



# USER GUIDE

eCommerce Reference Guide

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INTERNAL EMPLOYEE USE ONLY

# Sales & Operations Portal

You can access all the information you need to stay connected with Envoy Solutions through our easy-to-use eCommerce platform. Browse the Envoy Solutions product catalog, access safety data sheets, look up prices, create your own custom order guide, manage your employees and budgets, place orders and receive confirmation - all via a convenient and quick interface.

Reduce transaction costs. Start ordering online today with these simple steps!



[shop.envoysolutions.com](https://shop.envoysolutions.com)





# Customer Instructions

To successfully implement the instructions provided in this user guide, please sign in to your Envoy Solutions account at [shop.envoysolutions.com](https://shop.envoysolutions.com)

# Customer Facing: Accessing Your Account

## Logging Into Your Account

[ 1 - 3 ] Enter your username and password in the appropriate fields. The username will be the email address associated with your account. Next, click the 'Sign In' button to log in.

## Forgot Password Reset

[ A - C ] Click the 'Forgot Password?' link, then enter the email address associated with your account in the 'Username' field. Next, click the 'Submit' button. A password reset email will be sent to the email address you entered.

**Note:** If there is no account associated with the email address entered, you will receive an error notification: "Something went wrong, please try again or contact us at 800-992-3430."

Sign In

Username  
brenathia.tenner@bradyplus.com 1

Password  
\*\*\*\*\* (show) 2

Remember Me

[Forgot password?](#) A

3

Welcome to the shopping portal for Envoy Solutions!

**For existing customers:**  
Please reference this [FAQ](#) page to get started.

**For new customers:**  
Please [contact us](#) to get setup.  
For any issues logging in or general inquiries, please [contact us](#).

ACCOUNT RETRIEVAL

Forgotten your password?

Enter your user name or email address and we'll email you instructions on how to reset your password.

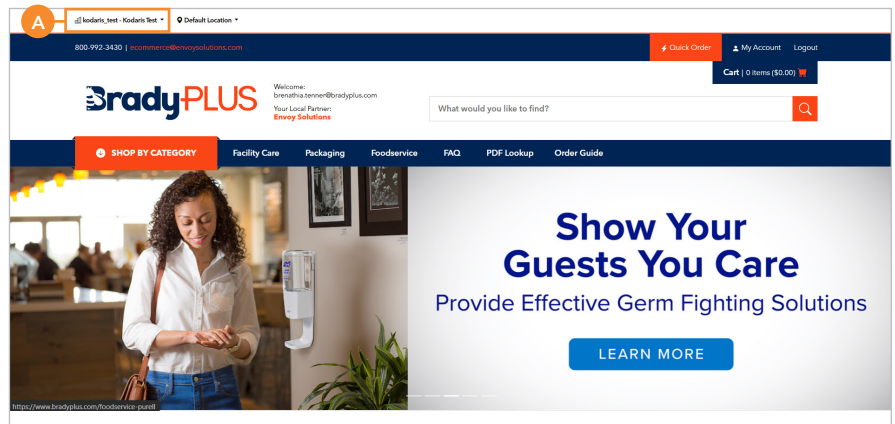
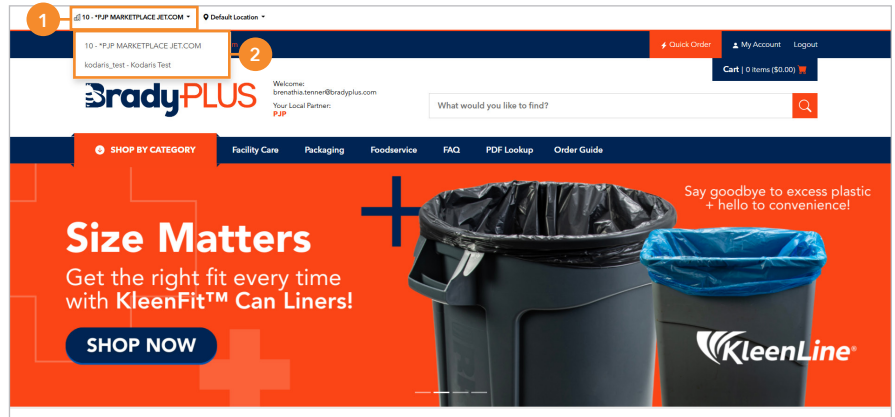
Username  
brenathia.tenner@bradyplus.com B

C

Still having trouble? Give us a call at 800-992-3430.

