MOHAVE COOPERATIVE

RFP 19A-0214

Janitorial Supplies, Equipment and Services – Direct Online Order

Direct Order user Guide

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Direct Order Process

Managing your custodial purchases just got a whole lot easier!

Introducing the latest B2B online ordering site through **hillyard.com**

Mohave customers can order Hillyard contract items through a web-based ordering system.

For quick, easy and accurate ordering follow the steps in this user guide.

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Other Order Options

Hillyard Contact Information

Mesa/Phoenix Location

Alyssa Moll, phoenixcs@hillyard.com
PH. 480.833.5711/800.950.4570
FX. 480.820.0001

Tucson Location

Alyssa Moll, tucsoncs@hillyard.com
PH. 520.624.7436/800.362.4965
FX. 520.620.1248

Flagstaff Location

Judy Patterson, flagstaffcs@hillyard.com
PH. 928.526.2277/800.289.4195
FX. 928-526-4247

Fax or Email Purchase Order

** If you choose not to use the Direct Order Process please either Fax or Email your purchase order to one of the contacts listed to the left so we can process your order.

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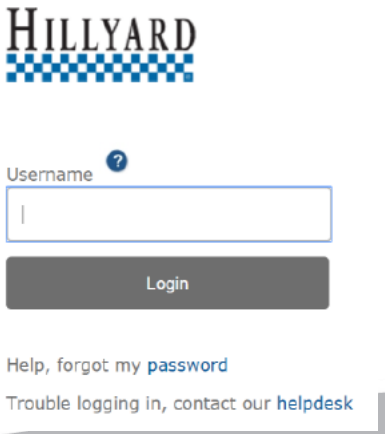
Logging in and out

To register for an account, contact your local Hillyard Representative

Go to: www.hillyard.com

- Click the Log-In link at the upper right of the screen.
- Type in user name and click login



B2B Overview Video
https://youtu.be/X3n6pewUfb8

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How to Place an Order

There are many ways to order on the B2B ordering site

1. Re-order from 18th month ordering history
2. Browse Product Catalog
3. Order from a quote
4. Order from a template

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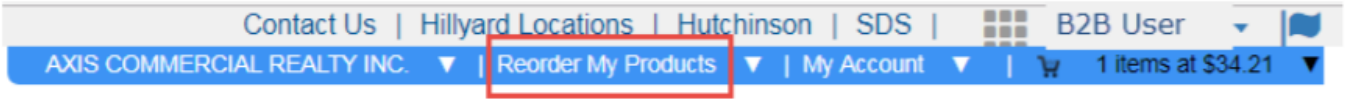
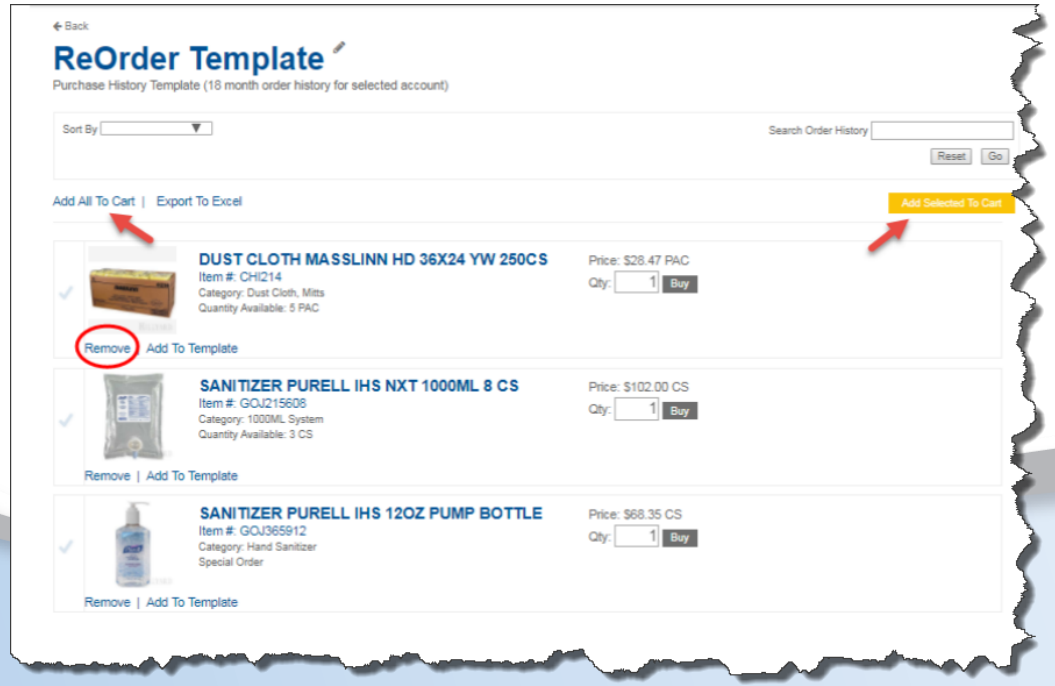
Reorder from 18th month order History

To order a material that you have previously purchased click the Reorder My Products link.





