



How to Place an Order Online

Step One: Visit our Website & Log In to your Account

Navigate to our website at: shop.gopalace.com

- Login by entering your User Name and Password into the fields in the upper righthand area of the screen or by clicking the Please Login link. Note: login information is case sensitive.
- You can change your password and security question after you login the first time with your Palace provided username and password.

User Name	<input type="text"/>
Password	<input type="password"/>
	<input type="button" value="Login"/>

Step Two: Select your department

Once you log in, you will be directed to your account's main page and be asked to select your department.

Click on the dropdown arrow and hit space bar to view all available departments.

Choose the department or PO (if applicable) you would like to place the order under.

The screenshot displays the Palace Business Solutions online ordering interface. At the top, there is a navigation bar with links for Home, Quick Order, Ink And Toner, Favorites, My Accounts, and Live Chat Online. Below this, the Palace logo is visible on the left, and customer support information (831) 476-3815 is on the right. A search bar and a shopping cart icon are also present. The main content area is titled 'Choose Account' and is divided into two panels: 'Current Account/Department' and 'Select Different Account/Department'. The 'Select Different Account/Department' panel is highlighted with a red circle, showing a dropdown menu for the department selection. The current account information is: Account: 11223 - SHOPDOT NEW USER DEMO, Department: 1 - POW 123456789 DEMO, Attention: Blank Attention. The 'Web Specials' section on the right features a product: EnerGel-X Retractable Roller Gel Pen, .5mm, Black Barrel/ Ink, Dozen, priced at \$16.99 / Dozen. At the bottom of the 'Choose Account' section, there are 'Cancel' and 'Continue' buttons.

Step Three: Shop!

You can shop four different ways:

1. **Traditional Search:** Type in a specific search term, like Post It Notes or Printer Ink, into the search bar and click search or hit the enter/return key.
2. **Browse:** Mouse over “Browse by Category” to open a dropdown menu of categories and browse for the items you’re looking for.
3. **Quick Order:** Already know the item number? Select the Quick Order option and enter the item number there.
4. **Favorites:** Select Favorites to build lists of frequently ordered items.

Refine your search

Filter your search results using the options in the left-hand column, including by brand, keyword, category, and even green products.

You can also enter additional search terms in the Search These Results field to narrow down the original results.

The screenshot displays the Palace Business Solutions online ordering website. The top navigation bar includes links for Home, Quick Order, Ink And Toner, Favorites, My Accounts, and Live Chat Online. The main header features the Palace Business Solutions logo, a customer support phone number (831) 476-3815, a search bar, and a shopping cart icon showing 0 items for \$0.00. Below the header, there are account details and a 'Browse by Category' dropdown menu. The left sidebar contains search filters: 'Search These Results' with a 'Go' button, 'You've selected' showing 'Keyword: post it notes', 'Filter Search Results' with 'CATEGORY' (Desktop Supplies Organizers (1), Paper Pads/Note Pads (19), Self-Stick Pad Dispensers (20), Self-Stick Pads (148)), 'BRAND' (Post-it® Easel Pads (16), Post-it® Notes (44), Post-it® Notes Super Sticky (63), Post-it® Pop-up Notes (22), Post-it® Pop-up Notes Super Sticky (27)), and 'GREEN' (No (160), Yes (28)). The main content area shows '188 items found' with a 'Showing Items 1 to 10 of 188' and a 'Sort by Best Match' dropdown. The first three items listed are Post-it® Pop-up Notes (Original Pop-up Refill, 3 x 3, Assorted Jaipur Colors, 100-Sheet, 18/ Pack) for \$24.74 / Pack, Post-it® Pop-up Notes Super Sticky (Pop-up 3 x 3 Note Refill, Canary Yellow, 90 Notes/ Pad, 12 Pads/ Pack) for \$20.78 / Pack, and Post-it® Notes (Original Pads in Marseille Colors, 3 x 3, 100-Sheet, 12/ Pack) for \$18.80 / Pack. Each item listing includes a 'Quick View' link, a 'Comments' link, and an 'Add to Cart' button. A 'Web Specials' section on the right highlights '100% Recycled End Tab Folders, Reinforced Tab, Letter Size, Manila, 100/ Box' for \$39.59 / Box.

Step Four: Fill Your Cart

Post-it® Greener Notes  **\$9.20 / Pack**
MMM653RPA

Recycled Note Pads, 1 1/2 x 2, Assorted Helsinki Colors, 100- Sheet, 12/ Pack

- Made using plant- based adhesive and recycled paper.
- Removable notes stick securely and remove cleanly.

