



# e-info

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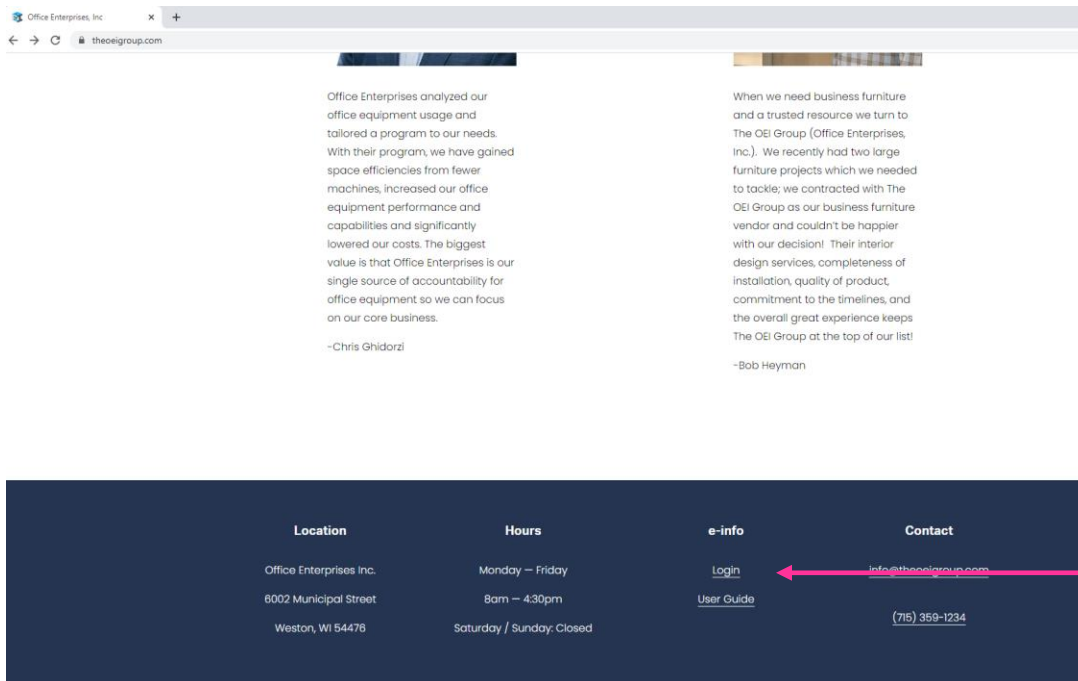
# Contents

- GETTING STARTED ..... 3**
  - CREATING NEW USER ACCOUNTS..... 3
  - LOGGING IN ..... 5
  - FORGET YOUR PASSWORD?.....4
  - E-INFO TILE MENUS ..... 7
  - CHANGE YOUR PASSWORD.....8
- PLACING SALES ORDERS ..... 11**
- PLACING SERVICE CALLS ..... 15**
- LOGGING OFF.....18**

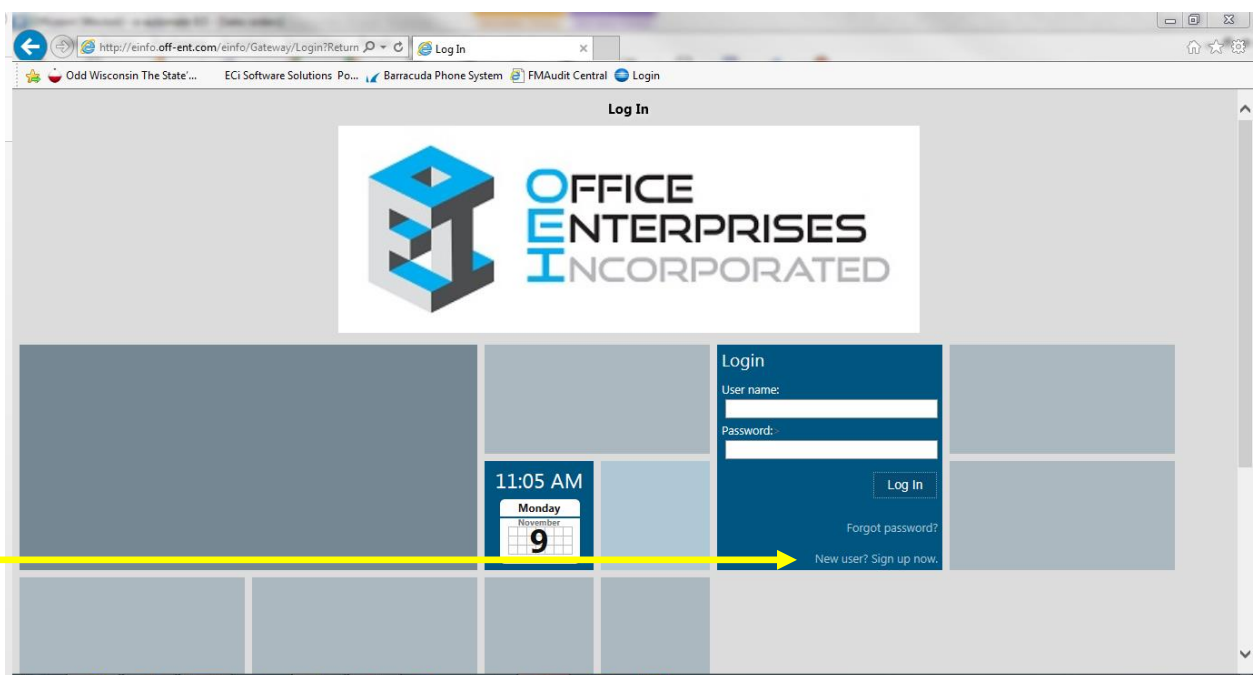
# Getting Started

## Creating New User Accounts

1. Follow the link on the bottom of the Office Enterprises, Inc. website ([www.theoeigroup.com](http://www.theoeigroup.com)) to your e-info login page.



