



REFERENCE GUIDE

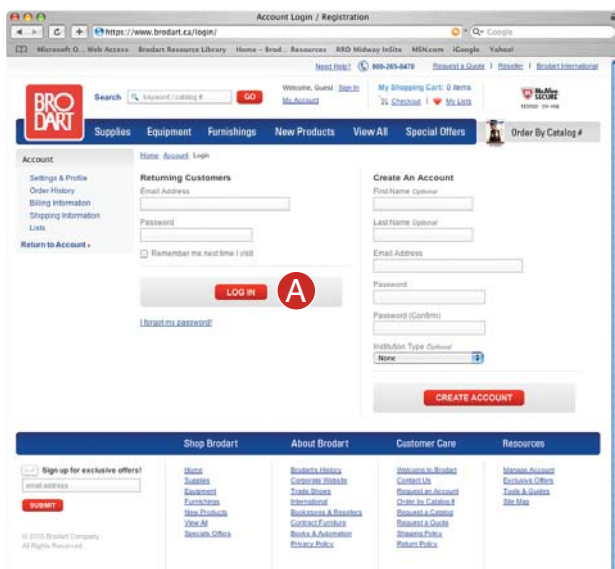
For BRODART.CA users.

Accessing your Brodart Account

1. Launch your Web Browser.
2. Click in the Address field.
3. Type www.brodart.ca.
4. Press the Enter key.

Logging in to Brodart

1. From the homepage click “Sign In”
2. Enter your email address in the field provided.
3. Enter your Password in the field provided (your password is case sensitive).
4. If you would like Brodart to remember your email address and password, click in “Remember me next time I visit” checkbox.
5. Click the **Log In** button below the password field. **A**

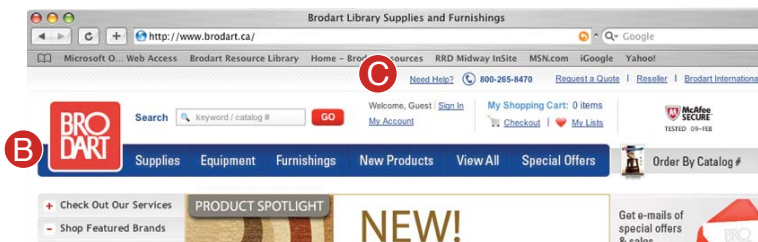


Forgot Password or User ID

Use the “**I forgot my password!**” link on the Login Page to access the Password Reset. Follow the instructions given.

Brodart Navigation

The Main Menu is the primary method used to navigate throughout Brodart. The menu is divided into two sections, Brodart Online Catalog Navigation and Brodart Profile/Support options.



Brodart Online Catalog Navigation **B**

Supplies — Click this button or move your mouse over it to access the supplies online catalog. In the online catalog, you can browse by product category, brand or search by keyword or item number.

Equipment — Click this button to access the equipment online catalog. In the online catalog, you can browse by product category, brand or search by keyword or item number.

Furnishings — Click this button to access the furnishings online catalog. In the online catalog, you can browse by product category, brand or search by keyword or item number.

New Products — Click this button to view all of our new products in each of the Supplies, Equipment and Furnishings categories.

View All — Click this button to view all of our products, broken down by category.

Special Offers — Click this button to view our Clearance Center and other online only sales.

Order By Catalog # — Click this button to and simply type one or more catalog numbers into the field(s) and then click the “Add To Cart” button to add these items to your online shopping cart.

Shop Featured Brands — Click one of the featured brands from the homepage or select “See All Brands” to be presented with a list of brands to search from. All the products within the brand will be displayed in one location.

Brodart Account/Support Options **C**

Brodart Logo — Click the logo button located on the top left of every page to return to the homepage. The homepage is your place for information and assistance.