## Customer Facing: Selecting a Ship-To

[ 1 - 2 ] In the upper right corner of the website screen, click the location. If multiple Ship-To locations are available, they will appear in a drop-down list. Select the desired Ship-To location, and the newly selected Ship-To will then display in the upper right corner of the screen, as shown in example A.



# Customer Facing: Browsing for Products

## Searching for Products by Category

[ 1 - 3 ] To explore products on the website, click the 'Shop by Category' tab. There are three available categories:

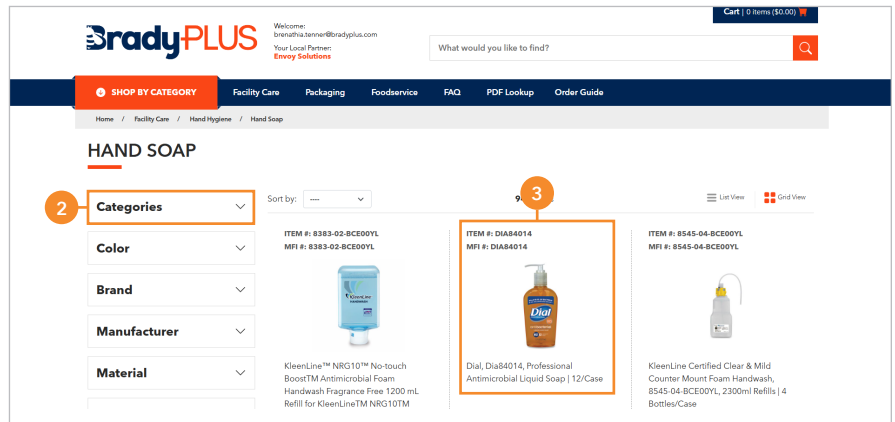
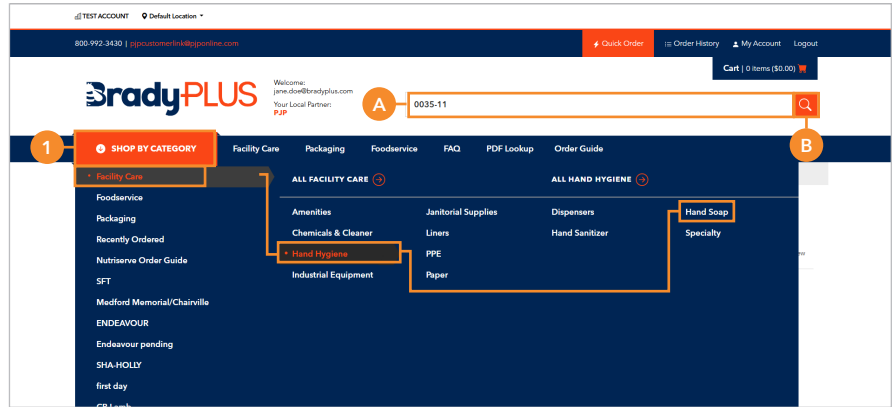
- Facility Care
- Foodservice
- Packaging

Each category may contain additional subcategories. Choose the subcategory that corresponds to the item you wish to view. Once the items associated with the selected categories are displayed, you may continue to narrow your search using the filter options. When the desired product is visible, you can select it to view its product page.

## Searching for a Product Using the Search Bar

[ A - B ] Enter the item keyword(s), manufacturer item number, or item number in the search field, and then click the 'search' icon. The items related to your search will then be displayed.

**Note:** If an order guide is assigned to your account, it will be listed underneath the 'Shop by Category' tab.





# Customer Facing: Viewing Product Details

**Note:** For details on how to search or locate a product, refer to page 30.

## Adding an Items to the Cart

[ 1 - 2 ] To add items to the cart, enter your preferred quantity, then click the 'Add to Cart' button.