[Quick View](#) **2**

1 Qty **4** [Add to Favorites](#)

3   

Add to Cart

1. **Quantity:** Select the desired quantity for each item you need to purchase and click Add to Cart. Text above this field will tell you if the item is in stock or not.
2. **Comments:** Keep track of who gets what on a shared order or make a reminder for yourself by adding a comment to each individual item. To add a comment, click on the plus sign (+) next to Comments underneath the item description. A text box will open for you to type in and your notes will be printed on your packing slip.
3. **Item Details:** Small icons located below the comments field identify categories that the product falls into including:
 - **Recycled** 
 - **Shippable** 
 - **Best Value** 
 - **Non-Returnable items** 
4. **Favorites:** Love this item and want to order it often? Select *Add to Favorites* to add it to your list of favorite products, accessible from the top navigation of the website.

When you are ready to review your shopping cart and finalize your purchase, click on the shopping cart icon. If you'd like to review your cart, hover over *View Cart* to see the last 5 items you added.



1 items : \$10.88

[View Cart](#) [Checkout](#)

Step Five: Review Your Cart

Review all the items in your cart and double check the quantities and notes you have selected. You can make any necessary changes to each individual item from this screen. To continue shopping, click the Continue Shopping button on the upper left of the items list.

The screenshot shows a 'Shopping Cart' page with a total of 3 items for \$38.05. The cart contains the following items:

Item #	Your Price	Quantity	Packaging	Ext Price	Remove
SAN65873PP In Stock Refill for uni- ball Gel IMPACT RT Roller Ball Pens, Bold, Black, 2/ Pack Comments: Dept: 1-PO# 123456789 DEMO SDS	\$3.85 / Pack	1	2/Pack	\$3.85	X
UNV20742 In Stock Slant-Ring Economy View Binder, 1" Capacity, White Comments: Dept: 1-PO# 123456789 DEMO	\$3.95 / Each	4	12 Each/Box	\$15.80	X
MMM653RPA In Stock Recycled Note Pads, 1 1/ 2 x 2, Assorted Helsinki Colors, 100- Sheet, 12/ Pack Comments: For Joanne Dept: 1-PO# 123456789 DEMO	\$0.20 / Pack	3	1 Pack/Box	\$16.40	X

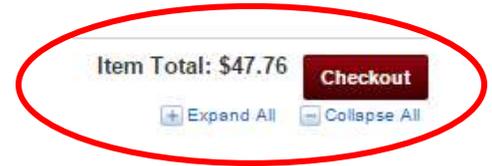
At the top left, there is a 'Continue Shopping' button (labeled 1) and 'Empty Cart' and 'Save Order' buttons (labeled 2). At the top right, there is a 'Checkout' button (labeled 3) and 'Expand All' and 'Collapse All' links. The 'Item Total: \$38.05' is displayed in the top right corner. At the bottom, there are 'Empty Cart' and 'Save Order' buttons on the left, and 'Expand All', 'Collapse All', 'Item Total: \$38.05', and 'Checkout' buttons on the right.

From your *Shopping Cart* you can take any of three action items:

1. **Continue Shopping:** Realize you missed something? No problem. Select *Continue Shopping* to browse and select more items to purchase. You can always easily return to your cart at any time.
2. **Save Order:** If you're not quite ready to process your order or you would like to use this order as a template for future orders, you can select the *Save Order* option. This is explained further in Step Seven.
3. **Checkout:** Everything looks good and you're ready to move forward? *Checkout*.

Step Six: Checkout

- Once you've reviewed your cart and are ready to purchase, click on the Checkout button – on the top or bottom right of your shopping cart.
- The first step of the checkout process helps us understand who the order is for and if you have any special instructions, i.e. a specific delivery location at your school or business.
- Please complete the Attention field with your name or department.
- If you are using a Purchase Order Number, enter it in the Short PO field, otherwise enter your name or department. If you have shipping or delivery instructions for us, please include them in the Special Instructions field. This includes deliveries for holidays or closed days. Please note – if you need to change the shipping address, please contact your Customer Care Representative. This cannot be done online.
- Click Update Changes to continue to the Review Order Details screen.



Step Seven: Review Order Details

You can view and verify the details you entered on the previous screen. You will also see your order total including tax on the right side of the screen.

Your product item list displays at the bottom of the screen.

Next, you choose to **Save Order**, proceed to **Place Order**, or **Continue Shopping**.

