



## BusinessSupply.com User Guide

Welcome to BusinessSupply.com, your one-stop destination for all your business needs. Whether you're looking for office supplies, equipment, or business services, BusinessSupply.com 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.

### Our Family of Companies

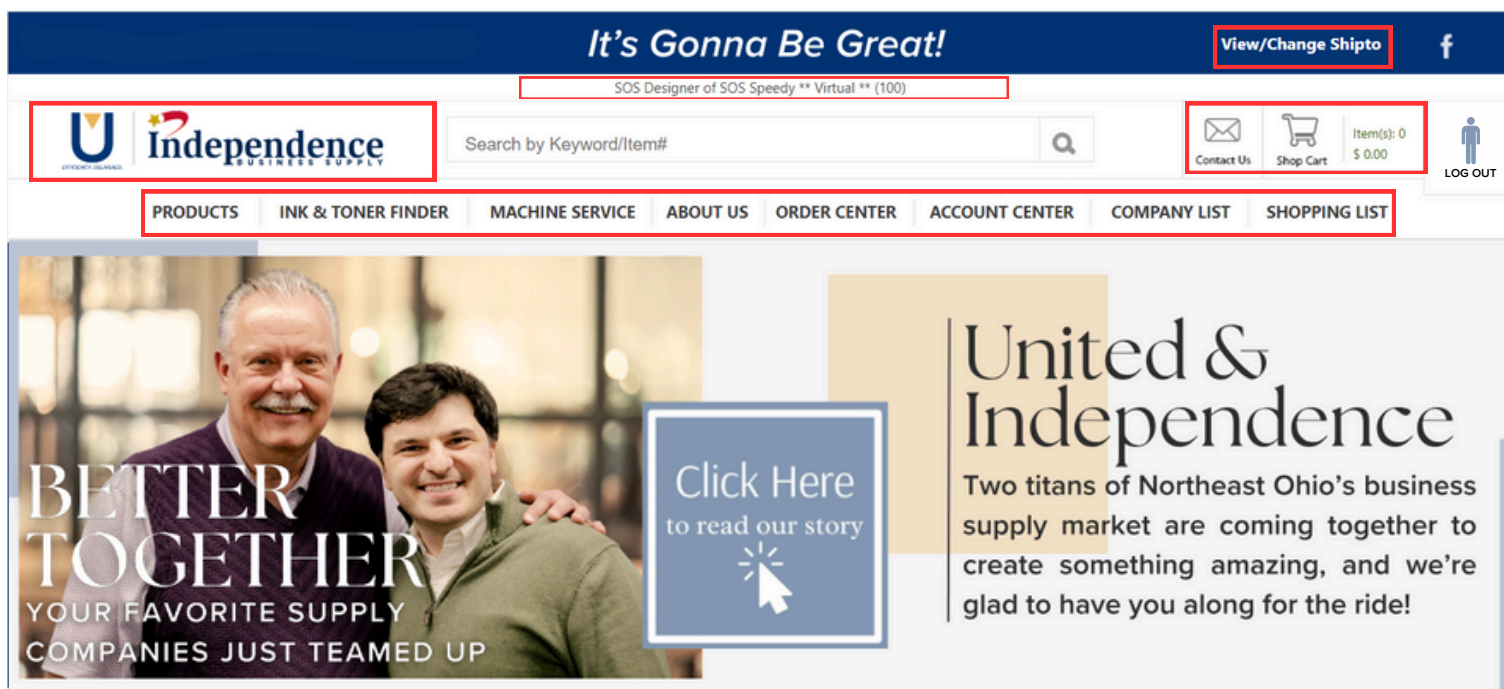


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# HomePage

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

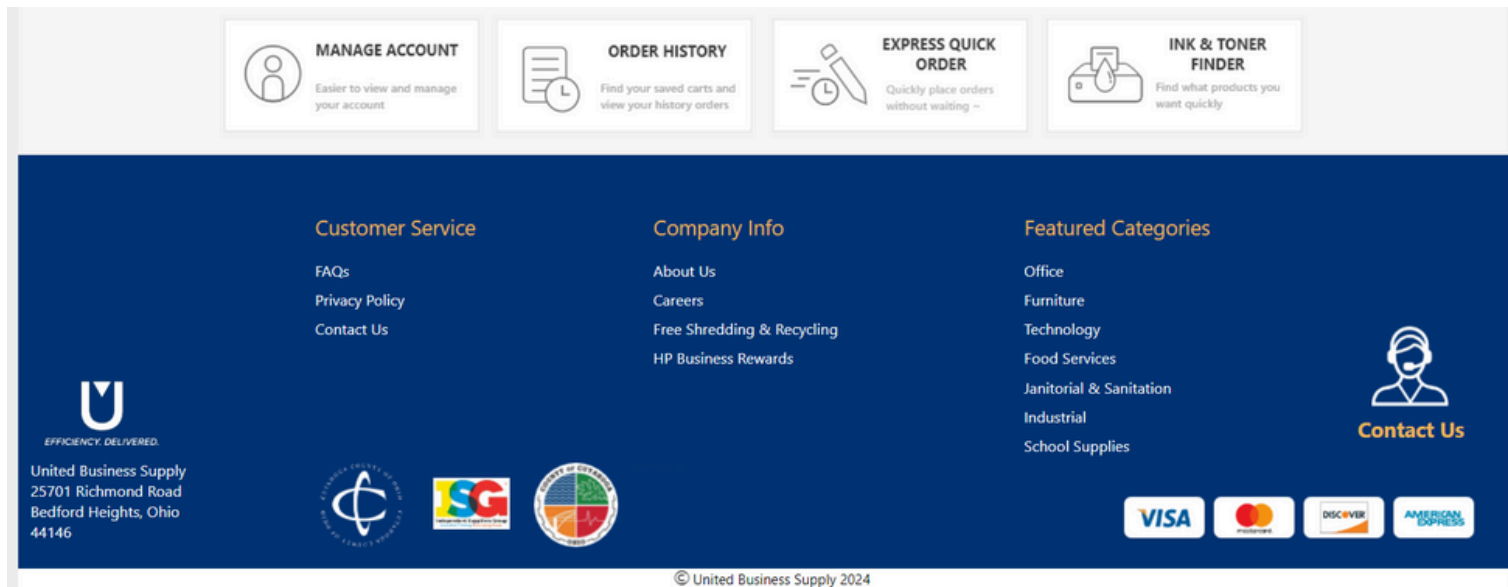
**Page Logo** -The page Logo will always take you back to the homepage whenever you left click on the image.

**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



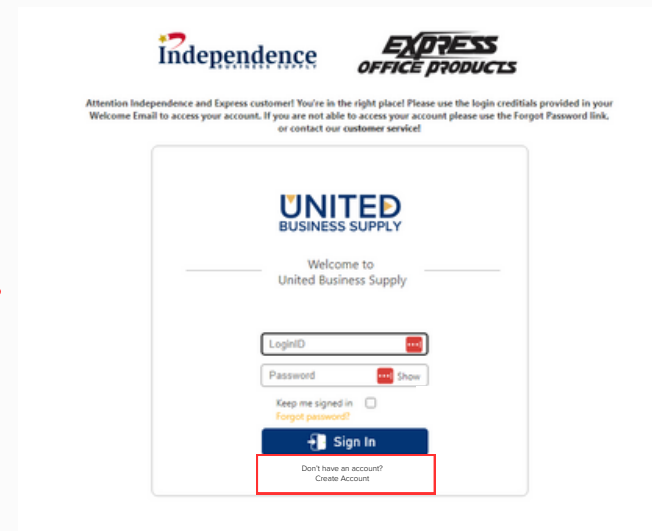
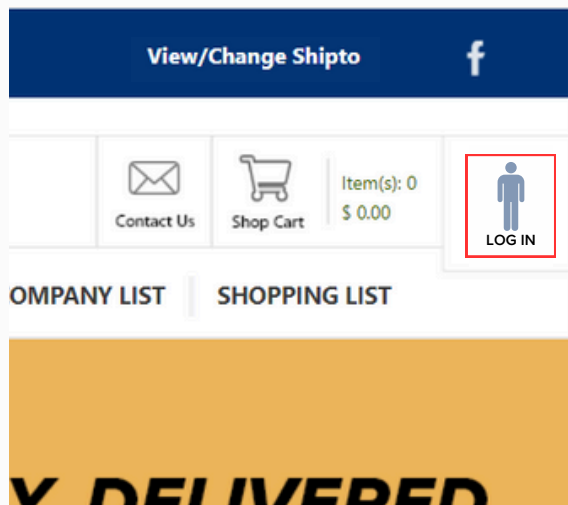
At the bottom of the homepage, you'll be able to find many useful links to different resources provided by United Business Supply and it's companies!

