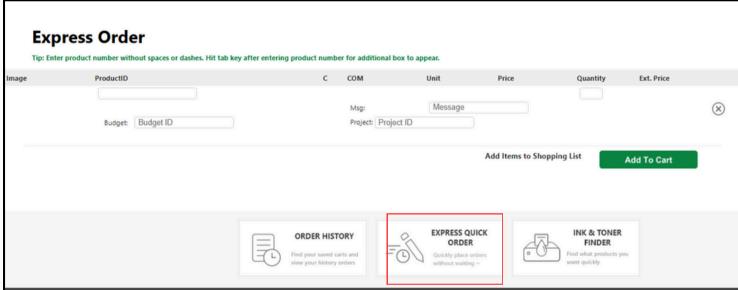
Rejected Orders - Any orders that have been rejected by your order approver will be shown here along with the reasons they were rejected.

Order Search - This will allow you to use many filters to search for specific details of an order.

If you are specified as a Manager, you are able to see orders placed by users assigned to you. If you are specified as an Accountant, you will be able to see orders for your entire organization.

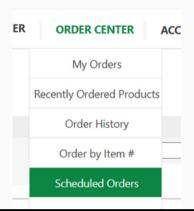
Order By Item

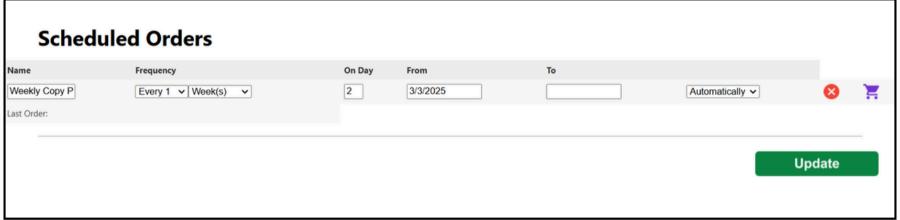




Navigating to Order by Item # will direct you to the Express Order page. Here, you can add items quickly to your cart or Shopping List. There is also a quick link at the bottom of all pages that will direct you here.

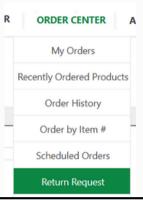
Scheduled Orders

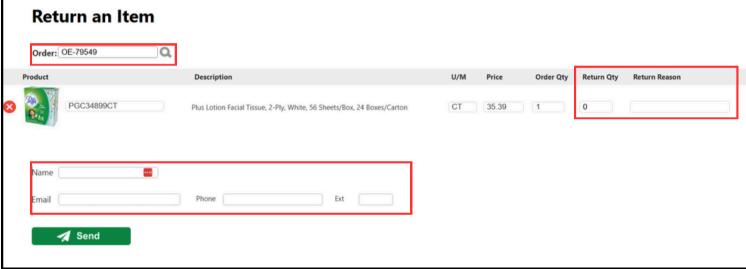




Scheduled Orders will show you a listing of all of your current recurring orders and the details of each. You can edit all of the details if any adjustments need to be made. Clicking on the shopping cart on the right of each line will move the items to your active cart.

Return Request





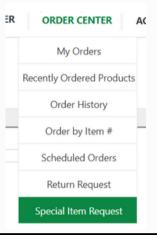
Return Request will allow you to submit a return for a product that has been shipped and invoiced. Using the Order dropdown will populate a listing of recent orders, or you can use the magnifying glass to see a full listing of orders to search through.

When you choose an order, the items from the order will populate, just enter a return quantity, a return reason, your contact information, and you're all done! Click "Send" and a return will be processed and credit given after our driver has picked up the returned product.

NOTE -Look out for the "Non-Returnable" Flag when adding product to your cart!



