A Guide to Imagestar.com

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I. Logging In / Account Options

A. Logging In

Click the "Log In" link on the homepage, then enter your Email Address and Password to enter Imagestar.com.

B. Changing your Password

To change your password, log in and click the "My Account" link located at the top of the page.

The new password must be at least 6 characters and may contain only letters and numbers.



II. Address Maintenance

Click "Address Maintenance" in the left navigation menu. This will allow you to add a new shipping address or edit an existing address. You cannot change your default shipping address from the website.

Add an Address

Enter the shipping address in the default form click the Add button.

Update an Address

Click the "Look Up Saved Addresses" link above the Default shipping address. All of your saved shipping addresses may be viewed by clicking on the appropriate tab or searching for the address on the "All" tab.

	Q	Look Up Saved Addresses	
	Default shipping address Image Star 35 Philmack Dr. Middletown, CT 06457		
Attention Line :			ام مرم
*Company Name :			and
*Street 1 :			
Street 2 :			
*City:			
*State :		*Zip Add	
(*required fields)			

Click on the Company Name of the address you would like to edit to bring the address into the form. Make any necessary changes to the address and click the Update button to save your changes.

III. Searching For Product

There are three methods available to search for product: Quick Search, Advanced Search and Availability/Speed Order. Appendix A contains search tips which are also available by clicking on the "Search Tips" link to the left of the Shopping Cart Viewer in Search Results.

A. Quick Search

Quick Search allows you to search for product using a single search pattern. This search will attempt to find an exact match for the information you enter in the field at the top of the left navigation menu. Enter a product number or model number for the best results.

B. Advanced Search

Advanced Search provides multiple fields to narrow your search. Click "Advanced Search" in the left navigation menu to reveal the

This search will only return results that match all of the information provided.

See the Search Tips for help with using the Advanced Search.



C. Search Results

The Search Results will only display the first 40 results from your search. You can click on a supply manufacturer at the top of the results to display only results from that manufacturer. If you are having difficulty finding a particular product, click on the "Search Tips" link to the left of the Shopping Cart Viewer.

Add an Item to the Shopping Cart

Enter the desired quantity
in the Order Qty field and
click the Add button in the

Add to Cart column. See IV. Shopping Cart for more information.

Search Results e 0 Item(s) in your car Search results for: C3909 Click on a supply manufacturer to filter results tem Number Quantit Part # UOM Price In Stock C3909A;HEW EΑ Add Hewlett Packard No. 09A Microfine Black Toner Cartridge LaserJet 5SI, 5SIMX, 5SINX, 8000 Series C3909X:HEW Hewlett Packard EΑ 158.23 Add No. 09X High Yield Toner Cartridge HP LaserJet 5si, 8000 Series (36/Pallet) Premium Compatible Add Elite 3 Premium Compatible Black Toner Cartridge LaserJet 5SI, 5SIMX, 5SINX, 8000 Series Add C3909AMICR:CPT Premium Compatible FΑ 74.60 Elite 3 Premium Compatible MICR Black Toner Cartridge LaserJet 5SI, 5SIMX, 5SINX, 8000 Serie Add C3909X;CPT Elite 3 Premium Compatible High Yield Toner Cartridge HP LaserJet 5si, 8000 Series C3909A:PRM Ultra Premium Compatible EΑ 49.21 Eite 3 ULTRA Premium Compatible Black Toner Cartridge LaserJet 5SI, 5SIMX, 5SINX, 8000 Seri Add EΑ 32.43 Elite 3 Economy Compatible Black Toner Cartridge LaserJet 5SI, 5SIMX, 5SINX, 8000 Series C3909AR;REM Remanufactured EΑ 31.90 Remanufactured Black Toner Cartridge LaserJet 5SI, 5SIMX, 5SINX, 8000 Se C3909ARE;REM Remanufactured Add EΑ 33.17 Economy Remanufactured Black Toner Cartridge HP LaserJet 5SI, 5SIMX, 5SINX, 8000 Series C3909ARM;REM Remanufactured EΑ 61.92 MICR Remanufactured Black Toner Cartridge LaserJet 5SI, 5SIMX, 5SINX, 8000 Series Page 1 of 2 Total Items: 11

D. Item Detail

Click on a Part Number to view the Item Detail. Clicking on the tabs at the bottom of the detail will display the appropriate information for Associated Items, Compatible Items, Item Availability, MSDS Sheets and the Return Policy.

