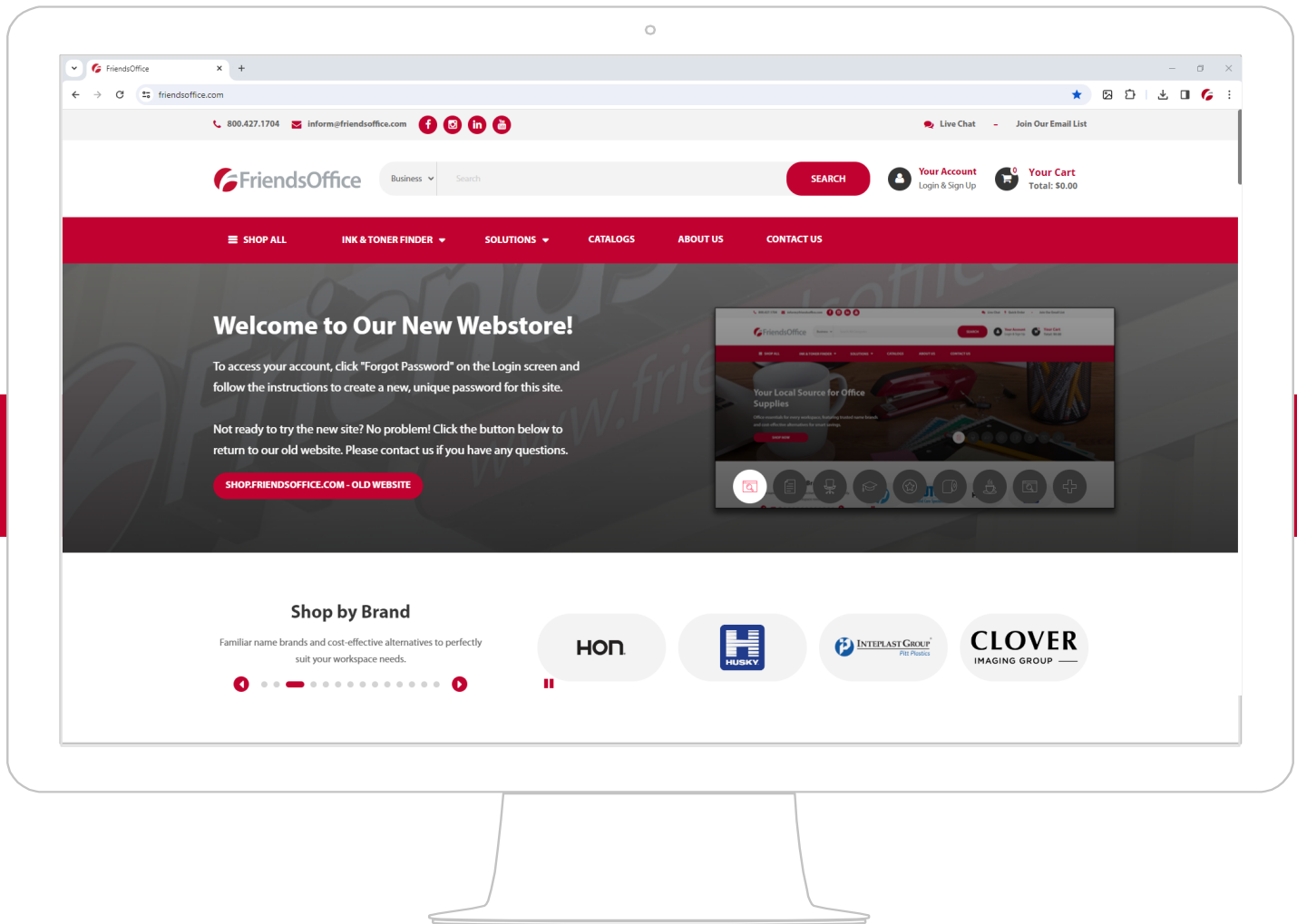


Customer Welcome Guide

Utilize our new website for a faster, smoother shopping experience, offering everything for people at work. Contact our customer service team if you need help accessing your account or setting up a new one. Thank you for shopping with FriendsOffice!