## Adding an Item to the Shopping List

[ 3 ] To add items to a shopping list, click the 'Add to Catalog' button, and then select the list you would like to add the item to.

**Note:** If customers or companies don't have a catalog, the 'Add to Catalog' button will display as 'Add to List,' and users will have the ability to create a new list.

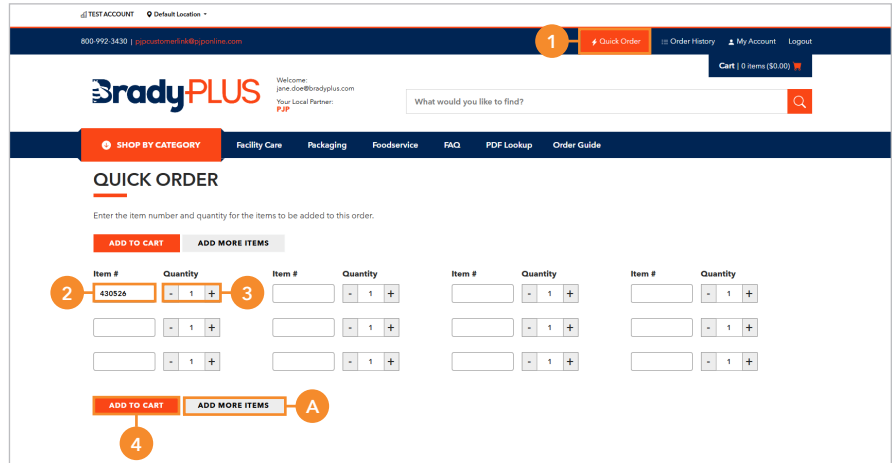
## Product Details and Resources

[ 4 - 5 ] To view product information, images, descriptions, and specifications, click 'Product Details.' To view SDS sheets or related documents, click 'Resources.' The information will be presented as shown in Example 5.

The screenshot displays the BradyPLUS website interface for a product page. At the top, there is a navigation bar with a 'SHOP BY CATEGORY' menu and links for Facility Care, Packaging, Foodservice, FAQ, PDF Lookup, and Order Guide. The main content area features a product image of a KleenLine foam handwash dispenser. To the right of the image, the product title is 'KLEENLINETM NRG10TM NO-TOUCH FOAM HANDWASH DISPENSER, GRAPHITE, 1 CT GRAPHITE TOUCH-FREE DISPENSER FOR 1200 ML KLEENLINETM NRG10TM TOUCH-FREE HAND SOAP REFILLS'. Below the title, there are fields for 'Manufacturer Item Number', 'Item Number', and 'Pack Size'. A quantity selector (1) is positioned above the 'ADD TO CART' (2) and 'ADD TO CATALOG' (3) buttons. Below these buttons are two tabs: 'PRODUCT DETAILS' (4) and 'RESOURCES'. At the bottom left, there is a link to a 'KLEENLINE FOAM HANDWASH BROCHURE' (5) with a document icon. The right side of the page contains promotional text: 'In Stock', 'FREE SHIPPING On your Scheduled Delivery Days', 'THOUSANDS of Items IN STOCK and READY to GO!', and 'Have a Question about this Item? Call our Customer Care team at 1-800-992-3430 option 3 or email us at customercare@bradypplus.com'.

# Customer Facing: Placing a Quick Order

[ 1 - 4 ] Click 'Quick Order' located in the upper right of the screen. Enter the product number in the 'Item #' field and the required quantity in the 'Quantity' field. If additional fields are needed, click the 'Add More Items' button, as shown in Example A. Once all items have been added, click the 'Add to Cart' button.



# Customer Facing: Employee Management

**Notes:** To access this information, the user must have the 'Company Admin' role.

**Navigating to Employee Management [ 1 - 3 ]** Click 'My Account,' then select 'Employees' from the navigation menu. Next, click the right-pointing arrow associated with the user you wish to edit.