- 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.
- 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.

A screenshot of the account registration form. It is divided into three sections: "Account Information", "Shipping Information", and "Billing Information".  
**Account Information:** Fields for CompanyName, Name, Email, Phone, PhoneExt, username, Password, ConfirmPassword, and PasswordHint.  
**Shipping Information:** Fields for ShipTo Name, ShipTo Address1, ShipTo Address2, ShipTo City, ShipTo State, ShipTo Zip, and ShipTo Country.  
**Billing Information:** A checkbox for "Use ShipTo as BillTo" and fields for BillTo Name, Address1, Address2, City, State, Zip, and Country.  
At the bottom, there is a blue "Send" button.

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 [customerservice@businesssupply.com](mailto:customerservice@businesssupply.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.

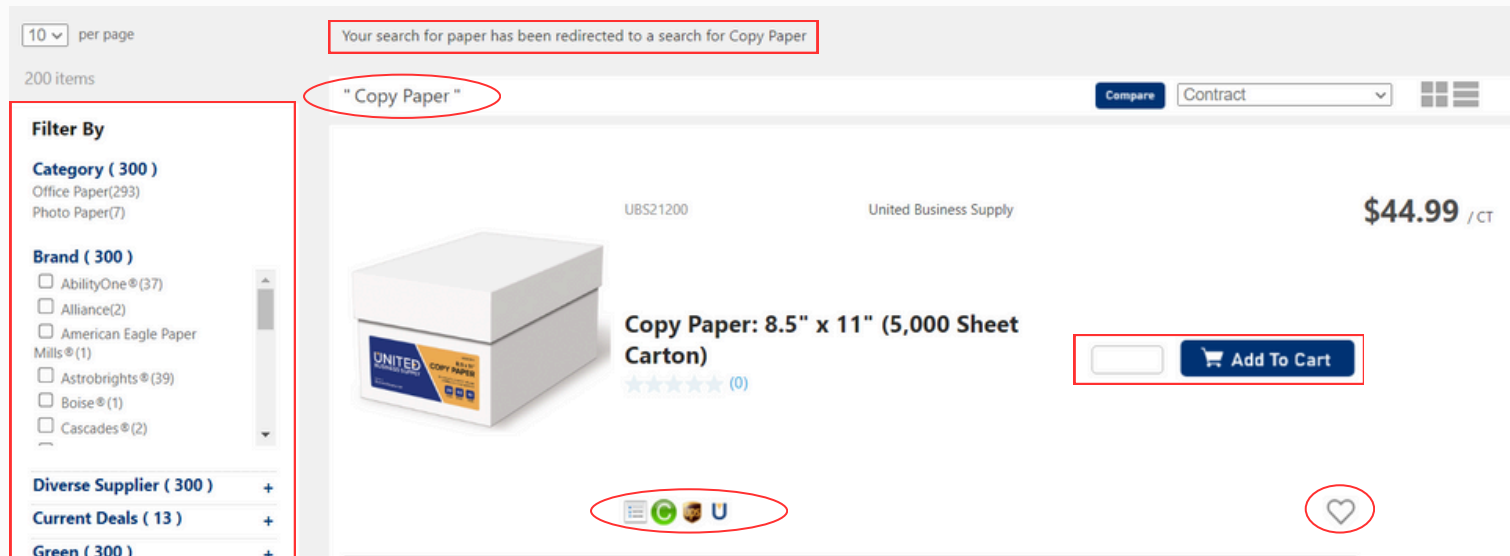
# Products and Search

The screenshot shows the top portion of a website. At the top, a dark blue banner contains the slogan "It's Gonna Be Great!" on the left, "View/Change Shipto" and a Facebook icon on the right, and "SOS Designer of SOS Speedy \*\* Virtual \*\* (100)" in the center. Below this is a white navigation bar with a search box labeled "Search by Keyword/Item#" (highlighted with a red box), a magnifying glass icon, and icons for "Contact Us", "Shop Cart" (showing "Item(s): 0 \$ 0.00"), and "LOG OUT". A secondary menu below the search bar includes "PRODUCTS" (highlighted with a red box), "INK & TONER FINDER", "MACHINE SERVICE", "ABOUT US", "ORDER CENTER", "ACCOUNT CENTER", "COMPANY LIST", and "SHOPPING LIST". The main content area features a large banner with a photo of two men. The text on the banner reads: "BETTER TOGETHER YOUR FAVORITE SUPPLY COMPANIES JUST TEAMED UP" on the left; a blue button with a white cursor icon and the text "Click Here to read our story" in the center; and "United & Independence Two titans of Northeast Ohio's business supply market are coming together to create something amazing, and we're glad to have you along for the ride!" on the right.

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

Office > Batteries & Electrical Supplies > Batteries

10 per page

158 items

"batteries"  Contract

**Filter By**

**Brand ( 158 )**

- AbilityOne® (12)
- APC® (2)
- Canon® (1)
- Duracell® (80)
- Energizer® (36)
- ergodyne® (1)
- Hoover® Commercial(3)

**Current Deals ( 2 )**

**Green ( 158 )**

**Global Product Type ( 158 )**

**Battery Size ( 157 )**

**Battery Type ( 158 )**

**Voltage ( 154 )**

**Battery Capacity ( 46 )**

**For Use With ( 203 )**

**Cord Length ( 1 )**

DURMN1500824 DURACELL PRODUCTS COMPANY **\$29.86** / BX

**Power Boost CopperTop Alkaline AA Batteries, 24/Box**

★★★★★ (3)

- Alkaline batteries contain Duracell's patented POWER BOOST™ ingredients which deliver lasting performance in your devices.
- Guaranteed to last 12 years in storage, so you can be confident these batteries will be ready when you need them.
- Made to power everyday devices throughout the home or office, like TV and gaming remotes, cameras, flashlights, toys, and more.

DURMN2400824000 DURACELL PRODUCTS COMPANY **\$34.97** / BX

**Power Boost CopperTop Alkaline AAA Batteries, 24/Box**

★★★★★ (3)

- Alkaline batteries contain Duracell's patented POWER BOOST™ ingredients which deliver lasting performance in your devices.
- Guaranteed to last 12 years in storage, so you can be confident these batteries will be ready when you need them.
- Made to power everyday devices throughout the home or office, like TV and gaming remotes, cameras, flashlights, toys, and more.

