

A Guide to Imagestar.com

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I. Logging In / Account Options

A. Logging In

Click the “Log In” link on the homepage, then enter your Email Address and Password to enter Imagestar.com.

Email Address :
Password :
 [Forgot Password?](#)



[About SSL Certificates](#)

Change Password

Email Address: TOM@xsegroup.com
Current Password:
New Password:
Confirm New Password:

Passwords must be at least 6 characters and may contain only letters and numbers!

B. Changing your Password

To change your password, log in and click the “My Account” link located at the top of the page.

The new password must be at least 6 characters and may contain only letters and numbers.

II. Address Maintenance

Click “Address Maintenance” in the left navigation menu. This will allow you to add a new shipping address or edit an existing address. You cannot change your default shipping address from the website.

Add an Address

Enter the shipping address in the default form click the Add button.

Update an Address

Click the “Look Up Saved Addresses” link above the Default shipping address. All of your saved shipping addresses may be viewed by clicking on the appropriate tab or searching for the address on the “All” tab.

Click on the Company Name of the address you would like to edit to bring the address into the form. Make any necessary changes to the address and click the Update button to save your changes.

[Look Up Saved Addresses](#)

Default shipping address

Image Star
35 Philmack Dr.
Middletown, CT 06457

Attention Line :
*Company Name :
*Street 1 :
Street 2 :
*City :
*State : *Zip :

(* required fields)

and

III. Searching For Product

There are three methods available to search for product: Quick Search, Advanced Search and Availability/Speed Order. Appendix A contains search tips which are also available by clicking on the “Search Tips” link to the left of the Shopping Cart Viewer in Search Results.

A. Quick Search

Quick Search allows you to search for product using a single search pattern. This search will attempt to find an exact match for the information you enter in the field at the top of the left navigation menu. Enter a product number or model number for the best results.

B. Advanced Search

Advanced Search provides multiple fields to narrow your search. Click “Advanced Search” in the left navigation menu to reveal the

This search will only return results that match **all** of the information provided.

See the Search Tips for help with using the Advanced Search.

Advanced Search

Supply Type

Supply Manufacturer

Machine Manufacturer
Select
or Enter

Part Number

Machine Model Number

Description

GO

C. Search Results

The Search Results will only display the first 40 results from your search. You can click on a supply manufacturer at the top of the results to display only results from that manufacturer. If you are having difficulty finding a particular product, click on the “Search Tips” link to the left of the Shopping Cart Viewer.

Add an Item to the Shopping Cart

Enter the desired quantity in the Order Qty field and click the Add button in the Add to Cart column. See **IV. Shopping Cart** for more information.

Search Results [Search Tips](#)

Search results for: C3909
Click on a supply manufacturer to filter results
[Hewlett Packard](#) [Premium Compatible](#) [Ultra Premium Compatible](#) [Economy Compatible](#) [Remanufactured](#)

Part #	Supply Manufacturer	UOM	Price	In Stock	Order Qty	Add to Cart
C3909A;HEW	Hewlett Packard	EA	154.73	47	<input type="text"/>	Add
No. 09A Microfine Black Toner Cartridge LaserJet 5Si, 5SiMX, 5SiNX, 8000 Series						
C3909X;HEW	Hewlett Packard	EA	158.23	37	<input type="text"/>	Add
No. 09X High Yield Toner Cartridge HP LaserJet 5si, 8000 Series (36/Pallet)						
C3909A;CPT	Premium Compatible	EA	35.37	124	<input type="text"/>	Add
Elite 3 Premium Compatible Black Toner Cartridge LaserJet 5Si, 5SiMX, 5SiNX, 8000 Series						
C3909A;MICR;CPT	Premium Compatible	EA	74.60	20	<input type="text"/>	Add
Elite 3 Premium Compatible MICR Black Toner Cartridge LaserJet 5Si, 5SiMX, 5SiNX, 8000 Series						
C3909X;CPT	Premium Compatible	EA	49.78	15	<input type="text"/>	Add
Elite 3 Premium Compatible High Yield Toner Cartridge HP LaserJet 5si, 8000 Series						
C3909A;PRM	Ultra Premium Compatible	EA	49.21	53	<input type="text"/>	Add
Elite 3 ULTRA Premium Compatible Black Toner Cartridge LaserJet 5Si, 5SiMX, 5SiNX, 8000 Series						
C3909A;ECO	Economy Compatible	EA	32.43	20	<input type="text"/>	Add
Elite 3 Economy Compatible Black Toner Cartridge LaserJet 5Si, 5SiMX, 5SiNX, 8000 Series						
C3909AR;REM	Remanufactured	EA	31.90	8	<input type="text"/>	Add
Remanufactured Black Toner Cartridge LaserJet 5Si, 5SiMX, 5SiNX, 8000 Series						
C3909ARE;REM	Remanufactured	EA	33.17	22	<input type="text"/>	Add
Economy Remanufactured Black Toner Cartridge HP LaserJet 5Si, 5SiMX, 5SiNX, 8000 Series						
C3909ARM;REM	Remanufactured	EA	61.92	4	<input type="text"/>	Add
MICR Remanufactured Black Toner Cartridge LaserJet 5Si, 5SiMX, 5SiNX, 8000 Series						

