



## Important Numbers

Telephone: 952-698-9978

Email: JTownsend@innovativeos.com

Contact your Customer Service Associate for:

- Pricing questions
- Special deliveries
- Rush orders
- Product sourcing
- Internet ordering questions
- Credits or returns

## Quick Facts

- Next day delivery is FREE
- No minimum order charges
- Prices shown online are your actual prices
- Special orders are never a problem
- Always welcome to come in for a working showroom tour of our office
- Over 150,000 office products are available.

### Cutoff Times for Next Day Delivery

Minneapolis & St. Paul Metro Area:

- 5:00 pm – Phone & Fax Orders
- 5:30 pm – Internet Orders

Outside Minneapolis & St. Paul Metro Area:

- 4:00 pm – Phone & Fax Orders
- 4:30 pm – Internet Orders

## Returns and Credits

Most items can be returned without charge within 30 days from date of purchase.

- Returns can be requested online or your Customer Service Associate can assist you
- All returns are credited the day following pick-up
- Special order product cannot be returned
- Special order furniture manufactured on a made to order basis and is not subject to return
- All returns must be in original packaging in salable condition
- Returns must be accompanied by packing list or invoice

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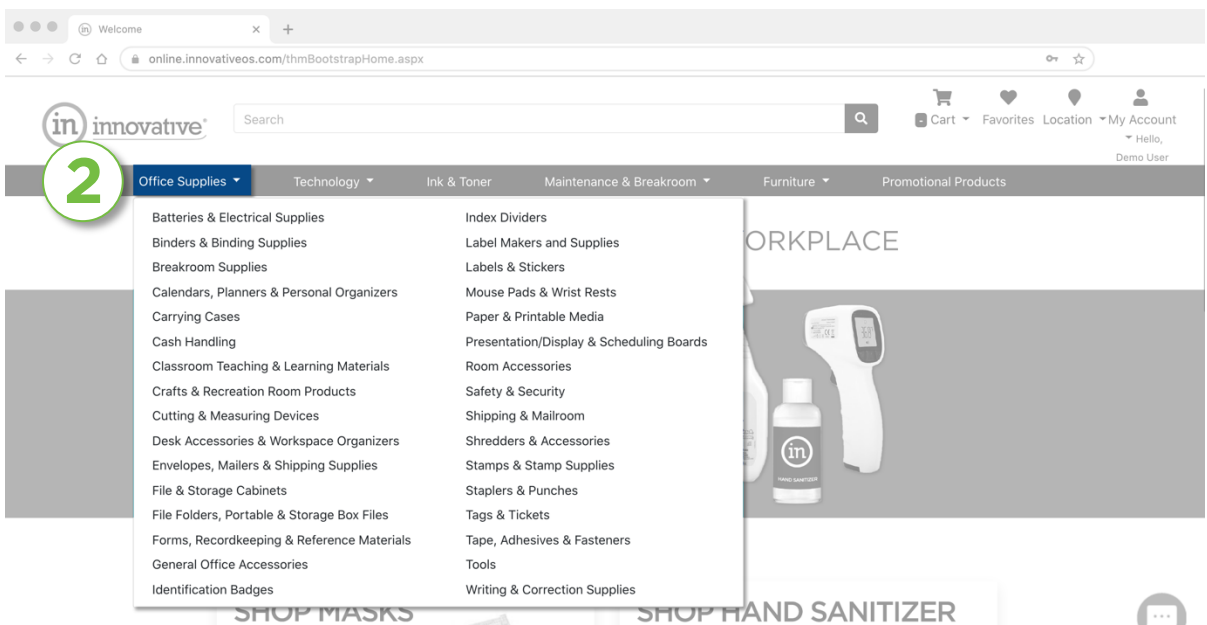
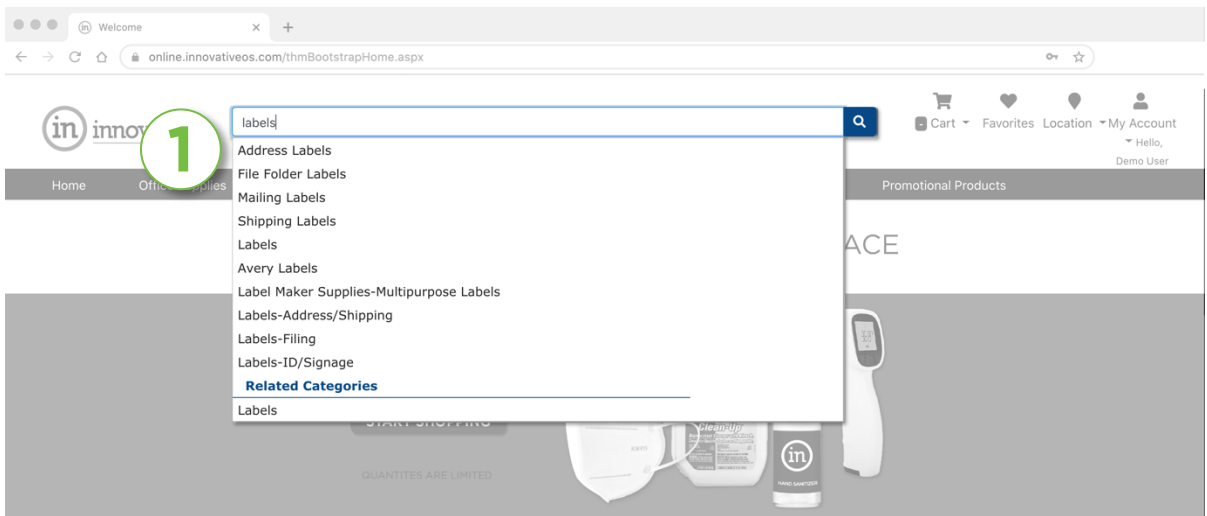
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# SEARCHING