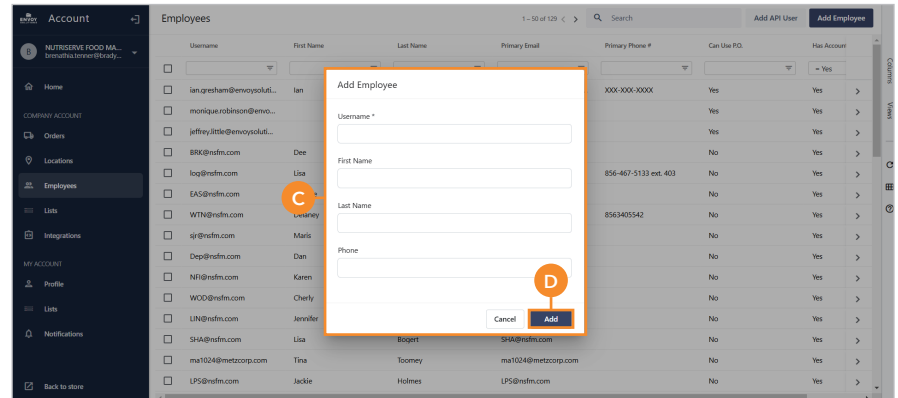
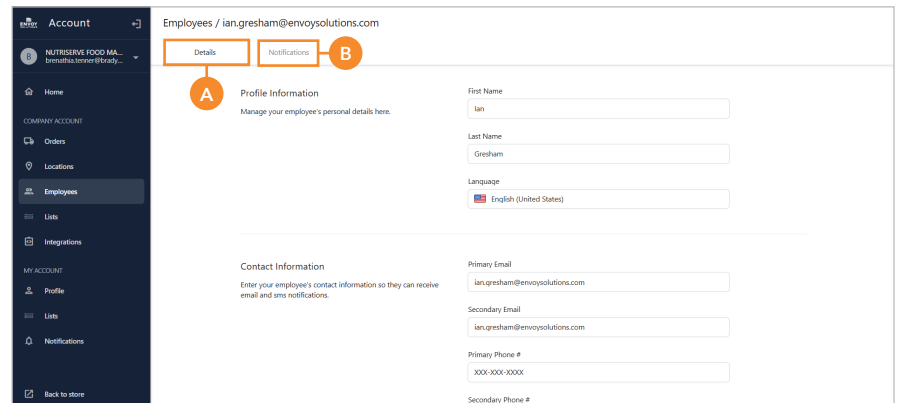
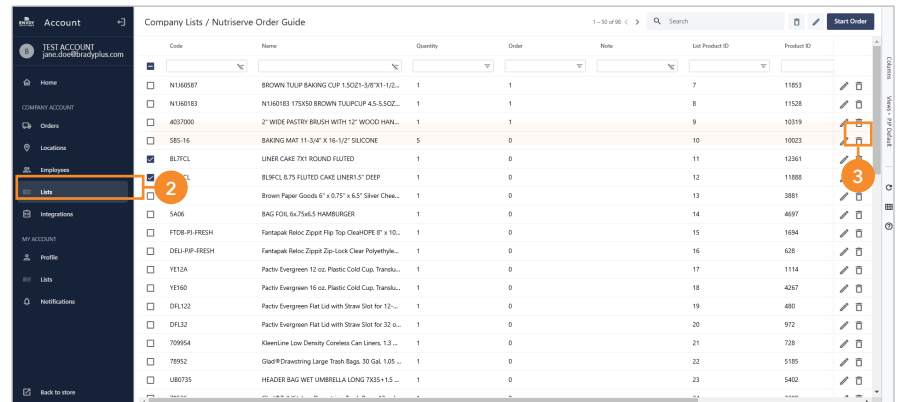
## Modifying Employee Details

You can modify the employee details listed below by selecting the 'Details' tab:

- Profile Information
- Contact Information
- Address
- Employment
- Ordering Options
- Account Access
- Permissions

## Modifying Employee Notifications

To modify the employee notifications, click the 'Notifications' tab. Then, select or deselect the notifications you wish to assign or remove from the employee.