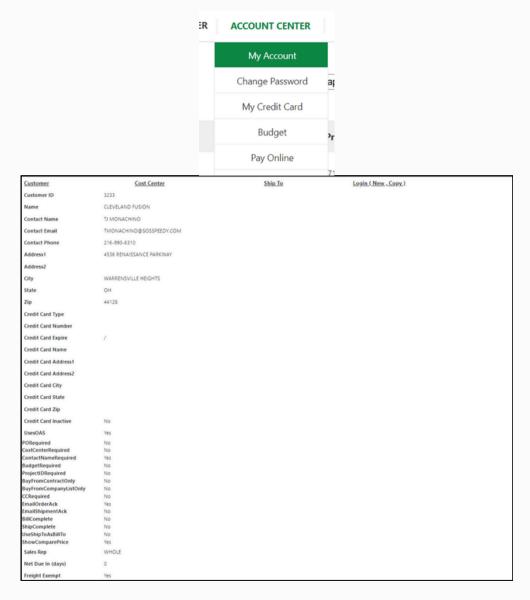
Special Item Request





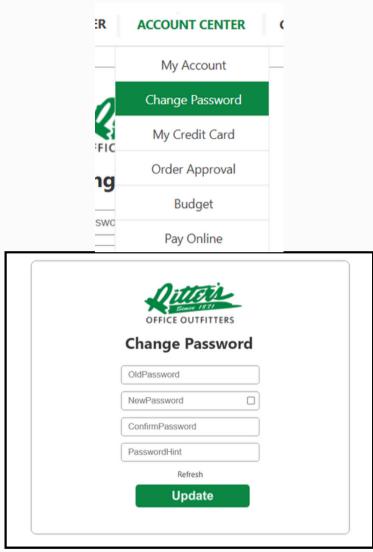
Not finding the product you need? You can use Special Item Request to inquire about an item you'd like to purchase. Use these open text field to give as much information as possible and your sales rep will reach out to you about meeting your needs!

Account Center



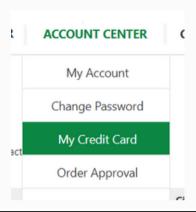
My Account will show you details of your account, as well as your available cost centers, ShipTos and Login. If changes need to be made to any of these sections, please reach out to your sales rep and we'll make the changes within 24 hours!

Change Password



Change password will allow you to update your current password for your user login. Simply enter your current password into "Old Password" and fill out the remaining fields to your choosing. Click "Update" and your password will be changed immediately!

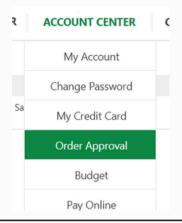
My Credit Card





My Credit Card will allow you to view, add, or delete any credit card attached to your account. Your organization may not have this access turned on depending on the request of your accounting department.

Order Approvals

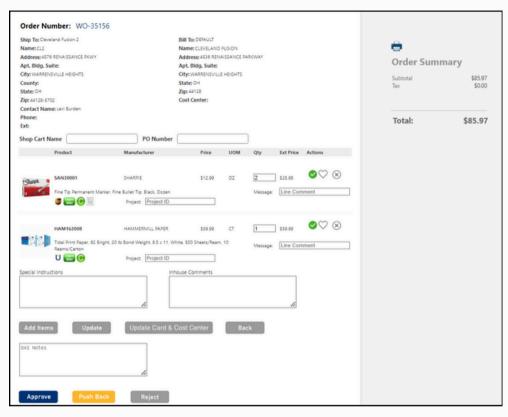




If you are specified as a Manager for your organization, you will receive order notifications for orders placed by your assigned users who require approval. Use the check boxes on the left hand side to select orders to approve or reject.

If you'd like to see the order detail, simply click on the order number and you will be directed to the Order Approval Detail page!

Order Approvals



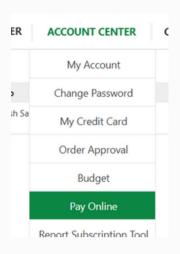
The Order Detail page will allow you to change quantities, add items, remove items, save items to your own Shopping List, or add notes to the items or the order itself.

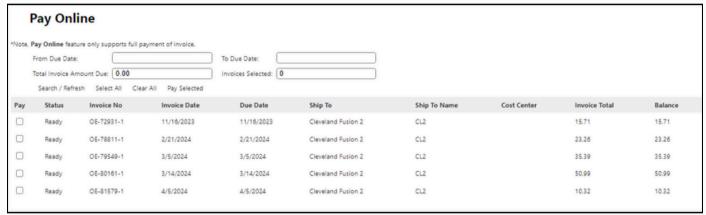
Use the "OAS Notes" to include a message to the original user. This will be populated in the order history and on the Approve/Reject email they will receive.

Using the "Push Back" button, will return the order to the original user's Saved Carts tab in the Order Center.

If Approved, the order will be processed, or will continue through your Approval System if another approval is required.

