

Quick Guide for Users

Home Page

Product Search
& Ordering

Reorder Quick
Tools

Account
Management

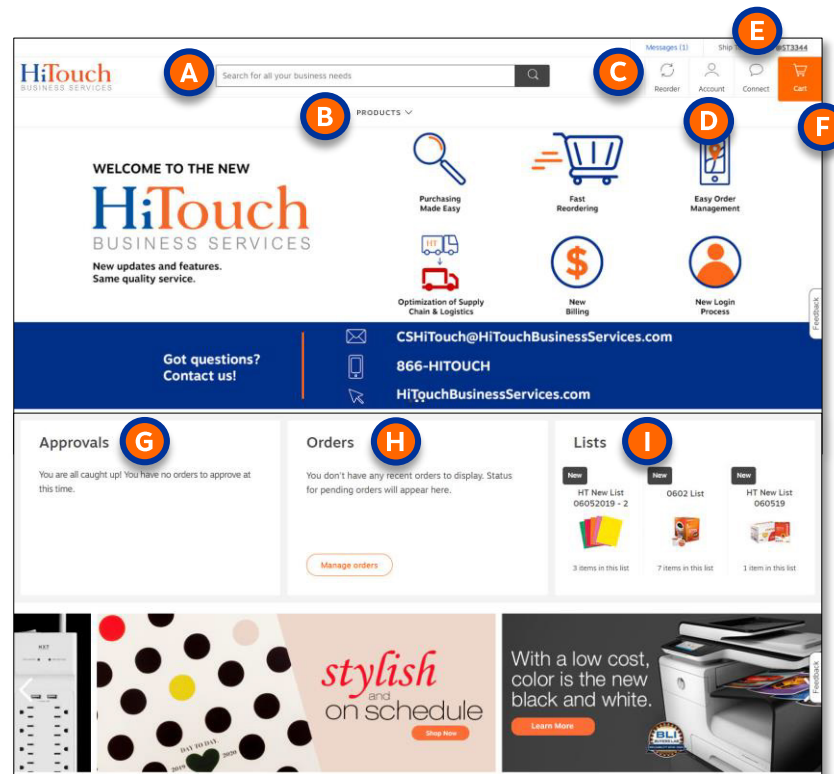
Online
Invoices

User Sign In

- Type HiTouchBusinessServices.com in your browser
- Click “Shop Now” to enter your login information
 - If you forget your Account Number or User ID, click on “Forgot your Account Number or User ID?”
 - If you forget your Password click on “Forgot your Password?” to reset

Header Navigation

- A** Search
- B** Products
- C** Reorder
- D** Account
- E** Connect
- F** Cart



Home Page

- G** Approvals
If a user is set up for approvals, order details will display to modify, decline or approve.
- H** Orders
Active orders are presented with the date it was placed, number of items, shipping information and expected delivery date. If orders have all delivered, most recent orders will show.
- I** Lists
Up to 3 active shopping lists display with the ability to create a new list.

*Operating systems & browsers
Use Google Chrome for the best experience.*

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Product Search & Ordering

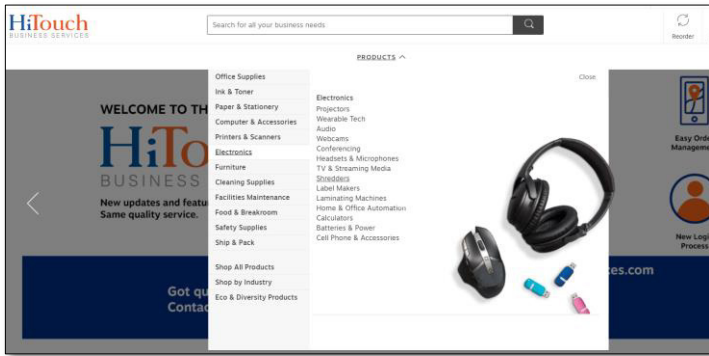
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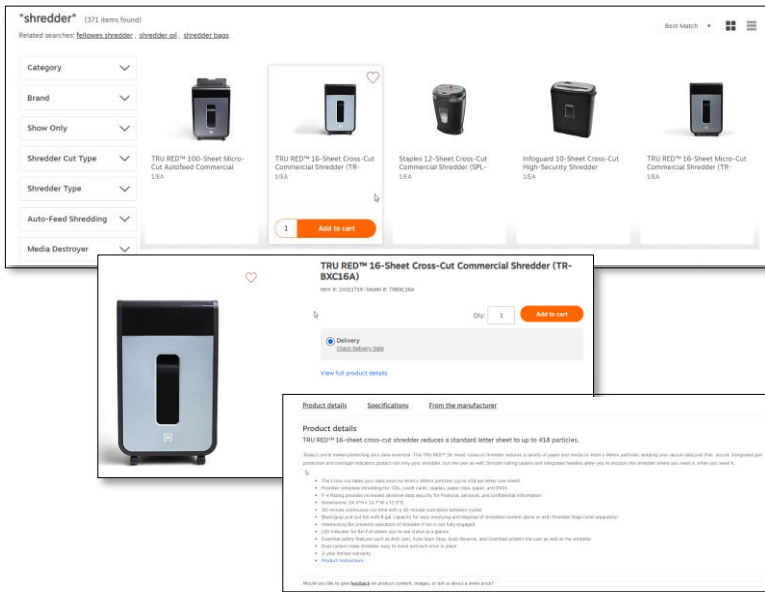
Search Products