- 18 month order history is displayed
- Create templates including these items
- Remove items from order history
- Choose from these items to add to shopping cart
- Use search or sort features to find items quickly

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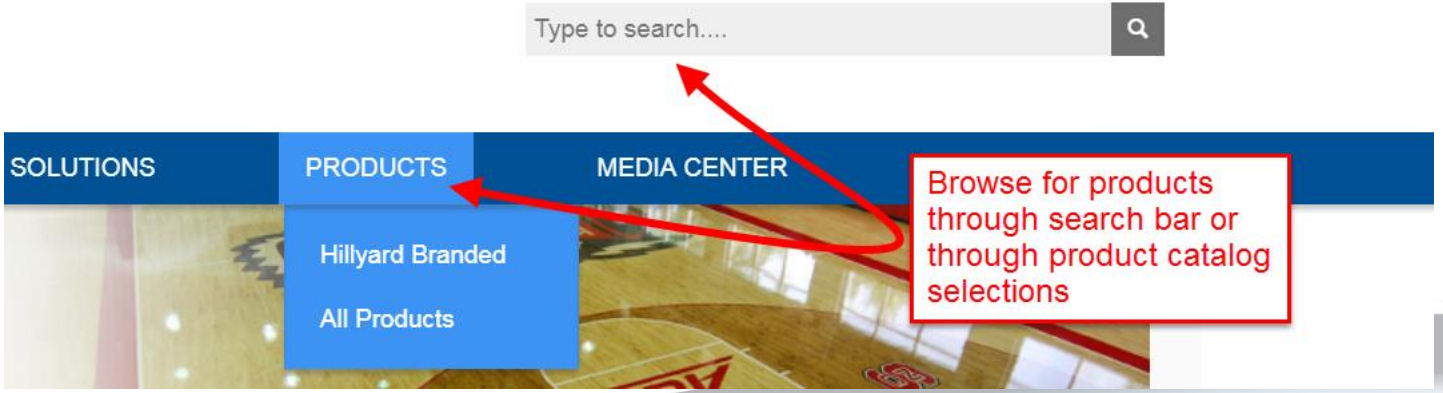
Browse Product Catalog

Product Catalog- follow drill down prompts to get to the desired product. Select either Hillyard Branded products or any product Hillyard sells

Search bar- plug in a product number or search word to go directly to a specific product



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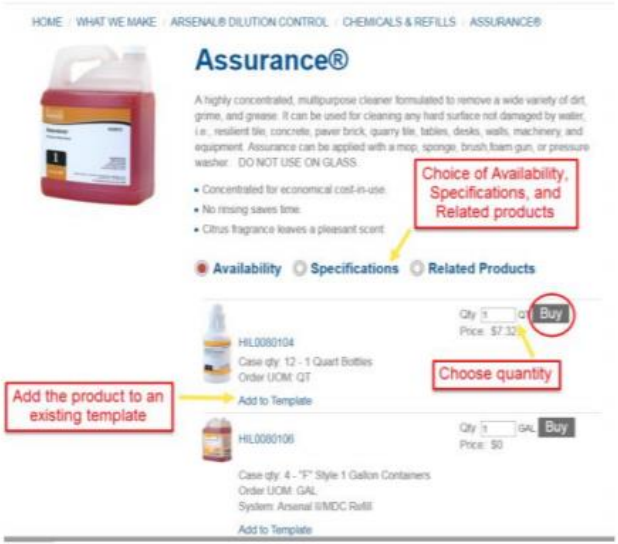
Product Catalog Display

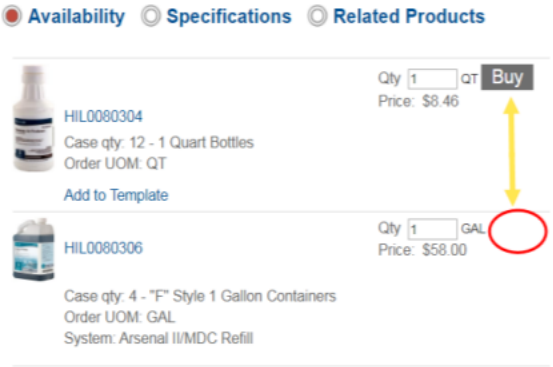
Product Detail Page

- Gives a detailed product description, available sizes, specifications, and related products.
- Price, Unit of Measure (UOM) and Case Quantity are displayed to assist the user in making the correct selection.
- Fill in desired quantity and click the BUY button.



Hidden Buy Option

- There may be products that DO NOT show an option to BUY.
- The BUY option is hidden if the user is set up for Approved Products, and the product is not on their approved list.
- If no product in that category was on the list, a message will display saying the product isn't sold in that area.