To look for products use the Search Box at the top of the page or select a category to browse.

1. Search by Keyword or Item Number: **Tip** – due to our wide product selection and varied product descriptions, start with a broad search, then use the filters to narrow the results.
2. Category Dropdown Menus: Quick links to categories; these are good to use when describing a product is difficult.



# SEARCHING (continued)

After performing a search or selecting a product category a results page will display. This page has options to help narrow down the products to find exactly what you need.

1. **Refine Results:** Narrow the search results by entering a keyword or clicking on the filters.
2. **Sort By:** Choose from a variety of sorting options such as Most Popular or Best Match. **Tip** - Sort by Price will appear in the dropdown when the search results are narrowed to less than 200 items.
3. **Compare & View Products:**
  - To compare products side-by-side click the Compare Box located below pricing, then click the Compare Items button.
  - For more detailed information on each product click the image.

The screenshot displays the website's search results for 'laser Labels', showing 204 results. The interface includes a search bar, navigation menu, and a list of products. Three green circles with numbers 1, 2, and 3 are overlaid on the page to highlight key features:

- 1:** Points to the left-hand filter sidebar, which includes categories like Labels (196), Media Labeling (6), Name Badge Kits (1), Brand (Avery®, MACO®, PRES-a-ply®, Smead®, Universal®), Green, and Contract.
- 2:** Points to the sorting options at the top right, showing 'Sort: Best Match' and '24 Items'.
- 3:** Points to the 'Compare' button located below the pricing for the first product, and the 'Compare Items' button at the top right of the product grid.

Product Name	Price / BX	Compare Status
UNV80001: White Labels, Inkjet/Laser Printers, 0.5 x 1.75, White, 80/Sheet, 100 Sheets/Box	\$16 <sup>24</sup> /BX	<input type="checkbox"/> Compare
UNV80120: White Labels, Inkjet/Laser Printers, 1 x 2.63, White, 30/Sheet, 250 Sheets/Pack	\$40 <sup>53</sup> /BX	<input checked="" type="checkbox"/> Compare
AVE360: Easy Peel White Address Labels with Sure Feed Technology, Laser Printers, 1 x 2.63, White, 30/Sheet	\$37 <sup>52</sup> /BX	<input type="checkbox"/> Compare
UNV80102: White Labels, Inkjet/Laser Printers, 1 x 2.63, White, 30/Sheet, 100 Sheets/Box	\$12 <sup>90</sup> /BX	<input type="checkbox"/> Compare
AVE5960: Easy Peel White Address Labels with Sure Feed Technology, Laser Printers, 1 x 2.63, White, 30/Sheet	\$9 <sup>99</sup> /BX	<input type="checkbox"/> Compare
AVE5161: Easy Peel White Address Labels with Sure Feed Technology, Laser Printers, 1 x 4, White, 20/Sheet, 10	\$35 <sup>99</sup> /BX	<input type="checkbox"/> Compare

# QUICK ORDER

Quick Order is a form that allows valid item numbers to be added to the cart quickly and easily. It's a great way to order when you already know the product numbers.

