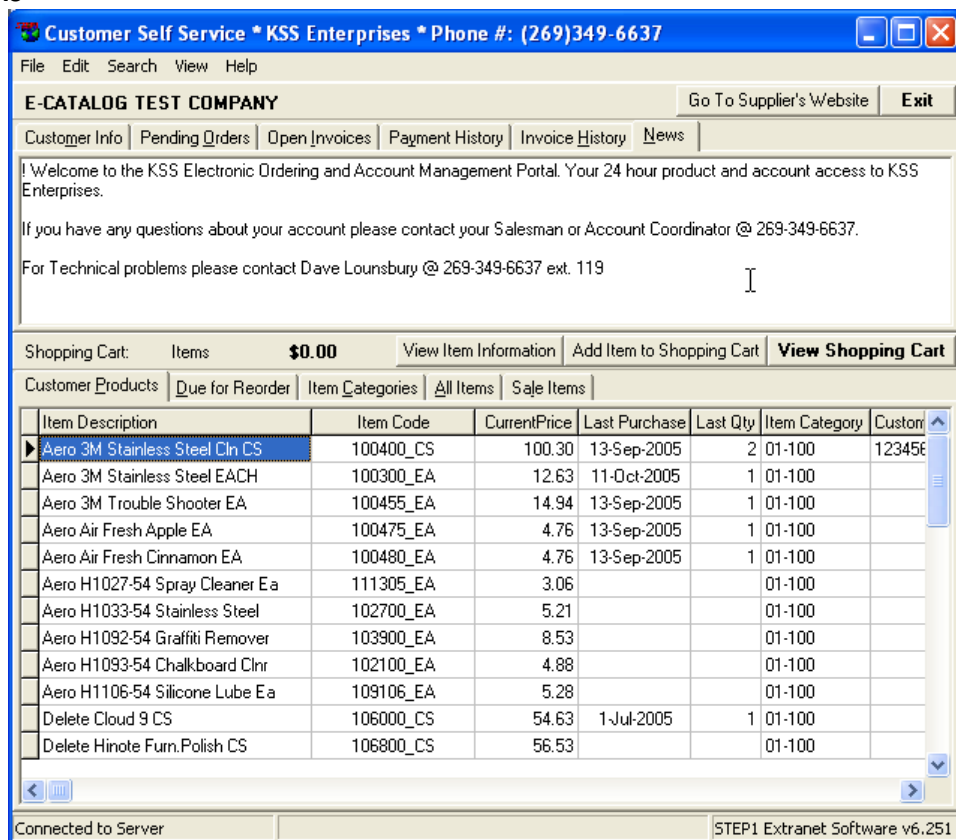


Customer Self Service

KSS Enterprises

To Create & Place an Order...

1. Open and log in to Customer Self Service using your log in name and password.
2. Choose a product from any of the five item tabs described below:
 - a. **Customer Products** – Products ordered in the past or placed on this list by your sales rep.
 - b. **Due for Reorder** – The system has estimated these products need to be reordered based on purchase history.
 - c. **Item Categories** – All items broken into categories.
 - d. **All Items**
 - e. **Sale Items**



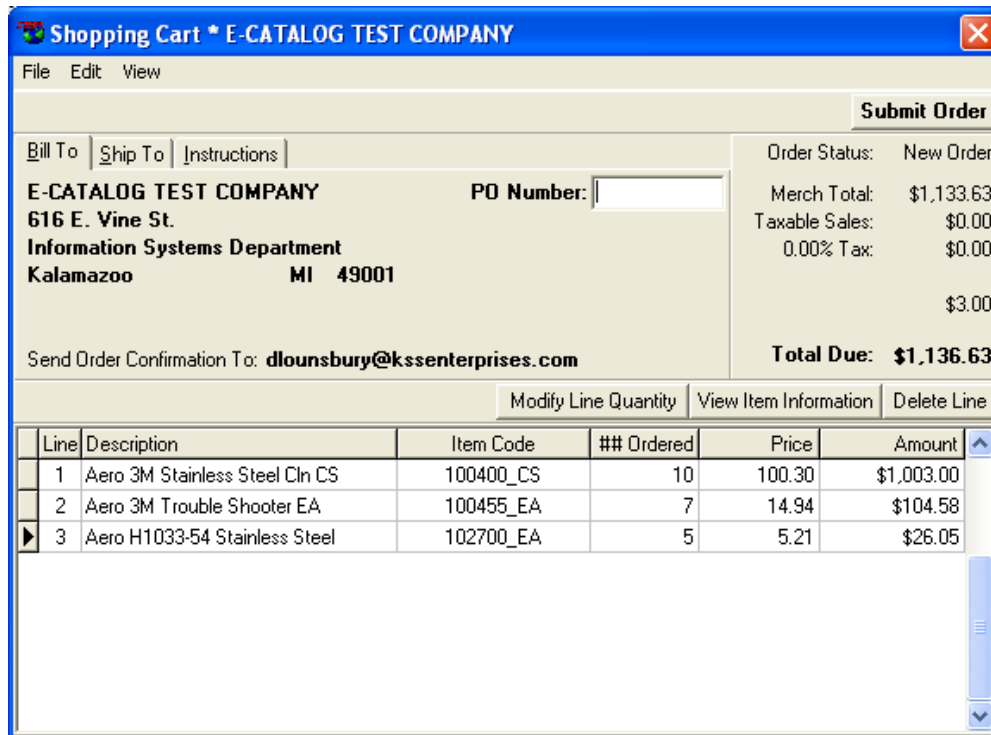
3. Either double-click the item to add it to the shopping cart or single-click the item then the **Add Item to Shopping Cart** button. The Add Item to Shopping Cart window will open (see below). Verify stock status, enter a quantity, and click **OK**.



- Information about the shopping cart is updated directly above the product tabs including number of items (not quantity) and total cost of the cart.



- View the shopping cart at anytime by clicking the View Shopping Cart button.
- To view information about an item, single-click on it and click the View Item Information button or double-click the item.
- To modify a quantity or delete an item from an order, single-click on it and click the Modify Line Quantity or Delete Line button.
- Once complete, click the Submit Order button. If a PO Number is required and was not entered, the system will prompt for entry. NOTE – Once an order is submitted the only way to modify or cancel it is by calling KSS.



NOTE: A search may be performed on any column by selecting any cell within a column and typing Ctrl-Z. If the first item found is not the correct item, the search can be repeated by clicking Alt-Z.