**Compare these items**

[Return to previous page](#)


Only show differences

Global Product Type	Alkaline Batteries	Alkaline Batteries
Battery Size	AA	AAA
Battery Type	Alkaline	Alkaline
Voltage	1.5 V	1.5 V
For Use With	Everyday Electronic Devices	Everyday Electronic Devices
Material(s)	Alkaline Manganese Dioxide	Alkaline Manganese Dioxide
Product Biodegradability Indicator	N	N
Product Biodegradability in Days	0	0
Product Compostability Indicator	N	N
Pre-Consumer Recycled Content Percent	0%	0%
Post-Consumer Recycled Content Percent	0%	0%
Total Recycled Content Percent	0%	0%

## 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



**DURACELL**  
CHILD SECURE  
+ BITTER COATING  
BITTER TASTE  
2025  
3V  
LITHIUM BATTERIES  
4 Batteries

DURDL2025B4PK

Item# DURDL2025B4PK by DURACELL PRODUCTS COMPANY

**\$7.91** PK

- The only batteries with a non-toxic, bitter coating to help discourage swallowing.
- Child secure packaging makes battery packaging nearly impossible to open without scissors.
- Long-lasting batteries designed for dependability and performance for electronic devices throughout the home or on-the-go.
- Powers both everyday and essential home devices, including key fobs, remote controls, glucose monitors, thermometers, and many more.
- Holds power up to a decade in storage, so you can be confident these batteries will be ready when you need them.

Select a Product

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**

Cleveland OH  
Youngstown OH  
Toledo OH  
CLEVELAND-11-CLV  
COLUMBUS  
INDIANAPOLIS

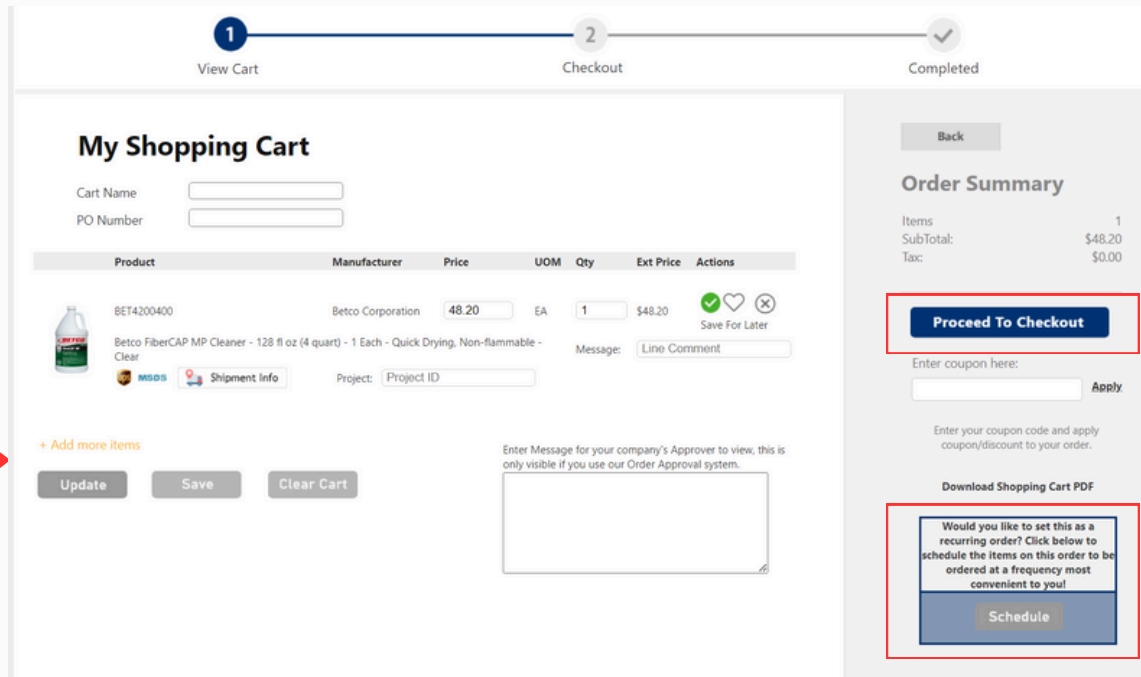
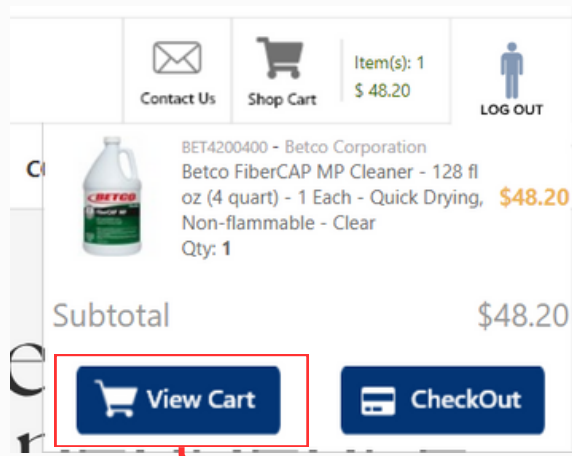
### **Two Day Delivery**

OAKS-07-OAK  
CRANBURY-50-CNJ  
CHICAGO

### **Three Day Delivery**

LONDON-068-LOH  
GRAND RAPIDS

# Checking Out



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!

# Checking Out

Shopping cart summary showing item details and checkout button. The cart contains one item: Betco FiberCAP MP Cleaner - 128 fl oz (4 quart) - 1 Each - Quick Drying, Non-flammable - Clear, priced at \$48.20. The subtotal is \$48.20. A red box highlights the 'CheckOut' button, with a red arrow pointing to the checkout page.

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!

Checkout page showing shipping, billing, and payment information. The page is divided into three main sections: Shipping, Billing, and Payment Method. The Shipping section includes fields for Ship To, Ship To Name, Address 1, Address 2, City, County, State, and Zip. The Billing section includes fields for Bill To, Bill To Name, Address 1, Address 2, City, Zip, and State. The Payment Method section includes fields for Cost Center, Credit Card Type, Card Number, Expire Date, and Auth Amount. A 'Place Order' button is visible at the bottom right.

**Shipping** [Edit Shipping & Billing](#)

Ship To: Jake Bush Sales Rep Access  
Ship To Name: Jake Bush  
Address 1: 4576 RENAISSANCE PKWY  
Address 2:  
City: WARRENSVILLE HEIGHTS  
County:  
State: OH  
Zip: 44128-5702  
Contact Name: Levi Burden  
Phone:  
Ext:  
PO Number:  
Special Instructions:

**Billing**

Bill To: DEFAULT  
Bill To Name: CLEVELAND FUSION  
Address 1: 4536 RENAISSANCE PARKWAY  
Address 2:  
City: WARRENSVILLE HEIGHTS  
Zip: 44128  
State: OH

**Payment Method** [Edit Cost Center & Payment](#)

Cost Center: 3506  
Credit Card Type: VS  
Card Number: 8794  
Expire Date: 10 / 27  
Auth Amount:

**Shop Cart Name**

Product	Description	OrdQty	Price/UOM	Ext Price	Message	Project
	BET4200400 Betco FiberCAP MP Cleaner - 128 fl oz (4 quart) - 1 Each - Quick Drying, Non-flammable - Clear	1	\$48.20/EA	\$48.20		

[Save](#) [Place Order](#)

**Order Summary**

Items: 1  
SubTotal: \$48.20  
Tax: \$0.00  
**Total: \$48.20**

[Place Order](#)

Would you like to set this as a recurring order? Click below to schedule the items on this order to be ordered at a frequency most convenient to you!