- To find the Quick Order page, click **My Account** and navigate to the **Quick Order** option
- Enter the item number (no dashes or spaces) and tab through the fields, entering quantities and line comments.
- The line comments will be displayed on the packing list for easy distribution when you receive your order.
- When finished entering products, click the **Add to Cart** button.

**Tip:** To enter more items, use the dropdown and add more lines to the page.

The screenshot shows the 'Quick Order Entry' page in the innovativeos.com web application. The page features a search bar, a navigation menu with categories like Office Supplies, Technology, Ink & Toner, Maintenance & Breakroom, Furniture, and Promotional Products. A 'My Account' dropdown menu is open, showing options for My Account, Saved Orders, Quick Order, and Log Out. The main form area is titled 'Quick Order Entry' and includes a sub-header 'Enter Item Numbers or Part Numbers' with a note: 'You can quickly enter an order here, if you already know the item numbers.' Below this is a 'Lines' dropdown menu set to '5'. The form contains a table with the following columns: Item #, Qty, Unit, Description, Your Price, and Line Comment. There are 'Clear' and 'Add To Cart' buttons at the bottom of the form.

# FAVORITES LISTS

Favorites Lists are designed to make ordering common items simple. There are both personal and shared favorite lists.

1. Access the lists by clicking the **Favorites** link in the web page header.
2. Throughout the normal ordering process look for **Favorite**. Click this and follow the instructions in the pop-up windows to add to a list.
3. This section contains your personal lists. To order using one of these, click the **List Name** or **View** link.
4. Favorites Lists that are created, managed and shared with you by others are in this section.

**My Favorites Lists**

Name of New My Favorites List:  **New List**

Below are your current my favorites lists

Name	Description	# Items			
Inland Group of Companies	Inland Group of Companies	6	Rename	Delete	View
My Supplies	My Misc Stuff	33	Rename	Delete	View
Pen	Pen	3	Rename	Delete	View
Public Health WSC		52	Rename	Delete	View
Rubbermaid	facilities	8	Rename	Delete	View

**Shared Lists**

Demo User's Shared Lists

Name	Description	# Items	
Jason 1	My first list	3	View

SWI74701  
747 Classic Full Strip Stapler, 20-Sheet Capacity, Black

\$20.28/EA

Qty: 1  Compare

Favorite Stock Comment

**Add to cart**

**Add SWI74701 To Favorite List**

**Add To An Existing List For Demo User** *(Click to expand)*

Select the My Favorites List using the drop down list below. Then click "Save Item" to add the item.

Select Existing List  
Select an existing list

**Create A New List** *(Click to expand)*

**Line Comment**  
This shows on your favorites list under the detailed view and will show on your invoices when you order them from the favorites list in the future  
Enter a comment (optional)

**Close** **Save Item**

**Add SWI74701 To Favorite List**

**Add To An Existing List For Demo User** *(Click to expand)*

Select the My Favorites List using the drop down list below. Then click "Save Item" to add the item.

Select Existing List  
Select an existing list

- Inland Group of Companies
- My Supplies
- Pen
- Public Health WSC
- Rubbermaid

**Line Comment**  
This shows on your favorites list under the detailed view and will show on your invoices when you order them from the favorites list in the future  
Enter a comment (optional)

**Close** **Save Item**

**Add SWI74701 To Favorite List**

**Successful! Saved SWI74701 to your favorite list.**

**Close**

# FAVORITES LISTS (continued)

Shared Lists are created by users with the appropriate permissions.

To make a shared list, create the list in the normal manner (as described on the previous page), then click the **My Account** link in the web page header. On this page click **Favorite List Sharing** under the **Manage My Information** section.

1. **Show Favorite Lists for:** Select the owner of the list you want to share
2. **Select List to Share:** Choose the list that you want to share
3. **Customers/Share:** Drag the user(s) you want to give list access to from the left column (Customers) to the right column (Share).