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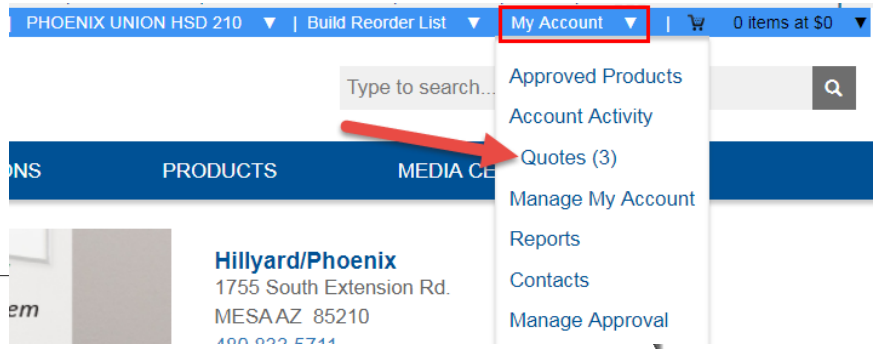
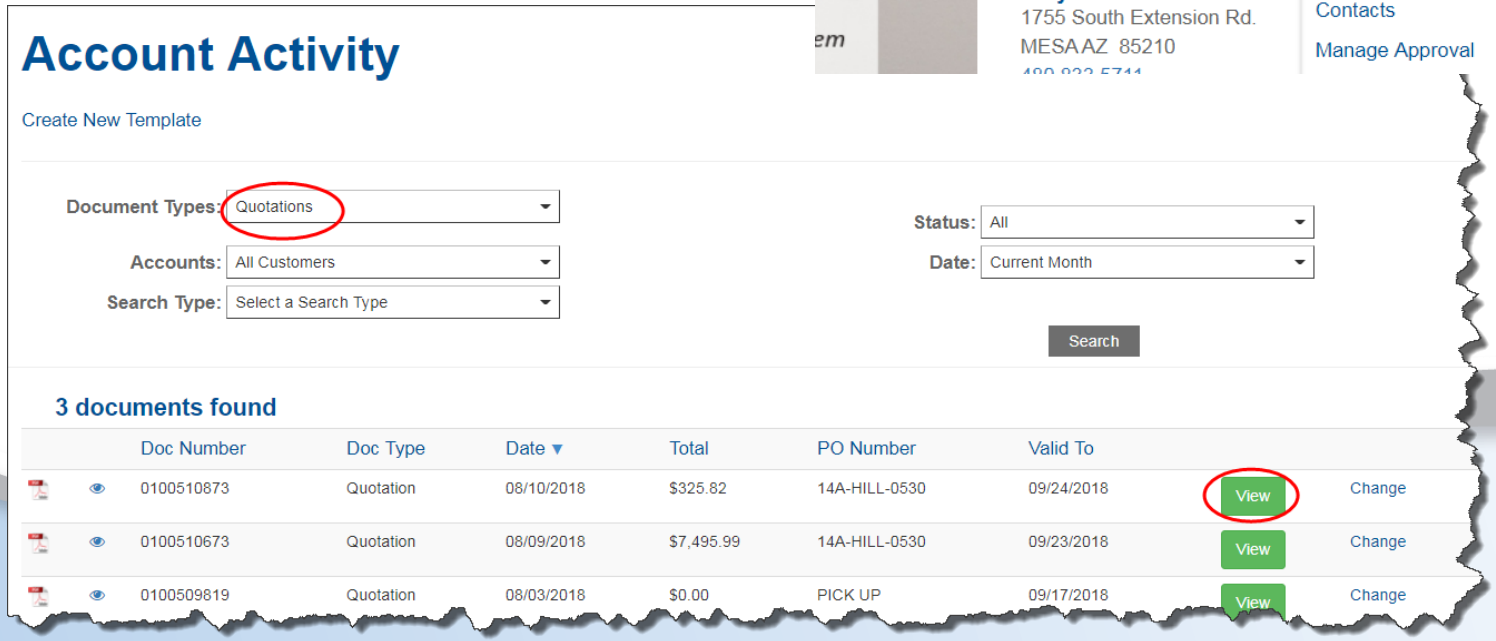
Order from a quote

- Order items from a quote created by your Hillyard Sales Representative.
- Click on the Quotes option in the “My Account” link and select a quote.
- Click the view button to open and review quote.





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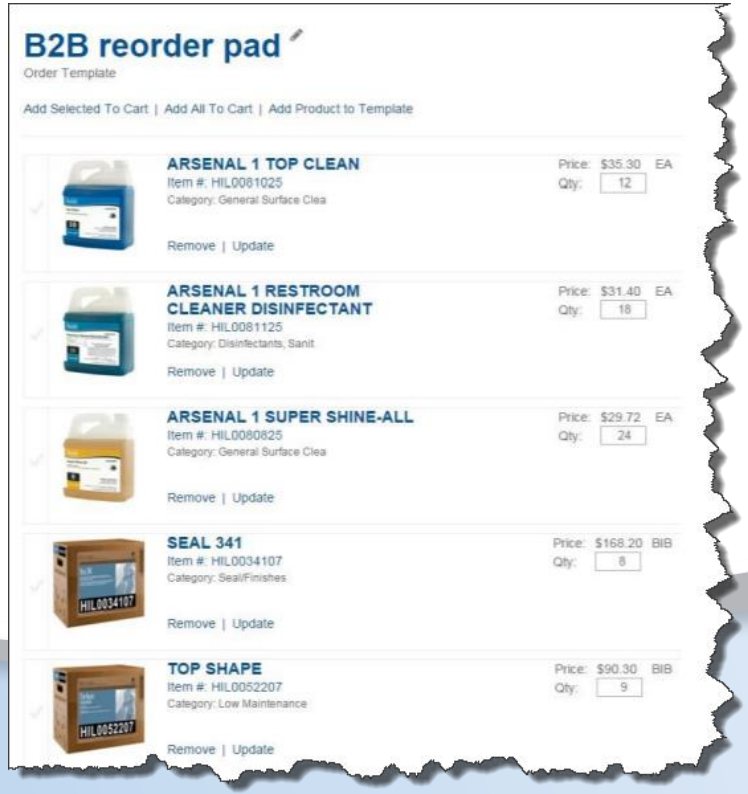
Order from a Template

Order Templates can be used as a short cut to quickly place an order that is a regularly repeating order containing similar product and quantity.

