

# SBcomputers.ediversitynetwork.com

## Quick Guide for Users

### User Sign In

Click Login to enter your login information.

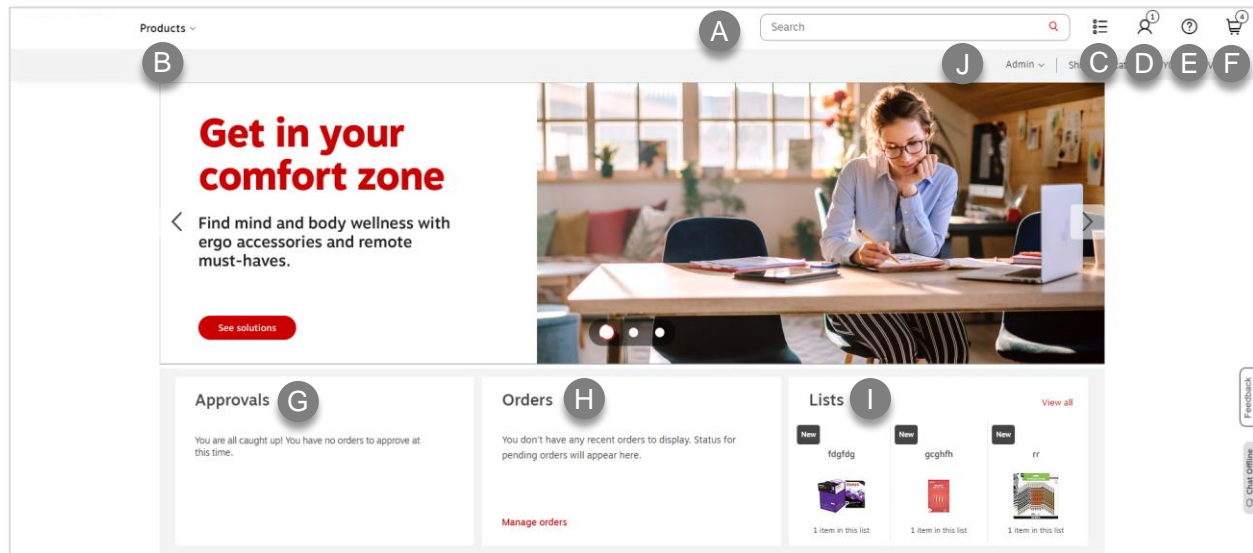
If you forget your Account Number or User ID, click on “Forgot your Account Number or User ID?”

If you forget your Password click on “Forgot your Password?” for assistance.

### Keep Me Signed In

Check the “Keep me signed in” box, so you’ll be asked to sign in less frequently.

Keep me signed in



### Header Navigation

- A Search
- B Products
- C Lists – My lists, quick order and frequently purchased items
- D Account – My orders, approvals, profile, reporting and managing users
- E Help – Messages, help center and feedback
- F Cart

### Home Page

- G **Approve Orders**  
If a user is set up for approvals, order details will display to modify, decline or approve.
- H **Orders**  
Active orders are presented with the date it was placed, # of items, shipping information and expected delivery date. If orders have all delivered, most recent orders will show.
- I **Lists**  
Up to 3 active shopping lists display with the ability to create a new list.
- J **Admin**  
If your user profile is set up as an administrator on your account, you can approve orders, manage users, approval roles, budgets and reporting.  
Note: only site administrators have access to this functionality.

### System Requirements

For the best experience and interface, use the following computer operating systems and the most up to date web browser version.

#### Operating Systems

Windows 7, Windows 2000, Mac OS X

#### Web Browsers

Internet Explorer [latest version](#)

Google Chrome [latest version](#)

Mozilla Firefox [latest version](#)

Safari [latest version](#)

### S&B Customer Service

1-844-823-1027 (toll free 8am to 8pm ET)

S&B@ediversitynetwork.com



# Product Search & Ordering

**Products** ^

- Ink & Toner
- Office Supplies
  - Paper
  - Computers & Accessories
  - Printers & Scanners
  - Electronics
  - Furniture
  - Cleaning Supplies
  - Facilities Maintenance
  - Food & Breakroom
  - Pack & Ship
  - Safety Supplies
- Shop by Brand
- Shop by Industry
- Eco & Diversity Products