Welcome

online.innovativeos.com/thmBootstrapHome.aspx

laser Labels

Cart Favorites Location My Account Hello, Demo User

Home Office Supplies Technology Ink & Toner Maintenance & Breakroom Furniture Promotional Products

### Global Favorites Maintenance

1 Show Favorites Lists for:  
Demo User

2 Select List to Share:  
My Supplies

To share a favorites list:  
1) Find the current owner of the favorites list.  
2) Select the list to share.

To share with all users on the account, drag the company name from the "Customers" box to the "Share" box. To share with only certain users, drag the desired user(s) from the Customers box to the Share box.

Success! favorite list sharing was updated.

Customers

- Demo Customer
  - Ann Dalhoff
  - Demo1 Demo1
  - DEMOADMIN BC
  - Demo Approver
  - Demo Super
  - Demo User LLBC
  - Demo User ContractOnly
  - DEMOUSER BC
- Jason Player
- TestApprover2
- TestApprover3 TestApprover3
- TestApprover4

Share

- My Supplies
  - Demo2
  - Demo User
  - TestApprover1

# CART & CHECKOUT

The number of items added to the shopping cart shows at the top of every page. To see a running total of items added to the cart, hover over this area and a box will appear. To access the full cart, click View Cart instead of hovering over it.

## Tips:

Make sure to click **Update Cart** if you make any changes to your quantities or comments.

If you click **Save Cart**, it will empty your cart and place it in your **Saved Orders**. Your Saved Orders can be found under **My Account**.

If your company uses **Billing Codes** at the line level, you will be required to set a billing code on every line using a dropdown option (not shown).

The screenshot displays the website's navigation bar with icons for Cart (4 items), Favorites, Location, and My Account. A dropdown menu is open over the Cart icon, showing 'Items 4 \$48.13', 'Checkout', and 'View Cart'. A green arrow labeled 'HOVER' points to the Cart icon. Below the navigation bar, the 'My Cart' page is shown with a search bar and a search button. The cart contains three items:

Item	Price	Quantity	Total
Universal® Copy Paper, 92 Bright, 20lb, 8.5 x 11, White, 500 Sheets/Ream, 10 Reams/Carton	\$37 <sup>94</sup> /CT	2	\$75 <sup>88</sup> TOTAL
Universal® Deluxe Colored Top Tab File Folders, 1/3-Cut Tabs, Letter Size, Assorted, 100/Box	\$18 <sup>99</sup> /BX	3	\$56 <sup>97</sup> TOTAL
Swingline® 747 Classic Full Strip Stapler, 20-Sheet Capacity, Black	\$20 <sup>28</sup> /EA	1	\$20 <sup>28</sup> TOTAL

Summary table:

Summary	
Shipping	\$0.00
Subtotal	\$153.13
Estimated Total	\$153.13



# CART & CHECKOUT (continued)

Clicking the Checkout button will start the checkout process. Until the order is submitted, clicking the shopping cart will allow changes and additions to be made.

**Ship To Address:** Select the delivery address. For those with numerous addresses to choose from there is a Search option.

**Order Information:** Purchase order numbers, billing codes, and other information is entered on this page.

**Payment Information:** This step may not show depending on customer requirements. If this option is available enter or choose a credit card.

**Review & Submit:** This is the last chance to review the order. After reviewing click the Submit Order button.

## Tips:

Track your progress using the status bar. Current step shown in dark blue.

**Print Preview** creates a printable version of the cart.

Welcome

online.innovativeos.com/thmBootstrapHome.aspx

in innovative laser Labels

Cart Favorites Location My Account Hello, Demo User

Home Office Supplies Technology Ink & Toner Maintenance & Breakroom Furniture Promotional Products

### Step 3: Review Your Order

Step 1: Ship To Address Step 2: Order Information **Step 3: Review Your Order** Done!