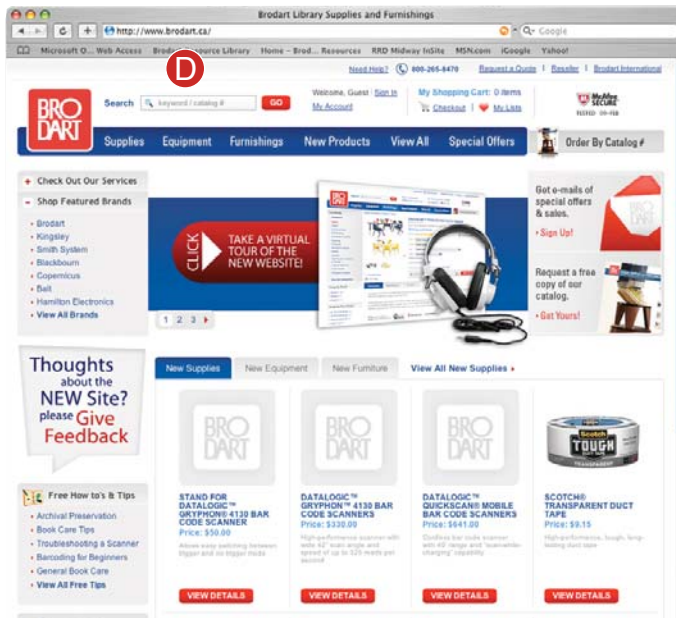
My Account — Click this link to view your account dashboard. From here, you can manage and/or view your Profile & Settings, Order History, Billing Information (if enabled), Shipping Information (if enabled) and Lists.

Need Help — Click this link to find phone numbers for assistance as well as to submit a request for Customer Service.

Sign Out — Click this button to close your session.

REFERENCE GUIDE

For BRODART.CA users.



Search D

The Brodart **Search** function is always available at the top of the screen to the right of the Brodart logo. You can search by **Keyword** or **Catalog Number**.

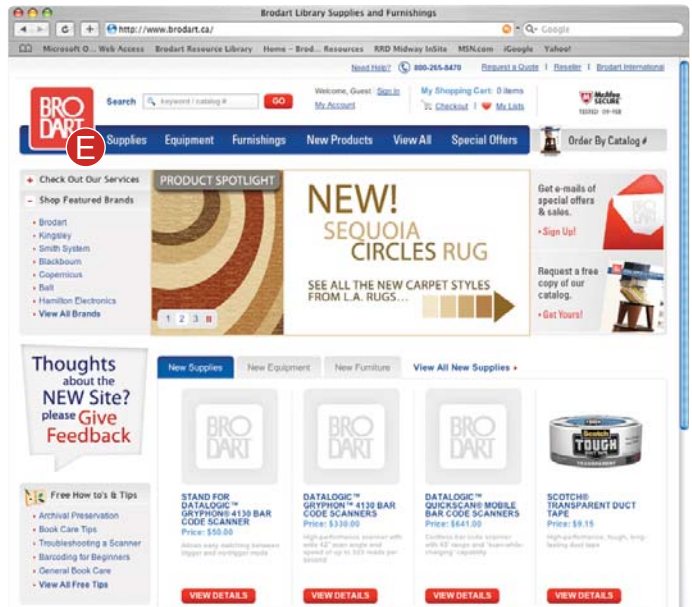
The **Keyword Search** may be a product type or a more general description of a product group and will result in products that share these keywords. For example, typing in the word “book jacket cover” will return a list of all book jacket covers as well as other products that share these keywords like “book tape”.

The **Catalog Number Search** allows you to search for a product by its full catalog number.

To Search for an item using either a catalog number or keyword, follow these steps:

1. Type a full item number or keyword in the field provided.
2. Click the **Search** button or hit the enter key.

You can further narrow your results by selecting one of the optional **Filters** displayed by clicking the desired attribute. If your result becomes too narrow, click on the red checkmark next to any filter located in the “Selected Filters” box to remove it and expand your results.



Supplies E

The online catalog features guided search and navigation, which allows you to browse using a variety of filters including Brand, Price, Recently Viewed Products, Recently Viewed Categories and Recent Searches.

The online catalog is easy to use and provides a host of useful features to guide you to the items that you want, quickly and easily:

- Filters and guided navigation
- Sort by Top Sellers, Rating, Price, Most Recent, Alphabetical, etc.
- Numbered page results
- Number of products per page, including “view all”
- View results in a grid or list format
- Search scope to search within the current results and keyword match criteria

Selecting a filter from the left-hand navigation reduces the catalog to only items with that attribute, and filters can be added or removed until you’ve found exactly what you’re looking for.