[Schedule](#)

# Checking Out

**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 click 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!

**Checkout**

**Shipping** [Edit Shipping & Billing](#)

Ship To: [Dropdown]  
ShipToName:  
Address 1:  
Address 2:  
City:  
County:  
State:  
Zip:  
Contact Name: Levi Burden  
Phone:  
Ext:  
PO Number:  
Special Instructions:

**Payment Method** [Edit Cost Cent](#)

Cost Center: 3506  
Credit Card Type: VS  
Card Number: 8794  
Expire Date: 10 / 27  
Auth Amount:

**Shop Cart Name**

Product	Description
BETA200400	Betco FiberC

**Shipping**

Ship To: [Dropdown] [Magnifying Glass]  
Name:  
Address:  
Apt etc.:  
City:  
County:  
State:  
Zip:

Shipping information prints on label and documents.  
Click the [Magnifying Glass] icon to select Shipto.

Contact Name: [Text] [Levi Burden] [Prints on label and documents.]  
Phone: [Text]  
Ext: [Text]  
You may overwrite Contact Name, Phone and Ext.

**Billing**

Bill To: [Dropdown] [DEFAULT] [Magnifying Glass]  
Name: CLEVELAND FUSION  
Address: 4536 RENAISSANCE PARKWAY  
Apt etc.:  
City: WARRENSVILLE HEIGHTS  
State: OH  
Zip: 44128

Billing information prints on Invoice.

**Purchase Order & Special Instructions**

Select Your Shipping Method: [Dropdown]  
PO Number: [Text]  
Special Instructions: [Text Area]  
Prints on delivery manifest and documents.

**Purchase Order & Special Instructions**

Select Your Shipping Method: [Dropdown]  
PO Number: [Text]  
Special Instructions: [Text Area] Open from 7:30-4:00  
Prints on delivery manifest and documents.

**Update**

# Checking Out

## ***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’ve 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.

# Checking Out

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

**Checkout**

**Shipping** [Edit Shipping & Billing](#)

Ship To: Cleveland Fusion 2  
ShipToName: CL2  
Address 1: 4576 RENAISSANCE PKWY  
Address 2:  
City: WARRENSVILLE HEIGHTS  
County:  
State: OH  
Zip: 44128-5702  
Contact Name: Levi Burden  
Phone:  
Ext:  
PO Number:  
Special Instructions:

**Billing**

Bill To: DEFAULT  
Bill To Name: CLEVELAND FUSION  
Address 1: 4536 RENAISSANCE PARKWAY  
Address 2:  
City: WARRENSVILLE HEIGHTS  
Zip: 44128  
State: OH

**Payment Method** [Edit Cost Center & Payment](#)

**Order Summary**

Items: 2  
SubTotal: \$85.97  
Tax: \$0.00

**Total: \$85.97**

[Place Order](#)

Would you like to set this as a recurring order? Click below to schedule the items on this order to be ordered at a frequency most convenient to you!

[Schedule](#)

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!

**Thank you! Here is your order number: WO-35156**

**Order Information**

Ship To: Cleveland Fusion 2  
Name: CL2  
Address: 4576 RENAISSANCE PKWY  
Apt, Bldg, Suite:  
City: WARRENSVILLE HEIGHTS  
County:  
State: OH  
Zip: 44128-5702  
Contact Name: Levi Burden  
Phone:  
Ext:

Bill To: DEFAULT  
Name: CLEVELAND FUSION  
Address: 4536 RENAISSANCE PARKWAY  
Apt, Bldg, Suite:  
City: WARRENSVILLE HEIGHTS  
State: OH  
Zip: 44128  
Cost Center:

Product	Description	OrdQty	Price/UOM	Ext Price	Message	Project
SAN30001	Fine Tip Permanent Marker, Fine Bullet Tip, Black, Dozen	2	\$12.99/DZ	\$25.98		
HAM162008	Tidal Print Paper, 92 Bright, 20 lb Bond Weight, 8.5 x 11, White, 500 Sheets/Ream, 10 Reams/Carton	1	\$59.99/CT	\$59.99		

Delivery Instruction:  
InHouse Comments:

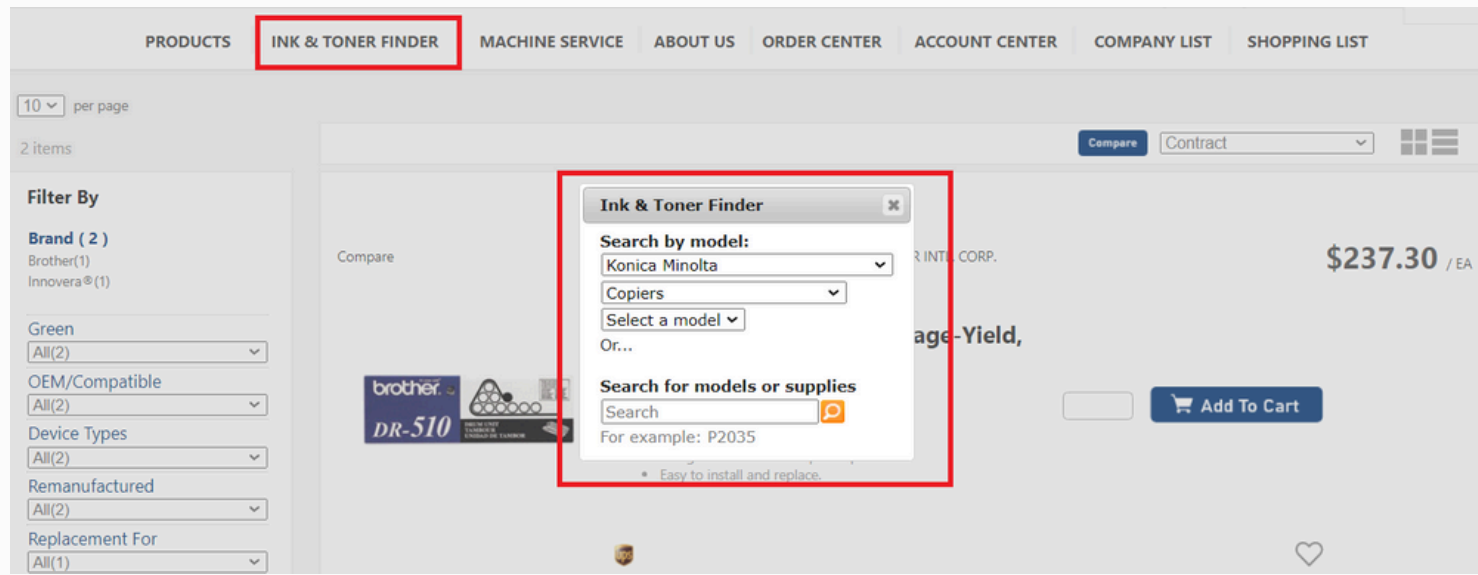
**Order Summary**

Item: 2  
Subtotal: \$85.97  
Tax: \$0.00

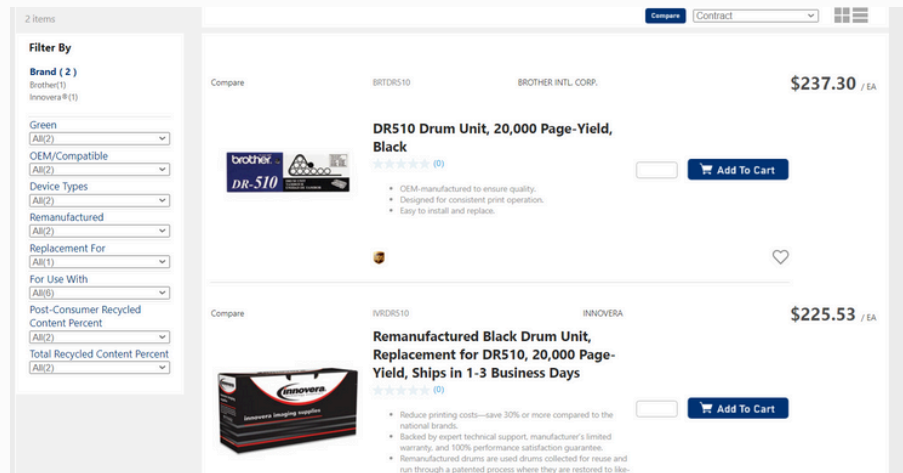
**Total: \$85.97**

[Continue Shopping](#)

# Ink and Toner Finder



Using our Ink 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.





