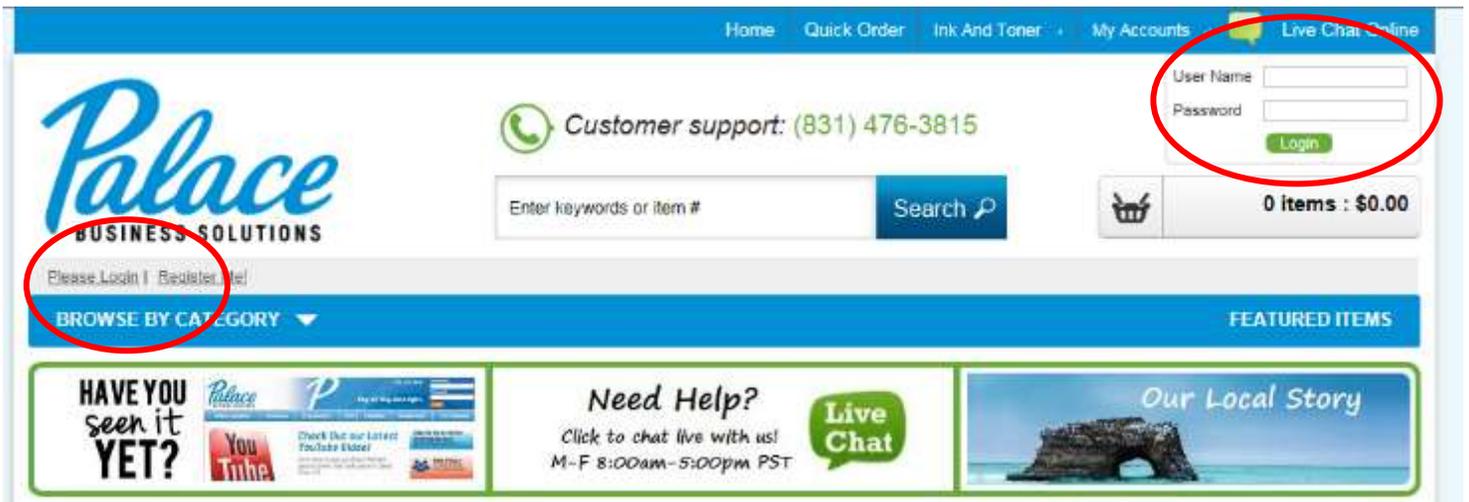




How to Place an Order Online

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.

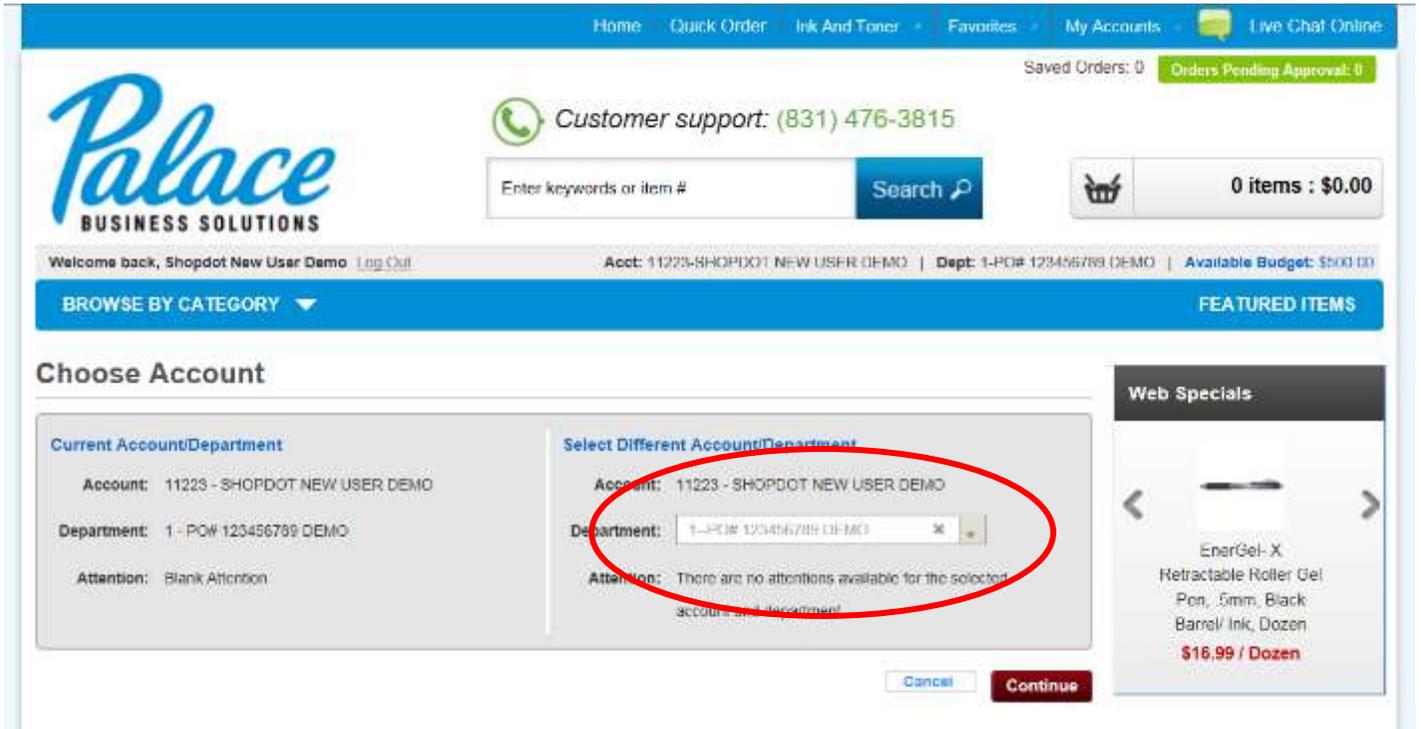
User Name	<input type="text"/>
Password	<input type="password"/>
	<input type="button" value="Login"/>