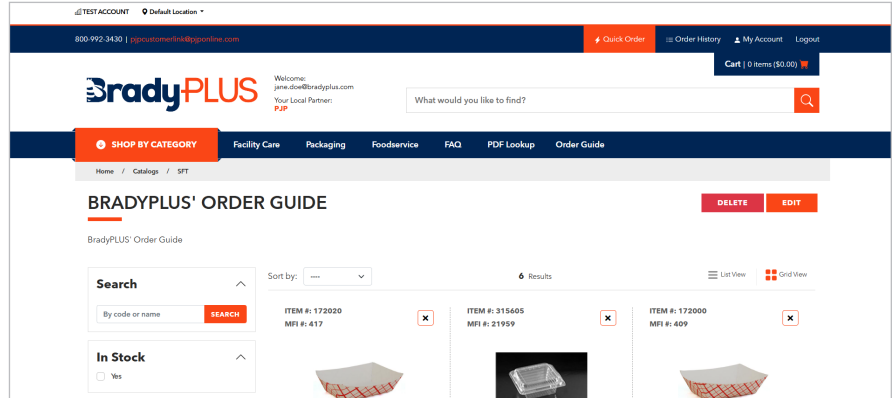
# Customer Facing: Viewing NPL/Order Guides

[ 1 - 2 ] Hover over 'Order Guide' in the sub-header menu and select the desired order guide name. Once selected, all items in the order guide will be displayed.

**Notes:** If your order guide is a restricted NPL/guide, you will only be able to order items shown on the order guide(s). Therefore, when browsing the 'Shop By Category,' restricted items will not be eligible to add to the cart and will display:

*"This item is restricted on your account. Please contact your sales representative for more information."*

*If you need to add or remove an item from an NPL/guide, please reach out to the company's sales representative.*





# Customer Facing: Spend Management

[ A ] If your account is set up to use Spend Management/Budgets, you will see this feature at the top of every page. It displays your current limit based on the specified time period and the amount you have spent within that period. If you have multiple ship-to locations with different budgets, these will adjust as you select different locations from the top menu. The budget will update regardless of where the order was placed. To update your current spend management amounts or time period, please contact your sales representative.



# Customer Facing: Placing an Order

## Viewing Items In the Cart

[ 1 - 2 ] Click the 'Cart' icon. If modifications to the order are needed, make the adjustments and then click 'Next' to proceed. Please refer to page 38 to continue selecting your shipping and address information.

- **Modifying an Item Quantity**

[ A ] To adjust the item(s), enter the required amount in the quantity field.

- **Removing an Item From a Cart**

[ B ] To remove an item from the cart, click the 'Remove' button associated with the item.

- **Adding a Note To a Item**

[ C ] To add a note to an item, click the 'Add a note' link. Enter the note in the available field and then click the 'Save' button. If you wish to remove a note, select the note, delete the text, and then click the 'Save' button.

- **Add Notes to the Order**

[ D ] If additional notes are needed for this order, enter them in the 'Order Notes' field.