2. Click on **New user? Click on the Sign up now link.**

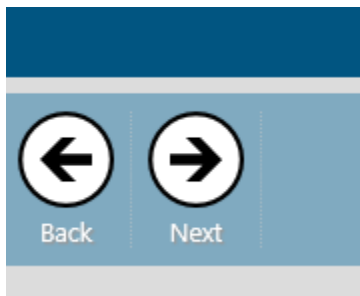


3. Fill out the required contact information. **Remember that your company number appears on your invoices or can be obtained by calling our toll-free number, 800-236-5545.**

The screenshot shows a web browser window with the URL <http://einfo.off-ent.com/einfo/Gateway/Signup>. The page is titled "Signup" and contains three main sections:

- STEP 1 - CONTACT INFORMATION**: A section with the heading "Please enter your contact information below." and four input fields: "Email:", "First name:", "Last name:", and "Phone number:". Each field has a small asterisk indicating it is required.
- STEP 2 - COMPANY IDENTIFICATION**: A section with the heading "Please enter your company number below, or you can enter your company name and address information." It contains two radio buttons: "I know my company number" (selected) and "I want to specify my company name and address". Below the radio buttons is a "Company number:" input field. A red oval with the text "See # 3 Above" is positioned over the "Company number:" field, with a red arrow pointing to it.
- STEP 3 - PASSWORD**: A section with the heading "Please enter a password that you would like to use to access this site." and a "New password:" input field.

4. Once you complete the signup information, click on the Next button:



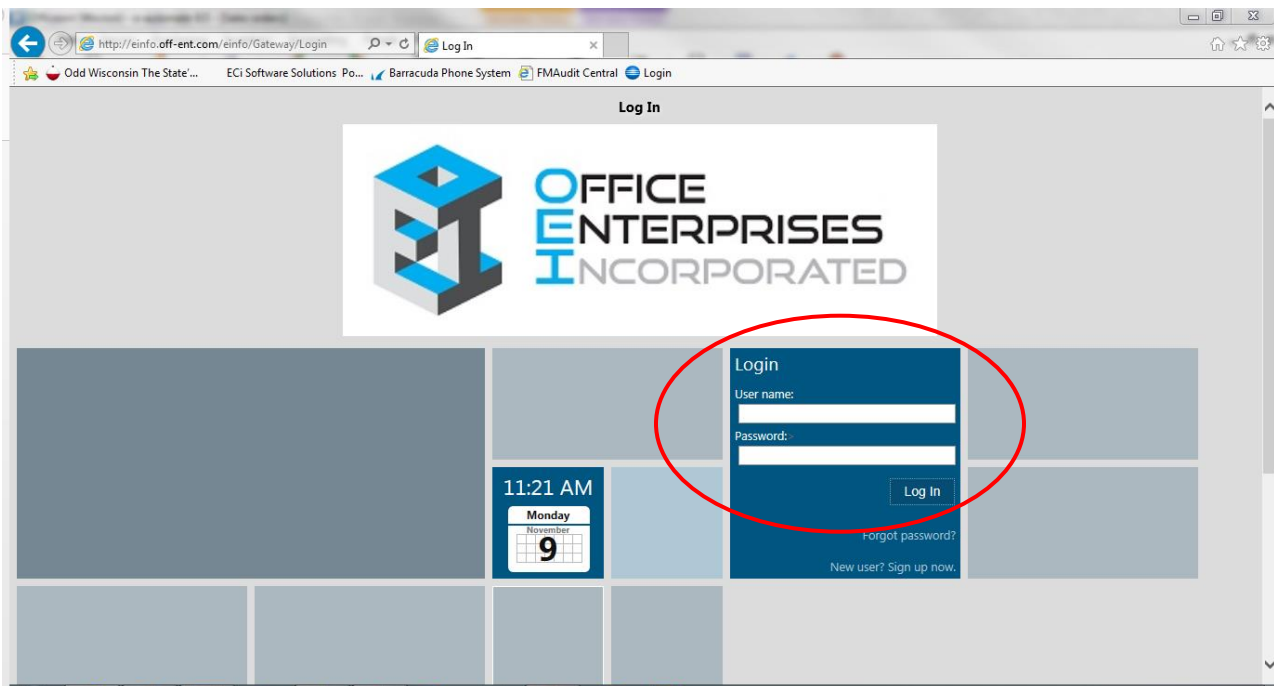
and you will be directed to a signup confirmation page.