Key Contacts:

Account Manager:

Customer Service:

800.427.1704

inform@friendsoffice.com



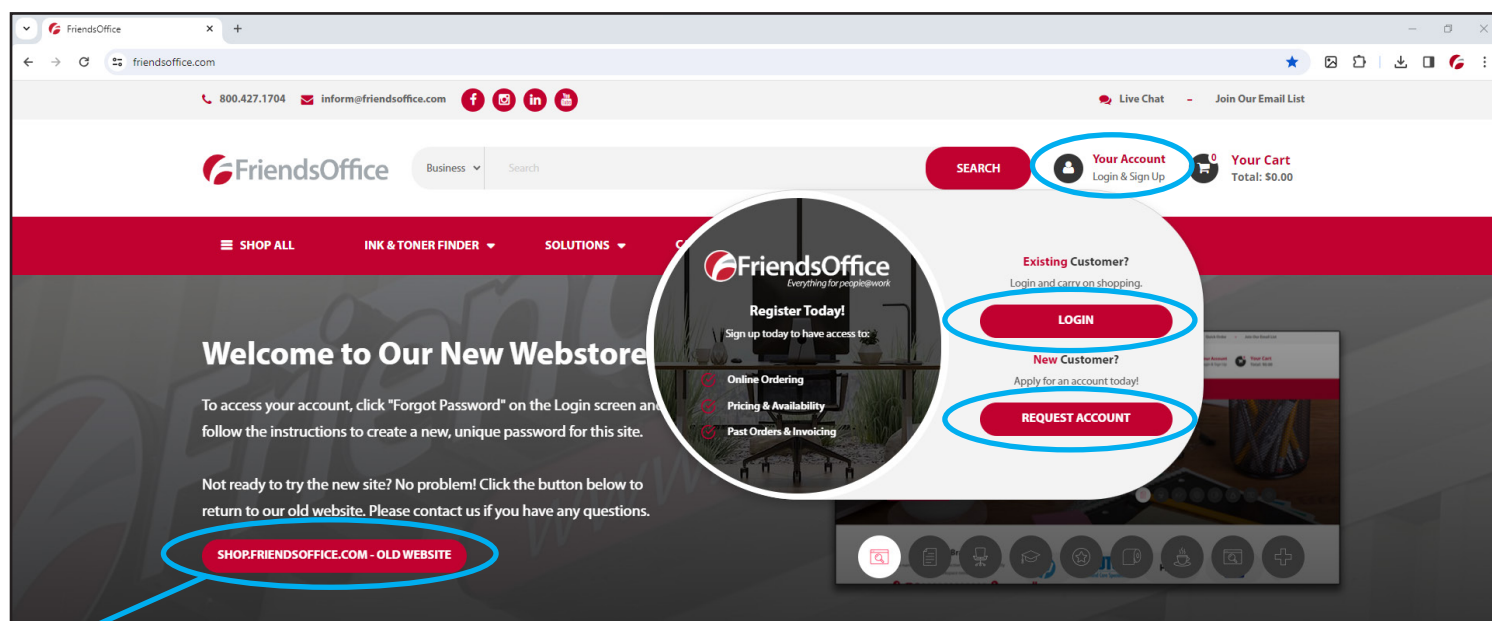
Online Ordering Help Guide

Getting Started

To begin shopping online, please visit:

www.friendsoffice.com. New customers should select **"Request Account."**

Existing customers can log in at the upper right using your Email Address and Password. If it's your first time logging in to the new website, you will need to select **"Forgot Password"** from the login box to create a new, unique password or contact Customer Service for help. (see pg. 1)



If you need to return to our old website, you can click the red button here or visit: shop.friendsoffice.com.