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.



The screenshot displays the Palace Business Solutions online ordering interface. At the top, there is a navigation bar with links for Home, Quick Order, Ink And Toner, Favorites, My Accounts, and Live Chat Online. Below this, the Palace logo is visible on the left, and a search bar is in the center. To the right of the search bar, there is a shopping cart icon showing 0 items for \$0.00. A customer support phone number (831) 476-3815 is also displayed. Below the search bar, there is a welcome message and account information: Account: 11223-SHOPDOT NEW USER DEMO, Dept: 1-PO# 123456789 DEMO, and Available Budget: \$100.00. The main content area is titled 'Choose Account' and is divided into two sections: 'Current Account/Department' and 'Select Different Account/Department'. The 'Current Account/Department' section shows the current account and department. The 'Select Different Account/Department' section shows a dropdown menu for the department, which is circled in red. Below the dropdown menu, there is a message: 'Attention: There are no attentions available for the selected account and department.' To the right of the 'Choose Account' section, there is a 'Web Specials' section featuring an EnerGel-X Retractable Roller Gel Pen, 5mm, Black Barrel/ Ink, Dozen, priced at \$16.99 / Dozen. At the bottom of the 'Choose Account' section, there are 'Cancel' and 'Continue' buttons.

Step Three: Shop!

3 Home Quick Order Ink And Toner Favorites 4 Accounts Live Chat Online

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1 Enter keywords or item # Search

0 items : \$0.00

Welcome back, Shopdot New User Demo Log Out Acct: 11223-SHOPDOT NEW USER DEMO Dept: 1-PO# 123456789 DEMO Available Budget: \$500.00

2 BROWSE BY CATEGORY

Office
Technology
Janitorial & Sanitation
Furniture
Food Service
Industrial
Power Tools

Batteries & Electrical Supplies
Binders & Binding Supplies
Breakroom Supplies
Calendars, Planners & Personal Organizers
Carrying Cases
Cash Handling
Classroom Teaching & Learning Materials
Crafts & Recreation Room Products
Cutting & Measuring Devices
Desk Accessories & Workspace Organizers
Envelopes, Mailers & Shipping Supplies
File & Storage Cabinets
File Folders, Portable & Storage Box Files
Forms, Recordkeeping & Reference Materials
General Office Accessories
Identification Badges

Index Dividers
Label Makers and Supplies
Labels & Stickers
Mouse Pads & Wrist Rests
Pack & Ship
Paper & Printable Media
Presentation/Display & Scheduling Boards
Room Accessories
Safety & Security
Shredders & Accessories
Stamps & Stamp Supplies
Staplers & Punches
Tags & Tickets
Tape, Adhesives & Fasteners
Writing & Correction Supplies

GOO GONE

R.S.V.P. Stick

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.

The screenshot displays the Palace Business Solutions online ordering interface. At the top, there is a navigation bar with links for Home, Quick Order, Ink And Toner, Favorites, My Accounts, and Live Chat Online. Below this, the Palace logo is prominently displayed. A search bar is located in the center, with a search button and a shopping cart icon showing 0 items for \$0.00. A customer support phone number (831) 476-3815 is also visible.