5. You are now ready to click **Log In and sign into e-info**.

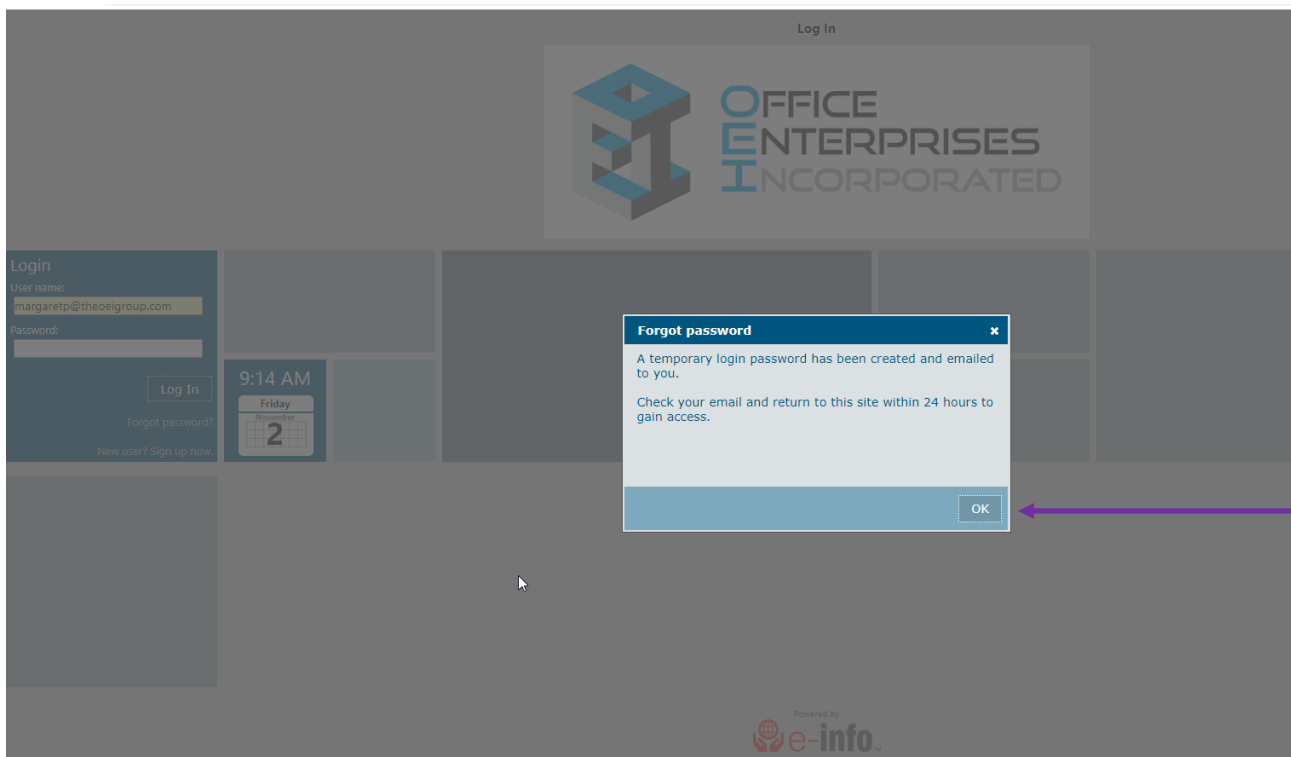
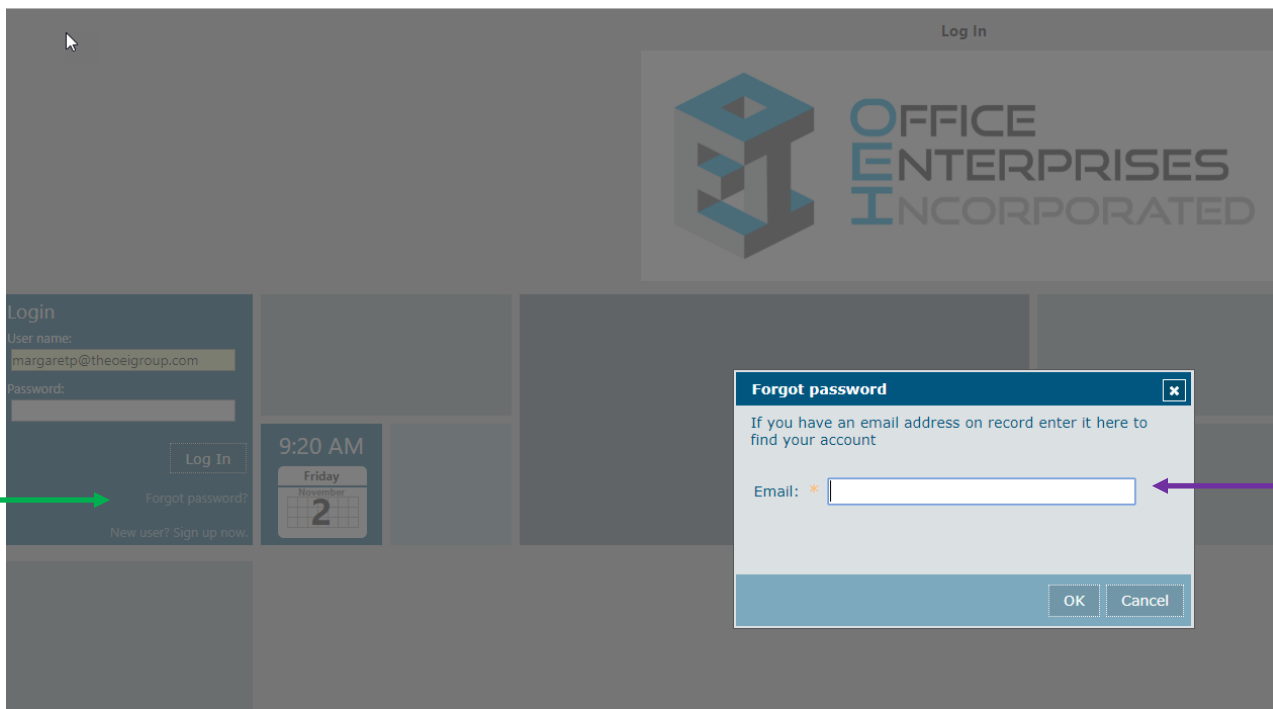