When you search for a product by name in the search bar, autosuggest terms populate to assist you. Or search for products by category, product, industry, brand, eco & diversity products.

Ink & Toner Finder

Access the Ink & toner finder under Products

- Search by cartridge model number, printer model number, Past Purchases, popular brands or Add My Printer to quickly find the compatible ink and toner



Product Page

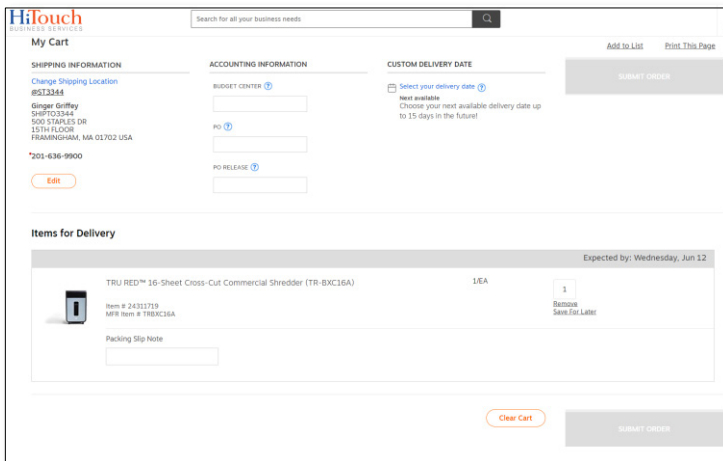
Access the product page by browsing categories or through a search.

- Ability to add an item to your cart from search saves time
- To view product details, specifications and reviews, click View Full Product Details
- To add an item to your cart, enter quantity and click Add, Review & Checkout or Continue Shopping
- To check the expected delivery date, enter the quantity you want and click Check Delivery Date

Your Shopping Cart

Review your order before you click Submit

- View expected delivery date for items in your cart or select a custom delivery date up to 15 days in the future by clicking on Custom Delivery Date, pick a date and save
- Change quantities, add a packing slip note or remove an item
- Click Save for Later if you don't want to purchase now but want to easily purchase an item at another time
- Click Submit Order to complete your transaction



Product Search & Ordering

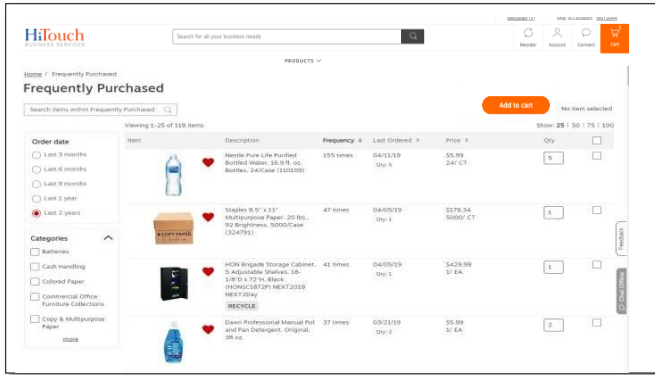
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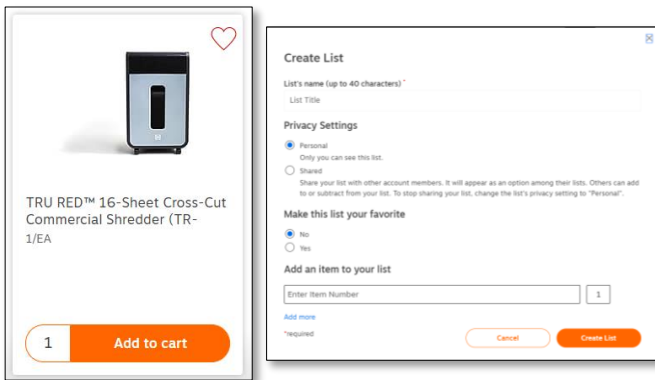
Online Invoices