The main content area is divided into several sections. On the left, there is a sidebar with filter options. A red circle labeled '1' highlights the 'Filter Search Results' section, which includes a 'Search These Results' field, a 'Go' button, and a list of selected filters: 'Keyword: post it notes'. Below this, there are sections for 'CATEGORY', 'BRAND', and 'GREEN' with various product counts. A second red circle labeled '2' highlights the 'Sort by' dropdown menu, which is currently set to 'Best Match'.

The main product listing area shows 188 items found, with items 1 to 10 of 188 displayed. Each item listing includes a product image, a title, a price per pack, and an 'Add to Cart' button. The first three items are Post-it Pop-up Notes in various colors and quantities. On the right side of the main area, there is a 'Web Specials' section featuring a 100% Recycled End Tab Folders product for \$39.59/Box.

Step Four: Fill your cart

Post-it® Greener Notes **\$9.20 / Pack**
MMM653RPA

Recycled Note Pads, 1 1/2 x 2, Assorted Helsinki Colors, 100- Sheet, 12/ Pack

- Made using plant- based adhesive and recycled paper.
- Removable notes stick securely and remove cleanly.

1 **1**
Qty

2

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.

1 items : \$10.88
[View Cart](#) [Checkout](#)

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.

The screenshot shows a 'Shopping Cart' page with the following elements:

- 1** A red circle highlights the 'Continue Shopping' button in the top left corner.
- 2** A red circle highlights the 'Save Order' button in the top left corner.
- 3** A red circle highlights the 'Item Total: \$38.05' and 'Checkout' button in the top right corner.

The cart contains three items:

Item #	Your Price	Quantity	Packaging	Ext Price	Remove
SAN65873PP In Stock Refill for uni- ball Gel IMPACT RT Roller Ball Pens, Bold, Black, 2/ Pack Comments: Dept: 1-PO# 123456789 DEMO	\$3.85 / Pack	1	2/Pack	\$3.85	X
UNV20742 In Stock Slant-Ring Economy View Binder, 1" Capacity, White Comments: Dept: 1-PO# 123456789 DEMO	\$3.95 / Each	4	12 Each/Box	\$15.80	X
MM653RPA In Stock Recycled Note Pads, 1 1/2 x 2, Assorted Helsinki Colors, 100-Sheet, 12/ Pack Comments: For Joanne Dept: 1-PO# 123456789 DEMO	\$0.20 / Pack	3	1 Pack/Box	\$16.40	X

At the bottom of the cart, there are buttons for 'Empty Cart', 'Save Order', and 'Continue Shopping'. The 'Item Total: \$38.05' and 'Checkout' button are also highlighted with a red circle and the number 3.

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.

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Checkout - Edit Order Details

Dept: 1 PO# 123456789 DEMO

Edit Order Details

Account	SHOPDOT NEW USER DEMO	Shipping Method	Free Shipping
Department	1 - PO# 123456789 DEMO	Additional Instructions	Shipping Instructions Special Instructions
Attention	<input type="text"/>	Purchase Orders	Long PO: 123456789 * Short PO: <input type="text" value="123456789"/>
Billing Address	Name: SHOPDOT NEW USER DEMO Address: 2806 CHANTICLEER AVE City: SANTA CRUZ, CA - 95065	* Payment	<input checked="" type="radio"/> Charge to my account <input type="radio"/> Enter credit card information
Shipping Address	Name: SHOPDOT NEW USER DEMO Address: 2806 CHANTICLEER AVE City: SANTA CRUZ, CA - 95065	Card Type	AmericanExpress
		Number	<input type="text"/>
		Expiration	1 / 2018

Manage Credit Cards

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*.

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Checkout - Order Review

Review Order Details [Edit Account Details](#) [Edit Order Details](#)

Account: SHOPDOT NEW USER DEMO
Department: 1 - PO# 123456789 DEMO

Billing Address:
Name: SHOPDOT NEW USER DEMO
Address: 2605 CHANTICLEER AVE
City: SANTA CRUZ, CA - 95065

Shipping Address:
Name: SHOPDOT NEW USER DEMO
Address: 2605 CHANTICLEER AVE
City: SANTA CRUZ, CA - 95065

Shipping Method: Free Shipping
Shipping Instructions:
Special Instructions:
Long PO: 123456789
Short PO: 123456759
Payment: Charge to my account

Order Summary

Item Total:	\$33.31
Shipping:	\$0.00
Subtotal:	\$33.31
Tax:	\$3.00
Total:	\$36.31

[Print](#) [Place Order](#)

Please review your order, and then click Place Order to submit it.
Need help? Call 831-476-3815 for assistance.