Page 1 of 2 Total Items: 11

SHOPPING CART VIEWER

You have 0 item(s) in your cart.

Item Number	Quantity
Total: \$ 0.00	

[Proceed to Checkout](#)

Now Available!

Elite 3 Premium [UG3313;CPT](#)

IV. Shopping Cart

Shopping Cart

Shopping Cart						Value Priced Options		What's this?
Part #	Qty	Qty	Est.	Est.	Price	Price	Part #	Price
<input type="checkbox"/> UG3313;CPT	1	1	12/31/06	66.95	\$66.95			

[Delete Checked Items](#) [Update Quantities](#) Subtotal: **\$66.95** Value Priced Savings Potential: **\$0.00**

[Checkout](#)

The Shopping Cart provides you with a summary of your order and gives you a final opportunity to select any Value Priced Options prior to final Checkout.

Update Cart

To change the order quantity, edit the quantity in the Qty Ord field to the right of the Part Number and click the "Update Quantities" link. To delete an item from the Shopping Cart, check the box to the left of the part number and click the "Delete Checked Items" link.

Value Priced Options

Value Priced Options are compatible products that offer significant savings over OEM products. If an item has a Value Priced Option, it will be displayed to the right of the item in the Value Priced Options section. To replace the item in your cart with a Value Priced Option, click the Replace icon to the right of the item. Click on the Add icon to add a single Value Priced Option to your cart without replacing any of the items currently in your cart.

When you are finished editing your Shopping Cart, click the Checkout button to advance to this shipping options.

V. Submitting Orders/Payment Process

A. Shipping Information

Shipping Address

Enter a new shipping address for your order in the fields provided or use a previously saved address by clicking on the "Look Up Saved Addresses" link.

You can save a new shipping address by checking the box next to "Save to Address Book" before clicking the Continue button.

Purchase Order Information

Enter your Purchase Order information. Please note that your PO Number will be used as the Drop Ship PO Number if one is not provided.

Shopping Cart > Shipping Information

Shipping Information

Shipping Address

[Look Up Saved Addresses](#)

* Company Name: IMAGE STAR

* Street 1: 35 PHILMACK DR.

Street 2:

* City: MIDDLETOWN

* State: CT * Zip: 06457 Save to Address Book

Purchase Order Information

Attention Line: FOR TOM

* Your PO Number: 123456789

Drop Ship/End User PO Number:

(If you do not designate a drop ship PO, your PO will appear as the drop ship PO)

[Continue](#)

(* required fields)

Please verify your information before clicking the Continue button.

B. Shipping Charge

Select a carrier and service combination from the Change Freight drop down menu. Click the link below the drop down menu to view freight weight restrictions and cut-off times.

[Shopping Cart](#) > [Shipping Information](#) > Shipping Charge

Shipping Charge

Shipping Address

Attn: FOR TOM
IMAGE STAR
35 PHILMACK DR.
MIDDLETOWN, CT 06457
PO # 123456789

Shipping Options

Change Freight [Weight Restriction and Freight Cut Off Times](#)

Order Total	
Product Total	66.95
Freight	8.35
Total	\$75.30
Total Weight	5

C. Order Review

Order Review displays a summary of the order as it will be submitted. You can click the links above the blue Order Review tab to edit your order.

Please verify the order information before clicking the Submit Order button. Clicking the Submit Order button will submit your order.