Please review your order.  
**Review Your Order**

[Print Preview](#) [Previous](#) [Cancel](#) [Submit Order](#)

<b>Ship To</b> Demo User 151 CLIFF RD E BURNSVILLE, MN 55337-1533 US	<b>Bill To</b> 151 CLIFF RD E BURNSVILLE, MN 55337-1533 US	<b>Order Information</b> <b>Method of Payment</b> Sales Rep Customer PO Billing Code E-Mail Cart ID	<b>Invoice Me</b> Innovative JASONPO3  bkusilek@innovativeos.com CART-3093458
--	---	---	--

Item Number	Special	Description	Qty	Unit	Your Price	Total
SWI74701		747 Classic Full Strip Stapler, 20-Sheet Capacity, Black Line Comment:for Marketing	1	EA	\$20.28	\$20.28
UNV10506		Deluxe Colored Top Tab File Folders, 1/3-Cut Tabs, Letter Size, Assorted, 100/Box	3	BX	\$18.99	\$56.97
UNV21200		Copy Paper, 92 Bright, 20lb, 8.5 x 11, White, 500 Sheets/Ream, 10 Reams/Carton	2	CT	\$37.94	\$75.88

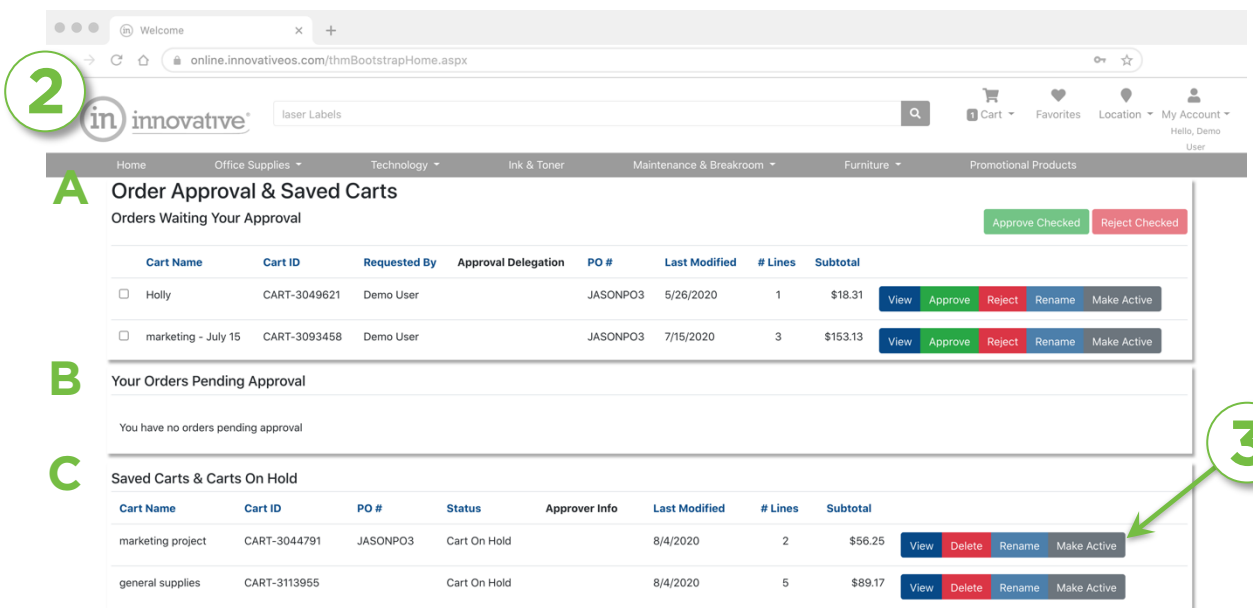
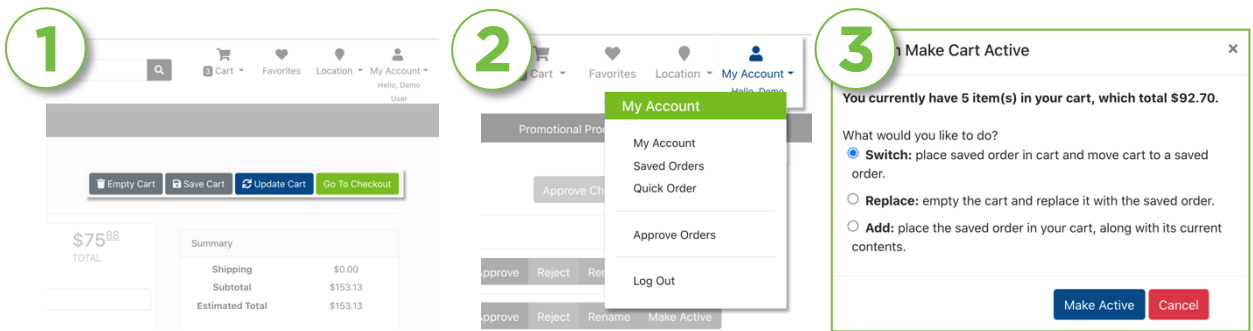
<b>Totals</b>	
Subtotal	\$153.13
Freight/Misc	\$0.00
Sales Tax	\$10.91
<b>Order Total</b>	<b>\$164.04</b>