## Logging In

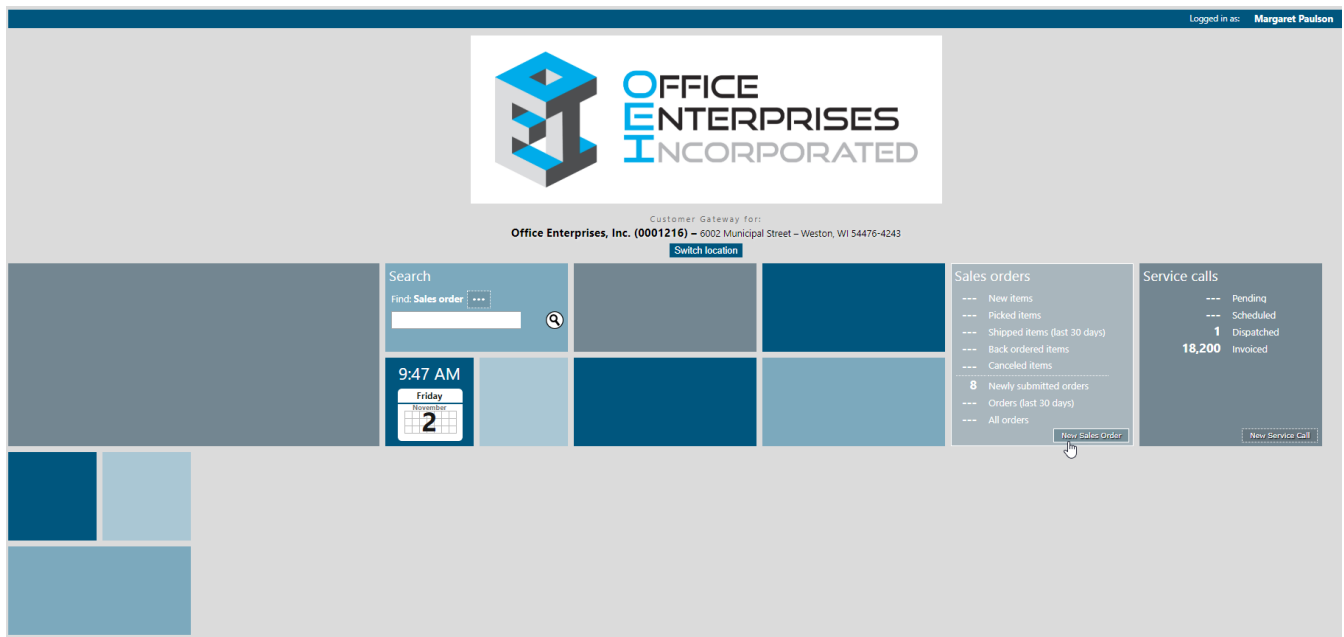
To login into the e-info website ([www.theoeigroup.com](http://www.theoeigroup.com)), enter your email address and the password you created.



**Did you forget your password?** If you are having difficulties logging in, or have lost your password, click on the "Forget password?" line and a window will pop up for you to enter your email address, which will generate a temporary password for you use to go in and re-set your password. If you still have a problem, please contact us at **1-800-236-5545**, and we will be happy to re-set it for you.



