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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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.
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.

![Screenshot of a results page with options to refine results, sort by, and compare products.](image-url)
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.
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.
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).

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**Global Favorites Maintenance**

1. **Show Favorites Lists for**
   - Demo User

2. **Select List to Share**
   - My Supplies

3. **Customers**
   - Demo Customer
     - Ann Châuoff
     - Demo User
     - DEMOADVMN BC
     - Demo Approver
     - Demo Super
     - Demo User LLC
     - Demo User ContractOnly
     - DEMOUSER BC

   **Share**
   - My Supplies
     - Demo2
     - Demo User
     - TestApprover1
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).
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.
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.
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.
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.

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.
CONTACT INFORMATION

Contact our Customer Care Team with questions:

• **Phone:** 952.808.9900 | 866.574.5389
• **Email:** 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!