# SAVED ORDERS

Saved Orders allow you to build multiple orders over time and then place the orders when you're ready. You can switch between the orders and work on them individually.

- 1. Save an Order:** View the cart, then click the Save Cart link. This will clear your cart and save the order under the Saved Orders link.
- 2. Saved Orders:** To access your Saved Orders click My Account and navigate to Saved Orders. This page shows:
  - Orders that are waiting for YOUR approval (if you are an approver)
  - Orders that you having waiting for approval (if required)
  - These are your Saved Carts
- 3. Make Active:** To retrieve an order click the Make Active link. If there are items already in the cart there will be several options to choose from, switch, replace, add, cancel.

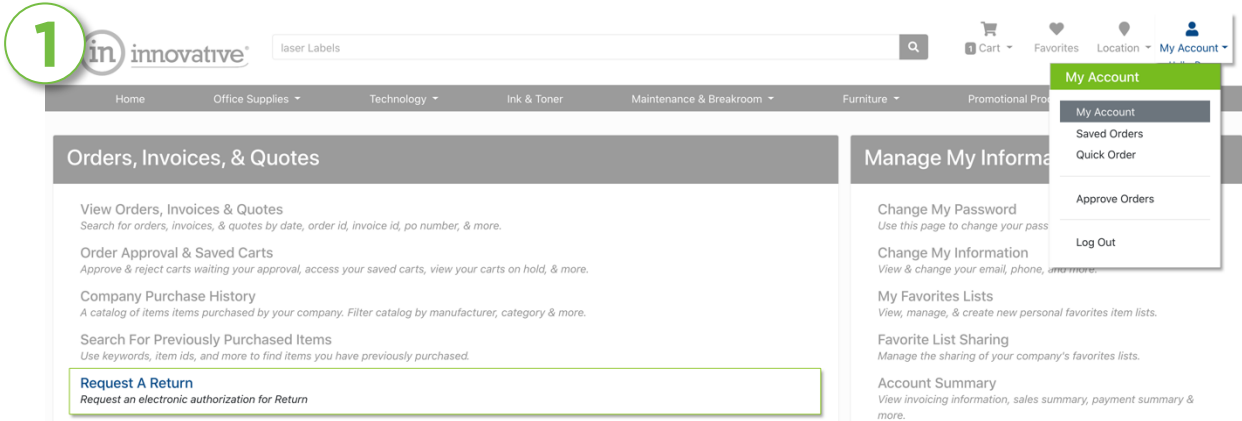
**Tip:** If you only have one order to place and are building it over time, you don't need to save it. Just leave it in your cart and continue adding to it each time you log in. It stays in your cart until Checkout.



# REQUEST A RETURN

Ordered the wrong product and need to send it back? There are a few different ways to complete this process.

1. On the **My Account** page click the Request a Return: Use this form to search past orders providing us with as much information as possible.
2. Use the form to search past orders providing us with as much information as possible. Search using Sales Orders, Invoices, Product Number, and more.
3. Select product, enter quantity, pick Return Reason. Click Submit when finished. **Tip:** Check Return All to send back everything on the order.

**1** 

in innovative®

Home Office Supplies Technology Ink & Toner Maintenance & Breakroom Furniture Promotional Products

**My Account**

- My Account
- Saved Orders
- Quick Order
- Approve Orders
- Log Out

**Orders, Invoices, & Quotes**

View Orders, Invoices & Quotes  
Search for orders, invoices, & quotes by date, order id, invoice id, po number, & more.

Order Approval & Saved Carts  
Approve & reject carts waiting your approval, access your saved carts, view your carts on hold, & more.

Company Purchase History  
A catalog of items items purchased by your company. Filter catalog by manufacturer, category & more.

Search For Previously Purchased Items  
Use keywords, item ids, and more to find items you have previously purchased.