Locating an Item

Online Catalog Navigation consists of a series of filters displayed as links on the left side of the screen. These filters make finding the product you want quick and easy, just follow these steps:

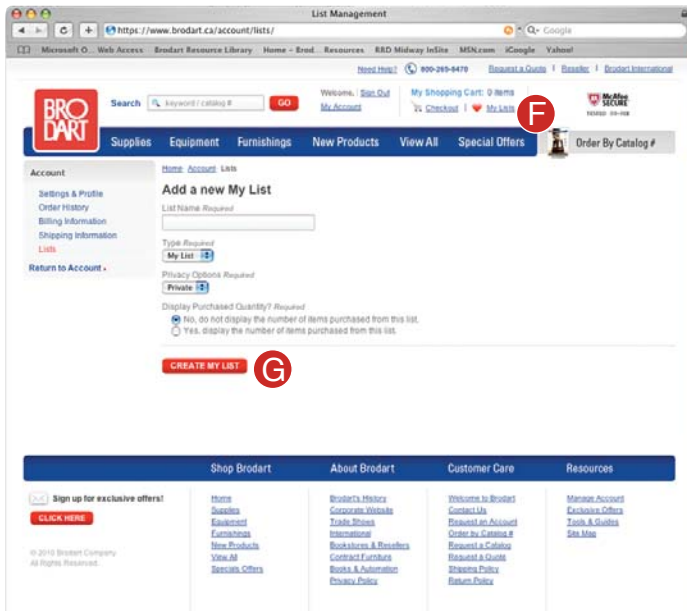
1. Move your mouse over the desired top category and click on the desired category link. Additional sub-categories will be displayed.
2. Continue to narrow your search by selecting sub-categories in any combination.

Item Details

For each item available, the online catalog will display a picture, the item name, web product ID, brief/long description, the unit price and special icons where applicable. You may also read and/or write product reviews by clicking “Write / Read Reviews” located to the right of the image.

REFERENCE GUIDE

For BRODART.CA users.



My Lists F

My Lists may contain items you order frequently or on a regular basis. This feature is handy for bulk orders or if you have a preference for a particular brand or type of item. Always available at the top of the screen, the **My Lists** function contains all of your existing shopping lists, as well as options to create a new list, review your existing lists or edit your lists at any time.

Create a New My List G

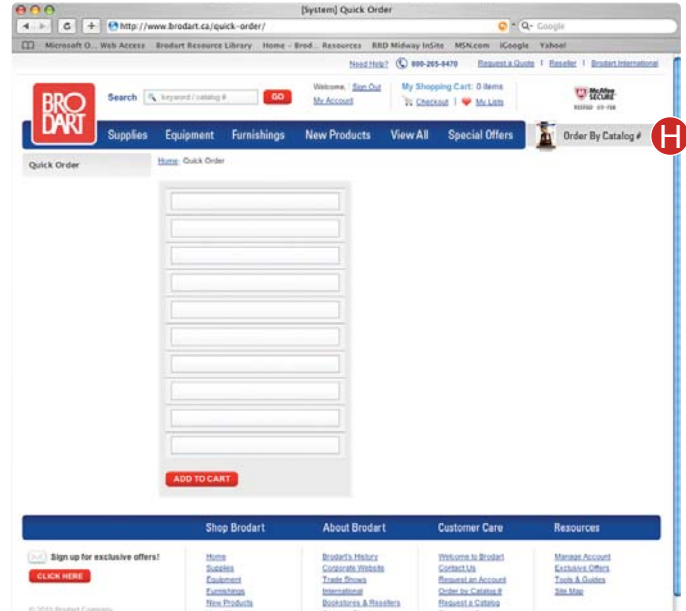
To create a new My List, complete the following steps:

1. Click the **New My List** button located in the bottom left of the My List section of your account dashboard.
2. Fill in the required **List Name** field.
3. Select your **Privacy Options** and **Display Settings**. Choosing **Public** enables you to email while the **Private** setting does not.

Add Products to a List

You can add products to lists that you have created in one of two ways.

1. You may add all the products from your shopping cart to a list by clicking “Save these items to a My List” located in the bottom left of the cart. Then, simply select the list you want them saved to and click the “Add to Wishlist” button.
2. You may add products one at a time from the product page by clicking “Add to My List” located to the right of the “Add to My Cart” button. Then, simply select the list you want it saved to.