Frequently Purchased

Easily reorder items by viewing your Frequently Purchased items from the Reorder navigation

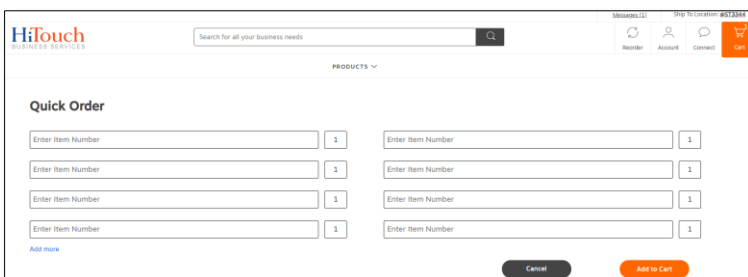
- Click Frequently Purchased
- Easily sort and filter items by order date or category
- Even add an item to your shopping list by clicking on the heart icon



Shopping Lists

Create shopping lists for fast ordering from the Reorder navigation, product search results, product pages or your home page:

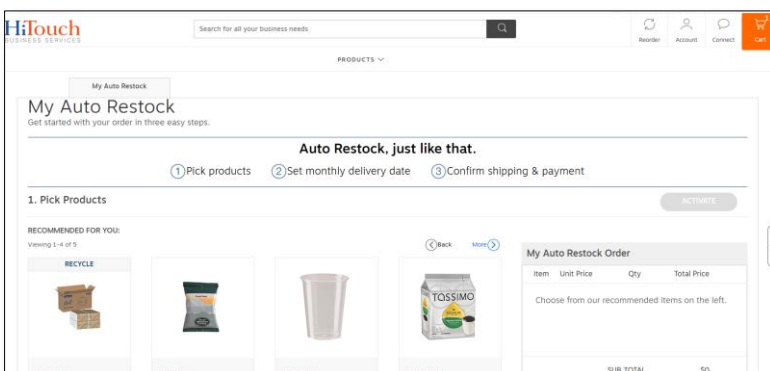
- Click Lists and then "Create List" or click the heart icon on an item to create a list
- Create a name for your list
- Select personal or shared
- Determine if it should be a favorite
- Add items and click Create List



Quick Order

Quick order up to 50 items at a time using the Quick Order under the Reorder navigation

- Enter the item numbers of the products you want to purchase, add to cart and submit



Auto Restock

Set up items to automatically deliver – pause, skip or cancel anytime. If an item is available to Auto Restock, it will be presented on the product page as another purchasing option or you can go to Reorder in the header navigation and click on Auto Restock

- Pick products
- Set monthly delivery date
- Confirm shipping & payment

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The Home Page dashboard features three main sections: **Approvals** (with a 'View all' link), **Orders** (with a 'View all' link), and **Lists**. The Orders section shows a recent order for 'January 29, 2017' with a status of 'Shipped' and a 'Via UPS' label. The Lists section includes 'Conference Room' and 'Cleaning Supplies' categories.

Home Page

Displays up to 3 recent orders placed and/or delivered and the ability to View All orders on the orders detail page

- View orders in progress on the delivery tracker or details on orders that have delivered
- Click View All to see additional orders and to go to the order details page

The Orders page displays a table of orders with columns for Order #, Date, Total, Status, PO #, and Ship to. A search filter on the left allows users to filter by ship-to, date range, total, accounting info, and item. The table shows several orders in 'Processing' and 'Back Ordered' statuses.