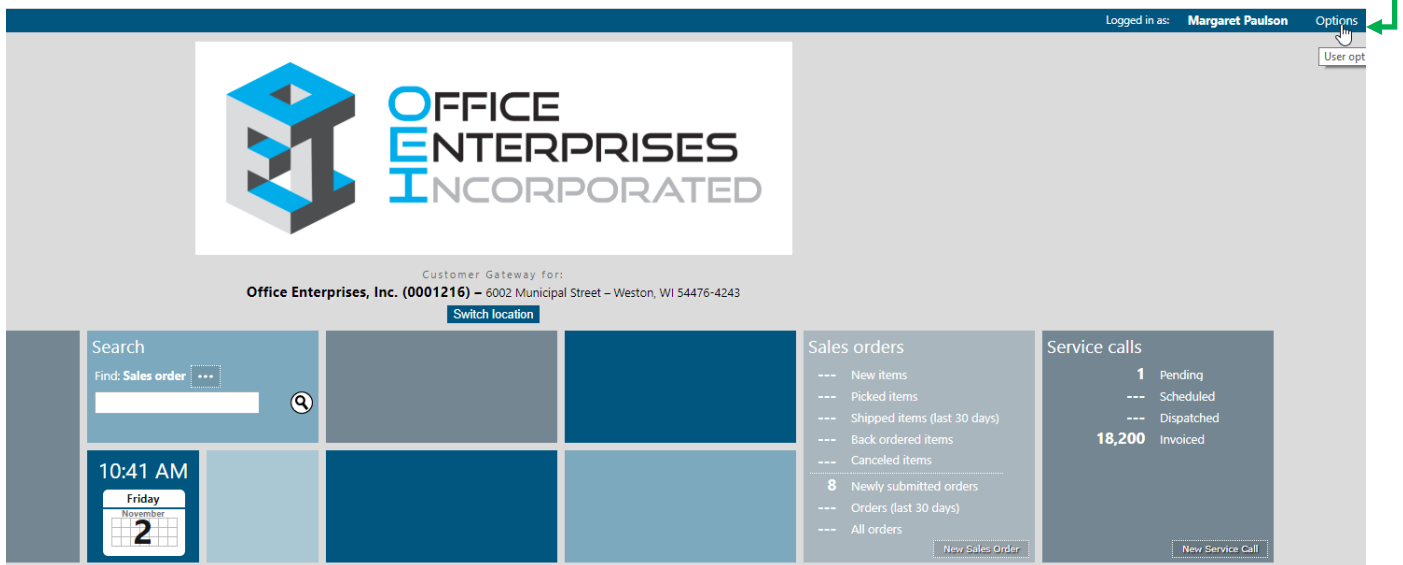
## e-info Tile Menus



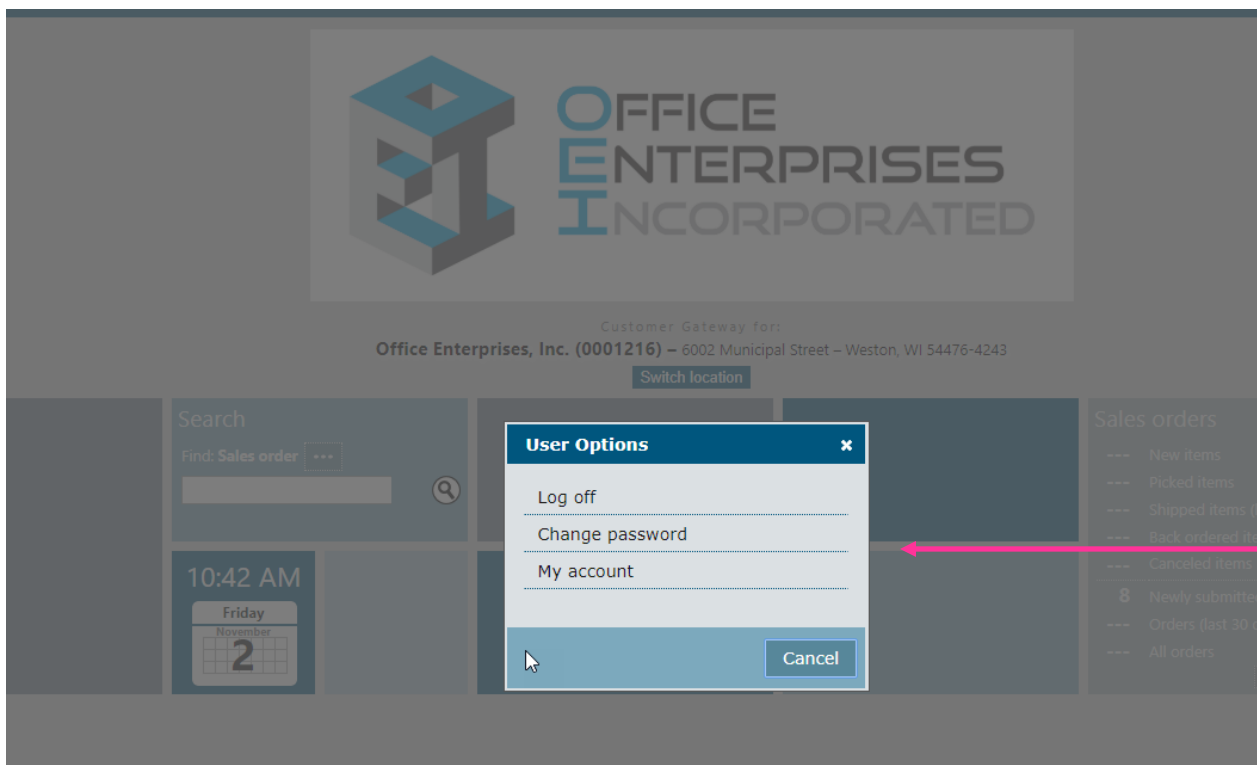
The tile menus provide access to the different areas of e-info: Enter a new Sales Order, place Service Calls or look at your Office Enterprises invoices. You use the links and buttons on each tile to navigate to the various pages and areas of e-info. Only certain tiles may display depending on the individual needs of your company and the individual rights of the user.

