User Guide and Tutorial
Central Stores Online Ordering System

Central Stores
Financial Services
Western Washington University
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1. Introduction

This document is meant to provide a beginning user with a tutorial and user guide for the Central Stores Online Ordering System. Each section of the document describes the functionality of a specific feature of the Online Ordering System and provides instructions for its use. To make the most use of this document, it is suggested that the user follow along using the Online Ordering System itself so he or she can see exactly how the system works as it’s being described.

2. Finding and Logging Into Central Stores Online

The Central Stores Online Ordering System can be accessed through the Central Stores main page Western’s website. From here, you can follow the posted link to the Online Ordering System.

Once you have found the online ordering system website, you must log in. If you have used this system before, you can simply type in your user id and password as indicated to login. If this is the first time you’ve used the system, you should enter the user name you’ve been given as both the user id and password. Once you’ve logged in, you must then change your password to something other than your username before using Central Stores Online. Please make sure to write down your new password in a safe place for next time. Both the user id and password are case sensitive.

If you have forgotten your password, please email Central Stores at CentralStores@wwu.edu to have your password reset. You will need to log in using your user id as the password and then create a new password like before.

3. Navigating Central Stores Online

Once you’ve successfully logged into Central Stores Online, you will be presented with the Central Stores Home Page. This page will display any news or important information from Central Stores staff. You can navigate the entire Central Stores Online website using the navigation toolbar at the top of your screen. A copy of the navigation toolbar is shown below.
Please note the following caveat: **Do not use your browser’s back button when using Central Stores Online.** In many cases the back button will not work like expected. You can always get back to any page using the navigation toolbar at the top of the screen or by using one of the buttons provided on each page in the system.

### 4. Customer Profile

The first screen any user of this system will view is the Customer Profile. This page will show up the very first time you enter the system and can always be found by selecting the Your Profile option in the navigation toolbar at the top of the screen.

The Customer Profile page allows the user to change all of the default information associated with his or her user account. This includes information such as the user’s name, phone number, email address and shipping address. You must change your password using this page before using the system and you should also take the time to review and make any changes necessary to your profile before continuing. To change any of the values in your profile, simply enter the updated information in the appropriate text box and select the “Submit Changes” button at the bottom of the screen. You can also return to the saved values by using the “Reset Changes” button. Please note that to change the password for an account, the user must enter both the old password once and the new password twice.

### 5. Shopping Central Stores Online

Central Stores Online provides the user with a powerful and easy system for searching Central Stores inventory. All items for sale at Central Stores can be found using the website. There are three methods for shopping
Central Stores inventory: Browse, Search, and Advanced Search. Each of these will be discussed below.

The Browse function is meant to be similar to the online order lists you may already be accustomed to. You can browse the Central Stores inventory database by selecting Browse in the navigation toolbar. Simply select a category to browse and a list of available commodities will be returned on the screen (described later).

You can also search Central Stores inventory based on a given search criteria using the Search or Advanced Search functions. The Search function allows you to search for commodities using a commodity code (a unique number used to identify each commodity), category or partial description. If a partial description is given, the system will match any commodity whose description text contains the partial description given by the user, ignoring case. Commodity codes and categories must match exactly. If multiple criteria is given (e.g. both a category and partial description are given), then the system will return any commodity that matches all of the criteria used. A screen shot of the Search page is given below.

![Search Merchandise](image)

The Advanced Search works exactly like the Search function, but gives the user a wider range of possible criteria options. In addition to the previous options, you can search by the commodities unit of measure (UOM) of sale (e.g. “RM” to indicate paper that is sold by the ream) and set a limit for the highest price of the commodity. Furthermore, you can select whether you want the system to return commodities that match all of the criteria given or any of the criteria given. For example, you can ask the system to return commodities belonging to the “printer paper” category and are sold by the
ream by selecting “Use All Given Criteria.” You can also ask the system return commodities that either belong to the “printer paper” category or are sold by the ream by selecting “Use Any Criteria Given.” A screenshot of the advanced search is given below.

**Advanced Search**

<table>
<thead>
<tr>
<th>Advanced Search Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commodity Code:</td>
</tr>
<tr>
<td>Unit of Measure:</td>
</tr>
<tr>
<td>Price Limit:</td>
</tr>
<tr>
<td>Partial Description:</td>
</tr>
<tr>
<td>Category:</td>
</tr>
<tr>
<td>Search Type:</td>
</tr>
</tbody>
</table>

- Submit Query
- Reset Query

6. **Viewing Online Search Results**

Once you have selected a category to browse or have submitted a search, a list of search results will appear on the screen. (If the system could not find any matching results, a “nothing found” message is displayed in lieu of a matching result list). If the search result list is longer than twenty commodities it will be broken up into two or more pages. You can browse through each page by selecting the appropriate “Previous Page” or “Next Page” button at the bottom of the screen. A sample search result screen is shown below.