# Floor Machine Service

Navigating to the “Machine Service” page will direct you to our Service Department page! Here, you can view what kind of services we offer and the various brands we perform maintenance on!

By filling out the information at the bottom of the page, your request will be sent to our service department and our team will reach out to you to fully understand your needs or schedule a visit or pickup by our experienced service technicians!

Our technicians have over 40 years of experience through Ball Chemical and Equipment, who have been servicing Northeast Ohio from Cleveland, OH.


## ***Need a Machine?***

Contact your sales rep and they will work with our service department to find a machine that best fits your needs! Be it a floor scrubber, burnisher, or extractor!

PRODUCTS | INK & TONER FINDER | **MACHINE SERVICE** | ABOUT US | ORDER CENTER | ACCOUNT CENTER | COMPANY LIST | SHOPPING LIST


### Request Machine Service

Our Service Department staff are skilled professionals with 40+ years of experience in the repair/maintenance of machines. We will repair any make or model of janitorial equipment, and we have a large inventory of parts available for purchase.



- auto-scrubbers
- riding scrubbers
- buffers
- battery burnishers
- battery sweepers
- carpet extractors or carpet spotting machines
- high speed vacuums
- pressure washers

**We are also certified repair shop for the brands below, but are not limited!**  
Please fill out the form and let us get you back up and running.



Please be as detailed as possible, including current problems, missing or damaged hardware, etc.

Details and Additional Information

Name

Phone

Email

Machine Type

# About Us

The screenshot shows the 'About Us' page of the United Business Supply website. At the top, a navigation bar contains links for PRODUCTS, INK & TONER FINDER, MACHINE SERVICE, ABOUT US (highlighted with a red border), ORDER CENTER, ACCOUNT CENTER, COMPANY LIST, and SHOPPING LIST. Below the navigation is a large blue banner with the United Business Supply logo in white and blue. The logo consists of the word 'UNITED' in a large, bold, blue font with a yellow triangle above the 'U' and a yellow triangle to the right of the 'D', and the words 'BUSINESS SUPPLY' in a smaller, blue, sans-serif font below it. Below the banner is a dark blue section with white text. On the left, it says 'WE ARE A FAMILY OF' in a bold, white, sans-serif font, followed by a large white '18'. To the right of the '18' is a paragraph of white text: 'Ohio-based companies, each bringing decades of knowledge and experience. We're better together, and in uniting under one flag, we can provide businesses, organizations, and schools like yours with the widest variety of goods and services at the best prices in town.' To the right of this text is a photograph of a white United Business Supply delivery van parked outdoors. The van has the company logo and name on its side, along with social media icons and the website address www.businesssupply.com. The background of the photo shows a parking lot with other vehicles and a cloudy sky.

The “About Us” page gives a brief history of our company and our dedication to continuing to service the needs of our customers. It also showcases the companies that make up our expertise, and who have been doing amazing work to take care of their customer in their own unique way. We use all of our collective knowledge and experience to bring you better service and products!

# Order Center

The screenshot shows the Order Center interface. At the top, there is a navigation menu with tabs: PRODUCTS, INK & TONER FINDER, MACHINE SERVICE, ABOUT US, ORDER CENTER (highlighted with a red box), ACCOUNT CENTER, COMPANY LIST, and SHOPPING LIST. Below the navigation menu, there is a 'My Orders' dropdown menu with options: Order by Item #, Scheduled Orders, Return Request, and Special Item Request. The main content area is titled 'Order History' and includes search filters for CustomerID and LoginID, along with buttons for Search, Reset, and Save Current Settings. A dropdown menu is set to 'Orders for Current Logir'. Below the filters is a table with columns: Date, C, X, Order/Cart, PO, Ln, Ship To, Total, Cust/Login, and Re-Order Form. The table contains six rows of order data.

Date	C	X	Order/Cart	PO	Ln	Ship To	Total	Cust/Login	Re-Order Form		
5/11/2024			<a href="#">View Cart</a>		1	Jake Bush Sales Rep Access	3506	48.20	<a href="#">Resume Cart</a>	3233:CLEVELAND FUSION level	<a href="#">Re-Order Form</a>
5/7/2024		!	<a href="#">View Cart</a>		1		2105	28.59	<a href="#">Resume Cart</a>	3233:CLEVELAND FUSION level	<a href="#">Re-Order Form</a>
5/7/2024		!	<a href="#">View Cart</a>		1		2105	194.85	<a href="#">Resume Cart</a>	3233:CLEVELAND FUSION level	<a href="#">Re-Order Form</a>
5/6/2024		!	<a href="#">View Cart</a>		1		2105	28.59	<a href="#">Resume Cart</a>	3233:CLEVELAND FUSION level	<a href="#">Re-Order Form</a>
5/5/2024		!	<a href="#">View Cart</a>		1		2105	28.59	<a href="#">Resume Cart</a>	3233:CLEVELAND FUSION level	<a href="#">Re-Order Form</a>
4/22/2024		!	<a href="#">View Cart</a>	TEst	2	Cleveland Fusion 2	2105	52.98	<a href="#">Resume Cart</a>	3233:CLEVELAND FUSION level	<a href="#">Re-Order Form</a>

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.

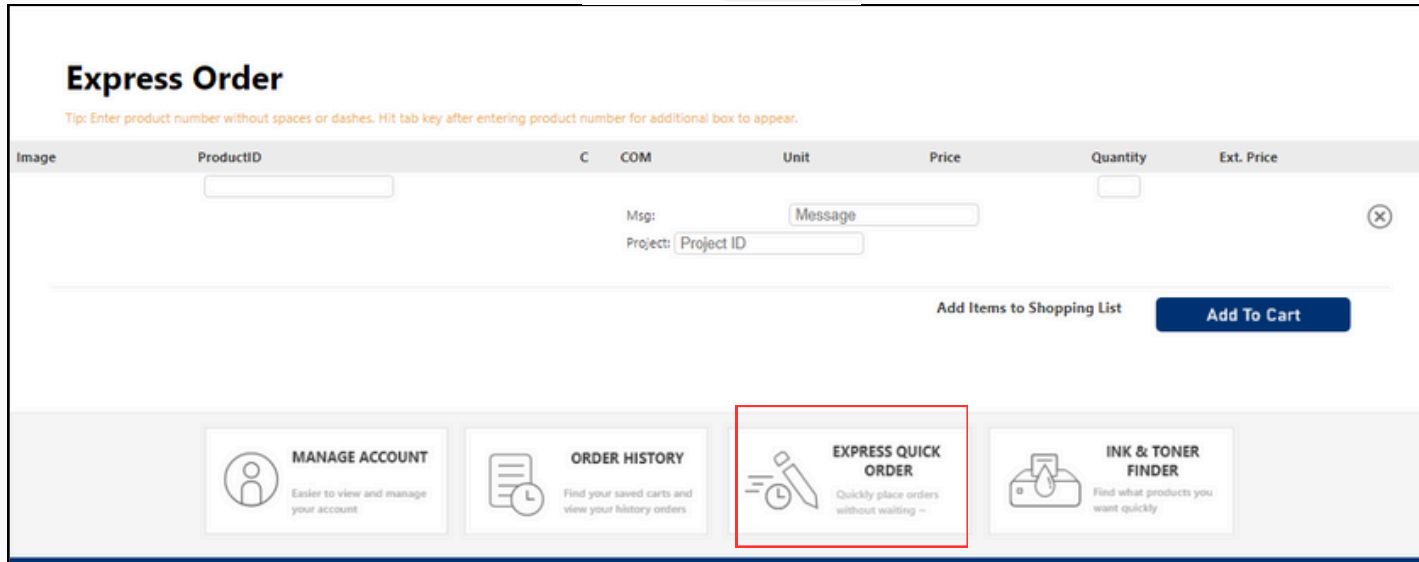
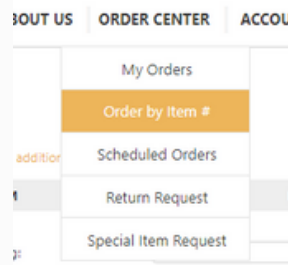
**Shipped Orders** - Orders that have been shipped and invoiced will appear here. Allowing you to see the details of the order.

