e-info
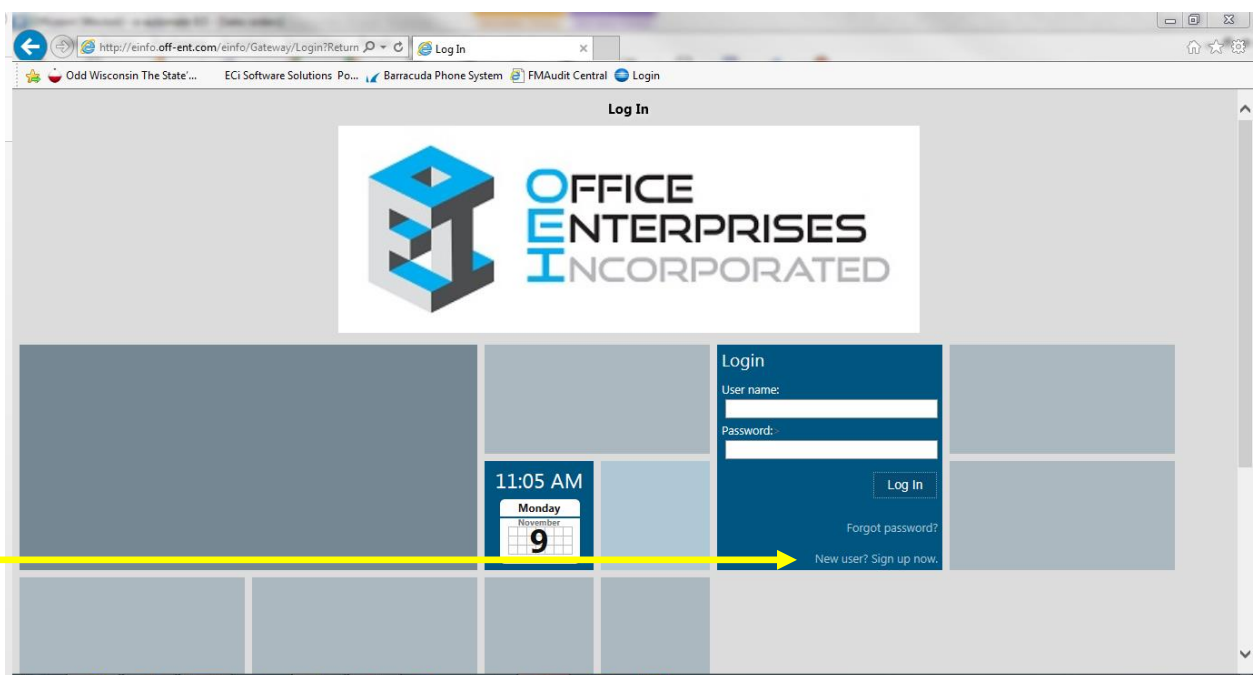
Contents

Getting Started

Creating New User Accounts

1. Follow the link on the bottom of the Office Enterprises, Inc. website (www.theoeigroup.com) to your e-info login page.
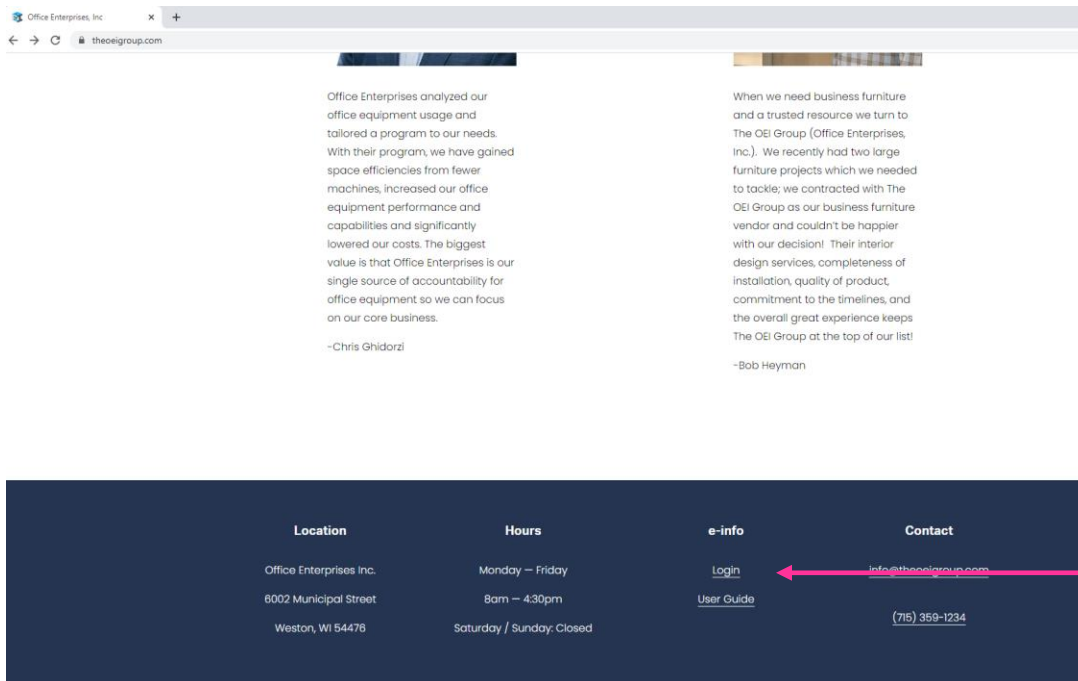
