



# Ohio University User Guide


December 2019



PA No.UN-15-002

# Making hospitality a campus tradition

## Expertly equipped to deliver solutions across campus for over 150 years

- More than 70,000 products, including 1,600 brands & eco-friendly options
- Thousands of stocked supplies, including both operating supplies and FF&E items
- IUC contract PA No. UN-15-002 offering discounted pricing on over 1,000 items
- Full scale project management services from planning to installation to removal and recycling
- Award winning FF&E design, Special Order Services and Private Fleet programs
- Diversity supplier as certified women-owned business (WBENC)
- Free shipping on stock items at \$50 threshold for all punch out orders. For orders less than \$50, there will be a minimum **Processing Fee Applied** starting at \$20.00.
- Drop ship orders shipping direct from the manufacturer will have this icon  
 **Shipped from Factory** are subject to applicable freight charges. See Slide 13; Item C for ordering Summary charges if applicable

To learn more about the ways you benefit, contact your American Education Supply sales representative directly.

# Your Dedicated Support Team

We are here to save you time and money. With specialized sales and service teams dedicated to serving you, we fulfill your orders and provide quick, cost-effective solutions to meet your unique supply needs.

## Inside Sales Representative: James Sowa

Your day-to-day contact for quotes and product information.

[jsowa@americanedusupply.com](mailto:jsowa@americanedusupply.com)

1-877-743-1750

## Regional Account Manager: Hana Arnold

Your contact for in-person meetings, large project needs.

[harnold@americanedusupply.com](mailto:harnold@americanedusupply.com)

1-877-743-1754

## Group Sales Manager: Matt Heinz

Your contact in the event that James or Hana are unavailable.

[mheinz@americanedusupply.com](mailto:mheinz@americanedusupply.com)

1-877-743-1679

## National Account Manager: Stephanie Casale

Your contact for contract questions.

[scasale@americanedusupply.com](mailto:scasale@americanedusupply.com)

1-877-743-1787



# Some of our Manufacturing Partners

## Seating

Eaton

Brill Seating

Transformations Furniture

Falcon

Thonet

Shelby Williams

Fatboy

Safco

Boss

SitOnIt

Exemplis

Grand Rapids Chair Company

Hightower

Allermuir

## Window Treatments

Quiltcraft

Fabtex

Integra Fabrics

Valley Forge

Standard Textile

## Tables

Palmer Hamilton

AC Furniture

Safco

Wells Industries

KFI

KI

BuzziSpace

Hightower

Allermuir

## Casegoods

Dickson

Bertch

CF Kent

Brill Company

RT London

## Outdoor Furniture

Grosfillex

Telescope

Nardi

Oxford Garden

Landscape Forms

## Lighting

Medallion

Lamps Plus

Fangio

Arkansas Lighting

Startex

## Mattresses

Sealy/Serta

Simmons

Corsicana

MadeRite Bedding

Comfort Care

Lippert/somnum

# Our Website

- We are mobile-friendly!
- Use features like easy re-order and favorites lists streamline ordering
- Browse more than 70,000 products, including:
  - Lounge, ergo, dining and banquet seating
  - Mattresses and case goods
  - Outdoor furniture and benches
  - Blinds, roller shades and other window treatments
  - Linens, terry and shower curtains
  - Signage and communication devices
  - Indoor and outdoor waste receptacles
  - Floor care products, entrance matting, vacuums and floor machines
  - Personal safety and security devices
  - And more!

For non-catalog orders or special product requests, contact your American Education Supply sales representative directly.

# Homepage Navigation

Below is a brief explanation of the most commonly used features found on our homepage.

The punch-out will time out in 30 minutes.

There is 1 PO per punch-out session.

**A. Search Bar:** Search catalog based on product name or number. Product recommendations will appear in a dropdown menu as characters are added.

**B. Shop by Category:** Browse online catalog by product category.

**C. Shop using Favorites:** Browse items added to a favorites list.

**D. Shop using Easy Reorder:** Allows quick reorder of items purchased online within the last 6 months

**E. Cart:** View current cart.

The screenshot shows the homepage of American Education Supply. At the top left is the logo for E&S Cooperative Services with the tagline 'Sourcing. Strategy. Savings.™'. To the right is a search bar labeled 'A' with the placeholder text 'What can we help you find?'. Further right are links for 'My Account' and 'Cart 0', with the cart icon labeled 'E'. Below the search bar is a blue navigation bar with 'Shop By Category' and 'Business Solutions' dropdown menus, and links for 'Favorites' (labeled 'C'), 'Easy Reorder' (labeled 'D'), and 'Order Guides'. The main content area features a large banner for 'Registry Can Liners' with the text 'STOCK UP AND SAVE!' and 'Enjoy sale pricing and find the right can liner for the right receptacle.' Below this are three smaller promotional tiles: 'Sale on Can Liners!' with a 'Shop Now' button, '4,000+ products with the perfect blend of quality and value' with a 'Learn More' button, and '230 WEST - A COFFEE DESTINATION' with a 'Learn More' button.