**Writing Supplies**

- Pens
- Pencils
- Erasers & Correction
- Folders & Filing
  - File Folders
  - Hanging File Folders
  - Pocket Folders
- Calendars & Planners
- Office Basics
  - Staplers
  - Scissors

**Binders & Accessories**

- Binders
- Dividers
- Sheet Protectors
- Binder Accessories
- Labels & Label Makers
  - Labels
  - Label Makers & Tape
- Notebooks & Pads
- Notebooks
- Journals

**Related Categories**

- Storage & Organization
- Mail & Ship
- Tap & Adhesives
- Bags & Briefcases
- Educational Supplies
- Retail Store Supplies

**TRU RED** Business essentials designed thoughtfully to work beautifully. **ENGINEERED**

## Search Products

Easily search for a product by name and autosuggest terms populate in the search bar. Or search for products by category, product, industry, brand, eco & diversity products

## Ink & Toner Finder

Access the ink & toner finder under Products, Ink & Toner

- Search by cartridge model number, printer model number, Past Purchases, popular brands or Add My Printer to quickly find the compatible ink and toner

## Search Results

Add an item to your cart from search results to save time

- Use the left hand filter attributes to narrow your search results
- Check the “compare” box to do a side by side comparison of up to 4 items at a time
- Need it fast? Filter by “next-day eligible”

**Get It Fast**

All Next Day eligible  
 Pick up in store (21)

**Our Experts Suggest**

Product	Price	Action
NXT Technologies™ UC-1900 Professional Wireless Noise-Cancelling Stereo Headset, Black	\$289.99	Add to cart
NXT Technologies™ UC-5100 Speakerphone, Black	\$99.999.99	Add to cart
NXT Technologies™ UC-7000 Wireless Noise-Cancelling Stereo Headset, Black	\$309.99	Add to cart
NXT Technologies™ UC-1900 Professional Wireless Noise-Cancelling Stereo Headset, Black	\$99.99	Add to cart
NXT Technologies™ UC-4000 Noise-Cancelling Stereo Headset System	\$99.99	Add to cart

**Filters:**

- Category: All
- Brand: All
- Show Only: All
- Choose a rating: 4 stars and up
- Color Family: All
- Wireless Or Wired: All
- Headset & Microphone Type: All
- Audio Output: All
- Headset Design: All

## Product Page

Access the product page through by browsing categories or through a search.

- To view product details, specifications and reviews, click View Full Product Details
- To add an item to your cart, enter quantity and click Add, Review & Checkout or Continue Shopping
- To check the expected delivery date, enter the quantity you want and click Check Delivery Date.

**Open Market Buy**

**NXT Technologies™ UC-2000 Noise-Cancelling Stereo Computer Headset, Over-the-Head, Black (NX55445)**

View full product details

Qty: 1 **Add to cart**

Delivery: Check Delivery Date **\$49.99**

USA

**Details** | Specifications | Reviews/Q&A

**Review & Checkout**

[Add to list](#) | [Print to cart](#) | [Take a tour](#)

<b>Shipping &amp; Delivery</b>	<b>Accounting</b>	<b>Order Summary</b>
Shipping location Company name Street address City, State, Zip code  Edit address  Delivery date Choose your next available delivery date up to 120 days in the future. Next available: Select your delivery date	Budget Center - AccountStages 88023111 Change  PO - AccountStages  PO Review - AccountStages BC003 - SALES_001 Change	Items (4) \$140.93 <b>Total \$140.93</b>

Order will be paid through credit card

**Submit Order**

**4 items in cart**

**Please review before submitting your order**

**Important!**

Per your organization's request, some items in your cart have been replaced with your Preferred Product substitute. See below for specific details:

**Delivery**

**IOGEAR GCS22u 2-Port USB KVM Switch**

Item # 418152 | MPN # GCS22U

Qty: 1 @ \$28.29 x EA **\$28.29**

Delivery (Expected by: Tuesday, Jun 30, 2020)