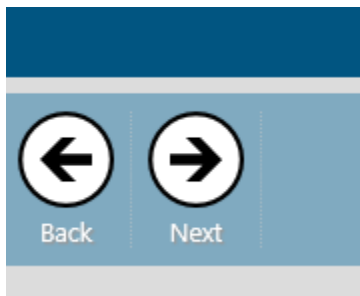2. Click on **New user? Click on the Sign up now link**.

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.**

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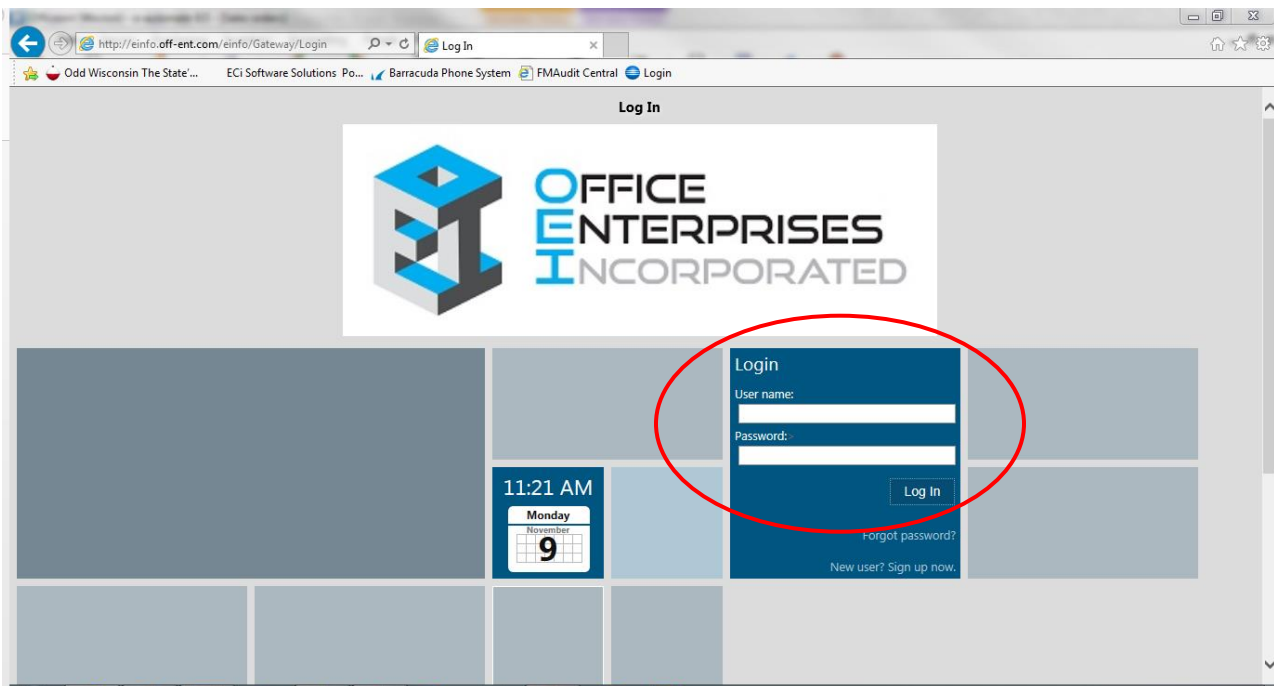