# Search / Results Page

A user is able to search the online catalog based on product name, a unique keyword or product number. Product recommendations will appear in a dropdown menu as characters are added.

On the search results page, the products listed can be sorted multiple ways:

**A** The **'Filter By'** menu allows a user to group products based on shared characteristics such as size, color or style.

**B** The **'Sort By'** menu allows a user to reorganize the results listing based on a number of different options such as alphabetical or popularity

The screenshot displays the search results page for pillows. At the top, there is a search bar with the text "What can we help you find?" and a search icon. To the right of the search bar are links for "My Account" and "Cart 0". Below the search bar is a navigation bar with "Shop By Category" and "Business Solutions" dropdown menus, and links for "Favorites", "Easy Reorder", and "Order Guides". The main heading is "Pillows" with a sub-heading: "Be sure every guest finds just the right pillow type. With our broad assortment, build a pillow collection that guarantees a great night's sleep for all." Below this is a breadcrumb trail: "Home > Bed and Bath Linens > Pillows".

On the left side, there is a "Filtered By" sidebar (marked with 'A') with the following filters:

- Natural Fill Pillows (with an 'x' to remove)
- Specialty Pillows (with an 'x' to remove)
- Synthetic Fill Pillows (with an 'x' to remove)

Below the filters are buttons for "Update Filters" and "Clear Filters".

On the right side, there is a "Sort by" dropdown menu (marked with 'B') with the following options:

- Popularity (selected)
- Sort by
- Relevance
- Default
- Product Name (A-Z)
- Product Name (Z-A)
- Popularity

The product list shows "Showing 1-12 of 160 Items". The first product is "Registry Comfort Basics Pillow, Standard, 20 Oz." with a price of \$6.14 / ea. The second product is "Registry Down Alternative Microfiber Medium-Density Pillow, Queen, 32 Oz." with a price of \$14.27 / ea. Each product has an "Add to cart" button and a "Compare Products" link.

# Favorites List

- A** Select a List Menu: Users can toggle between multiple Favorites Lists using the dropdown menu
- B** Product Description and Number: Each favorite listed will display the product description, item number, price and picture
- C** Ordering Quantity and Unit of Measure: You are able to quick add them item by typing the number in the quantity field or clicking the “+” and “-” signs on the ends of the quantity field and clicking “Add to Cart”
- D** Remove from Favorites: Clicking this will remove the item from your favorites listing
- E** Export Favorites: Creates an Excel file that contains basic data for every item on your Favorites List

**My Favorites** Export Favorites

Home > My Favorites

Select a List: Linen Delete This List Sort by: Default

Showing 1-1 of 1 items VIEW 12 24

**Registry Deluxe Silver Firm-Density Pillow, Standard**  
SKU #AMERSIL-24-S  
Your Price: \$7.47 / ea.  
Quantity: 12 Min/Mult Qty.  
**Add to cart**  
Remove from Favorites  
Compare Products

Showing 1-1 of 1 items VIEW 12 24



# Easy Reorder

Showing 1-12 of 16 items

Sort by Last Ordered Date

VIEW 12 24 1 2 PREV | NEXT



**Registry Deluxe Silver Firm-Density Pillow, Standard**

SKU #AMERSIL-24-S

Manufactured by American Hotel  Made In USA

Contracted Item

Last Order Date: 12/02/2019

Your Price \$7.47 / ea.

12 Min/Mult Qty.

**Add to cart**

♥ Add to Favorites

➦ Compare Products

- The Easy Reorder feature displays products ordered online within the last six months and contains details such as product description, pricing, unit of measure and the date the item was last ordered.
- From this listing you are able to quickly add items to a cart, add items to favorites or go to the product page of a specific item.
- Easy Reorder defaults to sorting by the Last Ordered Date, however you can change how the products are sorted by selecting the option in the 'Sort By' menu in the top right portion of the screen.