## Changing Your Password

The upper right corner of the screen will show an Options link:

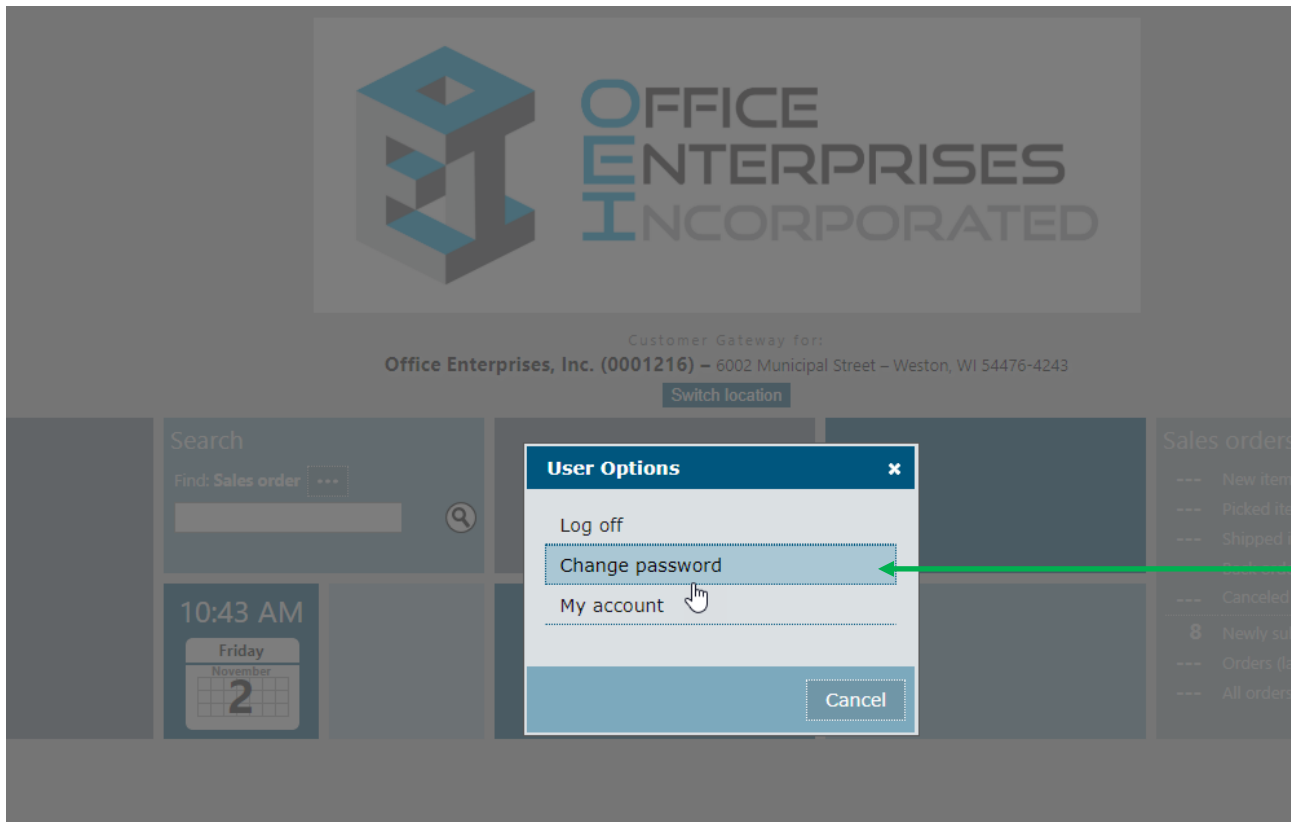


Click on it, and a window will pop up where you can choose your option:






Select the Change password link by clicking on it:






Your User Profile Screen will pop up. Notice the change password box is already checked for you. Enter your current password in the first white box. Then, enter your new password in both of the white boxes on the far right:

The screenshot displays the "User Profile" screen. At the top, the Office Enterprises Inc. logo and name are shown, followed by the same address information as the previous screen. Below this is a "User Profile" header. The main content area is divided into two columns: "Contact Information" and "Address". The "Contact Information" column contains fields for First name (Margaret), Last name (Paulson), Email (margaretp@theoelgroup.com), and Phone number (715-359-1234). The "Address" column contains fields for Address (6002 Municipal Street), City (Weston), State (WI), and Zip (54476-4243). Below these columns is a "Password" section. It features a checkbox labeled "Change password" which is checked. To the right of the checkbox are three input fields: "Current password:" (with a masked password), "New password:" (with a masked password), and "Confirm password:" (with a masked password). A green arrow points to the "Change password" checkbox, and a purple arrow points to the "New password" and "Confirm password" fields.

Lastly, click on the Save button in the upper left corner of the screen to save your changes:



Customer Gateway for:  
Office Enterprises, Inc. (0001216) – 6002 Municipal Street – Weston, WI 54476-4243



— User Profile —

Contact information

First name: Margaret

Last name: Paulson

Email: margaretp@theeigroup.com

Phone number: 715-359-1234

Address

Address: 6002 Municipal Street

City: Weston

State: WI

Zip: 54476-4243

Password

☒ Change password

Current password: \*\*\*\*\*

New password: \*\*\*\*\*

Confirm password: \*\*\*\*\*

Home

# Placing Sales (Supplies & Parts) Orders

You can submit a sales order via the Sales Order tile. The sales order is added to our database as soon as you submit the order. To enter a new sales order, do the following.