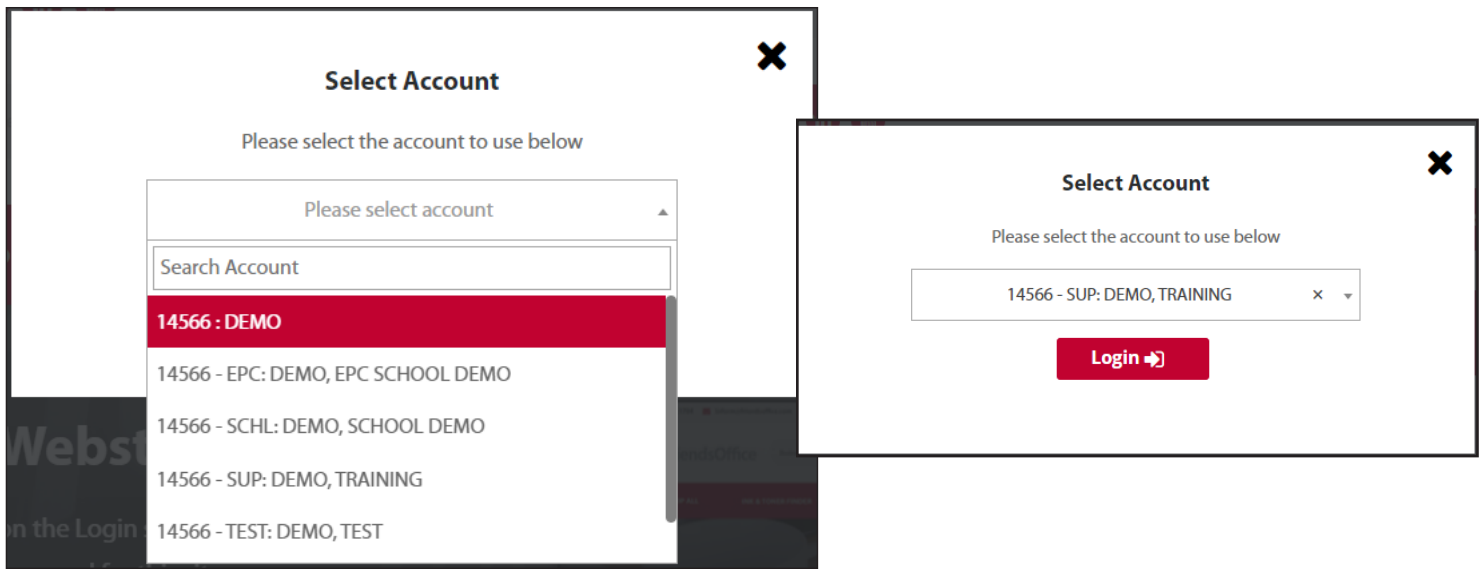
*If you share an email address with another user, you can set up a 2-step login that requires you to enter a username as well. Otherwise, enter your email address only.



