



RFP 19A-0214  
Janitorial Supplies, Equipment and  
Services – Direct Online Order

**Direct Order user Guide**

# 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.*



ABOUT US    MARKETS    SYSTEMS    SOLUTIONS    PRODUCTS    MEDIA CENTER

**TRIDENT**  
Better Built. Better Equipment.

-  Intelligent Design
-  Exceptional Engineering
-  Innovative Technology

[Learn More](#)

The image shows a screenshot of the Trident website. At the top is a dark blue navigation bar with white text for 'ABOUT US', 'MARKETS', 'SYSTEMS', 'SOLUTIONS', 'PRODUCTS', and 'MEDIA CENTER'. Below this is a white header area with the Trident logo (a trident symbol) and the text 'TRIDENT' in large, bold, black letters, followed by the tagline 'Better Built. Better Equipment.' in a smaller font. The main content area features three circular icons on a dark blue background: a compass and pencil for 'Intelligent Design', two interlocking gears for 'Exceptional Engineering', and a circuit board for 'Innovative Technology'. A blue button with white text 'Learn More' is positioned below these icons. To the right, a large image shows a close-up of a steering wheel with a digital display screen showing various metrics like 'ECO' and 'MILES'. In the bottom left corner, a small image of a blue and grey floor scrubber is visible.

**HILLYARD**  
  
The Cleaning Resource®

# Other Order Options

## Hillyard Contact Information

### Mesa/Phoenix Location

**Alyssa Moll**, [phoenixcs@hillyard.com](mailto:phoenixcs@hillyard.com)

PH. 480.833.5711/800.950.4570

FX. 480.820.0001

### Tucson Location

**Alyssa Moll**, [tucsoncs@hillyard.com](mailto:tucsoncs@hillyard.com)

PH. 520.624.7436/800.362.4965

FX. 520.620.1248

### Flagstaff Location

**Judy Patterson**, [flagstaffcs@hillyard.com](mailto: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.

# Logging in and out

To register for an account, contact your local Hillyard Representative

**Go to:** [www.hillyard.com](http://www.hillyard.com)

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



Username <sup>?</sup>

[Help, forgot my password](#)

[Trouble logging in, contact our helpdesk](#)

B2B Overview Video

<https://youtu.be/X3n6pewUfb8>



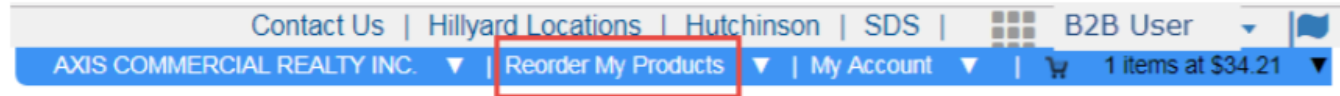
# How to Place an Order

There are many ways to order on the B2B ordering site

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

# Reorder from 18<sup>th</sup> month order History




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




← Back  
**ReOrder Template**  
Purchase History Template (18 month order history for selected account)

Sort By [v] Search Order History [ ] [Reset] [Go]

Add All To Cart | Export To Excel | **Add Selected To Cart**

<input checked="" type="checkbox"/>	 <b>DUST CLOTH MASSLINN HD 36X24 YW 250CS</b> Item #: CHI214 Category: Dust Cloth, Mitts Quantity Available: 5 PAC	Price: \$28.47 PAC Qty: [1] Buy
<input checked="" type="checkbox"/>	 <b>SANITIZER PURELL IHS NXT 1000ML 8 CS</b> Item #: GOU215608 Category: 1000ML System Quantity Available: 3 CS	Price: \$102.00 CS Qty: [1] Buy
<input checked="" type="checkbox"/>	 <b>SANITIZER PURELL IHS 12OZ PUMP BOTTLE</b> Item #: GOU365912 Category: Hand Sanitizer Special Order	Price: \$68.35 CS Qty: [1] Buy