To order from a template, use the **My Account** Link and select **Templates**



Features

- You can create an order pad for your most commonly used products.
- Quickly and easily reorder your core janitorial product list.
- Insert a quantity with the frequently ordered product list to order your desired quantities.
- After the frequently ordered product list is saved you can reorder your products by pressing the “Add all to cart” button.
- Change your order templates throughout the year as the cleaning needs in your facility change.

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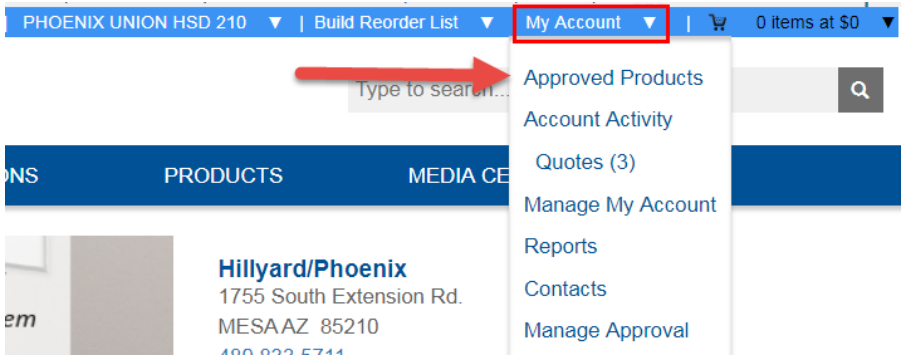
Approved Products

Mohave accounts are preset with products approved for order.

Approved products will display in 2 ways:

1. Click on the **My Account** Link and select **Approved Products** to go directly to a list of *eligible products*.



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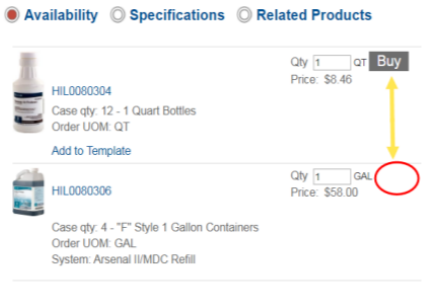

2. **Browse Product catalog** (as described on slides 7-8).
Eligible products will display with a ***BUY*** button next to them….
Non eligible products will not.

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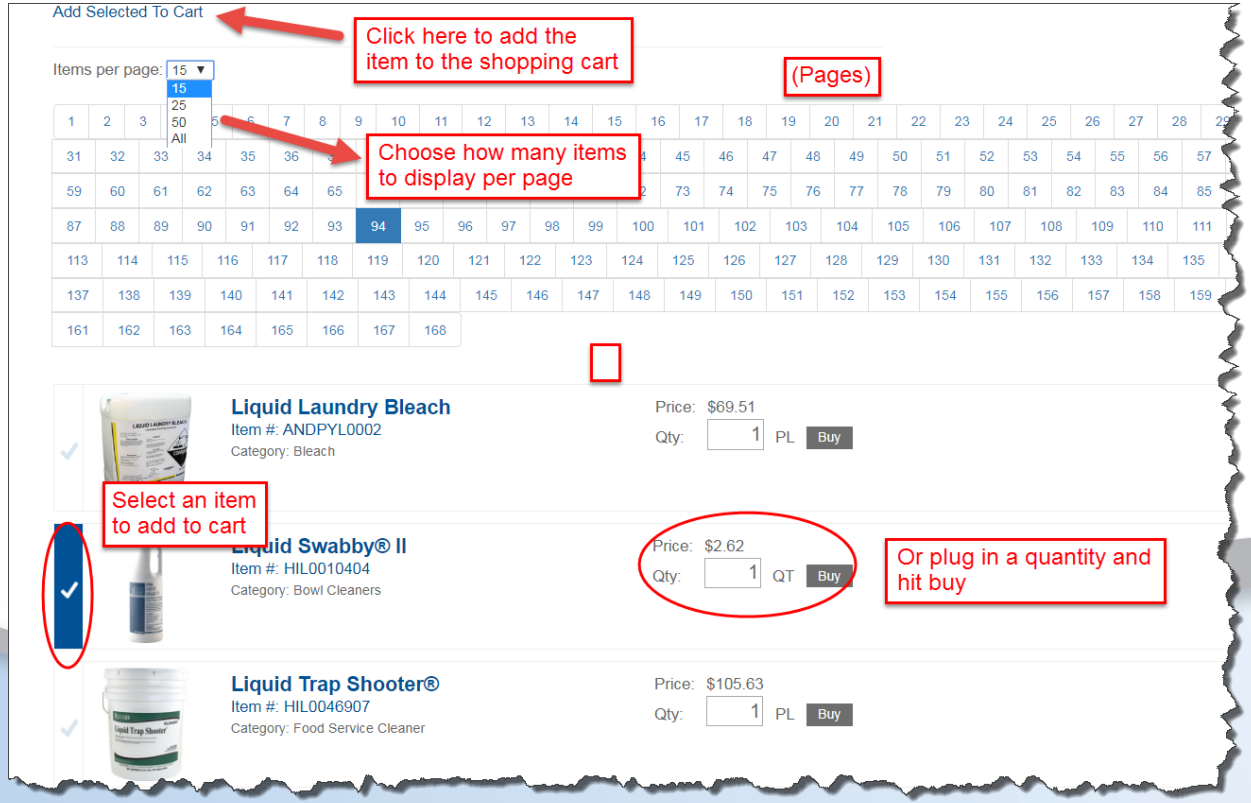
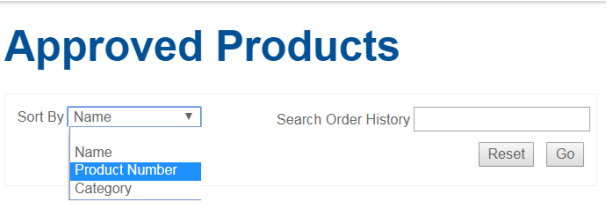
Approved Products