**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.

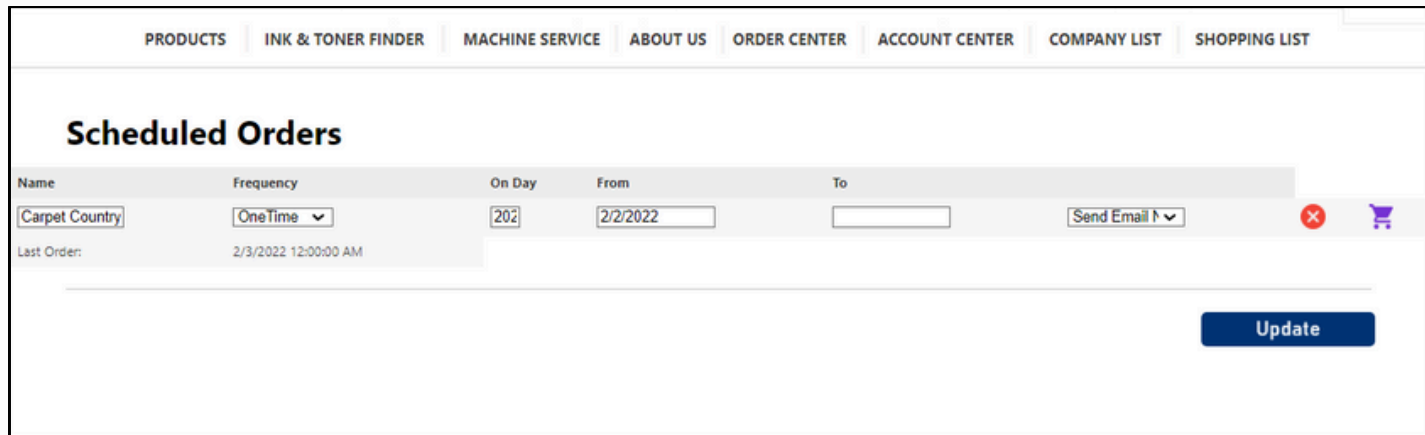
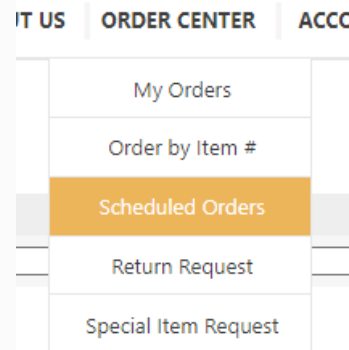
If you are specified as a Manager, you are able to see orders placed by users assigned to you. If you are specified as an Accountant, you will be able to see orders for your entire organization.

# Order By Item #



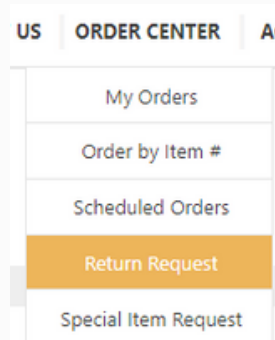
Navigating to Order by Item # will direct you to the Express Order page. Here, you can add items quickly to your cart or Shopping List. There is also a quick link at the bottom of all pages that will direct you here.

# 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 an Item

Order:

Product	Description	U/M	Price	Order Qty	Return Qty	Return Reason
 EPST822XLBCS	T822XL-BCS (T822XL/T822) DURABrite Ultra High-Yield/Standard Ink, Black/Cyan/Magenta/Yellow	PK	89.22	2	<input type="text" value="0"/>	<input type="text"/>

Name

Email  Phone  Ext

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

- IS ORDER CENTER A
- My Orders
- Order by Item #
- Scheduled Orders
- Return Request
- Special Item Request

### Special Item Request

Description	Quantity	Unit of Measure/ Pack Size	Price Range
<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>

Name

Email  Phone  Ext

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

ACCOUNT CENTER

- My Account
- Change Password
- My Credit Card
- EDocuments
- Pay Online
- Report Subscription Tool

Customer	Cost Center	Ship To	Login (New Copy)
Customer ID	3233		
Name	CLEVELAND FUSION		
Contact Name	TJ MONACHINO		
Contact Email	TJMONACHINO@SOSSPEEDY.COM		
Contact Phone	216-990-6310		
Address1	4536 RENAISSANCE PARKWAY		
Address2			
City	WARRENSVILLE HEIGHTS		
State	OH		
Zip	44128		
Credit Card Type			
Credit Card Number			
Credit Card Expire	/		
Credit Card Name			
Credit Card Address1			
Credit Card Address2			
Credit Card City			
Credit Card State			
Credit Card Zip			
Credit Card Inactive	No		
UsesOAS	Yes		
PORequired	No		
CostCenterRequired	No		
ContactNameRequired	Yes		
BudgetRequired	No		
ProjectIDRequired	No		
BuyFromContractOnly	No		
BuyFromCompanyListOnly	No		
CCRequired	No		
EmailOrderAck	Yes		
EmailShipmentAck	No		
BillComplete	No		
ShipComplete	No		
UseShipToAsBillTo	No		
ShowComparePrice	Yes		
Sales Rep	WHOLE		
Net Due In (days)	0		
Freight Exempt	Yes		

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!



# Account Center

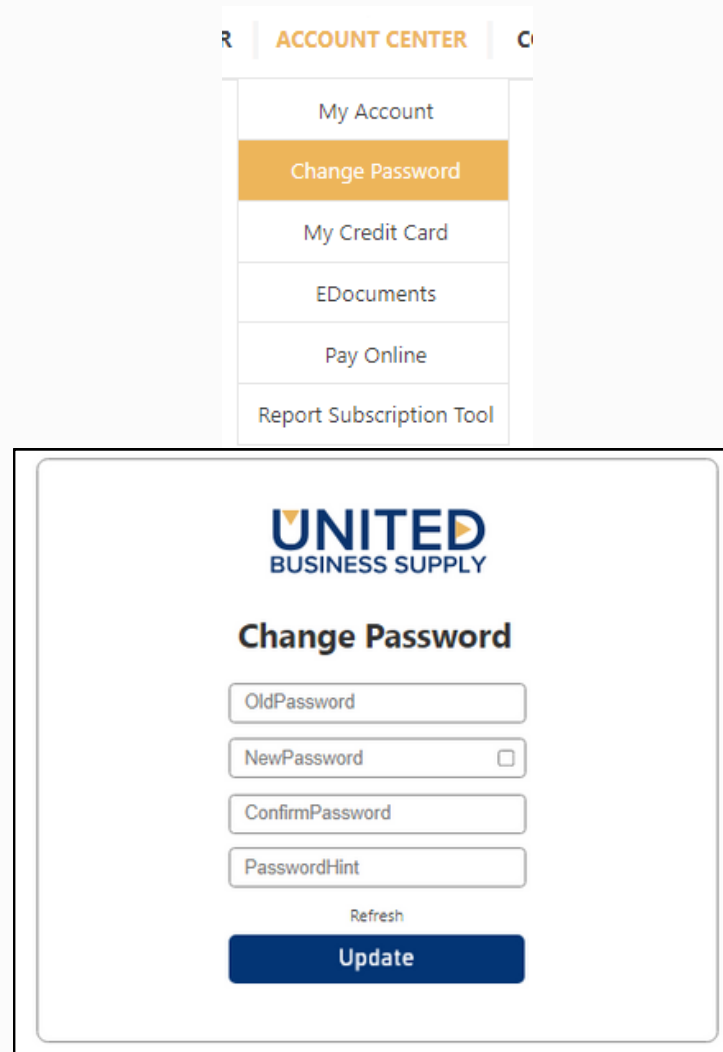
ACCOUNT CENTER

- My Account
- Change Password
- My Credit Card
- EDocuments
- Pay Online
- Report Subscription Tool