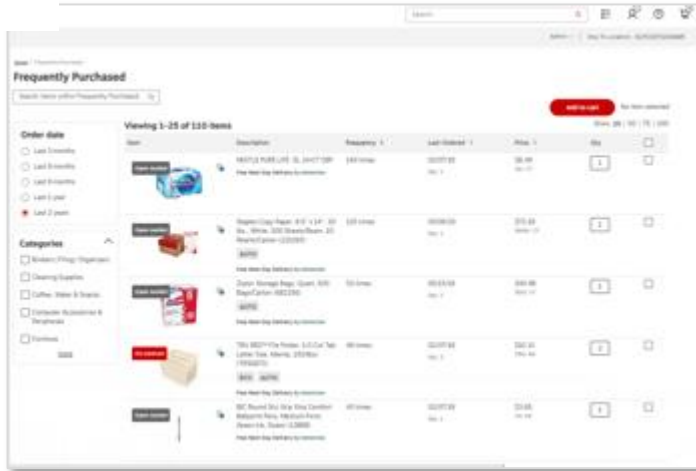
Packing slip note

## Your Shopping Cart

Review your order before you click submit

- Change quantities, add a packing slip note or remove an item
- Click Save for Later if you don't want to purchase now but want to easily purchase an item at another time
- Click Submit Order to complete your transaction

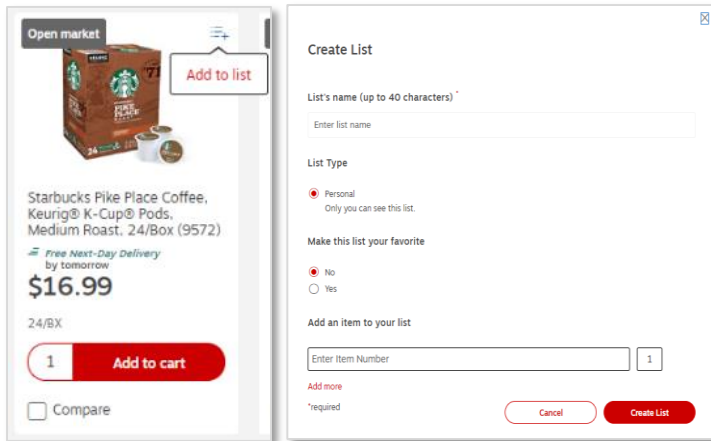
# Ordering Quick Tools



## Frequently Purchased

Easily reorder items by viewing your Frequently Purchased items from the Reorder navigation:

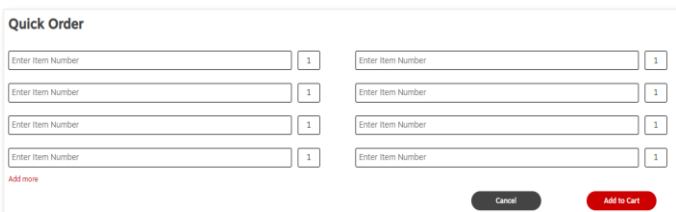
- Click Frequently Purchased
- Easily sort and filter items by order date or category
- Even add an item to your shopping list by clicking on the heart icon



## Shopping Lists

Create shopping lists for fast ordering from the Reorder navigation, product search results, product pages or your home page:

- Click lists or the “add to list” icon to create a list
- Create a name for your list
- Select personal or shared (note: only site administrators have access to set up, edit or delete a shared shopping list)
- Determine if it should be a favorite
- Add item numbers and click Create List



## Quick Order

Quick order up to 50 items at a time

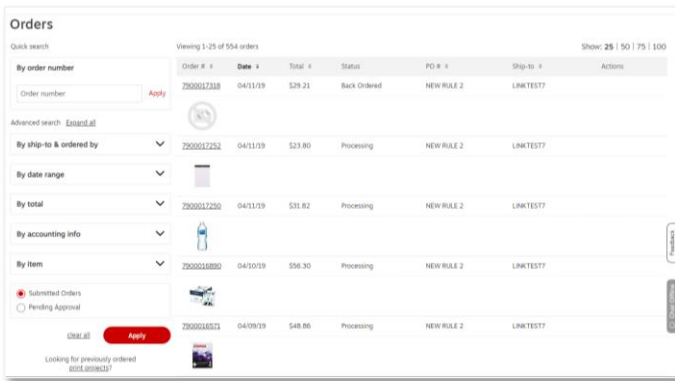
- Go to Account and use the drop down menu to click on Quick Order
- Enter the item numbers of the products you want to purchase, add to cart and submit