From the Approved Products link, users can select items to add to the shopping cart for purchase.





Products will display with a default sort by *PRODUCT #* but can also be arranged by product category or product name.

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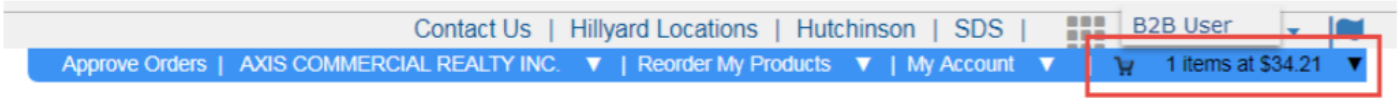
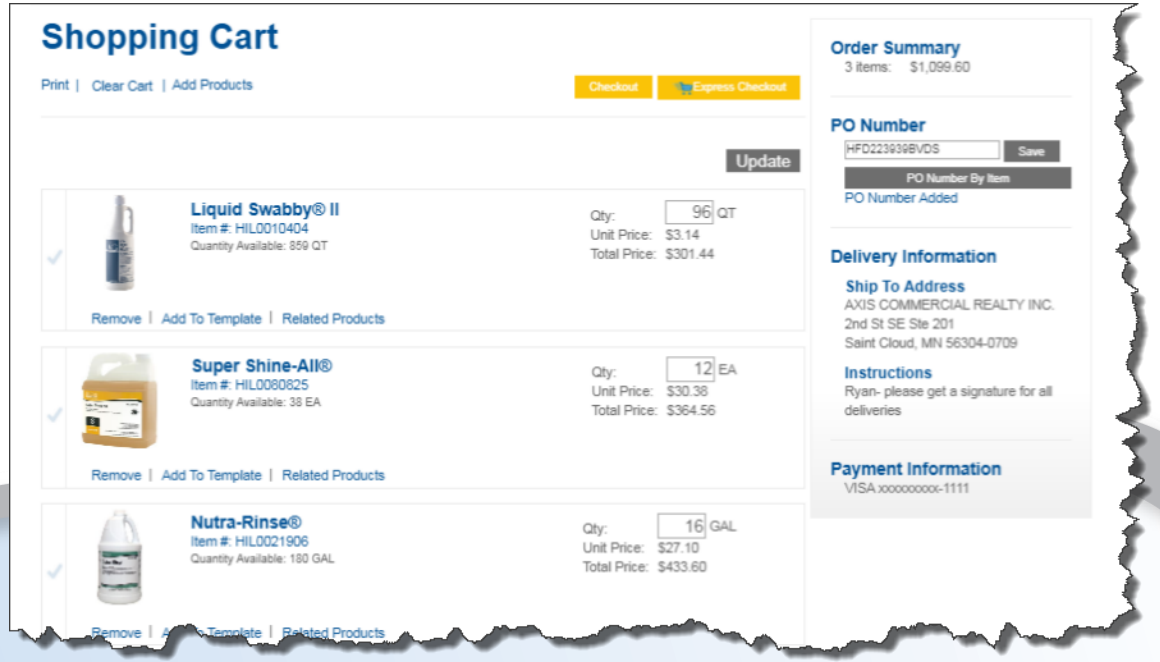
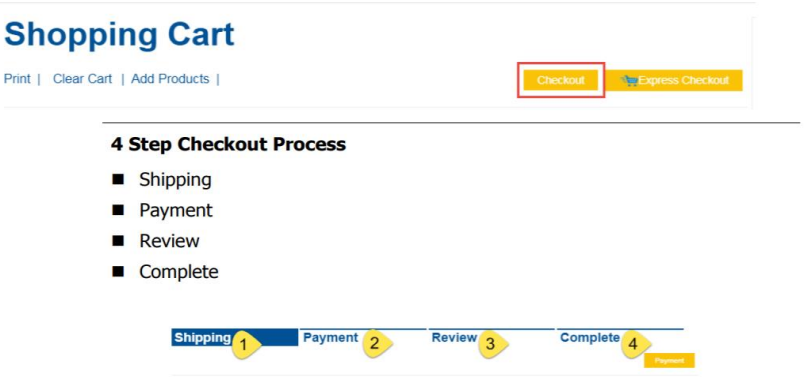
Shopping Cart