and you will be directed to a signup confirmation page.

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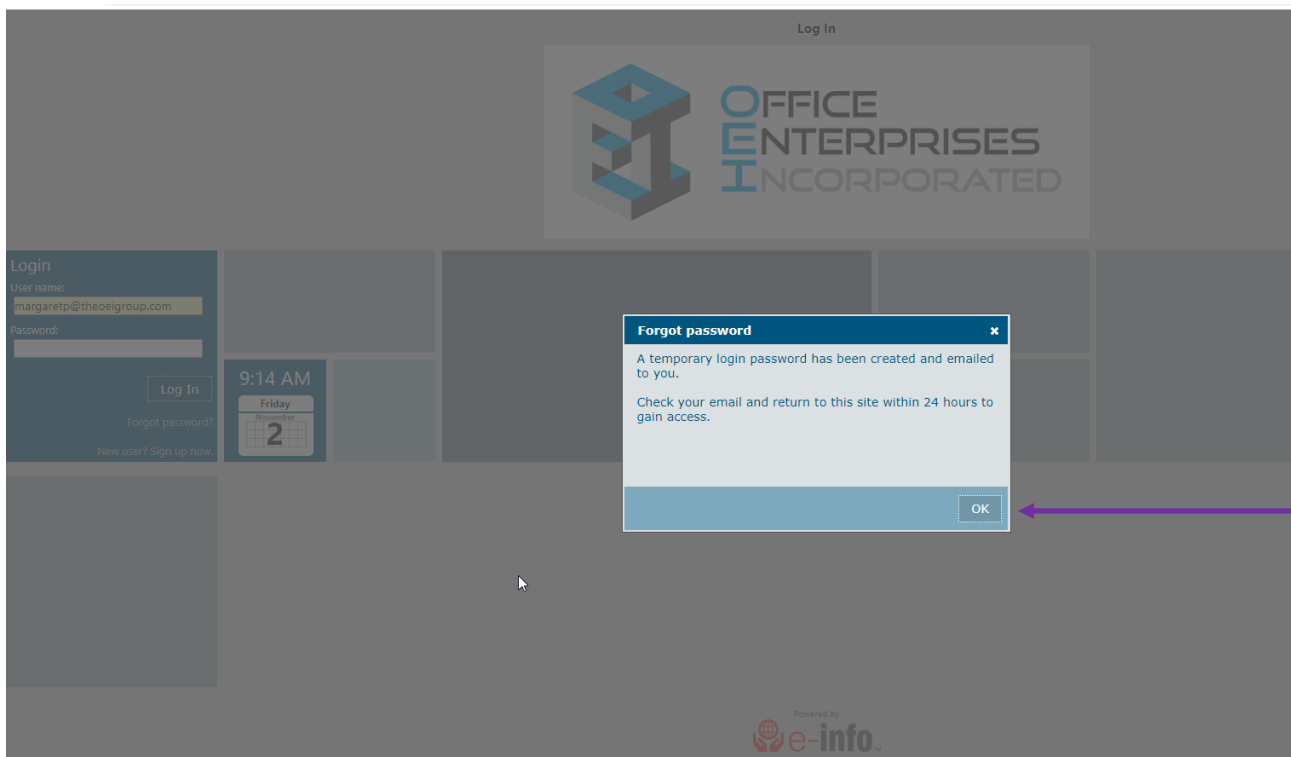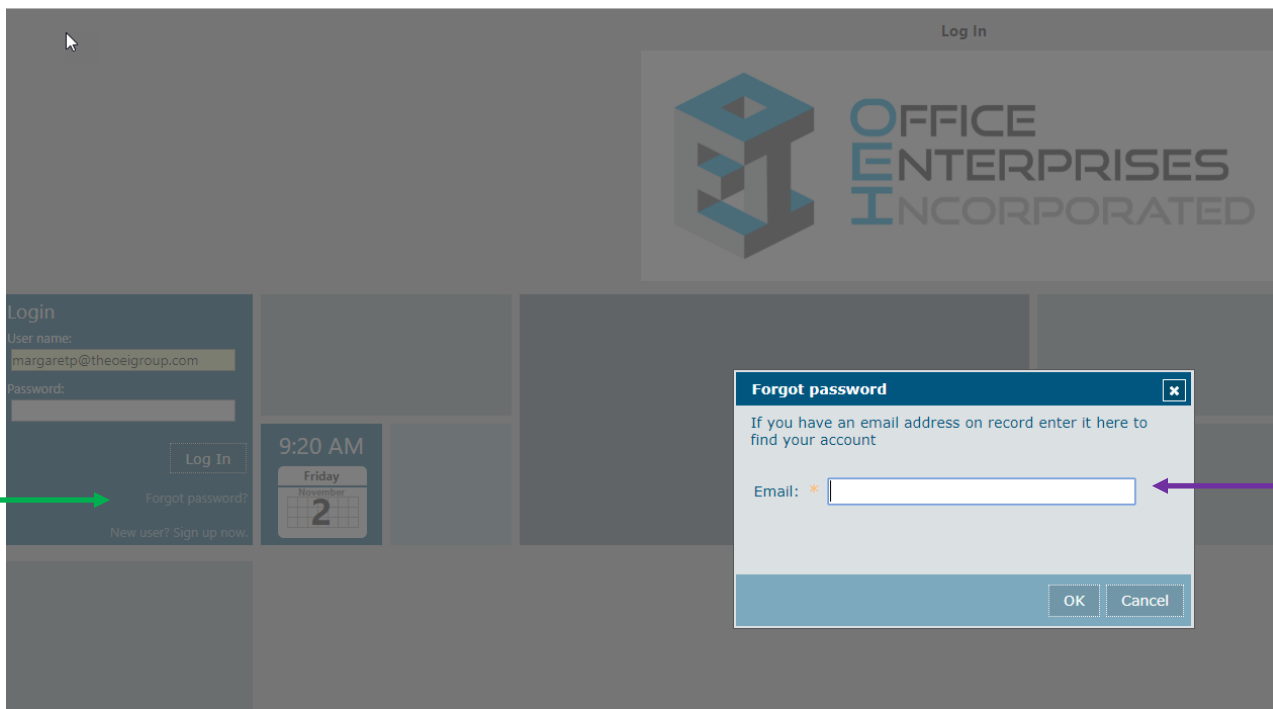
e-info Tile Menus
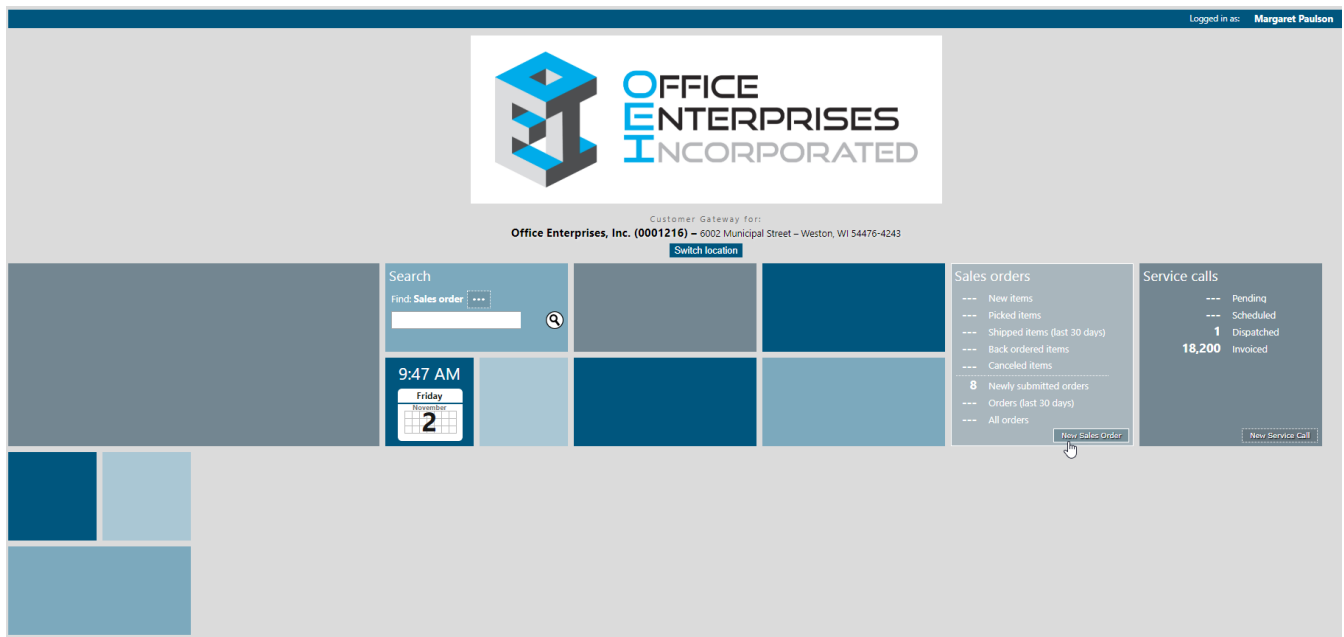
The tile menus provide access to the different areas of e-info: Enter a new Sales Order, place Service Calls or look at your Office Enterprises invoices. You use the links and buttons on each tile to navigate to the various pages and areas of e-info. Only certain tiles may display depending on the individual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