1. On the **Sales orders** tile, click the [**New Sales Order**] button.



2. The **New Sales Order** page displays:

— New Sales Order —

<b>Bill to</b>	<b>Ship to</b>
Address: <b>Office Enterprises, Inc. (0001216)</b> 6002 Municipal Street Weston, WI 54476-4243	Location: <b>Office Enterprises, Inc. (0001216)</b> ... 6002 Municipal Street Weston, WI 54476-4243

<b>Order information</b>	<b>Order total</b>
Ordered by: <b>Margaret Paulson</b> ... Ordered by email: <b>margaretp@theoeigroup.com</b> PO number: <input type="text"/>	Sub total: --- (Applicable freight and tax will be added) Order comments: <input type="text"/>

**Items included in order**

There are no items to display

[Help](#)

3. In the **Order information** region, enter the purchase order number in the **PO number** field.

The screenshot shows the 'New Sales Order' form. The 'Bill to' section contains the address: Office Enterprises, Inc. (0001216), 6002 Municipal Street, Weston, WI 54476-4243. The 'Ship to' section contains the location: Office Enterprises, Inc. (0001216), 6002 Municipal Street, Weston, WI 54476-4243. The 'Order information' section shows 'Ordered by: Margaret Paulson' and 'Ordered by email: margaretp@theoeigroup.com'. The 'PO number' field is highlighted with a red circle and a red arrow pointing to it. The 'Order total' section shows 'Sub total: ---' and 'Order comments:'. The 'Items included in order' section shows 'There are no items to display' and an 'Add Items...' button. At the bottom are 'Cancel' and 'Save' buttons, and a 'Help' link.

4. Enter any comments regarding this order in the **Order comments** field.

**Note:** If you want to pick up your order from the Office Enterprises, Inc. office located at 6002 Municipal St, Weston, WI 54476, note so in the comments field. Please be sure to include the date you will be picking up your order.

The screenshot shows the 'New Sales Order' form. The 'Bill to' section contains the address: Office Enterprises, Inc. (0001216), 6002 Municipal Street, Weston, WI 54476-4243. The 'Ship to' section contains the location: Office Enterprises, Inc. (0001216), 6002 Municipal Street, Weston, WI 54476-4243. The 'Order information' section shows 'Ordered by: Margaret Paulson' and 'Ordered by email: margaretp@theoeigroup.com'. The 'PO number' field is empty. The 'Order total' section shows 'Sub total: ---' and 'Order comments:'. The 'Order comments' field is highlighted with a red circle and a red arrow pointing to it. The 'Items included in order' section shows 'There are no items to display' and an 'Add Items...' button. At the bottom are 'Cancel' and 'Save' buttons, and a 'Help' link.

5. In the **Items included in order** region click [**Add Items...**] to add the item(s) you want to order.

— New Sales Order —

**Bill to** Address: **Office Enterprises, Inc. (0001216)**  
6002 Municipal Street  
Weston, WI 54476-4243

**Ship to** Location: **Office Enterprises, Inc. (0001216)** ...  
6002 Municipal Street  
Weston, WI 54476-4243

**Order information** Ordered by: **Margaret Paulson** ...  
Ordered by email: **margaretp@theoeigroup.com**  
PO number:

**Order total** Sub total: ---  
(Applicable freight and tax will be added)  
Order comments:

**Items included in order**

There are no items to display

**Add Items...**

Cancel Save

Help

6. The **Find Items** window opens.

**Find Items** ✕

Find items by:

- ☐ Equipment
- ☐ Previous orders (last 30 days)
- ☐ Searching

Cancel

7. In the **Find Items** windows select **Equipment**. The equipment assigned to your location(s) will display.

Find Items

Find items by:

Equipment

Previous orders (last 30 days)

Searching

Number	Description	Serial Number	Customer
02CT6475	Neopost Si68 Folder Inserter	02CT6475	Office Enterprises, Inc. (0001216)
03CT6773	Neopost Si68 Folder Inserter	03CT6773	Office Enterprises, Inc. (0001216)
0450187	Neopost IJ25 Mail Machine	0450187	Office Enterprises, Inc. (0001216)
049J3670089	Neopost Ij90 Mail Machine	049J3670089	Office Enterprises, Inc. (0001216)
04DC5378	Si-76 Foin System	04DC5378	Office Enterprises, Inc. (0001216)
05D06324	Si62 2 Station	05D06324	Office Enterprises, Inc. (0001216)
1391-311001226	Konica Minolta Fax	1391-311001226	Office Enterprises, Inc. (0001216)

Cancel

8. Select the equipment associated with the items you want to order. The **Enter Item Quantity** window opens.

Enter Item Quantity

Number	Description	Qty	Unit	Unit Price
3300028D	Ij25 Ink Cartridge		EA	\$128.00
PC2N	Friden Meter Tapes-sub 75 sheets/2 per sheet		EA	\$31.00
PINWHEELS	5x5 Boxed Pinwheel Label 150 sheets/box		BX	\$20.95
TIGHTSEAL	Tightseal Sealing Solution-gallon (order qty 4 for a case)		GAL	\$25.50
TIGHTSEAL CS	4-1 Gallon Bottles Of Tight Seal		CS	\$101.00

OK Cancel

- In the **Qty** column, enter the desired quantity for each item you want to add to the order.
  - Click [**OK**]. The items are added to the order and displayed in the **Items included in order** region of the **New Sales Order** page.
9. Click [**Save**] to submit the order.