Options

- Clear items from the cart, continue shopping by adding more products, or print the cart.
- At the line item level you can remove items, add items to a template, view related items, change quantities and view the unit price as well as line item total price
- On the right side of the screen you can view your order summary, add a PO number, view delivery information, shipping instructions, and payment information
- The yellow buttons “Checkout” and “Express Checkout” will guide you through the checkout process

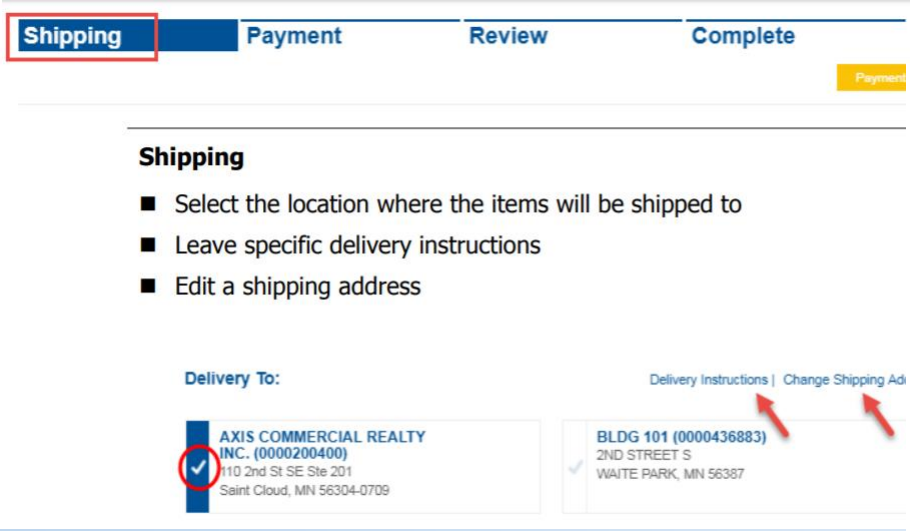




Features

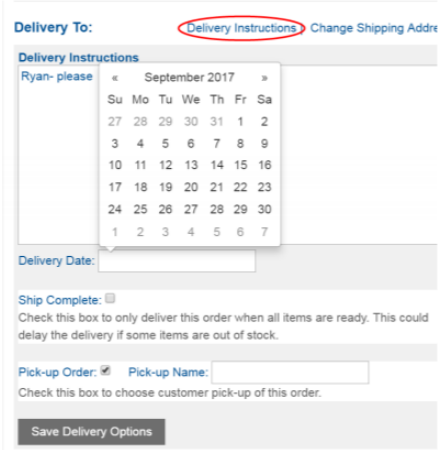
- Each page of the checkout process will allow you to make specific changes to the order
- Adding a PO number
- Changing the delivery address
- Adding delivery instructions
- Changing the form of payment