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Checkout - Order Review

Review Order Details [Edit Account Details](#) [Edit Order Details](#)

Account	LINDA GHIO-CASH SALE ACCOUNT	Shipping Method	Free Shipping
Department	1 - LINDA GHIO-CASH SALE ACCOUNT	Shipping Instructions	
Attention	Linda Ghio	Special Instructions	Please deliver to main office
Billing Address			
Name	LINDA GHIO-CASH SALE ACCOUNT	Short PO	Linda Ghio
Address	2695 CHANTICLEER AVE	Payment	Charge to my account
City	SANTA CRUZ, CA - 95065		
Shipping Address			
Name	LINDA GHIO-CASH SALE ACCOUNT		
Address	2695 CHANTICLEER AVE		
City	SANTA CRUZ, CA - 95065		

Order Summary

Item Total:	\$47.76
Shipping:	\$0.00
Subtotal:	\$47.76
Tax:	\$3.94
Total:	\$51.70

[Print](#) [Place Order](#)

Please review your order, and then click Place Order to submit it.

Need help? Call 831-478-3815 for assistance.

[Save Order](#) [Continue Shopping](#)

Your Items [Edit Cart Items](#)

Item #	Your Price	Packaging	Qty	Ext. Price
MMR3304P	\$10.39 / Pack	24-Pack/ Carton	2	\$20.78
Pop-Up Note Refills, 2 x 3, Marselle, 100 Pad, 6 Pads/ Pack				
Comment: For Sam in room 2				
SAN85873PP	\$3.26 / Pack	6-Pack/ Box	1	\$3.26
Refill for uni-ball Gel IMPACT RT Roller Ball Pens, Bold, Black, 2r Pack				
Comment: Mary room 4				
JNV20742	\$5.95 / Each	12-Each/ Box	4	\$23.72
Economy D-Ring View Binder, 1" Capacity, White				
Comment: Main office				

[Save Order](#) [Continue Shopping](#) [Place Order](#)

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Step Eight: Place Order

Once your order is ready to be placed, click the **Place Order** button. **This is important! Your order is not placed until you click on Place Order.** There are two buttons to choose from, one in the upper righthand corner of your screen and one at the bottom righthand corner of your screen. Your order will be sent to your Palace Customer Care representative who will then release the order for fulfillment.

Checkout - Order Review

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Review Order Details [Edit Account Details](#) [Edit Order Details](#)

Account	LINDA GHIO-CASH SALE ACCOUNT	Shipping Method	Free Shipping
Department	1 - LINDA GHIO-CASH SALE ACCOUNT	Shipping Instructions	
Attention	Linda Ghio	Special Instructions	Please deliver to main office
Billing Address	Short PO	Payment	Linda Ghio
Name	LINDA GHIO-CASH SALE ACCOUNT		Charge to my account
Address	2805 CHANTICLEER AVE		
City	SANTA CRUZ, GA - 35085		
Shipping Address			
Name	LINDA GHIO-CASH SALE ACCOUNT		
Address	2805 CHANTICLEER AVE		
City	SANTA CRUZ, GA - 35085		

Order Summary

Item Total:	\$47.78
Shipping:	\$0.00
Subtotal:	\$47.78
Tax:	\$3.94
Total:	\$51.70

[Print](#) [Place Order](#)

Please review your order and then click Place Order to submit it.
Need help? Call 831-476-3915 for assistance.

[Save Order](#) [Continue Shopping](#)

Your Items [Edit Cart Items](#)

Item #	Your Price	Packaging	Qty	Ext. Price
MMMR330AP	\$10.30 / Pack	24-Pack/ Carton	2	\$20.78
Pop-Up Note Refills, 3 x 3, Marseille, 100/ Pad, 6 Pads/ Pack				
Comment: For Sam in room 2				
SAN05973PP	\$3.20 / Pack	6-Pack/Box	1	\$3.20
Refill for uni-ball Gel IMPACT RT Roller Ball Pens, Bold, Black, 2/ Pack				
Comment: Mary room A				
UNV20742	\$5.93 / Each	12-Each/Box	4	\$23.72
Economy D-Ring View Binder, 1" Capacity, White				
Comment: Main office				

[Save Order](#) [Continue Shopping](#) [Place Order](#)

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Step Nine: Confirmation

Once the order has been placed, you will see an Order Confirmation Screen where you can **Print** your order, **Continue Shopping**, or return to the main page.

Checkout - Order Confirmation



Thank you for your order!

[Continue Shopping](#)

Reference Number: 318085-0. Submitted.