[Shopping Cart](#) > [Shipping Information](#) > [Shipping Charge](#) > Order Review

Order Review

Part #	Qty Ordered	Qty B/O	Est. Due Date	Price	Extended Price
UQ3312CPT	1	1	12/01/06	66.95	\$66.95

Order Total	
Product Total	66.95
Freight	8.35
Total	\$75.30

Ship To Address

Attn: FOR TOM
IMAGE STAR
35 PHILMACK DR.
MIDDLETOWN, CT 06457
PO # 123456789

Billing Address

IMAGE STAR
35 PHILMACK DR.
MIDDLETOWN, CT 06457
PO # 123456789

D. Order Payment & Completion

You may be prompted for payment information, depending on the terms of your account with Image Star. Your order number will be displayed once the order is submitted. An email confirming your order will be sent to your login address.

THANK YOU FOR YOUR ORDER

All orders placed before freight cut-off times will be shipped the same day.

An email confirmation has been sent to: **TOM@xsegroup.com**

Your order number is: **1216896**

VI. Order Search

Order Search allows you to search for any orders placed on your account. Click on Order Search in the left navigation menu to display the available search criteria. **Tip:** Enter as much information as possible for a quicker search.

Order Search Results								
Order #	PO #	Amount	Order Date	Ship Date	Invoice #	Status	Ship To Name	Ship To PO
1216896	123456789	75.30	05/10/06			Open	IMAGE STAR	123456789

Order Search

PO Number

Order Number

Invoice Number

Status

Ship to Name

Ship to PO

From Date

To Date

GO

A. Order Detail

Clicking on any Order Number throughout the website will bring you to the Order Detail. From here, you can click on an active link (Part Number, Shipment Number or Invoice Number) to view the corresponding Detail page.

Order Detail										
Order Number: 838559		Order Date: 10/12/04		PO Number: 1011204		Ship to PO: .				
Freight Carrier: DHL		Freight Service: Next Day		Payment Method: CC						
Ship To:										
IMAGE STAR 35 PILMACK DR. MIDDLETOWN, CT 06457 ATTN: FOR TOM PO # 1011204										
								Order Total		
								Product Total	138.95	
								Freight	10.09	
								Total	\$149.04	
Part #	Qty Ord	UOM	Qty Ship	Qty B/O	Shipment #	Invoice #	Ship Date	Unit Price	Ext Amt	Status
8932602,MNL	1	CT	1	0	727057	757002	10/12/04	138.95	\$138.95	Shipped

B. Invoice Detail

Clicking on any Invoice Number throughout the website will bring you to the Invoice Detail. Like in the Order Detail, clicking on any active link will bring you to the corresponding Detail page.

Invoice Detail							
Image Star Invoice							
Remit To: Image Star P.O. Box 18183 Bridgeport, CT 06601-2983 Phone: (888) 632-5515 Fax: (888) 635-7479			Invoice # 757002 PO #: 1011204 Order #: 838559 Invoice Date: 10/12/04 Terms: Net 30 Customer #: 7793 Drop Ship PO#: .				
Bill To: IMAGE STAR 35 PILMACK DR. MIDDLETOWN, CT 06457 PO # 1011204			Ship To: IMAGE STAR 35 PILMACK DR. MIDDLETOWN, CT 06457 ATTN: FOR TOM PO # 1011204				
Part Number	Qty Shipped	UOM	Ship Date	Unit Price	Ext. Amt	Shipment #	
8932602,MNL	1	CT	10/12/04	138.95	\$138.95	727057	
						Order Total	
						Product Total	138.95
						Freight	10.09
						Total	\$149.04

[Printable Format Popup](#)

C. Order Tracking

Clicking on any Shipment Number will bring you to the Order Tracking screen. To see the shipment status your order, click on the Tracking Number.

Order Tracking

Order Number: 0645706 Order Date: 05/12/06 PO Number: 7560457 Ship To PO: 1116357

Ship To:
Image Star
35 Pilmack Dr.
Middletown, CT 06457
ATTN Eric

Product Total: 77.69
Freight Charge: .00
Order Total: \$77.69

The following items were in this order:

Item Number	Quantity Shipped	UOM	Ship Date	Shipment Number
FO50ND,SHR	1	EA	05/12/06	7546006

This order was shipped on these tracking numbers. Click on any of the numbers for detailed delivery information.

Shipment Number	Tracking Number	Carrier	Weight
7546006	11163571156	ABX	2.0

VII. Requesting a Return Authorization

Click Request RA from the left navigation menu to enter a request. Enter the order number in question and click the Go button.