**Request A Return**  
Request an electronic authorization for Return

**Manage My Information**

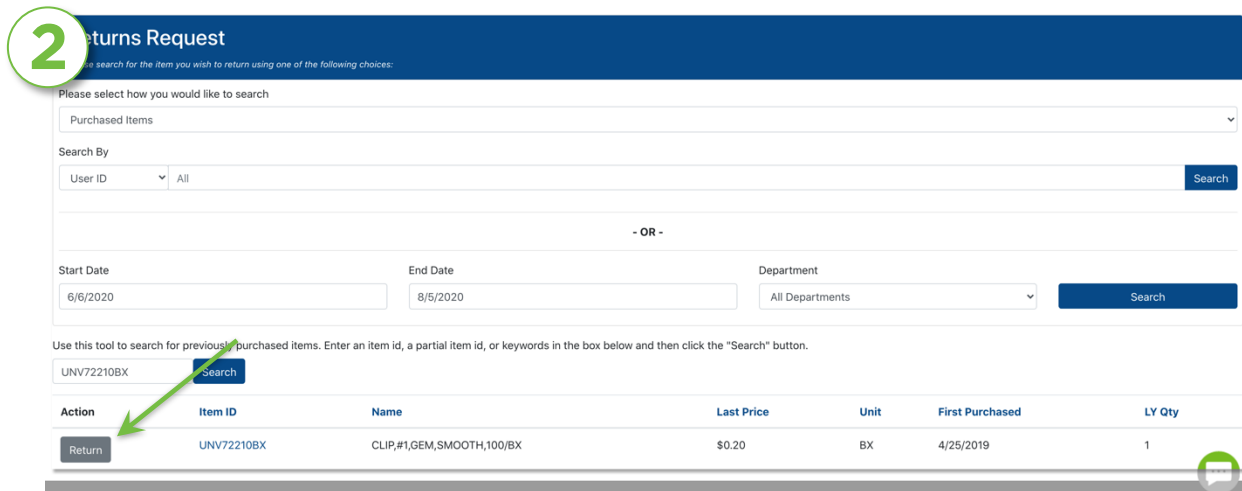
Change My Password  
Use this page to change your password.

Change My Information  
View & change your email, phone, and more.

My Favorites Lists  
View, manage, & create new personal favorites item lists.

Favorite List Sharing  
Manage the sharing of your company's favorites lists.

Account Summary  
View invoicing information, sales summary, payment summary & more.

**2** 

**Returns Request**

to search for the item you wish to return using one of the following choices:

Please select how you would like to search

Purchased Items

Search By

User ID All

- OR -

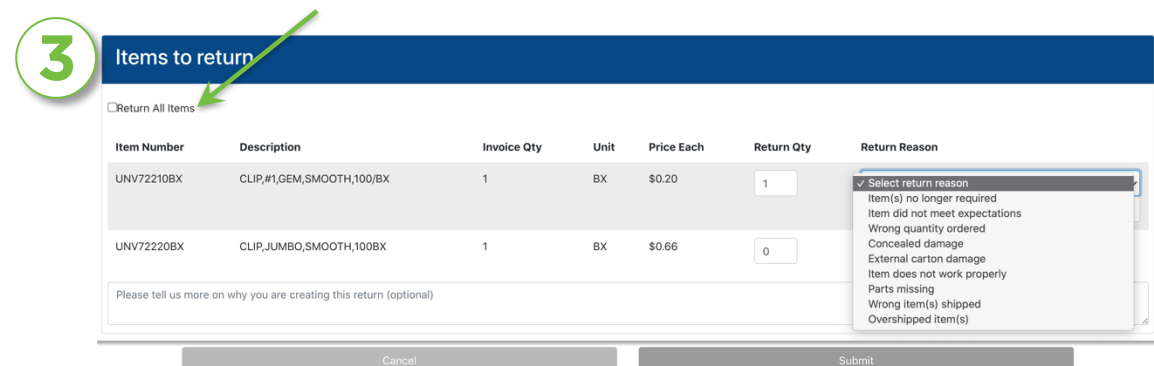
Start Date End Date Department

6/6/2020 8/5/2020 All Departments

Use this tool to search for previously purchased items. Enter an item id, a partial item id, or keywords in the box below and then click the "Search" button.