Order from List

To place an order from an existing list:

1. Locate the list you want from your account.
2. Click “Add All Items To Cart”.
3. Select the item(s) you want to order, enter a quantity and click the **Add to Cart** button. You can add the entire list or part of a list.
4. Click **Checkout**.

Email a List

To email an existing list:

1. Locate the list you want from your account.
2. Click “Email”.
3. Complete the required fields that appear below your lists.
4. Click send.

Order By Catalog # H

To use the “Order By Catalog #” method, you must first know the catalog number of the product you need. To add an item, type the item number in the **Catalog Number** field. Pressing your tab key will move to the next open field. Click the “Add To Cart” button to add the items you listed to the shopping cart where you will manage the quantity and/or options.

REFERENCE GUIDE

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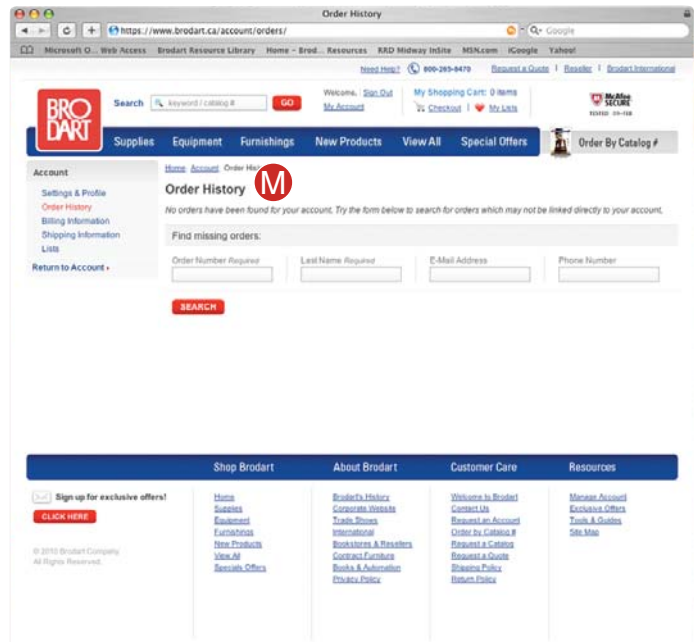
Shipping & Billing

The **Shipping & Billing** screen contains custom cost-distribution codes specific to your company.

Order entry requirements may necessitate the capture of certain values such as Cost Center, GL Code, P.O. Number, Requisition Number, etc.

These custom code fields can be defaulted and locked, allow selection from a list of values, or allow freeform entry.

Note: Any cost distribution code that displays an asterisk (*) next to the field label indicates that a value is required before you can submit your order.



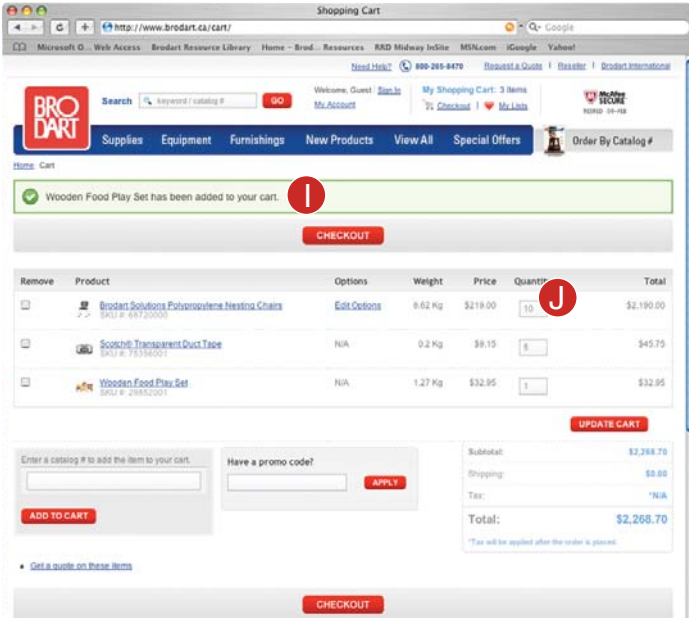
Order History

From the **Order History** screen you can review the status of your previous orders, review the details of each order, add the items in each order to a **My List** or add the items in each order to your cart for **Easy Reorder**.