Customer	Cost Center	Ship To	Login (New .Copy)
Customer ID	3233		
Name	CLEVELAND FUSION		
Contact Name	TJ MONACHINO		
Contact Email	TJMONACHINO@SOSSPEEDY.COM		
Contact Phone	216-990-6310		
Address1	4536 RENAISSANCE PARKWAY		
Address2			
City	WARRENSVILLE HEIGHTS		
State	OH		
Zip	44128		
Credit Card Type			
Credit Card Number			
Credit Card Expire	/		
Credit Card Name			
Credit Card Address1			
Credit Card Address2			
Credit Card City			
Credit Card State			
Credit Card Zip			
Credit Card Inactive	No		
UsesOAS	Yes		
PORRequired	No		
CostCenterRequired	No		
ContactNameRequired	Yes		
BudgetRequired	No		
ProjectIDRequired	No		
BuyFromContractOnly	No		
BuyFromCompanyListOnly	No		
CCRequired	No		
EmailOrderAck	Yes		
EmailShipmentAck	No		
BillComplete	No		
ShipComplete	No		
UseShipToAsBillTo	No		
ShowComparePrice	Yes		
Sales Rep	WHOLE		
Net Due In (days)	0		
Freight Exempt	Yes		

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!

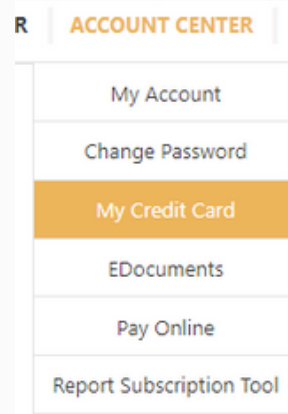
# Change Password



The image shows a screenshot of the United Business Supply Account Center. At the top, the text 'ACCOUNT CENTER' is visible. Below it is a vertical menu with several options: 'My Account', 'Change Password', 'My Credit Card', 'EDocuments', 'Pay Online', and 'Report Subscription Tool'. The 'Change Password' option is highlighted in orange. Below the menu is a large white box containing the 'Change Password' form. The form includes the United Business Supply logo, the title 'Change Password', and four input fields: 'OldPassword', 'NewPassword' (with a small square icon to its right), 'ConfirmPassword', and 'PasswordHint'. Below these fields is a 'Refresh' link and a blue 'Update' button.

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



### Credit Card

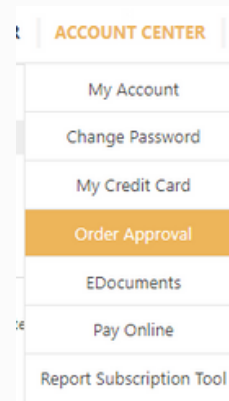
**My Default Card:**

Name on Card:  CC Number:  Inactive:

CCType	CCNumberDisplay	Exp Month	Exp Year	Name	Address1	Address2	City	State	Zip	Country	Inactive	Edit
VS		10	27	Levi Burden	25701 Richmond Rd		Bedford Heights	OH	44146	US	No	Edit

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



	Status	Rule	Order/Cart	PO	C	Lines	Ship To	Cost Cr	Date	Total	Login
<input type="checkbox"/>	P	All Approval	WO-35156		C	2	Cleveland Fusion 2		5/13/2024	\$65.97	levl
<input type="checkbox"/>	P	All Approval	WO-35154		C	1	DEFAULT	3506	5/11/2024	\$48.59	alltest
<input type="checkbox"/>	P	All Approval	WO-35155		C	1	Jake Bush Sales Rep Access		5/11/2024	\$44.99	jakesales

[Select All](#) [Clear All](#)

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

**Order Number:** WO-35156

**Ship To:** Cleveland Fusion 2  
**Name:** CL2  
**Address:** 4578 RENAISSANCE PARKWAY  
**Apt, Bldg, Suite:**  
**City:** WARRENSVILLE HEIGHTS  
**County:**  
**State:** OH  
**Zip:** 44120-5702  
**Contact Name:** Levi Burden  
**Phone:**  
**Ext:**

**Bill To:** DEFAULT  
**Name:** CLEVELAND FUSION  
**Address:** 4578 RENAISSANCE PARKWAY  
**Apt, Bldg, Suite:**  
**City:** WARRENSVILLE HEIGHTS  
**State:** OH  
**Zip:** 44128  
**Cost Center:**

Shop Cart Name:  PO Number:

Product	Manufacturer	Price	UOM	Qty	Ext Price	Actions
SAN30001 Fine Tip Permanent Marker, Fine Bullet Tip, Black, Dozen	SHARPIE	\$12.99	DZ	<input type="text" value="2"/>	\$25.98	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Project: <input type="text" value="Project ID"/> Message: <input type="text" value="Line Comment"/>						
HAM162008 Tidal Print Paper, 92 Bright, 20 lb Bond Weight, 8.5 x 11, White, 500 Sheets/Ream, 10 Reams/Case	HAMMERMILL PAPER	\$99.99	CT	<input type="text" value="1"/>	\$99.99	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Project: <input type="text" value="Project ID"/> Message: <input type="text" value="Line Comment"/>						

Special Instructions:   
Inhouse Comments:

DAS Notes:

**Order Summary**

Subtotal: \$85.97  
Tax: \$0.00

**Total: \$85.97**

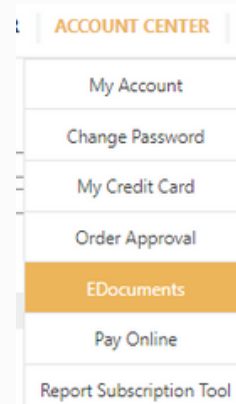
The Order Detail page will allow you to change quantities, add items, remove items, save items to your own Shopping List, or add notes to the items or the order itself.

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.

# EDocuments



### EDocuments

Document:  PONumber:  Ship To:   
Cost Center:  FromDate:  ToDate:   
Total:  Credit:

[Search](#) [Reset](#) [Save Current Settings](#) [Pay Online](#)

Date	Document	PO	Ship To	Cost Center	Total	Web Login
4/5/2024	OE-81579-1		Cleveland Fusion 2		10.32	
4/2/2024	OE-81323-1	TEST	Cleveland Fusion 2		0.00	
3/14/2024	OE-80161-1		Cleveland Fusion 2		50.99	
3/5/2024	OE-79549-1		Cleveland Fusion 2		35.39	
2/21/2024	OE-78811-1	TJ PERSONAL	Cleveland Fusion 2		23.26	

EDocuments will allow you to search and download specific invoices that have been billed to your organization. This access is typically given to those responsible for your organization's accounting or billing.