Order Details

Account	LINDA GHIO-CASH SALE ACCOUNT	Shipping Method	Free Shipping
Department	1 - LINDA GHIO-CASH SALE ACCOUNT	Shipping Instructions	
Attention	Linda Ghio	Special Instructions	Please deliver to main office
Billing Address:		Ship to PO	Linda Ghio
Name: LINDA GHIO-CASH SALE ACCOUNT		Payment	Charge to my account
Address: 2808 CHANTICLEER AVE			
City: SANTA CRUZ, CA - 95065			
Shipping Address:			
Name: LINDA GHIO-CASH SALE ACCOUNT			
Address: 2808 CHANTICLEER AVE			
City: SANTA CRUZ, CA - 95065			

Order Summary

Item Total:	\$47.78
Shipping:	\$0.00
Subtotal:	\$47.78
Tax:	\$3.94
Total:	\$51.70

[Print](#)

Need help? Call 831-475-3815 for assistance.

Your Items

Item #	Your Price	Packaging	Qty	Ext. Price
MMMR330AP	\$10.30 / Pack	24-Pack/ Carton	2	\$20.78
Pop-Up Note Refills, 3 x 3, Marseille, 100/ Pad, 8 Pads/ Pack				
Comment: For Sam in room 2				
SAN05673PP	\$3.28 / Pack	6-Pack/Box	1	\$3.28
Refill for uni-ball Gel IMPACT RT Roller Ball Pens, Bold, Black, 2/ Pack				
Comment: Mary room 4				
UNV20742	\$5.93 / Each	12-Each/Box	4	\$23.72
Economy D-Ring View Binder, 1" Capacity, White				
Comment: Main office				

[Continue Shopping](#)

Notes:

- Most accounts have a Palace Administrator who releases orders for fulfillment. The Palace Administrator simply checks for delivery notes and to ensure all the needed information has been provided. After your order has been released by the Palace Administrator, you will receive a confirmation email with your confirmation reference numbers aka invoice number.
- Some accounts have intermediate approvers, who must first approve the order before it is sent to Palace.
- **Most items will be delivered the next day. If you need your order held, please call 831-476-3815.**

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Additional Information: Navigating Your Account & Customer Service

The screenshot shows the top portion of the website. At the top right, there is a navigation bar with links for Home, Quick Order, Ink And Toner, Favorites, My Accounts, and Live Chat Online (labeled with a red '2'). Below this, a user is logged in as Julie. A search bar is present with a search button. To the right of the search bar, there is a shopping cart icon showing '1 items : \$18.00' and buttons for 'View Cart' and 'Checkout'. A customer support phone number '(831) 476-3815' is displayed with a green phone icon (labeled with a red '1'). A 'Live Chat' button is also visible. Below the search bar, there is a navigation menu with categories: OFFICE SUPPLIES, TECHNOLOGY, FURNITURE, MAINTENANCE & BREAKROOM, SHOP ALL CATEGORIES, and FEATURED ITEMS. At the bottom of this section, there are three promotional banners: 'HAVE YOU seen it YET?' with a YouTube icon, 'Need Help? Click to chat live with us! M-F 8:00am-5:00pm PST' with a 'Live Chat' button, and 'Our Local Story' with an image of a rock formation.

The screenshot shows the bottom portion of the website. At the top of this section, there is a dark banner with the text 'Have a Question or Concern?' and 'Please feel free to contact us : (831) 476-3815'. To the right of this banner, it says 'Thank you! We appreciate your business!'. Below the banner, there are three main sections: 'Site Navigation' (labeled with a red '4') with links for Returns, Office Interiors, Policies and Terms, Quick Tip, Rebate Center, and Careers; 'Contact Info' (labeled with a red '5') providing the Corporate Office & Warehouse address (2806 Chanticleer Avenue, Santa Cruz, CA 95065), phone numbers (831) 476-3815 and (831) 476-4036, and email help@gopalace.com; and 'Our Membership' (labeled with a red '6') featuring logos for 'THINK LOCAL FIRST' and 'Great Ecology' and a 'Card & Payments' section with logos for Discover, Visa, Mastercard, and American Express. At the very bottom, there is a footer with links for About Us, Contact Us, Help, and Privacy Policy.

The header and footer of the website, located at the very top and very bottom of each screen, allow you to access important pages of the site at any time. Here are a few features of note:

1. **Customer Support:** Call our office anytime to speak with a customer service representative. Our office is open Monday through Friday from 8:00 am to 5:00 pm.
2. **Live Chat:** Click on *Live Chat* to speak with our online customer support during regular business hours.
3. **My Accounts:** Access your account details: update your profile, view your order history, check the status of orders, etc.
4. **Returns:** Review our return policy and submit a *Return Request*.
5. **Contact Info:** How to reach the corporate office and warehouse via email, phone, and our physical address.
6. **Cards & Payments:** Palace Business Solutions accepts Discover, Visa, Mastercard, and American Express.