UNV72210BX

Action	Item ID	Name	Last Price	Unit	First Purchased	LY Qty
<input type="button" value="Return"/>	UNV72210BX	CLIP,#1,GEM,SMOOTH,100/BX	\$0.20	BX	4/25/2019	1

**3** 

**Items to return**

Return All Items

Item Number	Description	Invoice Qty	Unit	Price Each	Return Qty	Return Reason
UNV72210BX	CLIP,#1,GEM,SMOOTH,100/BX	1	BX	\$0.20	<input type="text" value="1"/>	<input checked="" type="checkbox"/> Select return reason <input type="checkbox"/> Item(s) no longer required <input type="checkbox"/> Item did not meet expectations <input type="checkbox"/> Wrong quantity ordered <input type="checkbox"/> Concealed damage <input type="checkbox"/> External carton damage <input type="checkbox"/> Item does not work properly <input type="checkbox"/> Parts missing <input type="checkbox"/> Wrong item(s) shipped <input type="checkbox"/> Overshipped item(s)
UNV72220BX	CLIP,JUMBO,SMOOTH,100BX	1	BX	\$0.66	<input type="text" value="0"/>	

Please tell us more on why you are creating this return (optional)

# ORDER HISTORY/ACCOUNT SUMMARY

## ORDER HISTORY

Search for past orders, invoices, products and more. Search using criteria such as invoice, order, PO number, billing code or user ID. To use this feature click **My Account**, then click **View Orders, Invoices & Quotes**. Then enter the appropriate information for your search.

### Order Types:

- **Sales Orders** - these are all the orders you have placed. Status shows if the order has been completed and invoiced. Clicking the SO number shows the order detail and invoice number.
- **Invoices** - these are all invoices for completed orders and returns. Clicking the invoice number will show the details.
- **Sales Quotes** - these are quotes that have been entered by Innovative for reference. Click the quote number to review the information and add any items to your cart.
- **Purchased Items** - this option allows you to search past orders for any product.

The screenshot shows the Innovative website interface. At the top, there is a search bar with 'laser Labels' entered. Below the search bar is a navigation menu with categories like Home, Office Supplies, Technology, Ink & Toner, Maintenance & Breakroom, Furniture, and Promotional Products. On the right side, there is a 'My Account' dropdown menu with options: My Account, Saved Orders, Quick Order, Approve Orders, and Log Out. The main content area is titled 'Orders, Invoices, & Quotes' and contains several links: 'View Orders, Invoices & Quotes' (highlighted with a green box), 'Order Approval & Saved Carts', 'Company Purchase History', 'Search For Previously Purchased Items', and 'Request A Return'. On the right side, there is a 'Manage My Information' section with links for 'Change My Password', 'Change My Information', 'My Favorites Lists', 'Favorite List Sharing', 'Account Summary' (highlighted with a green box), and 'Add A Message For Your Users To View'.

## ACCOUNT SUMMARY

Check out the current balance for your account along with sales history, payment and invoice information.

To access this information, click the My Account link in the web page header, then click Account Summary in the Manage My Information section.

You will only see this option if you have Administrative Rights.

## Customer Account Summary

Below is the latest summary information about your account.

Account #:C100100

### Invoicing

Last Invoice Date: 4/25/2019  
Last Invoice Amount: \$0.86  
Last Invoice ID: IN2493552

### Year-To-Date Sales History

Sales Amount: \$0.00  
# of Invoices: 0  
# of Returns: 0

### Month-To-Date Sales History

Sales Amount: \$0.00  
# of Invoices: 0  
# of Returns: 0

### Payment Summary

Last Payment Date:  
Last Statement Date:  
Average Days To Pay: 0.00  
Last Payment Amount: \$0.00  
Highest Balance: \$796.70  
Statement Amount: \$0.00  
Balance Due: \$0.00  
Balance Overdue: \$0.00

# CONTACT INFORMATION

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Contact our Customer Care Team with questions..

- Phone: 952.808.9900 | 866.574.5389
- Email: [cs@innovativeos.com](mailto:cs@innovativeos.com)
- Live Chat:: look for the icons in the lower right corner on every page.
  - **Green** - we're available!
  - **Orange** - it's after hours, send an email and we'll respond as soon as we can!