If you can also click "Pay Online" to apply a credit card to an invoice to easily make sure everything is up to date.

# Pay Online

ACCOUNT CENTER

My Account

Change Password

My Credit Card

Order Approval

EDocuments

Pay Online

Report Subscription Tool

### Pay Online

\*Note: Pay Online feature only supports full payment of invoice.

From Due Date:  To Due Date:

Total Invoice Amount Due:  Invoices Selected:

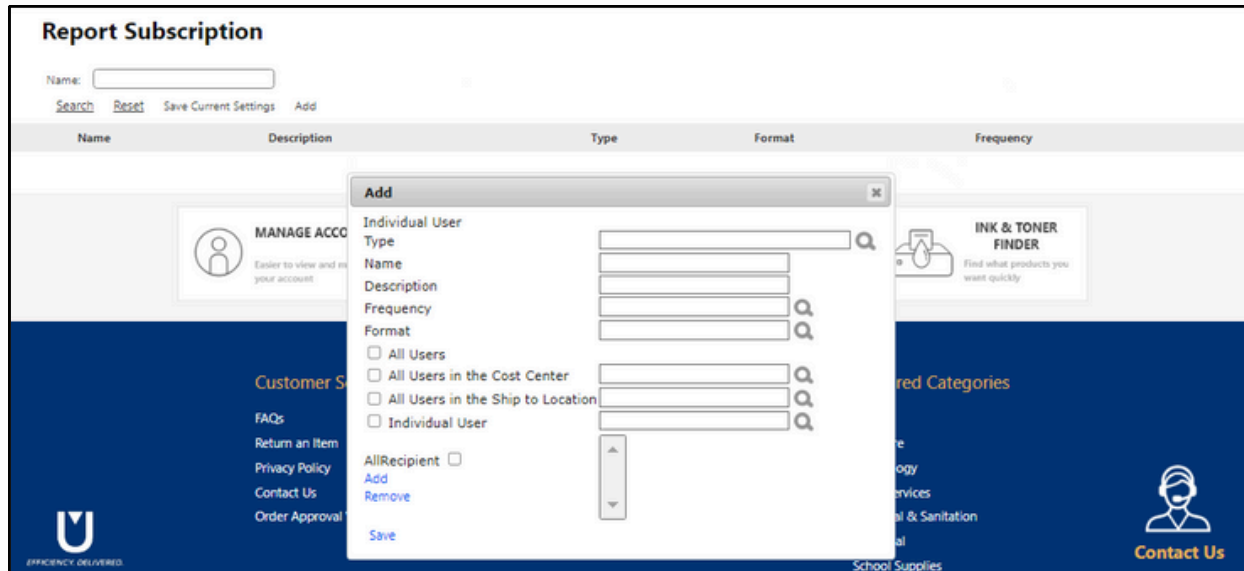
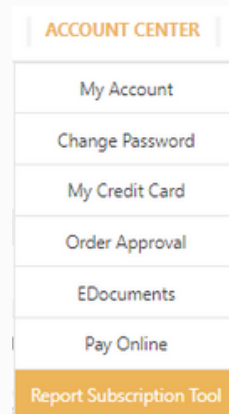
[Search / Refresh](#) [Select All](#) [Clear All](#) [Pay Selected](#)

Pay	Status	Invoice No	Invoice Date	Due Date	Ship To	Ship To Name	Cost Center	Invoice Total	Balance
<input type="checkbox"/>	Ready	OE-72931-1	11/16/2023	11/16/2023	Cleveland Fusion 2	CL2		15.71	15.71
<input type="checkbox"/>	Ready	OE-78811-1	2/21/2024	2/21/2024	Cleveland Fusion 2	CL2		23.26	23.26
<input type="checkbox"/>	Ready	OE-79549-1	3/5/2024	3/5/2024	Cleveland Fusion 2	CL2		35.39	35.39
<input type="checkbox"/>	Ready	OE-80161-1	3/14/2024	3/14/2024	Cleveland Fusion 2	CL2		50.99	50.99
<input type="checkbox"/>	Ready	OE-81579-1	4/5/2024	4/5/2024	Cleveland Fusion 2	CL2		10.32	10.32

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!

Vendere Report Type

[Reset](#)

TypeID	Name	Description
<input type="radio"/> 1	UsageByCostCenter	Usage Report by Cost Center
<input type="radio"/> 2	UsageByShipTo	Usage Report by Ship to Location
<input type="radio"/> 3	UsageByBudget	Usage Report by Budget
<input type="radio"/> 4	OrderStatus	Order Status Report
<input type="radio"/> 5	BudgetSummary	Budget Summary Report
<input type="radio"/> 6	ShipTo	Administration Report - Ship To
<input type="radio"/> 7	CostCenter	Administration Report - Cost Center
<input type="radio"/> 8	Login	Administration Report - User
<input type="radio"/> 9	LoginShipTo	User Ship To Selection
<input type="radio"/> 10	LoginCostCenter	User Cost Center Selection

[Next](#)

## Available Reports

Vendere Report Type

[Reset](#)

TypeID	Name	Description
<input type="radio"/> 11	LoginCompanyList	User Company List Selection
<input type="radio"/> 12	LoginBudget	User Budget Selection
<input type="radio"/> 13	OASRule	Order Approval Setup Report
<input type="radio"/> 14	SummaryInvoiceDetail	Summary Invoice Detail

[Previous](#)















# Company List

PRODUCTS | INK & TONER FINDER | MACHINE SERVICE | ABOUT US | ORDER CENTER | ACCOUNT CENTER | COMPANY LIST | SHOPPING LIST LOG OUT

Company List Name  [Delete List](#)

+ Show Qty - Hide Qty

Product	Description	Unit	Price	Qty	Ext. Price	
 BSN17525	File Folders, 11 Pt., 1/3 Cut Ast Tab, Letter, 100/BX, Manila Stock Check	BX	12.99	<input type="text" value="10"/>	129.90	  Message: <input type="text"/>
 SAN30001	Fine Tip Permanent Marker, Fine Bullet Tip, Black, Dozen Stock Check	DZ	12.99	<input type="text" value="10"/>	129.90	  Message: <input type="text" value="ATTN Sue"/>
 BICGSF11BE	Round Stic Xtra Precision Ballpoint Pen, Stick, Fine 0.8 mm, Blue Ink, Translucent Blue Barrel, Dozen Stock Check	DZ	2.55	<input type="text" value="1"/>	2.55	  Message: <input type="text"/>
 RUB96600ROS	Optimizers Multifunctional Six-Tier Jumbo Incline Sorter, 6 Sections, Letter Size Files, 9.38 in. x 10.5 in. x 7.38 in., Clear Stock Check	EA	39.60	<input type="text" value="1"/>	39.60	  Message: <input type="text"/>

[Add To Cart](#)

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

Product	Description	Unit	Price	Qty	Ext. Price
UBS21200	Copy Paper: 8.5" x 11" (5,000 Sheet Carton) Stock Check	CT	44.99	<input type="text"/>	
BSN17525	File Folders, 11 Pt., 1/3 Cut Ast Tab, Letter, 100/BX, Manila Stock Check	BX	12.99	<input type="text"/>	
UNV18103	Top Tab File Folders, 1/3-Cut Tabs: Assorted, Letter Size, 0.75 in. Expansion, Manila, 250/Box Stock Check	CT	35.19	<input type="text"/>	
UBS28110	Copy Paper, 92 Bright, 20 lb, 11 x 17, White, 500 Sheets/Ream, 5 Reams/Carton Stock Check	CT	65.99	<input type="text"/>	

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 to quickly add items to any list you have access to.