Order Status & Tracking

Order status and order search are all on one page with advanced search

- Go to Account and click Orders
- Search and filter by Order #, Ship to, Ordered by, Date Range, Total, Accounting Info or Item
- Review up to 2 years of order history

Order Details

- Click on View Tracking to see details at the summary level as well as the shipment level
- View delivery progress on the delivery tracker with the number of items in a box
- Easily reorder or make a return by clicking on Return an Item or Duplicate Order
- View order summary with accounting information, payment method and billing

Profile & Password Changes

If you need to update your profile or change your password, click on these areas under "Profile" in the "Account" navigation.

The Order Details page for Order # 01234567890 shows a list of items for delivery, including 'Brother LC3029 Color G/My Ink Cartridges', 'Starbucks Pike's Place Coffee', and 'Kleenex CottonSoft Wipe Toilet Paper'. It also includes an 'Order summary' with totals, 'Accounting information', 'Payment method', and 'Billing address'.

The Account navigation menu includes options for Reorder, Account, Connect, and Cart. Under the 'Profile' section, there are links for 'Edit My Profile' and 'Change Password', with an orange arrow pointing to 'Change Password'.

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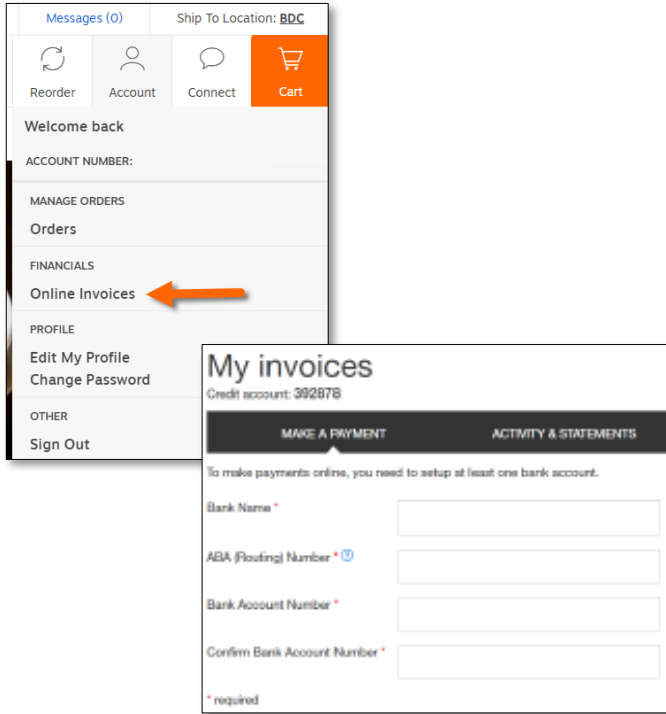
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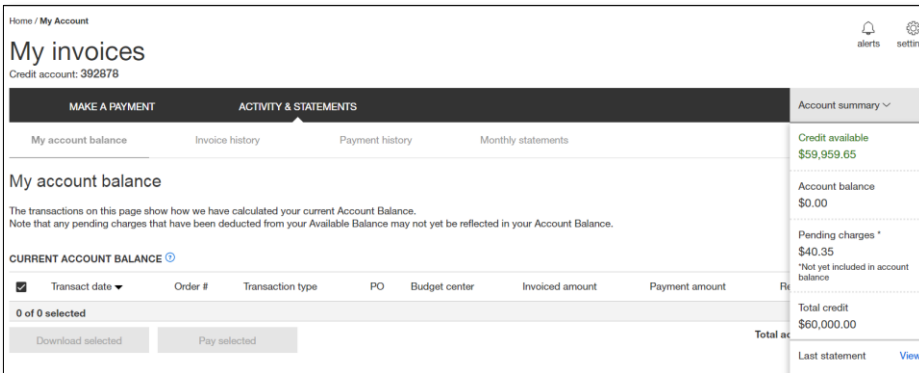


Viewing Invoices & Selling Up Payment

See your invoices, view pending charges, and make payments through the “Online Invoices” area

- Click the Account navigation
- Choose “Online Invoices” under Financials
- Set up a bank account for making payments on the next screen

Account & Invoice Details



- Under “Activity & Statements” you can see your account balance and pending charges.
- A summary is provided on the right
- You can choose the transactions you wish to pay, you can download the information, and you can make a payment
- Choose “Settings” in the top right corner to set up AutoPay and adjust notifications

Have questions, need help with how to read your invoice or pay online?

Contact HTBSCredit

Phone: 888-431-2088

Email: help@HTBSCredit.com