Pay Online

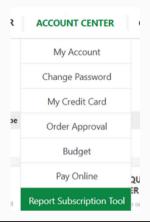


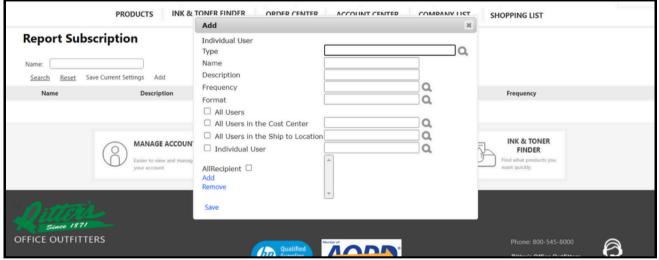


Pay Online allows you to apply a credit card to invoices that are currently outstanding. Using the check boxes on the left hand side will allow you to select specific invoices to pay and will total at the top of the page based on the open balance of each invoice, shown on the right hand side of each invoice.

Once you've made your selection, you can click "Pay Selected" to choose a credit card to use or to add a new one.

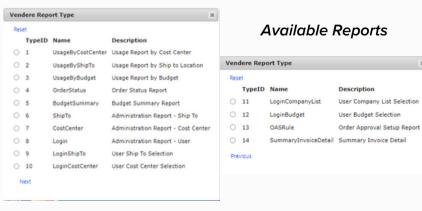
Report Subscription Tool



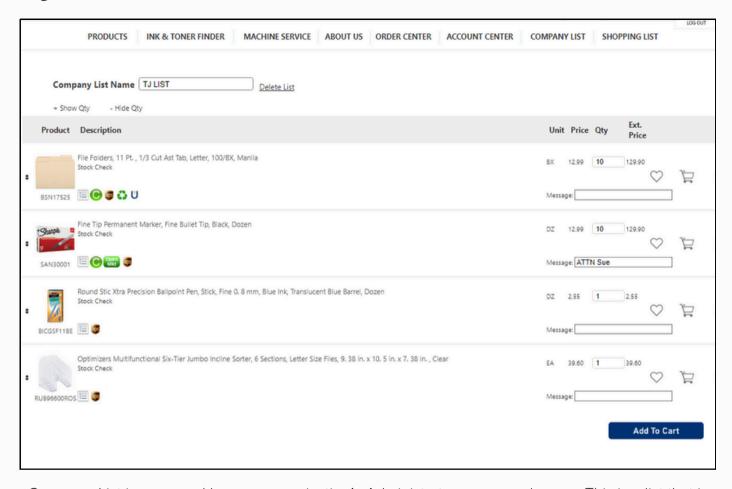


The Report Subscription Tool allows you to automatically have reports emailed to your user email. This access will need to be requested.

Please reach out to your sales rep, and the access will be available to you within 24 hours!

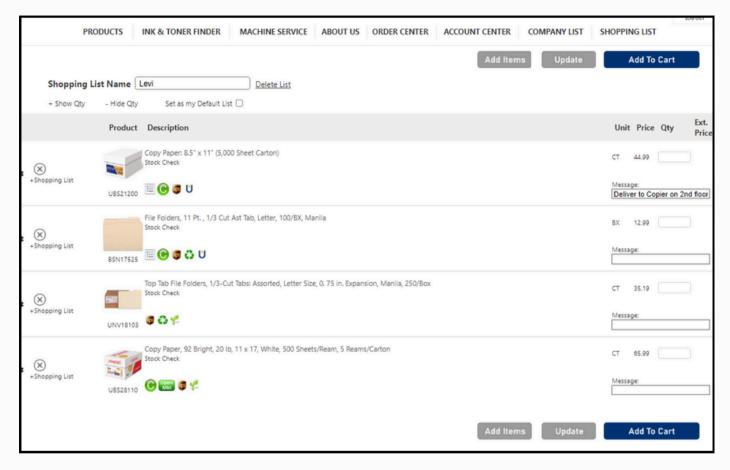


Company List



Company List is managed by your organization's Administrator or your sales rep. This is a list that is shared among all users in your organization or specific departments. You can add items directly to your active Shopping Cart or add it to your personal Shopping List.

Shopping List



The Shopping List is a personal list specific to your user account. You can add items right from this page using the "Add Items" button at the top and bottom of the page.

Use the arrows on the left hand side to rearrange your list view, then click the "Update" button.

Use the encircled "X" to remove items from this list.

When searching for products or viewing a Product Detail page, look for the \heartsuit to quickly add items to any list you have access to.