**Search Merchandise**

<table>
<thead>
<tr>
<th>Qty</th>
<th>Item Code</th>
<th>Category</th>
<th>Description</th>
<th>Price</th>
<th>UOM</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>75902000020</td>
<td>Miscellaneous Paper</td>
<td>Letterhead, WWU 2-color Gold Logo 8.5 x 11</td>
<td>$25.98</td>
<td>RM</td>
</tr>
<tr>
<td>0</td>
<td>7590200062</td>
<td>Miscellaneous Paper</td>
<td>Letterhead, Bond 24# University Residences</td>
<td>$25.98</td>
<td>RM</td>
</tr>
<tr>
<td>0</td>
<td>7590200065</td>
<td>Miscellaneous Paper</td>
<td>Letterhead, Athletics Dept Office 8.5 x 11</td>
<td>$43.17</td>
<td>RM</td>
</tr>
</tbody>
</table>

- Add Quantities To Cart
- Back To Search
There are a number of options available to you on the search results page. By clicking on the item code (a.k.a. commodity code) of any item, you can view the detail of the item. This includes a picture of the item, the item manufacture and the manufacture’s code (if applicable) for the item in addition to all the information given on the search results screen. You can also sort the search results by the item code, category, description, price, or unit of measure (UOM) by clicking on the title of the appropriate column.

Furthermore, you can select items for purchase by adding them to your online Shopping Cart (discussed in detail in the next section). To perform this task, simply enter the quantity of each commodity you want to purchase in the “Qty” column and click on the “Add Quantities To Cart” button at the bottom of the screen. The ordering system will add the quantities to the Shopping Cart and display the updated Shopping Cart for your verification.

7. The Online Shopping Cart

Every time a user logs in, the Online Ordering System creates an empty Shopping Cart for the user to create orders with. You can add items to this cart by selecting commodities from the search results or by using your Shopping List (discussed in the next section). You can then view all of the commodities you have selected for purchase by choosing the View Shopping Cart function in the navigation toolbar. This screen will display information on each commodity selected for purchase, as well as the quantity selected and extended price. The system will also give you a total quantity and cost for all the items in the Shopping Cart. A sample shopping cart is shown below for your reference.

### Shopping Cart

<table>
<thead>
<tr>
<th>Item Code</th>
<th>Category</th>
<th>Description</th>
<th>UOM</th>
<th>Qty</th>
<th>Price</th>
<th>Ext. Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>75300000020</td>
<td>Miscellaneous Paper</td>
<td>Letterhead, WWU 2-Color Gold Logo 8.5 x 11</td>
<td>RM</td>
<td>2</td>
<td>$25.98</td>
<td>$51.96</td>
</tr>
<tr>
<td>75302300062</td>
<td>Miscellaneous Paper</td>
<td>Letterhead, Bond 24# University Residence</td>
<td>RM</td>
<td>2</td>
<td>$25.98</td>
<td>$51.96</td>
</tr>
</tbody>
</table>

| Total Quantity And Cost | 4 | $103.92 |

[New Shopping Cart]  [Go To Checkout]  [Recalculate Price]
The Shopping Cart page gives you a number of options to choose from. If you want to change the quantity to purchase for one or more commodities shown, change the value in the “Qty” column and select “Recalculate Price.” You can also remove an item from the Cart by entering a zero quantity for the commodity and selecting “Recalculate Price.” The Shopping Cart can be completely erased by selecting the “Erase Shopping Cart” button at the bottom of the screen. Finally, you can request to order the items in the Shopping Cart by selecting “Go To Checkout” (discussed later).

It is worth mentioning that the Shopping Cart is erased whenever a user logs out of the Online Ordering System. If you want to keep a permanent list of frequently purchased items, you should use the Shopping List function described next.

8. The User’s Shopping List

In addition to browsing the inventory using the Browse or Search functions described earlier, you can also keep a Shopping List of frequently ordered items. The Shopping List is always accessible by selecting the View Shopping List function on the navigation toolbar. A sample Shopping List is given below.

**Shopping List**

<table>
<thead>
<tr>
<th>Delete</th>
<th>Qty</th>
<th>Item Code</th>
<th>Category</th>
<th>Description</th>
<th>Price</th>
<th>UOM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
<td>7580043784</td>
<td>Printer Paper</td>
<td>Paper, Royal Fiber Gray 70#8.5 x 11</td>
<td>$12.00</td>
<td>FM</td>
</tr>
<tr>
<td></td>
<td>0</td>
<td>7580200062</td>
<td>Miscellaneous Paper</td>
<td>Letterhead, Bond 24# University Residences</td>
<td>$25.98</td>
<td>FM</td>
</tr>
</tbody>
</table>

To add items to the Shopping List, you must first search for an item using the Browse, Search or Advanced Search functions described earlier. Once you have found an item to add, click on the item code for the desired commodity
and then click on the “Add To Shopping List” button. The item will then be immediately added to your Shopping List. The system will also take you directly to the Shopping List page to verify that the new item was added.

The Shopping List screen itself works much like the Search Results screen. (In fact, one can think of the Shopping List as a custom search for frequently purchased items.) Like before, you can sort the Shopping List based on the item code (a.k.a. commodity code), category, description, price or unit of measure (UOM). You can also add items to your Shopping Cart by entering a quantity in the “Qty” column and selecting “Add Quantities To Cart.” Furthermore, you can remove items from this list by clicking on the check box in the “Delete” column for each commodity desired and clicking on the “Delete Checked Items From List” button.

