How to Place an Order Online

Step One: Visit our website & login to your account

Navigate to our website at: shop.gopalace.com

- Login by entering your User Name and Password into the fields in the upper righthand area of the screen or by clicking the Please Login link. Note: login information is case sensitive.
- You can change your password and security question after you login the first time with your Palace provided username and password.
Step Two: Select your department

Once you log in, you will be directed to your account’s main page and be asked to select your department.

Click on the dropdown arrow and hit space bar to view all available departments.

Choose the department or PO you would like to place the order under.
Step Three: Shop!

You can shop four different ways:

1. **Traditional Search**: Type in a specific search term, like Post It Notes or Printer Ink, into the search bar and click search or hit the enter/return key.

2. **Browse**: Mouse over “Browse by Category” to open up a dropdown menu of categories and browse for the items you’re looking for.

3. **Quick Order**: Already know the item number? Select the Quick Order option and enter the item number there.

4. **Favorites**: Select Favorites to build lists of frequently ordered items.
Refine your search

1. Filter your search results using the options in the lefthand column, including by brand, keyword, category, and even green products. You can also enter additional search terms in the “Search These Results” field to narrow down the original results.

2. You can also sort by price, brand, item number, best match and most popular.
**Step Four: Fill your cart**

1. **Quantity:** Select the desired quantity for each item you need to purchase and click Add to Cart. Text above this field will tell you if the item is in stock or not.

2. **Comments:** Keep track of who gets what on a shared order or make a reminder for yourself by adding a comment to each individual item. To add a comment, click on the plus sign (+) next to Comments underneath the item description. A text box will open for you to type in and your notes will be printed on your packing slip.

3. **Item Details:** Small icons located below the comments field identify categories that the product falls into including:
   - Recycled 🌿
   - Shippable 📦
   - Best Value 🎉
   - Non-Returnable items 🚫

4. **Favorites:** Love this item and want to order it often? Select Add to Favorites to add it to your list of favorite products, accessible from the top navigation of the website.

When you are ready to review your shopping cart and finalize your purchase, click on the shopping cart icon. If you'd like to review your cart, hover over View Cart to see the last 5 items you added.
**Step Five: Review Your Cart**

Review all the items in your cart and double check the quantities and notes you have selected. You can make any necessary changes to each individual item from this screen. To continue shopping, click the Continue Shopping button on the upper left of the items list.

From your *Shopping Cart* you can take any of three action items:

1. **Continue Shopping:** Realize you missed something? No problem. Select *Continue Shopping* to browse and select more items to purchase. You can always easily return to your cart at any time.

2. **Save Order:** If you’re not quite ready to process your order or you would like to use this order as a template for future orders, you can select the *Save Order* option. This is explained further in Step Seven.

3. **Checkout:** Everything looks good and you’re ready to move forward? *Checkout.*
**Step Six: Checkout**

- The first step of the checkout process helps us understand who the order is for and if you have any special instructions, i.e. a specific delivery location at your school or business.

- Please complete the Attention field with your name or department.

- If you are using a Purchase Order Number, enter it in the Short PO field, otherwise enter your name or department. If you have shipping or delivery instructions for us, please include them in the Special Instructions field. This includes deliveries for holidays or closed days. *Please note – if you need to change the shipping address, please contact your Customer Care Representative. This cannot be done online.*

- Click Update Changes to continue to the Review Order Details screen.
**Step Seven: Review Order Details**

You can view and verify the details you entered on the previous screen. You will also see your order total including tax on the right side of the screen.

Your product item list displays at the bottom of the screen.

At this time you can choose to *Save Order*, proceed to *Place Order*, or *Continue Shopping*.
**Step Eight: Place Order**

Once your order is ready to be placed, click the **Place Order** button. There are two buttons to choose from, one in the upper righthand corner of your screen and one at the bottom righthand corner of your screen. **This is important! Your order is not placed until you click on Place Order.** Your order will be sent to your Palace Customer Care representative who will then release the order for fulfillment.
Step Nine: Confirmation

You will be taken to the Order Confirmation Screen where you can Print your order, Continue Shopping, or return to the main page.

Most accounts have a Palace Administrator who releases orders for fulfillment. The Palace Administrator simply checks for delivery notes and to ensure all the needed information has been provided. After your order has been released by the Palace Administrator, you will receive a confirmation email with your confirmation reference numbers aka invoice number.

Notes:

- Some accounts have intermediate approvers, who must first approve the order before it is sent to Palace.
- Most items will be delivered the next day. If you need your order held, please call 831-476-3815.