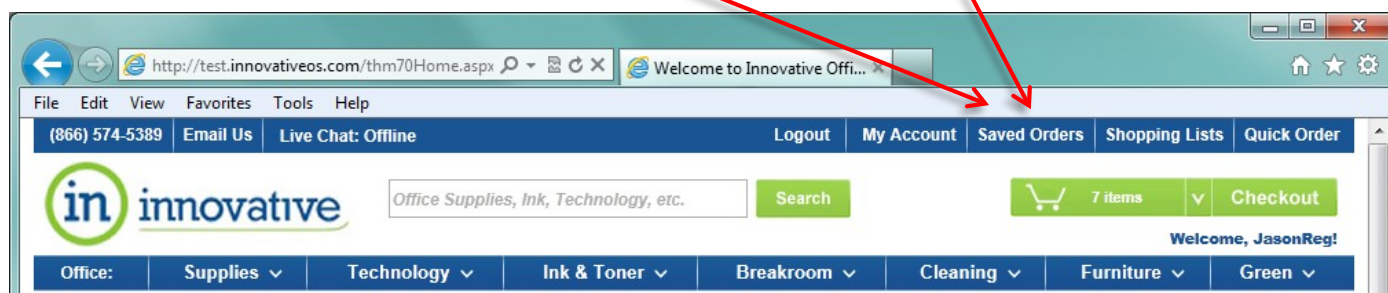
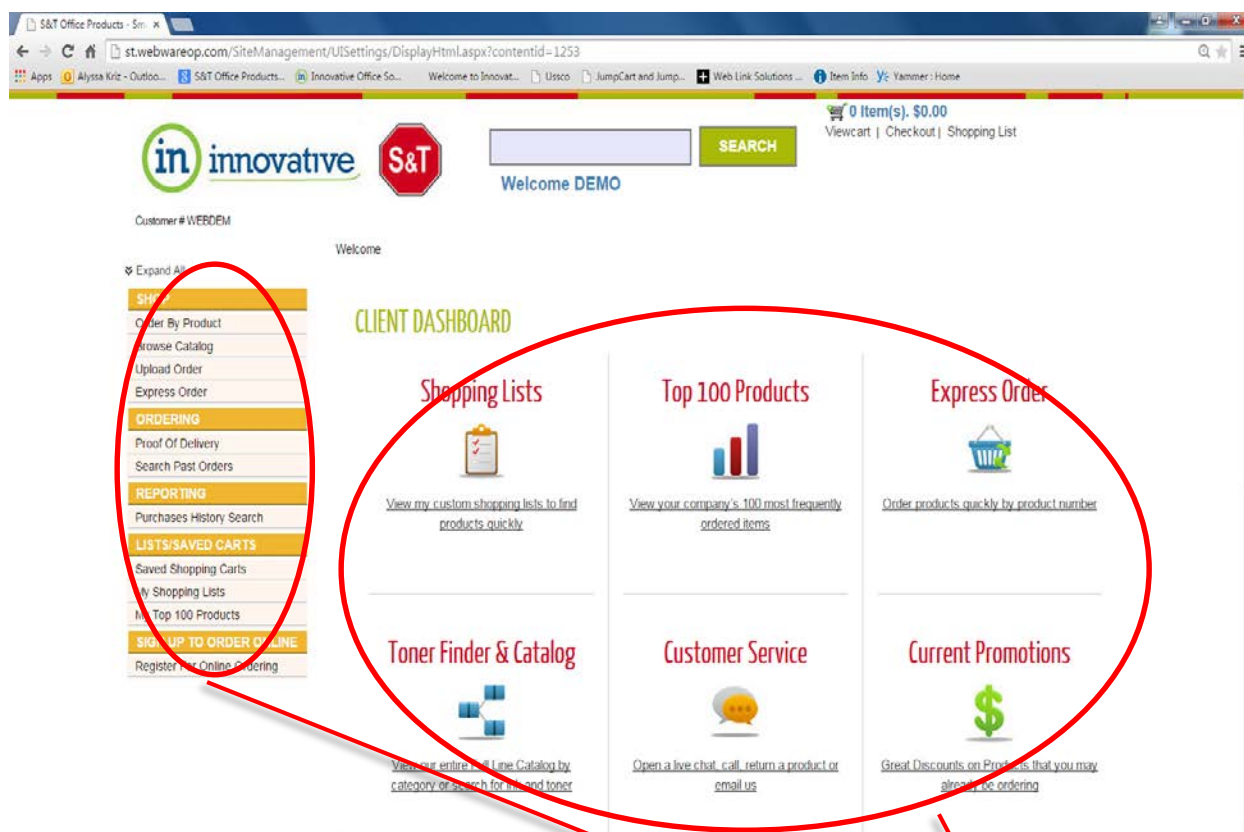


## Upgrade to Innovative Web Site – Where did things move to?

To help make the upgrade easier, we have created this document to show where features and product information are now located on the Innovative ordering site.

Previously we had static menus on the left side of the site as well as a navigation table when you logged in; all of those options have been moved up into a more cleanly designed header area of the site. This makes it easier to access key functions regardless of which page you're currently on.



Please see the following page for a more detailed description of where each feature can be found on the new layout.

## New Location of Common Features

Feature	New Location
Order by Product	Quick Order link at top of page.
Browse Catalog	Second blue bar in header has links to categories. Some of the categories in the bottom blue bar now have convenient drop-down menus for one click access into a category.
Express Order	Quick Order link at top of page.
Proof of Delivery	My Account link at top of page, then "Lookup Orders, Invoices & Quotes". <i>Once you look up the order, proof of delivery info will be shown if available.</i>
Search Past Orders	My Account link at top of page, then "Lookup Orders, Invoices & Quotes".
Purchases History Search	My Account link at top of page, then "Search for Previously Purchased Items" or "Company Purchase History".
Saved Shopping Carts	Saved Orders link at top of page.
Orders Pending Approval	Saved Orders link at top of page.
My Shopping Lists	Favorites List link at top of page.
My Top 100 Products	My Account link at top of page, then "Company Purchase History".
Toner Finder & Catalog	Second blue bar in header has a link to "Ink & Toner" finder, as well as drop-down menus for other categories.
Customer Service	Phone Number, Email Address or Live Chat option is available at the top of the page.
Current Promotions	Located on the right side of the online ordering home page.
Online Return Request	My Account link at the top of the page, then "Request a Return". Search for your order and follow on-screen instructions.
Cost Codes	These are now selected during the checkout process and have been renamed to Billing Codes. If you need to select Billing Codes for individual items, please contact customer care to have that change made on your login.
Credit Cards	Previously if your orders were paid via credit card, you may not have seen any indication of this during the ordering process. On the Innovative system you will now see a step during checkout that requires you to confirm the charge.
Selecting Shipping Address	You may be wondering why you now have to select your Shipping Address immediately after logging in. This is to support our "live stock check feature". Whenever you click "Add to Cart" we'll immediately check stock and notify you of a potential backorder. Knowing where the order is shipping is necessary to know which warehouses to check.