[Save Order](#) [Continue Shopping](#)

Your Items [Edit Cart Items](#)

Item #	Your Price	Packaging	Qty	Ext. Price
MVM43MPA	\$9.20 / Pack	1 Pack/Box	1	\$9.20
Recycled Note Pads, 1 1/2 x 2, Assorted Helix Colors, 100 Sheet, 12/ Pack				
Comment: In Stock				
UNV20994	\$17.68 / Each	1 Each/Box	1	\$17.68
Stank-Ring Economy View Binder, 4" Capacity, White				
Comment: In Stock				
SAN30001	\$6.43 / Dozen	1 Dozen/Box	1	\$6.43
Fine Point Permanent Marker, Black, Dozen				
Comment: In Stock				

[Save Order](#) [Continue Shopping](#) [Place Order](#)

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.

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Checkout - Order Review

Review Order Details [Edit Account Details](#) [Edit Order Details](#)

Account	LINDA GHIO-CASH SALE ACCOUNT	Shipping Method	Free Shipping
Department	1 - LINDA GHIO-CASH SALE ACCOUNT	Shipping Instructions	
Attention	Linda Ghio	Special Instructions	Please deliver to main office
Billing Address		Short PO	Linda Ghio
Name	LINDA GHIO-CASH SALE ACCOUNT	Payment	Charge to my account
Address	2805 CHANTICLEER AVE		
City	SANTA CRUZ, GA - 35085		
Shipping Address			
Name	LINDA GHIO-CASH SALE ACCOUNT		
Address	2805 CHANTICLEER AVE		
City	SANTA CRUZ, GA - 35085		

Order Summary

Item Total:	\$47.78
Shipping:	\$0.00
Subtotal:	\$47.78
Tax:	\$3.94
Total:	\$51.70

[Print](#) [Place Order](#)

Please review your order and then click Place Order to submit it.
Need help? Call 831-476-3915 for assistance.

[Save Order](#) [Continue Shopping](#)

Your Items [Edit Cart Items](#)

Item #	Your Price	Packaging	Qty	Ext. Price
MMMR330AP	\$10.30 / Pack	24-Pack/ Carton	2	\$20.78
Pop-Up Note Refills, 3 x 3, Marseille, 100/ Pad, 6 Pads/ Pack				
Comment: For Sam in room 2				
SAN85973PP	\$3.20 / Pack	6-Pack/Box	1	\$3.20
Refill for uni-ball Gel IMPACT RT Roller Ball Pens, Bold, Black, 2/ Pack				
Comment: Mary room A				
UNV20742	\$5.93 / Each	12-Each/Box	4	\$23.72
Economy D- Ring View Binder, 1" Capacity, White				
Comment: Main office				

[Save Order](#) [Continue Shopping](#) [Place Order](#)

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Step Nine: Confirmation

Checkout - Order Confirmation



Thank you for your order!

[Continue Shopping](#)

Reference Number: 318085-0. Submitted.

Order Details

Account	LINDA GHIO-CASH SALE ACCOUNT	Shipping Method	Free Shipping
Department	T - LINDA GHIO-CASH SALE ACCOUNT	Shipping Instructions	
Attention	Linda Ghio	Special Instructions	Please deliver to main office.
Billing Address:		Short PO:	Linda Ghio
Name	LINDA GHIO-CASH SALE ACCOUNT	Payment:	Charge to my account.
Address	2608 CHANTICLEER AVE		
City	SANTA CRUZ, CA - 95065		
Shipping Address:			
Name	LINDA GHIO-CASH SALE ACCOUNT		
Address	2608 CHANTICLEER AVE		
City	SANTA CRUZ, CA - 95065		

Order Summary

Item Total:	\$47.78
Shipping:	\$0.00
Subtotal:	\$47.78
Tax:	\$3.94
Total:	\$51.70

[Print](#)

Need help? Call 831-476-3815 for assistance.

Your Items

Item #	Your Price	Packaging	Qty	Ext. Price
MMWR330AP	\$10.39 / Pack	24-Pack/Carroll	2	\$20.78
Pop-Up Note Refills, 3 x 3, Marseille, 100/ Pad, 6 Pads/ Pack				
Comment: For Sam in room 2				
SAN65873PP	\$3.28 / Pack	6-Pack/Box	1	\$3.28
Refill for uni-ball Gel IMPACT RT Roller Ball Pens, Bold, Black, 2/ Pack				
Comment: Mary room 4				
UNV20742	\$5.93 / Each	12-Each/Box	4	\$23.72
Economy D-Ring View Binder, 1" Capacity, White				
Comment: Main office				

[Continue Shopping](#)

- 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.