Remove | Add To Template

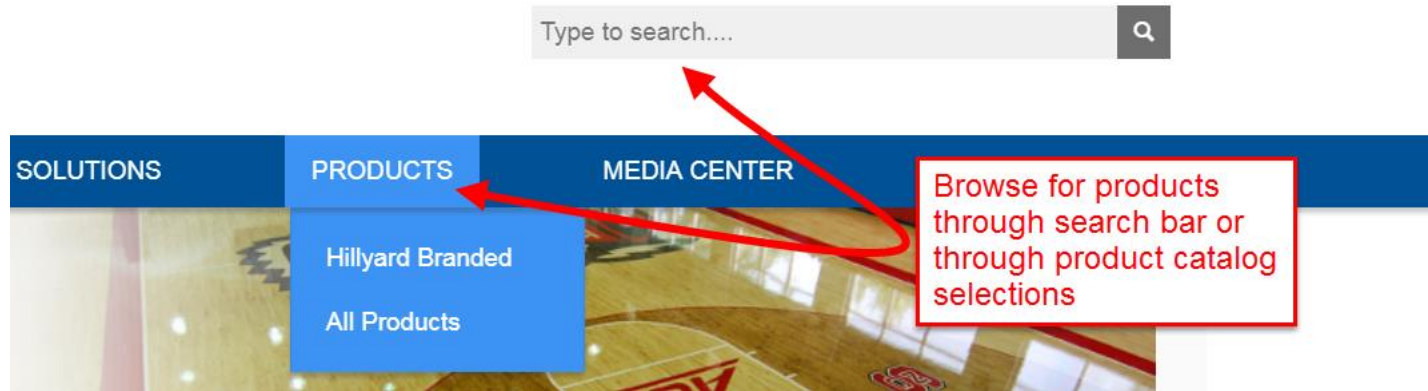
Type to search... 

- 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

# 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



# 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.

HOME | WHAT WE MAKE | ARSENAL® DILUTION CONTROL | CHEMICALS & REFILLS | ASSURANCE®

### Assurance®

A highly concentrated, multipurpose cleaner formulated to remove a wide variety of dirt, grime, and grease. It can be used for cleaning any hard surface not damaged by water, i.e., resilient tile, concrete, paver brick, quarry tile, tables, desks, walls, machinery and equipment. Assurance can be applied with a mop, sponge, brush foam gun, or pressure washer. DO NOT USE ON GLASS.

- Concentrated for economical cost-in-use.
- No rinsing saves time.
- Citrus fragrance leaves a pleasant scent.

Availability  Specifications  Related Products

HIL008104  
Case qty: 12 - 1 Quart Bottles  
Order UOM: QT  
Qty: 1 QT Buy  
Price: \$7.33  
Choose quantity

Add the product to an existing template  
Add to Template

HIL008105  
Case qty: 4 - "F" Style 1 Gallon Containers  
Order UOM: GAL  
System: Arsenal II/MDC Refill  
Qty: 1 GAL Buy  
Price: \$0  
Add to Template

Availability  Specifications  Related Products

HIL0080304  
Case qty: 12 - 1 Quart Bottles  
Order UOM: QT  
Qty: 1 QT Buy  
Price: \$8.46

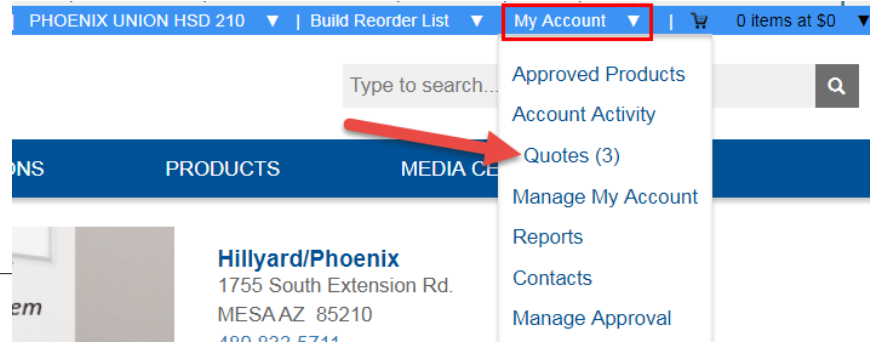
Add to Template

HIL0080306  
Case qty: 4 - "F" Style 1 Gallon Containers  
Order UOM: GAL  
System: Arsenal II/MDC Refill  
Qty: 1 GAL  
Price: \$58.00