# Account Manage Orders



## Home Page

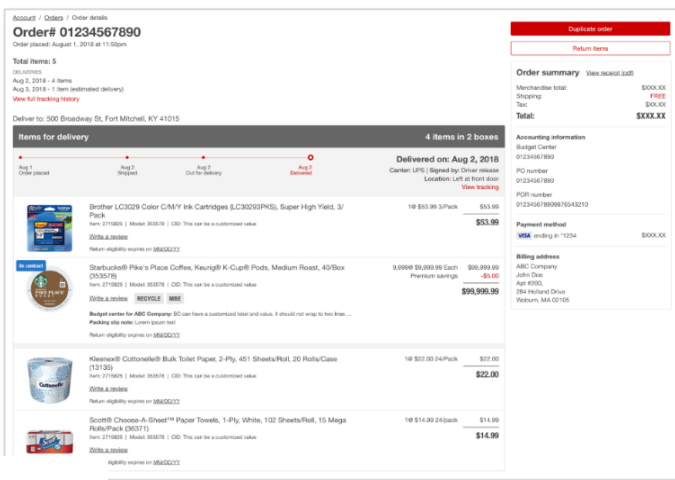
- View orders in progress on the delivery tracker or details on orders that have delivered
- Click View All to see additional orders and to go to the order details page



## Order Status & Tracking

Order status and order search are all on one page with advanced search

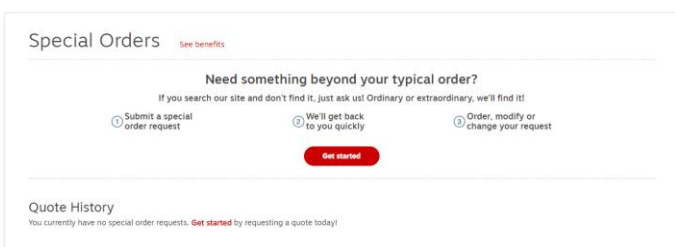
- Go to Account and click Orders
- Search and filter by Order #, Ship to, Ordered by, Date Range, Total, Accounting Info or Item
- Review up to 2 years of order history



## Order Details

- Click on View Tracking to see details at the summary level as well as the shipment level
- View delivery progress on the delivery tracker with the number of items in a box
- Easily reorder or make a return by clicking on Return an Item or Duplicate Order
- View order summary with accounting information, payment method and billing

Note: administrators can also view pending orders for their approval



## Special Orders & Quotes

Can't find what you need? From the ordinary to the extraordinary, our sourcing team will find and order it within your existing account, without a new vendor set up or rogue spend.

- Go to Help and click Special Orders & Quotes
- Submit a special order request by filling out the form
- We'll get back to you quickly with a quote
- Order, modify or change your request

# Help to Get Answers Fast

## Find everything you need in the Help Center

- Under Help click Help Center
- Simply search to find answers to your questions
- Or view Help Center topics

The screenshot shows the S&B Help Center interface. At the top, there is a breadcrumb trail: [Home](#) / [Help Center](#). Below this is the main heading "Help Center". The interface is divided into three main columns. The first column, "Manage Your Account", includes links for "Changing Your Password", "Managing Your Notifications", "Ordering Using a Shopping List", and "Managing Your Ship-To's". The second column, "Manage Your Orders", includes links for "Canceling an Order", "Viewing Order History", "Tracking an Order, Item or Shipment", and "Returning an Item". The third column, "Additional Resources", includes links for "Creating a Shopping List", "Obtaining or Renewing Tax Exempt Status", "Approving and Declining Orders", and "Ink & Toner Finder". Below these columns is a search bar labeled "Search the Help Center" and a "Help Center Topics" sidebar with categories like "Getting Started", "Managing Your Account", "Products & Services", "Ordering", "Shipping & Delivery", "Payment, Tax Exempt & Pricing", "Returns & Exchanges", and "Legal & Policies". A "Getting Started" section is also visible with dropdowns for "System Requirements", "Email Verification", and "Most Common Troubleshooting Steps". On the right side, there is a "Need an Expert?" section with a link to "Click here to email an Expert." and a "Feedback" button on the far right.

## Manage your Account

- Change your password
- Edit Your Profile
- Manage notification settings
- Use a shopping list

## Manage your Orders

- Check order status
- Search for orders
- Package tracking
- Return items

## Additional Resources

- Create a shopping list
- Obtain tax exempt information
- View orders submitted for approval
- Use the ink & toner finder