
1.0 Purpose

- 1.1 The purpose of this work instruction is to provide instructions to the customer on how to utilize the WebEC.

2.0 Logging On

- 2.1 Log onto www.customproducts.net
- 2.2 Click on "Client Log-In EVP" on the right side of the page.
- 2.3 Enter your login and password and click on "GO":
- 2.3.1 Login: _____ Password: _____
- 2.4 Your shipping information will appear; please make sure the information is correct. In the Attention line, you must enter the name or department that the order will ship to.
- 2.5 If you have any special instructions, you can also enter them on this screen in the "Order Comments" field.
- 2.6 When all of the information is correct, click on "submit shipping information."

3.0 Searching Through the Item List

- 3.1 After entering your shipping information, you will see a list of items specific to your company.
- 3.2 You can navigate through these pages by clicking on the "next" and "previous" links at the bottom of each page. Items appear numerically then alphabetically.
- 3.3 If you are looking for a specific type of item, you may often narrow your search by using the "category" drop-down menu on the right side of the page. This menu categorizes items by type. (ie: if you are looking for a bag, you can use the menu to select only bag items).
- 3.4 To further narrow your search, you can also use the "Search by Item Description" field. This will allow you to enter partial descriptions or part numbers in order to find a product.
- 3.5 To obtain detailed information about an item click on the item description. A picture of the product, inventory levels and usage by your company will be displayed.

4.0 Ordering an Item

- 4.1 After finding the item you wish to order, you can enter the quantity in the entry box below the description.
- 4.2 Please note when entering the quantity, enter the number of eaches you desire at the item's minimum order quantity. You will find the minimum order quantity in the unit field "description", whether the item is each/bundle/package/etc. (ie: if you would like 15 boxes and the unit field notes "BDL/15", you would enter 15 in the quantity field to receive 1 bundle of 15 boxes).
- 4.3 After entering the quantity, click "Add Items to Order" and it will be stored in your shopping cart.

5.0 Checking Out

- 5.1 After you have chosen all of your items, click on “shopping cart” at the top or bottom of the page.
- 5.2 This will bring you to a summary of your order. Double-check that the items and quantities are correct.
- 5.3 If you have mis-ordered an item or entered an incorrect quantity, you may click on “delete” for that item and re-enter the item and/or quantity.
- 5.4 When the order is correct, click on “Check Out Items.”
- 5.5 Your order is now complete and a confirmation email will be sent to your designated email address as well as your Custom Products Client Service Representative.

6.0 Helpful Tips

- 6.1 After you have become familiar with the item numbers and the units of measure, you are able to do a “Quick Entry” at the Shopping Cart page. Instead of searching through the items, you may proceed directly to the Shopping Cart.
- 6.2 Simply enter the item number and the quantity and “add to order.”
- 6.3 Review your order summary before finishing to verify the item number and quantity.
- 6.4 If you have entered the wrong item number, the order summary will show a blank line for that item with no description or “total quantity.” Please delete that line and re-enter with the correct item number.