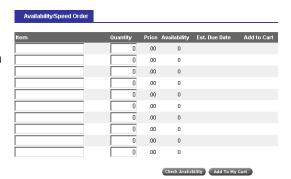


E. Availability/Speed Order

Availability / Speed Order allows you to quickly check your price and item availability in addition to simultaneously adding up to 10 items to your Shopping Cart.

Check Price and Availability

Enter exact part numbers in the Item field. Click the "Check Availability" button to display the Price and Availability. After checking availability, enter a Quantity and check the corresponding "Add to Cart" box on the far right. Click the "Add to Cart" button to add the items to your Shopping Cart and begin the order process.



IV. Shopping Cart



The Shopping Cart provides you with a summary of your order and gives you a final opportunity to select any Value Priced Options prior to final Checkout.

Update Cart

To change the order quantity, edit the quantity in the Qty Ord field to the right of the Part Number and click the "Update Quantities" link. To delete an item from the Shopping Cart, check the box to the left of the part number and click the "Delete Checked Items" link.

Value Priced Options

Value Priced Options are compatible products that offer significant savings over OEM products. If an item has a Value Priced Option, it will be displayed to the right of the item in the Value Priced Options section. To replace the item in your cart with a Value Priced Option, click the Replace icon to the right of the item. Click on the Add icon to add a single Value Priced Option to your cart without replacing any of the items currently in your cart.

When you are finished editing your Shopping Cart, click the Checkout button to advance to this shipping options.

V. Submitting Orders/Payment Process

A. Shipping Information

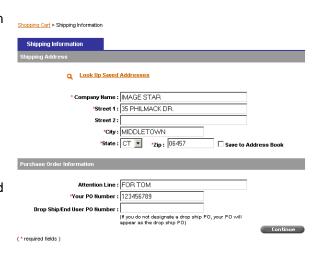
Shipping Address

Enter a new shipping address for your order in the fields provided or use a previously saved address by clicking on the "Look Up Saved Addresses" link.

You can save a new shipping address by checking the box next to "Save to Address Book" before clicking the Continue button.

Purchase Order Information

Enter your Purchase Order information.
Please note that your PO Number will be used as the Drop Ship PO Number if one is not provided.



Please verify your information before clicking the Continue button.

B. Shipping Charge

Select a carrier and service combination from the Change Freight drop down menu. Click the link below the drop down menu to view freight weight restrictions and cut-off times.

C. Order Review

Order Review displays a summary of the order as it will be submitted. You can click the links above the blue Order Review tab to edit your order.

Please verify the order information before clicking the Submit Order button. Clicking the Submit Order button will submit your order.



D. Order Payment & Completion

You may be prompted for payment information, depending on the terms of your account with Image Star. Your order number will be displayed once the order is submitted. An email confirming your order will be sent to your login address.



VI. Order Search

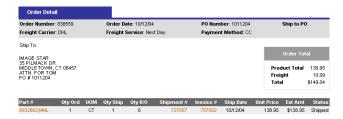
Order Search allows you to search for any orders placed on your account. Click on Order Search in the left navigation menu to display the available search criteria. **Tip:** Enter as much information as possible for a quicker search.





A. Order Detail

Clicking on any Order Number throughout the website will bring you to the Order Detail. From here, you can click on an active link (Part Number, Shipment Number or Invoice Number) to view the corresponding Detail page.