# Product Page – Shipping from Warehouse

**A** Product Description and Number: Near the top center portion of every product page, a product description and product SKU number will be displayed

**B** Product Pricing: This will display your contracted E&I price.

**C** Ordering Quantity and Unit of Measure: You are able to edit the quantity you are looking to order by typing the number in the quantity field or by clicking the “+” and “-” signs on the ends of the quantity field

**D** Add to Cart: After adding the desired quantity, click the blue “Add to Cart” button to add the item to your cart

**E** Add to Favorites: Adds product to new or existing Favorites List

The screenshot displays the E&I Cooperative Services website interface. At the top, there is a search bar with the text "What can we help you find?" and a search icon. To the right of the search bar are links for "My Account" and "Cart 0". Below the search bar is a navigation bar with "Shop By Category" and "Business Solutions" dropdown menus, and links for "Favorites", "Easy Reorder", and "Order Guides". The breadcrumb trail reads "Home > Bed and Bath Linens > Pillows > Synthetic Fill Pillows".

The main product area features a large image of three white pillows stacked on top of each other. To the left of the main image are four smaller thumbnail images showing different views of the pillow. To the right of the main image is the product information:

- A** **Registry Deluxe Silver Firm-Density Pillow, Standard**
- SKU #AMERSIL-24-S
- Your Price
- B** **\$7.47 / ea.**
- Qty.  **C** Minimum quantity of 12. Must be ordered in multiples of 12.
- D** **Add to cart** **E**
- Item currently available to ship [Compare Products](#)
- Manufactured by American Hotel Made in USA
- Contracted Item

At the bottom of the product image area, there is a "Rollover to Zoom" icon.

# Product Page – Shipping from Warehouse

**A** Product Pictures: Provides additional views/angles of a product.

**B** Availability Icon: Flags an item's readiness to ship. Those marked "Item currently available to ship" will ship from one of our warehouses in 1 business day.

**C** Contracted Item: This designation highlights items with preferred pricing.

The screenshot shows a product page for a pillow. At the top, there is a search bar with the text "What can we help you find?" and a search icon. To the right of the search bar are links for "My Account" and "Cart 0". Below the search bar is a navigation bar with "Shop By Category" and "Business Solutions" dropdown menus, and links for "Favorites", "Easy Reorder", and "Order Guides". The breadcrumb trail reads "Home > Bed and Bath Linens > Pillows > Synthetic Fill Pillows".

The product title is "Registry Deluxe Silver Firm-Density Pillow, Standard" with SKU #AMERSIL-24-S. The price is listed as "Your Price \$7.47 / ea.". The quantity selector shows "12" with a minimum quantity of 12 and a note "Must be ordered in multiples of 12". There is an "Add to cart" button and a heart icon for favorites.

On the left side, there are four small thumbnail images of the pillow from different angles, with a red "A" icon next to the first one. The main image shows three pillows stacked. Below the main image is a "Rollover to Zoom" icon.

At the bottom right, there are two icons: a red "B" icon for "Item currently available to ship" and a red "C" icon for "Contracted Item". There is also a "Compare Products" link.

# Product Page – Shipping from Manufacturer

**Availability Icon:** Flags an item's readiness to ship. Those marked "Shipped from Factory" will ship straight from the manufacturer, and will take longer to ship. Estimated ship date will be visible on the sales order confirmation. These items are also subject to shipping fees.

The screenshot shows a product page for a Leggett & Platt Linwood 7.5" Bed Base, Twin, Walnut. The page features a search bar at the top with the text "What can we help you find?". Below the search bar is a navigation menu with "Shop By Category" and "Business Solutions" options. The breadcrumb trail indicates the product is in the "Bed Bases" category. The product title is "Leggett & Platt Linwood 7.5" Bed Base, Twin, Walnut" with SKU #X2BT19. The price is listed as \$62.14 / ea. There is a "Select Options" button and a "Compare Products" link. The product is marked as "Shipped from Factory" and "Contracted Item". A red star icon is visible next to the "Shipped from Factory" label.

# Order Review

**A** Shipping Information: Confirms ship to address

**B** Item Review: Provides an itemized breakdown of the order including product names, pricing, order quantity and estimated shipping date

**C** Order Summary: Lists the order subtotal along with any extra charges including freight, small order handling fees and tax.

## Order Total

**D**

**E** Place Order: This will take you back to BobcatBuy to complete the requisition for PO.

[← Back to Cart](#)

**A**

**Shipping Information**  
35 S CONGRESS ST, ATHENS, OHIO, 45701-1600, USA  
Attention: Diana McGrew  
Email: mcgrewd1@ohio.edu

**Shipping Method**  
Standard Shipping

**Payment Method**  
Bill My Account [Edit](#)

## **B** Order Review

Item	Price	Qty	Subtotal
 Registry Deluxe Silver Firm-Density Pillow, Standard SKU #AMERSIL-24-S	\$7.47 / ea.	48	\$358.56
<a href="#">Comments for approval</a> Estimated Ship Date: 11/26/2019			
<a href="#">Place Order</a>			

**C**

**Order Summary** Standard Shipping

You qualify for free freight!