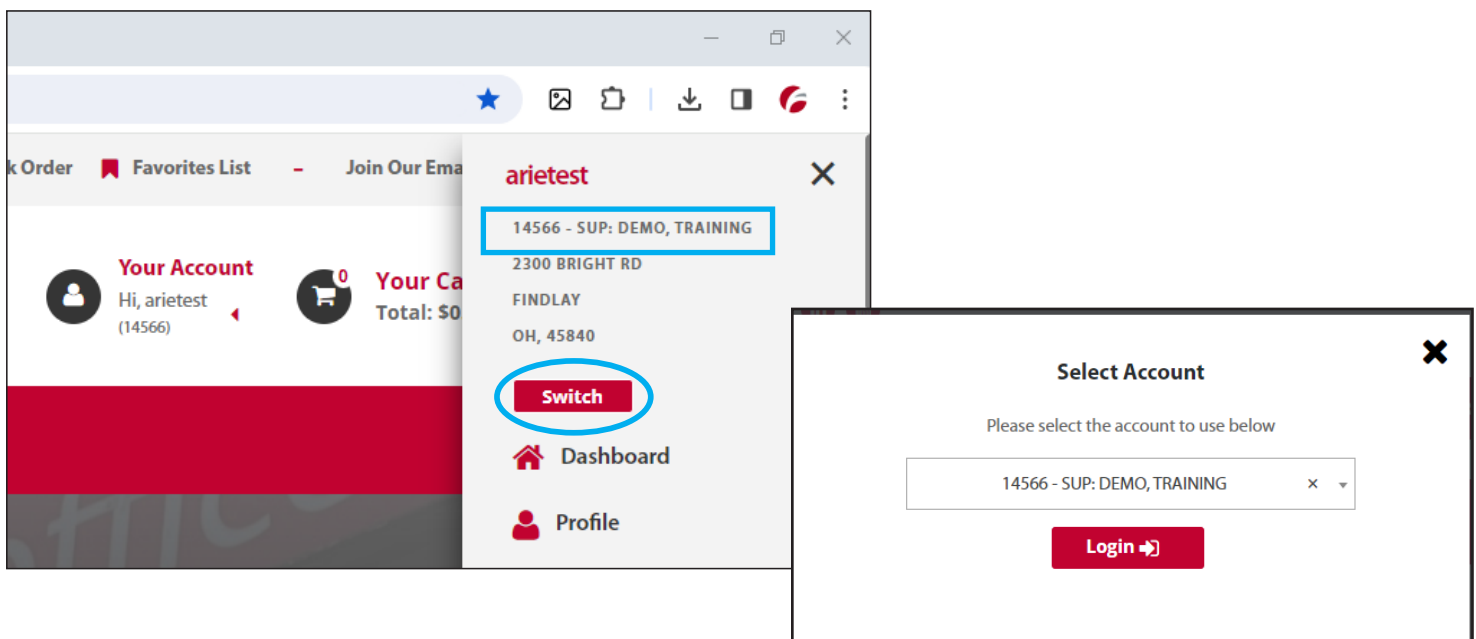
Online Ordering Help Guide

Getting Started

If you have access to multiple departments, you will select which department you are shopping for first, before completing your log in.



Once logged in, your account number and department will be displayed under **"Your Account"**. To switch departments, click "Switch".