# 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.



## Account Activity

Create New Template

Document Types: **Quotations**

Accounts: All Customers

Search Type: Select a Search Type

Status: All

Date: Current Month

Search

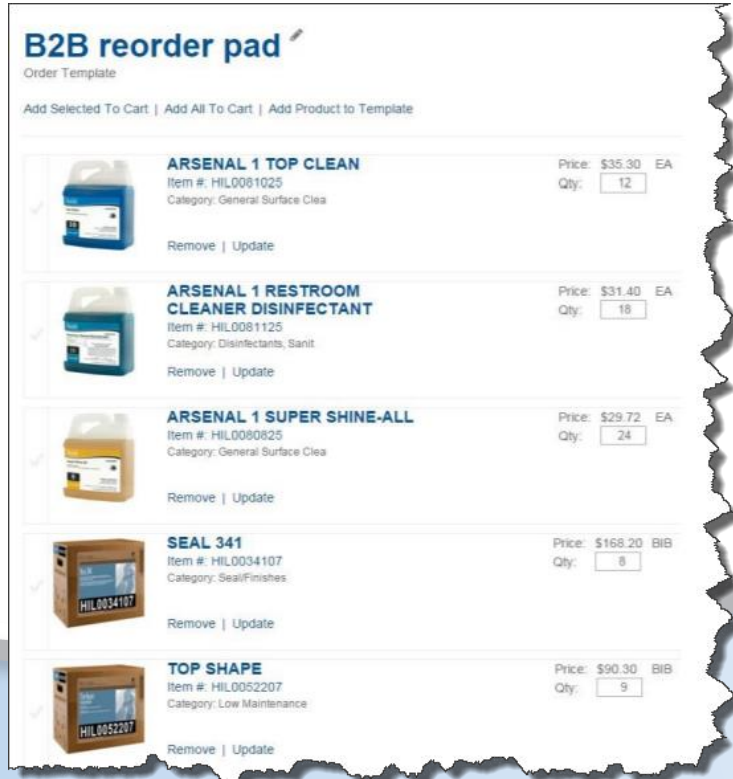
### 3 documents found

	Doc Number	Doc Type	Date ▼	Total	PO Number	Valid To		
	0100510873	Quotation	08/10/2018	\$325.82	14A-HILL-0530	09/24/2018	<b>View</b>	Change
	0100510673	Quotation	08/09/2018	\$7,495.99	14A-HILL-0530	09/23/2018	View	Change
	0100509819	Quotation	08/03/2018	\$0.00	PICK UP	09/17/2018	View	Change

# 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**



**B2B reorder pad**  
Order Template

Add Selected To Cart | Add All To Cart | Add Product to Template

	<b>ARSENAL 1 TOP CLEAN</b> Item #: HIL0081025 Category: General Surface Clea	Price: \$35.30 EA Qty: <input type="text" value="12"/>
	<b>ARSENAL 1 RESTROOM CLEANER DISINFECTANT</b> Item #: HIL0081125 Category: Disinfectants; Sanit	Price: \$31.40 EA Qty: <input type="text" value="18"/>
	<b>ARSENAL 1 SUPER SHINE-ALL</b> Item #: HIL0080825 Category: General Surface Clea	Price: \$29.72 EA Qty: <input type="text" value="24"/>
	<b>SEAL 341</b> Item #: HIL0034107 Category: Seal/Finishes	Price: \$168.20 BIB Qty: <input type="text" value="8"/>
	<b>TOP SHAPE</b> Item #: HIL0052207 Category: Low Maintenance	Price: \$90.30 BIB Qty: <input type="text" value="9"/>

## Features

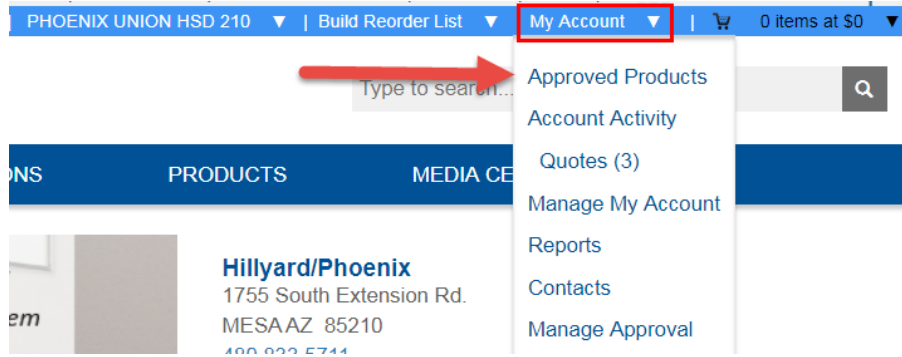
- You can create an order pad for your most commonly used products.
- Quickly and easily reorder your core janitorial product list.
- Insert a quantity with the frequently ordered product list to order your desired quantities.
- After the frequently ordered product list is saved you can reorder your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

# Approved Products

Mohave accounts are preset with products approved for order.