Changing Your Password

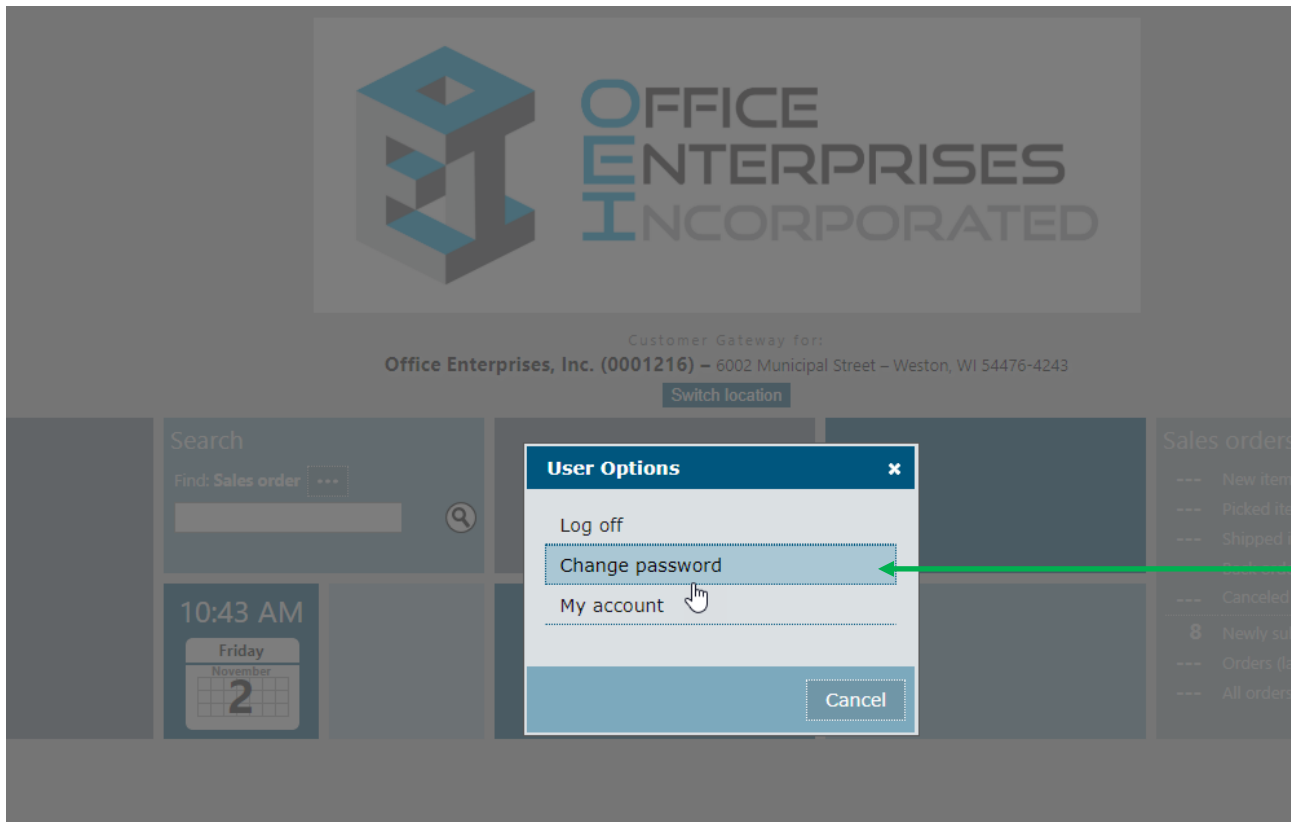The upper right corner of the screen will show an Options link:
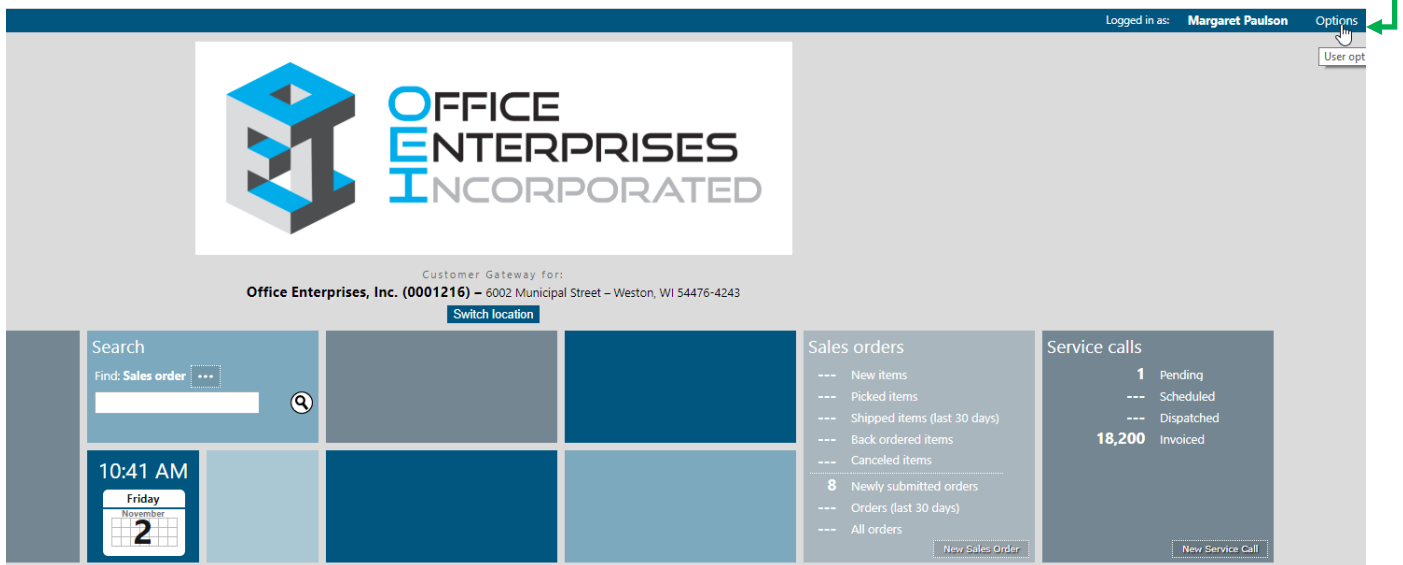
Click on it, and a window will pop up where you can choose your option:
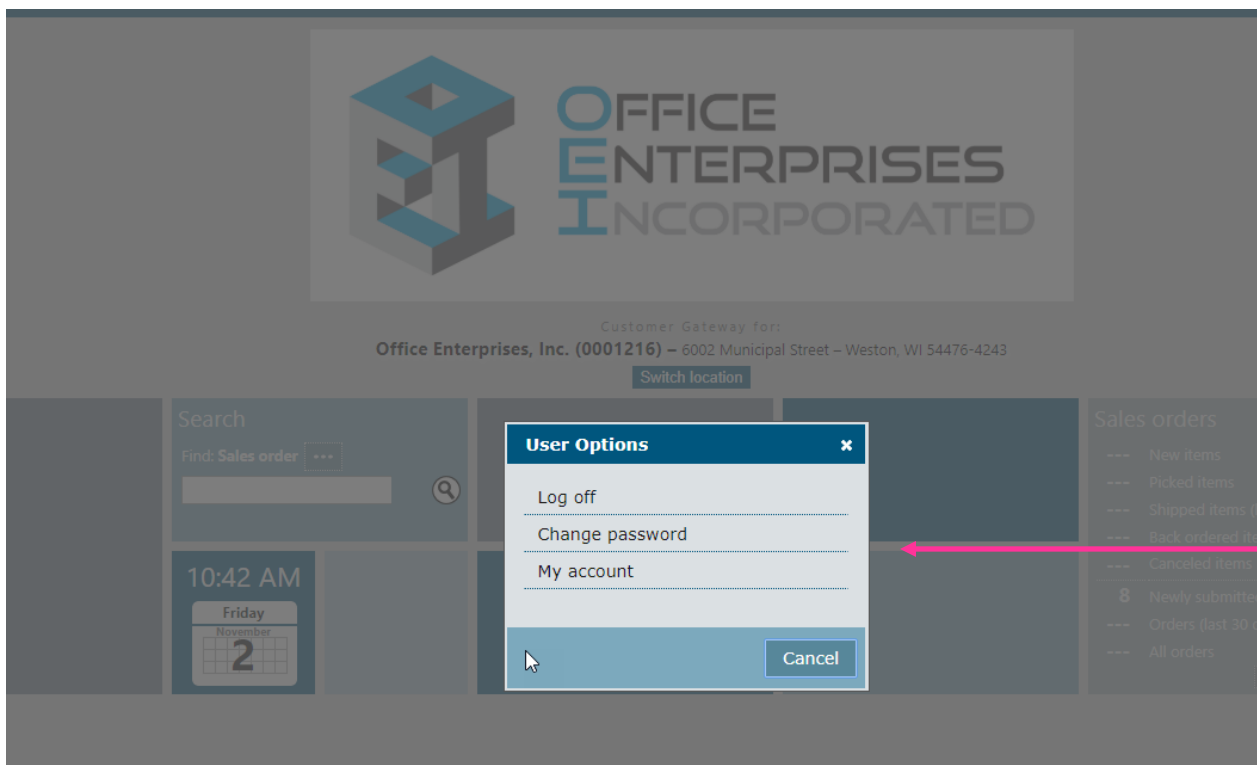
Select the Change password link by clicking on it:

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:

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

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:

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

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.

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,

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

    a. In the **Qty** column, enter the desired quantity for each item you want to add to the order.
    b. 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.

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.

  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.

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

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: