Keeney’s Customer Service is located in Redmond. The team is available Monday through Friday, 8am – 5pm via the following:

Live Chat: Click at top of home page or [here](#)

Email: [info@keeneys.com](mailto:info@keeneys.com) | Phone: 425.869.1734

**Icons**
Icons have been added to products to assist you in your purchasing decisions.

- ![Greener Choice Product](#)
- ![Keeney’s Item - we stock it so we can sell it at a better price](#)
- ![Recycled Product](#)
- ![Minority Produced](#)
- ![Made in the USA](#)

**Consider this Similar Item! Option**
Keeney’s offers ways to save you money. Check out the “Consider this Similar Item! “ box that sits below an item if we consider it to be a better, less expensive or cost saving option for you.
Ink & Toner Finder
Speed up your ink & toner purchases by using the new, fast “My Machine” feature.

1. Click on the Ink & Toner drop down on the top navigation menu

2. Click in the Brand box and type the Brand of printer you need ink/toner for
The form will auto populate with all devices and models.

3. Click on the model number of printer. All results of toner will display.

Adding Machine to My Machines List

Above the item you will see a grey box that says “Add Search Results to My Machines List”.

You can change the name of the printer to a more descriptive name (e.g. Jill’s desk printer) or keep the default then click ADD.

Please note: This machine will then display when you next click on the Ink & Toner drop down on the top navigation menu. One click and it will display the applicable cartridges.
Favorites Lists

Favorites Lists are found on the top navigation menu. You can build your own favorites list as you shop or you can use the global lists we assign to everyone (e.g. Green Items, K-Cups, Paper).

Adding a Product to a Favorites List
The system offers many options to add products to favorite’s lists. Whenever a product can be added to the cart or moved, it can also be added to a favorites list.

- When available, click on the text “Add to Favorites” and you will be directed to the Favorites List screen.

- From here you can create a new list (type new list name in box) and click on the check box next to it or you can click on the check box next to an already existing list you have created. (e.g. Supply Room, Breakroom, Boss’s favorites, Special Paper, etc)

- Click Add to Favorites Lists
**Order History**

- Click on My Accounts drop down (found on the top navigation menu)
- Click on Order History

**Search Order History**

- Click on the Search tab

You can search by a single department or by ALL departments (whatever you click will be the default for your next order history result). Click the drop down and select a department or click on the check box next to **SEARCH ALL DEPARTMENTS** to show all people’s orders. You can search by date, Item number, Purchase order number or Invoice number.

**Print Orders**

Find the order you want in Order History
- Click on the checkbox to the left of the order (you can click on the + to see the whole order)
- Click Print

The Invoice will open in a new window. Hover over the page and the print or save icon will show up.
- Click on print

**Add to Cart from Order History**

- Click on Order History
Find the order
- Click on + to expand the order
- Click the check box next to the item/s you wish to add to cart
- Click Add to Cart (it will add the quantity you ordered from this past invoice)
**Keeney’s Online Tips & Tricks**

**Submitting Orders:**
You can check out from two locations:

1. The top Right hand corner, click checkout
2. When you are viewing the cart, click Check out at the bottom

Once you hit Checkout, you will be directed to the Western Marketplace site.