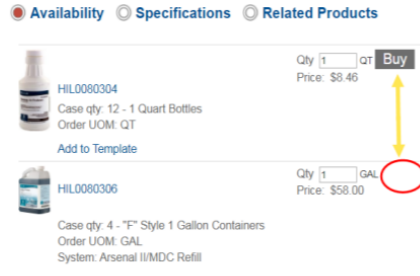
Approved products will display in 2 ways:

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



## 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.



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.

# Approved Products


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


Add Selected To Cart


Items per page: 15 (dropdown menu with options 15, 25, 50, All)

(Pages)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	
31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60
61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	
90	91	92	93	94	95	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	
119	120	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	
148	149	150	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	

Product 1:  **Liquid Laundry Bleach**  
Item #: ANDPYL0002  
Category: Bleach  
Price: \$69.51  
Qty:  PL

Product 2:  **Liquid Swabby® II**  
Item #: HIL0010404  
Category: Bowl Cleaners  
Price: \$2.62  
Qty:  QT

Product 3:  **Liquid Trap Shooter®**  
Item #: HIL0046907  
Category: Food Service Cleaner  
Price: \$105.63  
Qty:  PL

## Approved Products

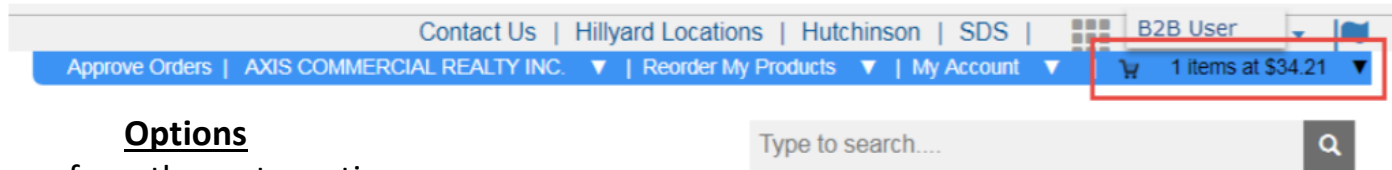
Sort By: Name (dropdown menu)  
Search Order History:   
Buttons: Reset, Go

Dropdown menu options: Name, Product Number, Category

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



# 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

The screenshot shows the main shopping cart page. The title is 'Shopping Cart'. Below the title are links for 'Print', 'Clear Cart', and 'Add Products'. There are two yellow buttons: 'Checkout' and 'Express Checkout'. An 'Update' button is also present. The cart contains three items:

Item	Quantity	Unit Price	Total Price
Liquid Swabby® II Item #: HIL0010404 Quantity Available: 859 QT	96 QT	\$3.14	\$301.44
Super Shine-All® Item #: HIL0080825 Quantity Available: 38 EA	12 EA	\$30.38	\$364.56
Nutra-Rinse® Item #: HIL0021906 Quantity Available: 180 GAL	16 GAL	\$27.10	\$433.60

Each item has a 'Remove' button, an 'Add To Template' button, and a 'Related Products' link. On the right side, there is an 'Order Summary' section showing '3 items' for a total of '\$1,099.60'. Below that is a 'PO Number' section with a text input field containing 'HFD2239398VDS' and a 'Save' button. The 'Delivery Information' section shows the 'Ship To Address' as 'AXIS COMMERCIAL REALTY INC., 2nd St SE Ste 201, Saint Cloud, MN 56304-0709'. The 'Instructions' section says 'Ryan- please get a signature for all deliveries'. The 'Payment Information' section shows 'VISA xxxxxxxx-1111'.

# Shopping Cart

Print | Clear Cart | Add Products |

Checkout Express Checkout

## 4 Step Checkout Process

- Shipping
- Payment
- Review
- Complete



## 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

Shipping Payment Review Complete

Payment

## Shipping

- Select the location where the items will be shipped to
- Leave specific delivery instructions
- Edit a shipping address

### Delivery To:

**AXIS COMMERCIAL REALTY INC. (0000200400)**  
110 2nd St SE Ste 201  
Saint Cloud, MN 56304-0709

[Delivery Instructions](#) | [Change Shipping Ad](#)

**BLDG 101 (0000436883)**  
2ND STREET S  
WAITE PARK, MN 56387

## 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

Delivery To: [Delivery Instructions](#) [Change Shipping Addr](#)

### Delivery Instructions

Ryan- please

Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Delivery Date:

Ship Complete:   
Check this box to only deliver this order when all items are ready. This could delay the delivery if some items are out of stock.

Pick-up Order:  Pick-up Name:

Check this box to choose customer pick-up of this order.