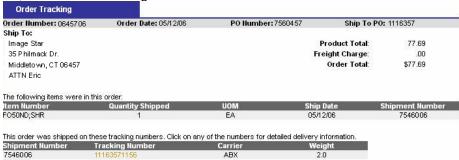
B. Invoice Detail

Clicking on any Invoice Number throughout the website will bring you to the Invoice Detail. Like in the Order Detail, clicking on any active link will bring you to the corresponding Detail page.



C. Order Tracking

Clicking on any Shipment Number will bring you to the Order Tracking screen. To see the shipment status your order, click on the Tracking Number.



VII. Requesting a Return Authorization

Click Request RA from the left navigation menu to enter a request. Enter the order number in question and click the Go button.



All qualifying items on the order will be displayed. You may select an item by checking the box to the left of the part number. Enter the quantity to be returned in the Return Qty field. This quantity may not exceed the Shipped Qty. Select a reason for your return request from the "Reason for Request" drop down menu. Finally, add a detailed description of the problem in the "Comments" field below the order line items.



Click the Submit button after verifying your request information. An email will be sent to your login address with your return details.

VIII. Backorder Report

To view a summary of all backordered items on your account, click Backorder Report from the left navigation menu.



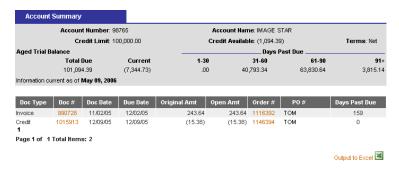
You can view and save the Backorder Report in Microsoft Excel by clicking the "Output to Excel" link on the right, just under the report.

IX. Account Summary

The Account Summary (shown below) contains your company's account details. Only the Administrator and users with the Finance or All role can view this information.

The line items in the Account Summary only include open invoices. You can search for any paid invoices using the Order Search.

Note: All Account Summary information is accurate as of the *previous business day*. The information does not include any of the current day's activities (orders, etc.).



If your search results do not contain the item you are searching for, try adding or removing spaces, dashes and other punctuation.

Add a space: '970 CXI' instead of '970CXI' Add a keyword: 'LaserJet 1200' instead of '1200' Remove a dash: 'KXCL500' instead of 'KX-CL500' Remove a period: 'No 56' instead of 'No. 56'

Quick Search

The Quick Search function will attempt to match your criteria against the following groups in the order they appear: Part Number, Part Description, Supply Manufacturer, Machine Manufacturer, Machine Model Number, and Supply Type.

If your criteria return any results from the first group, it will not search the second group and so on.

Here is an example of refining a search for the LaserJet 1200:

Enter 1200 in the Quick Search field. Your search results will only include items with 1200 in the part number, such as 01620**1200**;TKT. Since your criteria returned results from the Part Number group, the search ended and displayed the available results. To return results for the LaserJet 1200, enter 'LaserJet 1200' in the Quick Search field.

If the Quick Search function does not display the item you are looking for, try the Advanced Search.

Advanced Search

The Advanced Search allows you to perform a refined search based upon specific criteria. In order for a part number to qualify as a result, it must satisfy all criterion requirements.

For example, entering 51644 in Part Number will return 51644C;HEW, 51644M;HEW and 51644Y;HEW, which are cyan, magenta and yellow cartridges, respectively. All three parts match the Part Number criterion and are displayed in the Search Results. However, if you enter 51644 in Part Number and 'cyan' in Description, 51644C;HEW will be the only result because it is the only part of the three that matches both the Part Number and Description criteria.

Machine Manufacturer may either be chosen from the drop down list or entered in the field below the drop down list. The text field always takes precedence over the drop down list in a search.

Availability/Speed Order

Availability/Speed Order attempts to match the entire part number.

For example, entering UG3313 will return UG3313;PAN. However, entering UG331 will return a Not Found message. If you do not know the entire part number, you should refine your search with Quick Search or Advanced Search.