Easy Reorder from Order History

To reorder from Order History:

1. Locate your order. You can filter your order history by date range, status, order # and/or PO #.
2. Click the "View" button or the Order Number
3. Once an order is selected, click the link labeled "Add All Products In This Order To My Cart". From your shopping cart, you can manage the quantity, options or remove items.



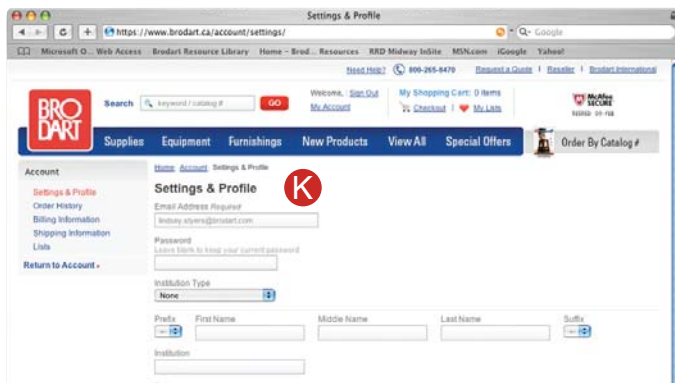
Shopping Cart

The **My Shopping Cart** provides a quick overview of your order and allows you to navigate the Shopping Cart at any time.

My Shopping Cart — Click the **My Shopping Cart** button to access the **Shopping Cart Items** line item entry screen.

Shopping Cart Tools

While in the Shopping Cart, you can modify your order. You can check the remove box to remove a specific item, click the **Edit Options** hyperlink to change the color, etc. of an item, or change the quantity of a specific item in your cart.



My Account Settings & Profile

The **Settings & Profile** screen contains custom information about your account including your contact information, email settings and institution type. You can also change your password from this location.

REFERENCE GUIDE

For BRODART.CA users.

Billing Information N

From your Account Dashboard (if enabled) you can add a payment method, edit an existing one, delete an existing one or change your default payment preferences.

Shipping Information O

From your Account Dashboard (if enabled) you can add a shipping method, edit an existing one, delete an existing one or change your default shipping preferences.

My Lists P

Click the **My Lists** button on the Brodart menu to access the **My List Edit Mode** and/or click **Lists** from your Account Dashboard. From this screen you can **view, create, edit, delete, add a list to your cart** and **email** lists. Please refer to the **My Lists** section for more details.

Approvals

If you have exceeded your daily spending limits (if applicable) you will be presented with a message that reads "This order is over your current spend limit. The order will be placed and Customer Service will contact you for your review." during the checkout process.

To avoid this message and expedite your order you should save your shopping cart to a list and email it to the appropriate approver. It is recommended that you create a List in advance named Approval Required.

Placing an Order Checkout Q

Clicking Checkout while in your shopping cart will initiate the 6-step checkout process:

1. Login: (if not already)
2. Addresses:
 - a. Select your delivery options.
 - b. Select your shipping address (if enabled).
 - c. Click the "Ship To This Address" button.
3. Shipping:
 - a. Select your shipping options. Note: if a shipment is split you are required to select a shipping method for each shipment. For example, a stock supply unit and a drop-ship durable unit (shipped from the manufacturer) may require different shipping methods (UPS vs. Freight).
 - b. Optional notes are available
 - c. If for any reason shipping can not be calculated for your order, you will be presented with an option to have the actual shipping/handling costs emailed to you after your order has been submitted.
4. Billing:
 - a. Select your billing method (if enabled).
 - b. Click the "Pay With This Payment Method" button.
5. Review:
 - a. Review your order to confirm the accuracy of your information. You may edit your information (if enabled) by selecting edit next to each topic.
 - b. Note: tax will be applied to your order based on your tax status and local tax rates.
 - c. Click "Place This Order" to complete your transaction.
6. Order Confirmation Page:
 - a. Clicking "Place This Order" will submit your order and present you with an Order Confirmation page. Your Order # is assigned and a confirmation of your order will be emailed to you.