Check Out Step 1- Shipping

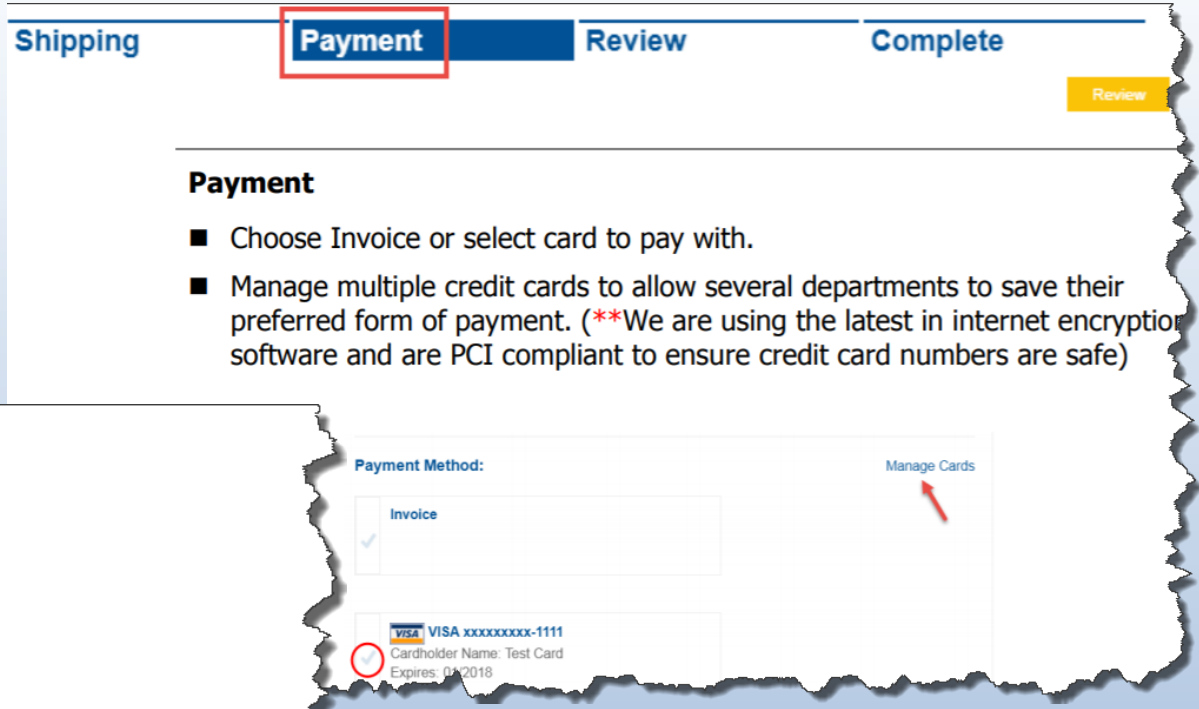


Delivery Instructions

- Leave specific notes regarding the delivery
- Select a desired delivery date
- Select options for only complete orders or to pick the order up in person.
- If you are picking up in person, fill in name of person picking it up
- SAVE

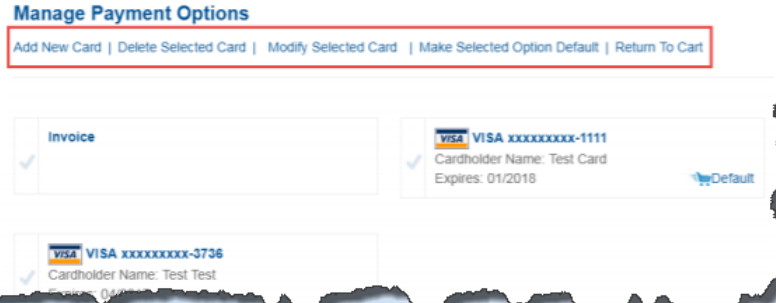


Check Out Step 2- Payment



Manage Credit Cards

- Add a new card
- Select a card to delete
- Select a card to edit
- Select a card to set as the default



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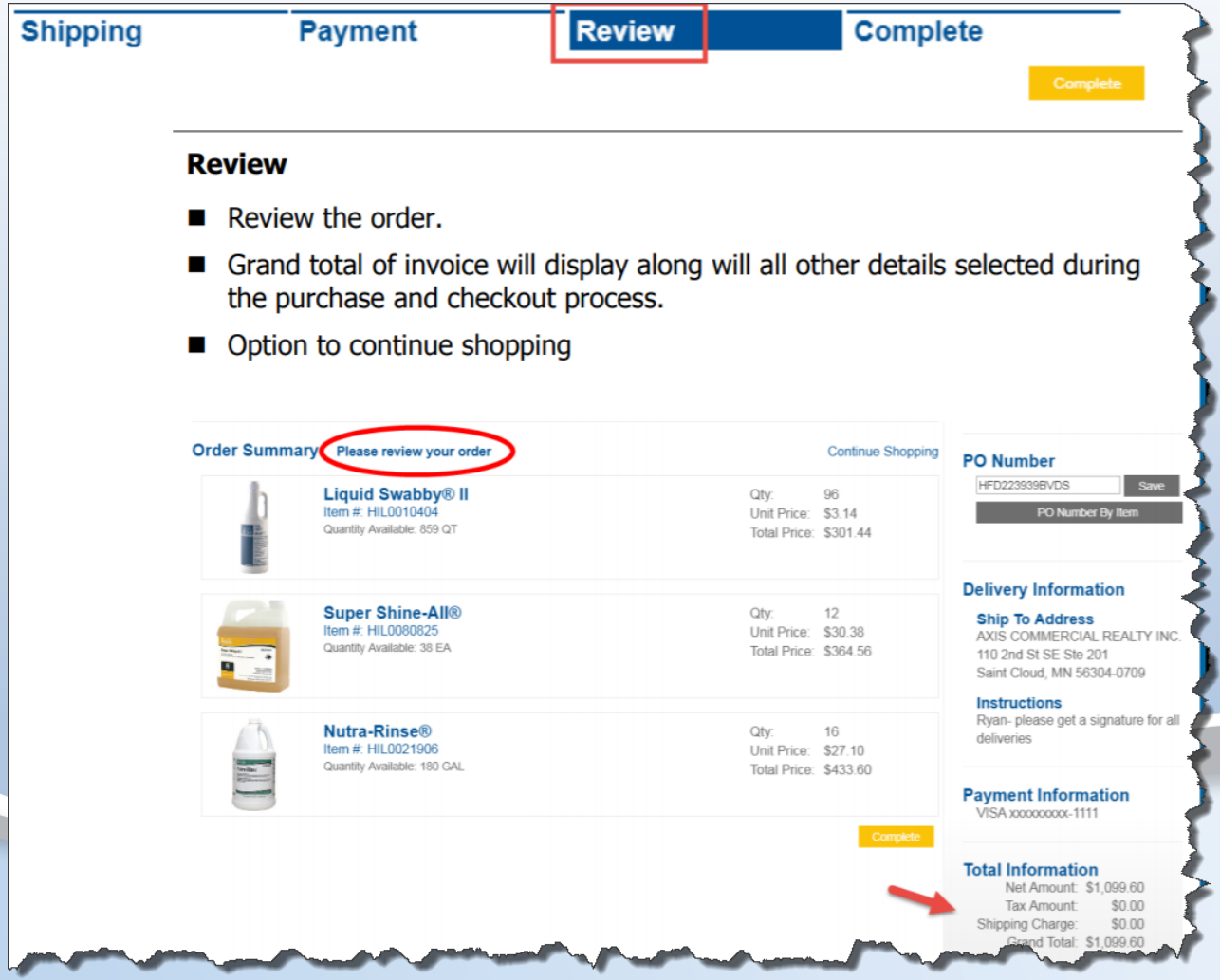
Check Out Step 3- Review