**Note:** If you have any questions regarding your sales order, please contact us at **1-800-236-5545**.

# Placing Service Calls

You can submit a service call via the Service calls tile. The service call is added to our database as soon as you submit the call. To enter a new service call, do the following.

1. Locate the **Service calls** tile.
2. Click the **New Service Call button**.



3. The **New Service Call** page displays.

The 'New Service Call' form is displayed. It includes sections for identifying the equipment/item, location information, customer PO number, and a description of the problem.

**Identify the equipment/item that requires service**

☒ This IS an equipment/item existing in the system  
☐ This is NOT an equipment/item existing in the system

Equipment/Item:

Contact:

**Location Information**

Address:   
Remarks:

**Enter customer PO number (optional)**

Name: Margaret Paulson   
Email: margaretp@theoeigroup.com  
Phone: 7153591234

Customer PO number:

**Enter a description of the problem you are experiencing with the equipment/item**

Description:

In the **Identify the equipment that requires service** region, do one of the following:

- If the equipment is a machine that currently exists in your e-automate database, do the following.
  - a. Select the **This IS an equipment existing in the system** option.
  - b. Click the [...] located to the right of **Select equipment**.

The **Select Equipment** window opens.

Select Equipment				
Search for equipment		Show all equipment		
Number	Description	Serial Number	Contact	Location
02CT6475	Neopost Si68 Folder Inserter	02CT6475		Office Enterprises, Inc. (0001216) 6002 Municipal Street Weston, WI 54476-4243
03CT6773	Neopost Si68 Folder Inserter	03CT6773		Office Enterprises, Inc. (0001216) 6002 Municipal Street Weston, WI 54476-4243
0450187	Neopost IJ25 Mail Machine	0450187		Office Enterprises, Inc. (0001216) 6002 Municipal Street Weston, WI 54476-4243
049J3670089	Neopost IJ90 Mail Machine	049J3670089		Office Enterprises, Inc. (0001216)

- c. To search for a specific piece of equipment, click [**Search for equipment**] to display the **Find** field. Enter search criteria and click [**Go...**] to display the search results.
 

**Note:** You may enter any portion of the equipment number, description, serial number, contact, or location.
- d. To show all available equipment, click [**Show all equipment**].



- e. From the list, select the machine you want on this service call. The **Select equipment** window closes and the machine is added to the call.
- If the equipment is not a machine that exists in your e-automate database, do the following.
  - a. Select: **This is not an equipment existing in the system** option. The Description, Model, and Serial number fields display.
  - b. In the **Description** field, enter the machine description.
  - c. In the **Model** field, enter the machine model number.
  - d. In the **Serial number** field, enter the machine serial number.
- 4. In the **Enter customer PO number (optional)** region, enter the customer PO number in the **Customer PO number** field. This is not a required step.

The screenshot shows a web form titled "New Service Call". At the top left are "Cancel" and "Save" buttons. Below the title bar, the form is divided into sections. The first section, "Identify the equipment/item that requires service", has two radio buttons: "This IS an equipment/item existing in the system" (selected) and "This is NOT an equipment/item existing in the system". Below these is a dropdown menu for "Equipment/Item" with the text "-- Select equipment/item --" and a red arrow pointing to it. The second section, "Location Information", has fields for "Address" and "Remarks". The third section, "Enter customer PO number (optional)", contains contact information for "Margaret Paulson" (Name), "margaretp@theoigroup.com" (Email), and "7153591234" (Phone). At the bottom of this section is the "Customer PO number" field, which is highlighted with a red circle and a red arrow pointing to it.

5. Enter an explanation of the issue in the **Description** field.

— New Service Call —

Identify the equipment/item that requires service

☒ This IS an equipment/item existing in the system  
☐ This is NOT an equipment/item existing in the system

Equipment/Item:  ...

Contact: ---

Location Information

Address: ---  
Remarks: ---

Enter customer PO number (optional)

Name: Margaret Paulson ...  
Email: margaretp@theoeigroup.com  
Phone: 7153591234

Customer PO number:

Enter a description of the problem you are experiencing with the equipment/item

Description:

6. Click [**Save**] to add the call and return to the **Service Calls** window.

**Note:** If you have any questions regarding your service calls, please contact us at **1-800-236-5545**.

**Logging off:** To log off, select the options in the upper right corner, the Log off in the window:

Office Enterprises Incorporated

Customer Gateway for:  
Office Enterprises, Inc. (0001216) – 6002 Municipal Street – Weston, WI 54476-4243

Search  
Find: Sales order: ...

11:03 AM  
Friday  
2

**User Options**

- Log off
- Change password
- My account

Cancel

Sales orders

- New items
- Picked items
- Shipped items (last 30 days)
- Back ordered items
- Canceled items
- 8 Newly submitted orders
- Orders (last 30 days)
- All orders

Service calls

- Pending
- Scheduled
- 1 Dispatched
- 18,200 Invoiced

New Sales Order New Service Call