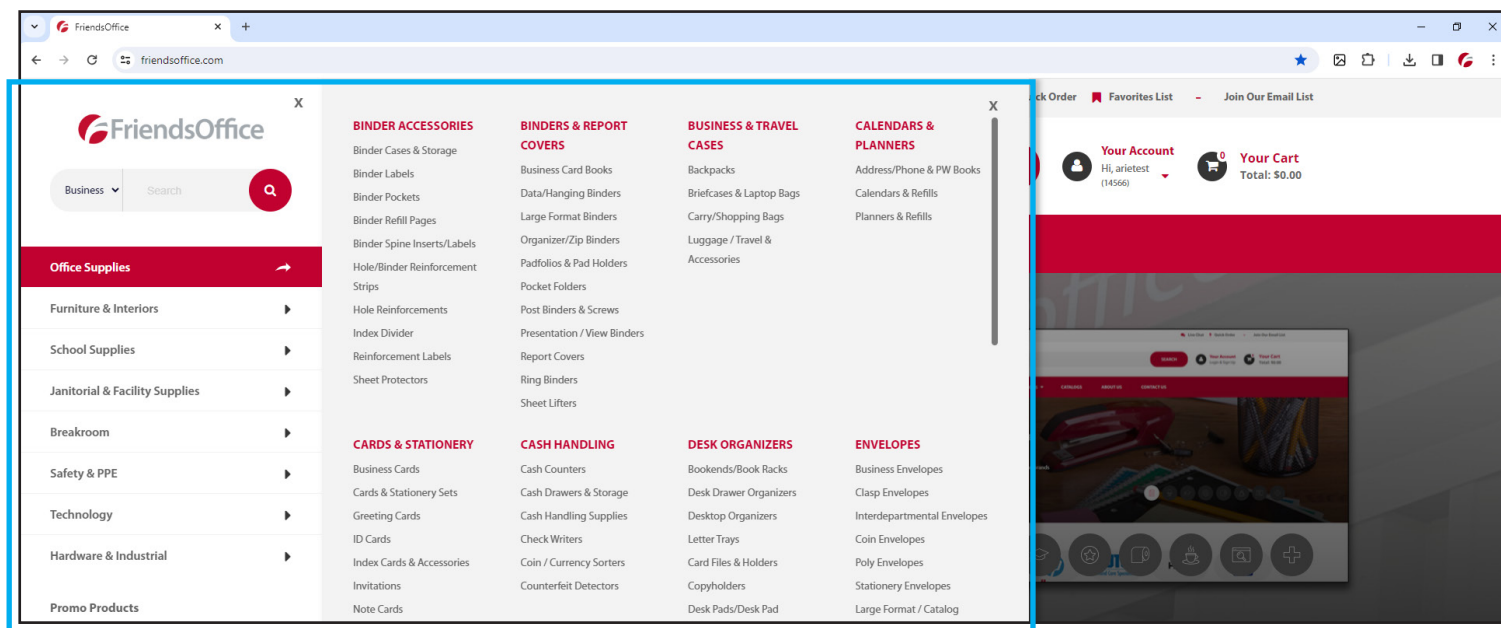
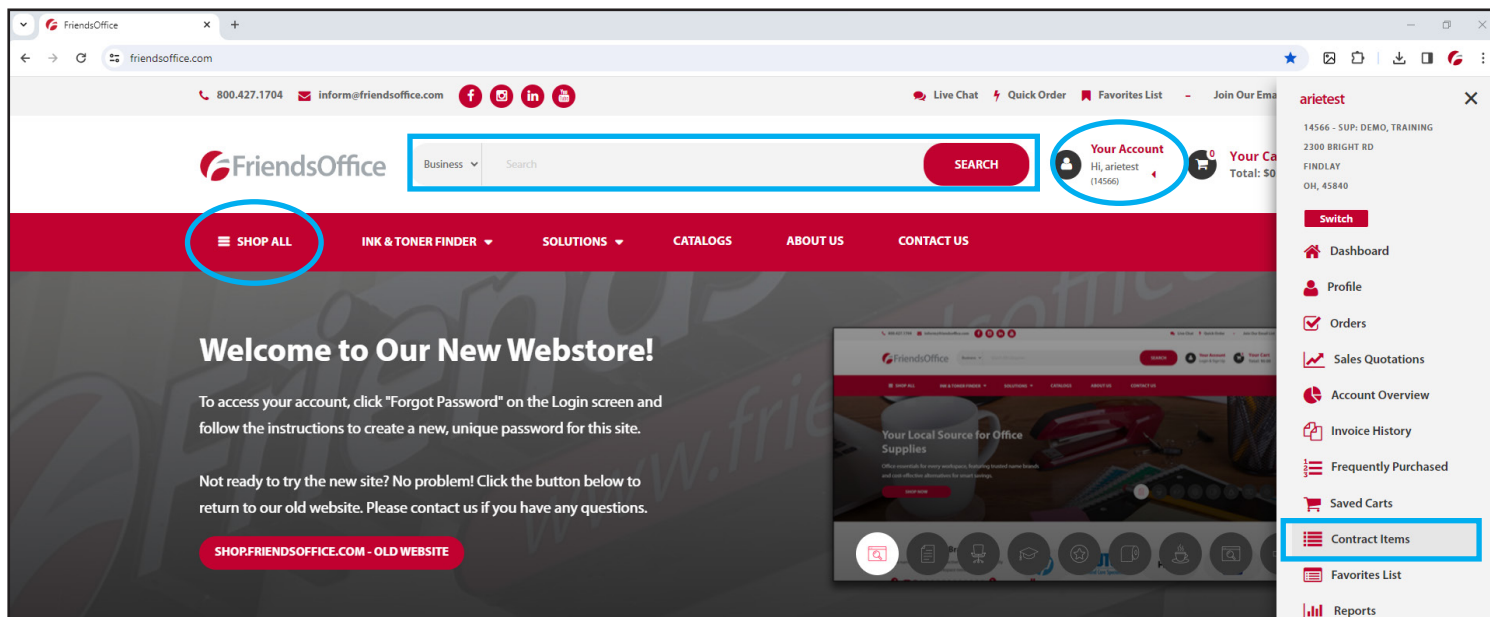
****Note:** the feature from our old website that allows you to order for multiple locations in one cart is not currently a feature on the new website.**** - COMING SOON!**