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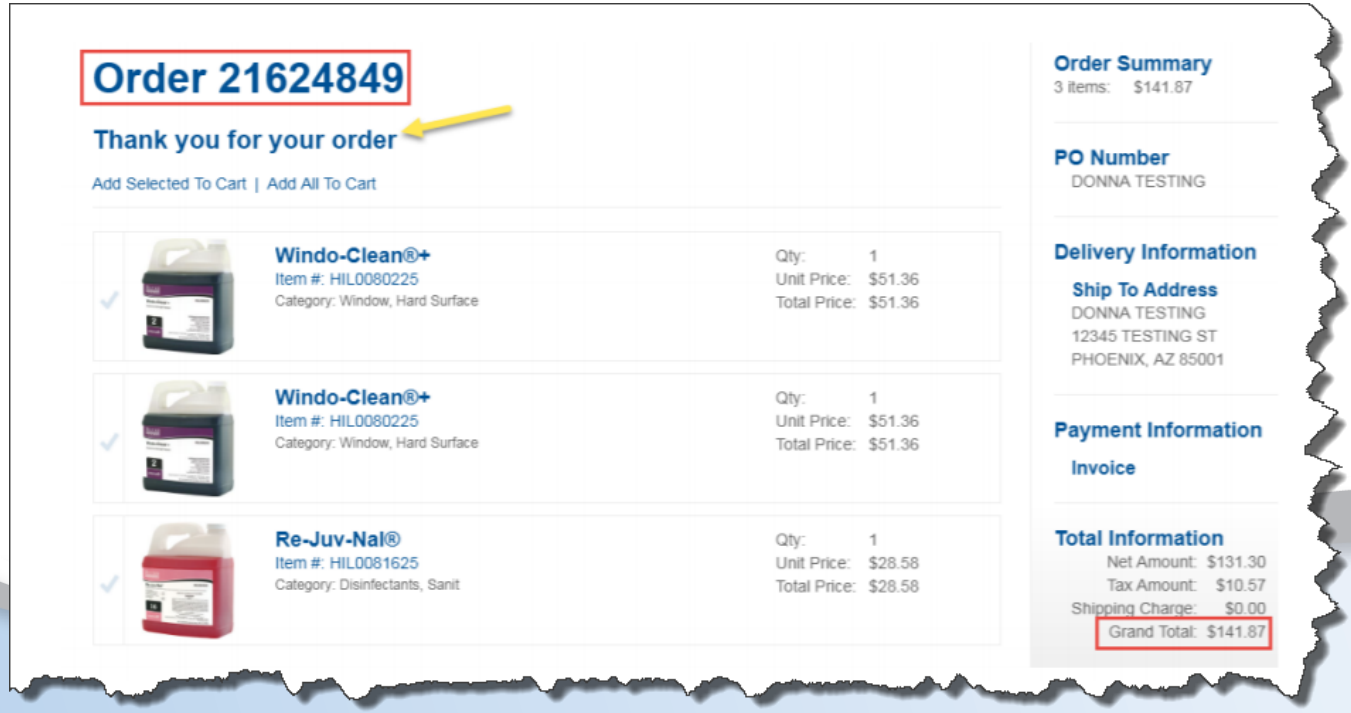
Check out step 4- Complete



- Once the complete button is selected an order number will be produced and a thank you message will display.
- User or users associated with the order will receive an email confirmation of the order

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Direct Order Benefits

- Fast Response Time, Simple, Secure
- Order Accuracy
- Product catalog customization
- Provides valuable product information
- Available 24 / 7 / 365
- Order history and usage information available

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Additional Options

Order Management and Approval

- Multiple locations
- Budget Control
- Automated Notifications

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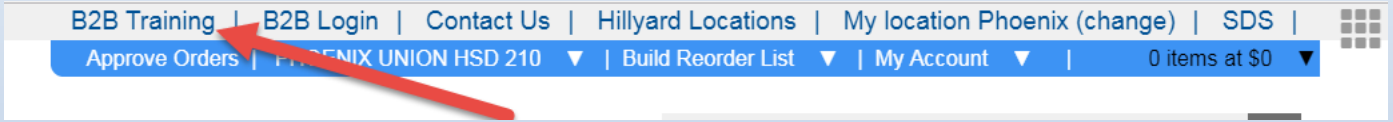
Need Help?

- Watch our B2B overview video using the below link
  https://youtu.be/X3n6pewUfb8
- Click on the B2b training button on the website menu bar



- Contact your local Hillyard Sales Representative or Branch location

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Official Floor Maps of NCAA Basketball