Request RA

Order Number

GO

All qualifying items on the order will be displayed. You may select an item by checking the box to the left of the part number. Enter the quantity to be returned in the Return Qty field. This quantity may not exceed the Shipped Qty. Select a reason for your return request from the "Reason for Request" drop down menu. Finally, add a detailed description of the problem in the "Comments" field below the order line items.

Request for Return Authorization

Return Item	Shipped Qty	Return Qty	Reason for Request	Item Received in Error
<input type="checkbox"/> 8932602;MNL	1	0	<input type="text"/> <ul style="list-style-type: none"> Defective Damaged Packaging Wrong Item Overstock Ordered Incorrectly 	

Comments :

Submit

If you have any questions, please e-mail us at CustomerService@imagestar.com

Click the Submit button after verifying your request information. An email will be sent to your login address with your return details.

VIII. Backorder Report

To view a summary of all backordered items on your account, click Backorder Report from the left navigation menu.

Backorder Summary

Order Number	Customer PO	Drop Ship PO	Date Ordered	Item Number	UOM	Order Qty	B/O Qty	Unit Price	Estimated Ship Date
1216896	123456789	123456789	05/10/06	UG3313;CPT	EA	1	1	66.95	12/31/06

[Output to Excel](#)

You can view and save the Backorder Report in Microsoft Excel by clicking the "Output to Excel" link on the right, just under the report.

IX. Account Summary

The Account Summary (shown below) contains your company's account details. Only the Administrator and users with the Finance or All role can view this information.

The line items in the Account Summary only include open invoices. You can search for any paid invoices using the Order Search.

Note: All Account Summary information is accurate as of the *previous business day*. The information does not include any of the current day's activities (orders, etc.).

Account Summary									
Account Number: 98765					Account Name: IMAGE STAR				
Credit Limit: 100,000.00					Credit Available: (1,094.39)			Terms: Net	
Aged Trial Balance				Days Past Due					
	Total Due	Current		1-30	31-60	61-90	91+		
	101,094.39	(7,344.73)		00	40,793.34	63,830.64	3,815.14		
Information current as of May 09, 2006									
Doc Type	Doc #	Doc Date	Due Date	Original Amt	Open Amt	Order #	PO #	Days Past Due	
Invoice	990728	11/02/05	12/02/05	243.64	243.64	1116392	TOM	159	
Credit	1015913	12/09/05	12/09/05	(15.38)	(15.38)	1146394	TOM	0	
1									
Page 1 of 1 Total Items: 2									

Output to Excel 

Appendix A. Search Tips

If your search results do not contain the item you are searching for, try adding or removing spaces, dashes and other punctuation.

Add a space: '970 CXI' instead of '970CXI'

Add a keyword: 'LaserJet 1200' instead of '1200'

Remove a dash: 'KXCL500' instead of 'KX-CL500'

Remove a period: 'No 56' instead of 'No. 56'

Quick Search

The Quick Search function will attempt to match your criteria against the following groups in the order they appear: Part Number, Part Description, Supply Manufacturer, Machine Manufacturer, Machine Model Number, and Supply Type.

If your criteria return any results from the first group, it will not search the second group and so on.

Here is an example of refining a search for the LaserJet 1200:

Enter 1200 in the Quick Search field. Your search results will only include items with 1200 in the part number, such as 01620**1200**;TKT. Since your criteria returned results from the Part Number group, the search ended and displayed the available results. To return results for the LaserJet 1200, enter 'LaserJet 1200' in the Quick Search field.

If the Quick Search function does not display the item you are looking for, try the Advanced Search.

Advanced Search

The Advanced Search allows you to perform a refined search based upon specific criteria. In order for a part number to qualify as a result, it must satisfy all criterion requirements.

For example, entering 51644 in Part Number will return 51644C;HEW, 51644M;HEW and 51644Y;HEW, which are cyan, magenta and yellow cartridges, respectively. All three parts match the Part Number criterion and are displayed in the Search Results. However, if you enter 51644 in Part Number and 'cyan' in Description, 51644C;HEW will be the only result because it is the only part of the three that matches both the Part Number and Description criteria.

Machine Manufacturer may either be chosen from the drop down list or entered in the field below the drop down list. The text field always takes precedence over the drop down list in a search.

Availability/Speed Order

Availability/Speed Order attempts to match the entire part number.

For example, entering UG3313 will return UG3313;PAN. However, entering UG331 will return a Not Found message. If you do not know the entire part number, you should refine your search with Quick Search or Advanced Search.