Online Ordering Help Guide

Placing Orders

To search for products, use the search bar at the top of the page or click “Shop All” to shop by category. If you have Contract Items assigned to your account, you can see those items by clicking “Contract Items” under “Your Account”.



Please note:

Some items are not available for purchase depending on your location. You will not be able to add these items to your cart and instead may be offered a substitute to swap.



Online Ordering Help Guide

Shopping Cart

Any item that is available for purchase can be added to your shopping cart by clicking **"Add to Cart."** Some items may require minimum order quantities and will be indicated if so. To view all the items in your shopping cart, click **"View Cart"** at any time to see a detailed product listing.

The screenshot shows the FriendsOffice website with the 'Copy & Printer Paper' category selected. The top navigation bar includes the FriendsOffice logo, a 'Business' dropdown, a search bar, a 'SEARCH' button, a 'Your Account' link with the user name 'Hi, arietest (14566)', and a 'Your Cart' link showing '0' items and a total of '\$0.00'. The left sidebar contains a 'Search & Filter' section with a search bar and two toggle filters: 'DISPLAY CONTRACT ITEMS ONLY' and 'ITEMS IN STOCK ONLY'. Below these are filters for 'Brand' (Business Source, FriendsOffice, Hammermill) and 'Application/Usage' (Announcement, Greeting Card, Memory Book). The main product list shows four items, each with a 'Contract Item' yellow flag, a product image, a description, item code, category, and price. The first item, 'Copy Paper (Value Brand) - 8.5" x 11" - 20 lb. - 92 Bright - 5000 Sheets - 10 Reams / Carton', is highlighted with a blue circle around its '4,720 In Stock!' status and its 'ADD TO CART' button. The other three items are also highlighted with blue circles around their 'ADD TO CART' buttons. A blue line connects the 'Your Cart' icon in the top right to the 'View Cart' button in the bottom right of the cart overlay.

You can also filter the results to only show your Contract Items or only the items that are currently in-stock. These filters are located on the left-hand side and quickly let you find the items you need and how many are available.

Yellow flags signify a special Contract item. These are products your organization has approved for purchase.

Once you're ready to complete your purchase, click **"Checkout."**

The screenshot shows the FriendsOffice website with the shopping cart overlay. The top navigation bar includes the FriendsOffice logo, a 'Business' dropdown, a search bar, a 'SEARCH' button, a 'Your Account' link with the user name 'Hi, arietest (14566)', and a 'Your Cart' link showing '1' item and a total of '\$42.69'. The cart overlay shows '1 items in your cart' and a 'Checkout' button. The items in the cart are listed with their descriptions, quantities, and prices. The 'Cart subtotal' is \$42.69 and the 'Order total' is \$42.69. The 'View Cart' and 'Checkout' buttons are highlighted with blue circles.



Online Ordering Help Guide

Shopping Cart

In your shopping cart, you can **“Export cart”, “Print cart”, “Save cart”, “Proceed to checkout”** or **“Clear cart.”**

To add a comment to a line item, select **“Add Line Reference”**. You can add an **“Attention To”** on the Checkout page. If you have a coupon code, you can enter it and click **“Apply coupon”** before proceeding to checkout.