Save Delivery Options

# Check Out Step 2- Payment

Shipping

Payment

Review

Complete

Review

## Payment

- Choose Invoice or select card to pay with.
- Manage multiple credit cards to allow several departments to save their preferred form of payment. (\*\*We are using the latest in internet encryption software and are PCI compliant to ensure credit card numbers are safe)

## 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

### Manage Payment Options

[Add New Card](#) | [Delete Selected Card](#) | [Modify Selected Card](#) | [Make Selected Option Default](#) | [Return To Cart](#)

<input checked="" type="checkbox"/> Invoice	<input checked="" type="checkbox"/>  VISA xxxxxxxx-1111 Cardholder Name: Test Card Expires: 01/2018 
<input checked="" type="checkbox"/>  VISA xxxxxxxx-3736 Cardholder Name: Test Test Expires: 01/2018	

Payment Method:

[Manage Cards](#)

Invoice

 VISA xxxxxxxx-1111  
Cardholder Name: Test Card  
Expires: 01/2018

Shipping

Payment

**Review**

Complete

Complete

## Review

- Review the order.
- Grand total of invoice will display along with all other details selected during the purchase and checkout process.
- Option to continue shopping

Order Summary **Please review your order**

[Continue Shopping](#)



**Liquid Swabby® II**  
Item #: HIL0010404  
Quantity Available: 859 QT

Qty: 96  
Unit Price: \$3.14  
Total Price: \$301.44



**Super Shine-All®**  
Item #: HIL0080825  
Quantity Available: 38 EA

Qty: 12  
Unit Price: \$30.38  
Total Price: \$364.56



**Nutra-Rinse®**  
Item #: HIL0021906  
Quantity Available: 180 GAL

Qty: 16  
Unit Price: \$27.10  
Total Price: \$433.60

Complete

### PO Number

HFD2239996VDS

Save

PO Number By Item

### Delivery Information

#### Ship To Address

AXIS COMMERCIAL REALTY INC.  
110 2nd St SE, Ste 201  
Saint Cloud, MN 56304-0709

#### Instructions

Ryan- please get a signature for all deliveries

### Payment Information

VISA xxxxxxxx-1111

### Total Information

Net Amount: \$1,099.60  
Tax Amount: \$0.00  
Shipping Charge: \$0.00  
Grand Total: \$1,099.60

# Check Out Step 3- Review



Shipping

Payment

Review

Complete




Complete

## Check out step 4- Complete

**Order 21624849**

Thank you for your order

[Add Selected To Cart](#) | [Add All To Cart](#)

<input checked="" type="checkbox"/>		<b>Windo-Clean@+</b> Item #: HIL0080225 Category: Window, Hard Surface	Qty: 1 Unit Price: \$51.36 Total Price: \$51.36
<input checked="" type="checkbox"/>		<b>Windo-Clean@+</b> Item #: HIL0080225 Category: Window, Hard Surface	Qty: 1 Unit Price: \$51.36 Total Price: \$51.36
<input checked="" type="checkbox"/>		<b>Re-Juv-Nal@</b> Item #: HIL0081625 Category: Disinfectants, Sanit	Qty: 1 Unit Price: \$28.58 Total Price: \$28.58

### Order Summary

3 items: \$141.87

### PO Number

DONNA TESTING

### Delivery Information

#### Ship To Address

DONNA TESTING  
12345 TESTING ST  
PHOENIX, AZ 85001

### Payment Information

#### Invoice

### Total Information

Net Amount: \$131.30  
Tax Amount: \$10.57  
Shipping Charge: \$0.00  
Grand Total: \$141.87

- 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

# 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

# Additional Options

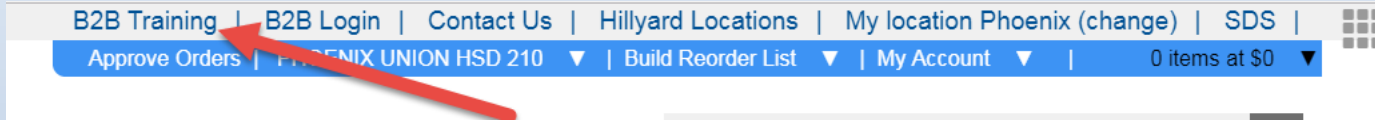


## Order Management and Approval

- Multiple locations
- Budget Control
- Automated Notifications

# 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



*First In Gym Finishes®*

Wood Sports Floor Care From The Company That Invented It!



Official Sports Floor Care Provider  
of The Basketball Hall of Fame



Official Floor Maps of NCAA Basketball