9. Submitting An Order To Central Stores

Once you are satisfied with your Shopping Cart, you can create an order by clicking on the “Go To Checkout” button on the Shopping Cart page. Throughout the checkout process you can use the “Previous Step” or “Next Step” buttons to go back and forth between each screen. Please note that your Central Stores Online account must be approved by a Budget Authority for one or more accounting strings to perform Central Stores orders online. You can create this authorization by completing and submitting a Central Stores Online Participation/Change form available at the Central Stores main website or under the Contact Stores function in the navigation toolbar.

The first step in the order submission process is verifying the shipping information. The shipping details page should be filled in with your default shipping information taken from your profile defaults. If you need to make any changes to this information, such as changing the delivery address or contact information, please do so before continuing. Once you are finished, click on the “Next Step” button to continue.

The second step in the checkout process is providing the appropriate accounting information for billing. You can charge Central Stores orders to any fund or fast index that has been approved for your profile by a Budget Authority. If you wish to bill only one accounting string, simply select the
fund or fast index and account to charge and click on “Next Step” to continue. If you wish to bill to multiple accounts, select “I wish to charge this transaction to multiple accounts,” choose the number of accounts you wish to bill and click on the “Next Step” button.

If you chose to bill to multiple accounts, you must provide the fund or fast index, account, and percentage of the total cost to bill for each accounting string entry shown. You also must make sure all the percentages add up to one hundred before continuing; otherwise an error will be generated. Once you are finished, click on the “Next Step” button to continue. The system will report back the amount each accounting string will be charged and the total accounting impact. You may either change this information by clicking on the “Previous Step” button or submit this information using the “Next Step” button. A screen shot of both of these steps is given below for your reference.

**Checkout**

<table>
<thead>
<tr>
<th>Accounting String Number 1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Select a Fast Index or Fund to bill:</strong></td>
</tr>
<tr>
<td><strong>Select an Account to bill:</strong></td>
</tr>
<tr>
<td><strong>Percentage of the total to charge:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accounting String Number 2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Select a Fast Index or Fund to bill:</strong></td>
</tr>
<tr>
<td><strong>Select an Account to bill:</strong></td>
</tr>
<tr>
<td><strong>Percentage of the total to charge:</strong></td>
</tr>
</tbody>
</table>
Finally, you can leave a message for Central Stores staff to be associated with this order in the last step. This message can be anything you want, including blank. Once you are finished, select the “Submit Order” button to finalize the order. The system will generate a confirmation report for the order detailing all the order information as well as a unique confirmation number for this request. It is suggested that you print this document out for your records.

10. Submitting A Return Request

The Online Ordering System also allows users to submit requests to return merchandise online. You can start the return request process by selecting the Submit Returns option on the navigation toolbar at the top of your screen.

Before continuing your return request, there are a few restrictions you should note. First, you must have an order issue number to complete a Central Stores Online return request. This is an eight character number that begins with a “U” found on the issue documentation delivered with the merchandise itself. Second, under most circumstances Central Stores cannot refund ink cartridges after ninety days after purchase. Third, if you are returning a defective ink cartridge you should provide a sample from the printer using the cartridge in question, if possible. Lastly, Central Stores may charge a fee for returning merchandise after ninety days of purchase.
The first step in the return request process is verifying your user information and providing an order issue number and order date. Your user information should be found in the first three rows of the Return Information page and is initially set to your profile defaults. Please verify and correct this information if necessary before continuing. Next, the order issue number and the approximate date the order was delivered should be filled in using the last row of the Return Information page. An example screen shot of this page is given below.

The second step of the return process involves completing the Return Details page. At this point you need to indicate if you want to return a complete order or a partial list of items. If you wish to return a complete order, select the “I wish to return the entire order” option and give a reason for the return. You can then click the “Next Step” button to continue. If you wish to only return a partial list of items, select the “I wish to return a partial order” option. Then provide quantities, commodity numbers, descriptions and a reason for return for each item in the form below. The commodity number should be ten digits long and is found on the documentation delivered with the merchandise itself. If you don’t have the commodity number, simply describe the item using the description column the best you can. Click the “Next Step” button once you’ve finished. A screen shot of the Return Details screen is given below as an example.
Finally, you can leave a message about this return for Central Stores staff as the last part of the return process. The message can be anything you want, or can be left blank. If you used “Other” as a reason for return, you should try to give a reason why the item or items are being returned at this time. Once you’ve finished, click the “Submit Return” button to finalize the return. You will receive a confirmation number and Central Stores will contact you about this return in the next few days.

11. Logging Off and Conclusion

The last step for using the Online Ordering System is logging off. Simply select the Logout option in the navigation toolbar at the top of your screen. The system will automatically end your session at this time. For security reasons, it is highly recommended that you use this Logout function each time you are done using Central Stores Online.
Thank you for taking the time to read this tutorial and user guide. If you have any questions about the material presented here, please feel free to contact Central Stores.

Our office can be reached by phone at (360)650-3546, email at CentralStores@wwu.edu, or by campus mail at mail stop 9116.