The screenshot displays the FriendsOffice online shopping cart. At the top, there's a header with contact information (800.427.1704, inform@friendsoffice.com) and social media links. Below this is a navigation bar with links like SHOP ALL, INK & TONER FINDER, SOLUTIONS, CATALOGS, ABOUT US, and CONTACT US. The main content area is titled "Shopping Cart" and features a table with the following columns: Name, Price, Total, and Quantity. The table contains one item: "Copy Paper (Value Brand) - 8.5" x 11" - 20 lb. - 92 Bright - 5000 Sheets - 10 Reams / Carton" with a price of \$42.69 and a total of \$42.69. The quantity is 1. To the right of the item, there are buttons for "Export cart", "Print cart", "Save cart", and "Proceed to checkout". Below the item, there's a "Clear cart" button. On the right side of the page, there's a sidebar with a coupon code field, an "Apply coupon" button, and a summary of the cart subtotal (\$42.69) and order total (\$42.69). The sidebar also includes a "Save cart" button and a "Proceed to checkout" button.

Name	Price	Total	Quantity
 Copy Paper (Value Brand) - 8.5" x 11" - 20 lb. - 92 Bright - 5000 Sheets - 10 Reams / Carton Item Code FRICOPY811A Pack Size CT Add Line Reference Contract Item	\$42.69	\$42.69	1

Clear cart

Enter coupon code **Apply coupon**

Cart subtotal \$42.69

Order Total \$42.69

Save cart

Proceed to checkout



Online Ordering Help Guide

Checkout

When you're ready to checkout, you will be asked to review your order details. Select the correct shipping address, add an [Attention To] if required, and click "**Continue**".

If you need to change your order, click "**Back to Cart**".

 **FriendsOffice**

Express Checkout

[< Back To Cart](#)

Contact Details

Name arietest

Email inform@friendsoffice.com

Company DEMO, TRAINING

Shipping Details

Shipping Address

Saved Addresses

Select an Address

FRIENDSOFFICE TRAINING/DEMO
2300 BRIGHT RD
FINDLAY, OH, 45840
US

Billing Address

DEMO ACCOUNT
ATTN ACCOUNTS PAYABLE, 2300 BRIGHT RD
FINDLAY, OH, 45840
US

Attention To:

Continue

Order Summary

1 item in your cart



Copy Paper (Value Brand) - 8.5" x 11"
- 20 lb. - 92 Bright - 5000 Sheets - 10
Reams / Carton

1 item | Item Code: FRICOPY811A

Contract Item

\$42.69

Subtotal

\$42.69

TAX

\$0.00

TOTAL

\$42.69



Online Ordering Help Guide

Checkout

Next, confirm your shipping options and click Continue.

Shipping Options

Shipping



Copy Paper (Value Brand) - 8.5" x 11" - 20 lb. - 92 Bright - 5000 Sheets - 10 Reams / Carton

1 Item | Item Code: FRICOPY811A

Contract Item

Choose a shipping option:

☒ Shipping and Handling \$0.00

Continue

Order Summary

1 item in your cart



Copy Paper (Value Brand) - 8.5" x 11" - 20 lb. - 92 Bright - 5000 Sheets - 10 Reams / Carton

1 Item | Item Code: FRICOPY811A

Contract Item

\$42.69

Subtotal \$42.69

TAX \$0.00

TOTAL \$42.69

Lastly, enter any Order Notes or PO Numbers and click "Place Order" to complete your purchase.

Review & Pay

Order Note

PO number

Choose Payment Method

Charge to my FriendsOffice Account

Place Order

Pay by Credit Card

Enter alternate credit card

Order Summary

1 item in your cart



Copy Paper (Value Brand) - 8.5" x 11" - 20 lb. - 92 Bright - 5000 Sheets - 10 Reams / Carton

1 Item | Item Code: FRICOPY811A

Contract Item

\$42.69

Shipping Shipping and Handling

Subtotal \$42.69

Shipping FREE

TAX \$2.88

TOTAL \$45.57

If you are a credit customer, your payment method will default to "Charge to my FriendsOffice Account". If you want to pay by credit card, click "Pay by Credit Card" and follow the instructions.