Subtotal **\$358.56**

Estimated Shipping **\$0.00**

Fees & Charges **\$0.00**

Estimated Tax **\$0.00**

**Order Total** **\$358.56**

See your order confirmation email for final shipping and tax information.

1 Item(s) in Cart

[Place Order](#)

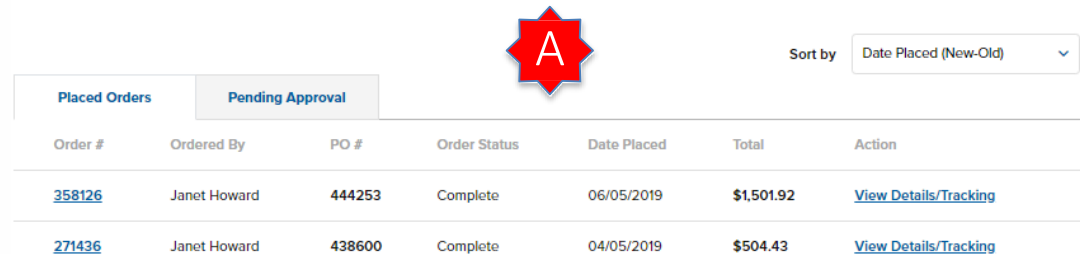
**D**

**E**

# Order History / Tracking

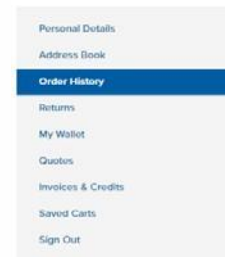
- The 'Order History' option under the 'My Account' dropdown menu provides a user access the [order history](#) and [tracking information](#) of [any order](#) placed by the university.
- The 'Order History' landing page (screenshot A) provides a quick glance of important details for each order placed including order number, order date, etc. To view tracking and a product breakdown of a specific order, click '[View Details/Tracking](#)' found in the last column.
- The upper portion of the 'Order Summary' page (screenshot B) provides further order details such as ship to address and order totals.
- The 'Items in This Order' section provides an itemized listing of each item ordered which includes, product description, quantity order and tracking.
- To view the tracking details, click the hyperlinked tracking number to the far right of the product listing. You will be brought to the carrier's website which will contain the most up-to-date information on the location of your shipment.

## Order History



Sort by:

Placed Orders	Pending Approval					
Order #	Ordered By	PO #	Order Status	Date Placed	Total	Action
<a href="#">358126</a>	Janet Howard	444253	Complete	06/05/2019	\$1,501.92	<a href="#">View Details/Tracking</a>
<a href="#">271436</a>	Janet Howard	438600	Complete	04/05/2019	\$504.43	<a href="#">View Details/Tracking</a>



Personal Details
Address Book
<b>Order History</b>
Returns
My Wallet
Quotes
Invoices & Credits
Saved Carts
Sign Out



<b>PO Number</b> 444253  <b>Date Placed</b> Jun 5, 2019  <b>Order Placed By</b> Janet Howard  <b>Account Number</b> 45701COL  <b>Order Status</b> Complete	<b>Ship To</b> OHIO UNIVERSITY Housing and Residen 111 S Green Dr ATHENS, OH 45701-3133 USA	<b>Order Summary</b> <hr/> <b>Subtotal</b> \$1,501.92 <b>Shipping</b> FREE <b>Fees &amp; Charges</b> \$0.00 <b>Tax</b> \$0.00 <hr/> <b>Order Total</b> \$1,501.92
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## Items in This Order

Item	Price	Qty	Subtotal	Tracking
 <b>Registry Deluxe Silver Firm-Density Pillow, Standard</b> <small>SKU #AMERSIL-24-S</small>	\$5.96 / ea.	252	\$1,501.92	<a href="#">81571446</a>

# Return Process

To initiate a return, please contact our Customer Care team at 1-866-610-9973.

Any merchandise shipped from our inventory (does not include custom orders), may be returned to us at any time within 30 days after date of delivery. All items must be returned in new (unused) condition in the original packaging, complete with any guarantees, and operating and/or assembly instructions that were included in the original package.

Returns must be sent freight prepaid. Stock orders due to customer ordering errors will be charged freight and a restocking fee. The restocking fee is calculated based on the condition of the return or mandatory vendor restocking fees for drop ship orders shipped directly from the manufacturer. Freight charges will not be credited on orders returned due to customer ordering errors.

# American Education Supply Customer Care

Call 1-866-610-9973 or email us at [cusrel@americanhotel.com](mailto:cusrel@americanhotel.com)

Available Monday thru Friday 7 am – 7 pm CT