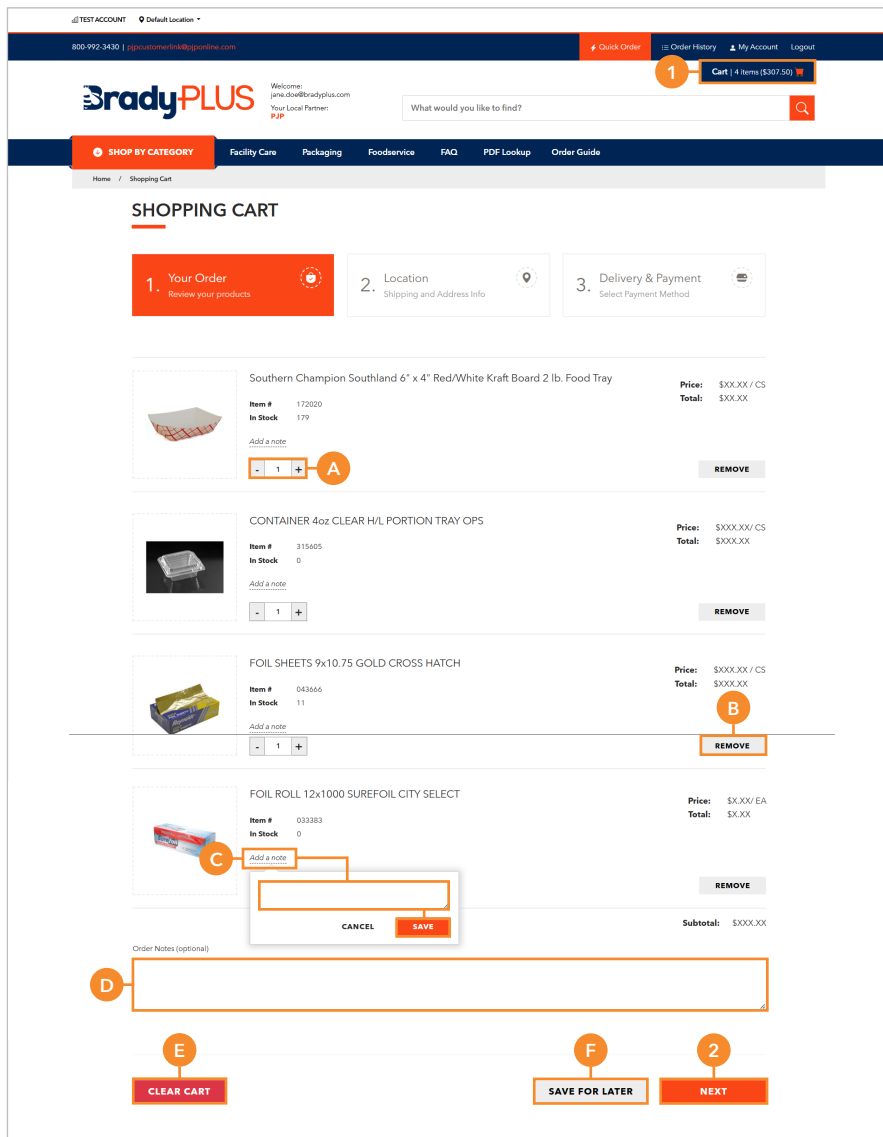
- **Clear the Cart**

[ E ] To clear all items from the cart, click the 'Clear Cart' button.

- **Save For Later**

[ F ] To save the items for later, click the 'Save for Later' button.

**Note:** To view saved orders select 'My Account' and then click 'Orders'



# Customer Facing: Placing an Order

## Verifying Billing and Shipping Information

[ 3 - 5 ] Verify that the 'Billing Address' and 'Shipping Address' information is correct. To select a different shipping location, refer to example G. If any required fields are not filled, enter the necessary information. Once you have verified that the billing and shipping addresses are correct, click the 'Next' button to proceed.

## Delivery & Payment

[ 6 - 7 ] Select a delivery date year, month, and day, then select a payment method. Then click the 'Place Order With....' button.

**Note:** The 'Place Order With' button may vary depending on the account terms and agreements.

**SHOPPING CART**

1. Your Order  
Review your products

2. Location  
Shipping and Address Info

3. Delivery & Payment  
Payment Method

4

**Billing Address**

Search for a billing address  
NUTRISERVE FOOD MANAGEMENT

Company  
NUTRISERVE FOOD MANAGEMENT

First Name Last Name  
Jane Doe

Email Phone #  
jane.doe@bradyplus.com xxx-xxx-xxxx

Country  
United States

Street Address  
PO BOX 297

Appt / Suite #

City State Postal Code  
Burlington New Jersey 08016

Shipping same as billing

3

**Shipping Address**

Search for a shipping address  
Benjamin Bancker Preparatory(Bbp)

Company  
Benjamin Bancker Preparatory(Bbp)

First Name Last Name  
Jane Doe

Email Phone #  
jane.doe@bradyplus.com

Country

Street Address  
11 South Sunset Road

Appt / Suite #

City State Postal Code  
Willingboro NJ 08046

G

5

PREVIOUS NEXT

1. Your Order  
Review your products

2. Location  
Shipping and Address Info

3. Delivery & Payment  
Select Payment Method

6

**Shipping and Delivery**

Your order will be delivered on your scheduled Delivery Day. Orders under 8 cases will be shipped via FEDEX and may arrive 1-3 days after placing your order.

Please, note that available delivery days are: **Monday**.

Requested Delivery Date  
2025 February 03 - Monday

7

**Pay with PO**

Please enter purchase order below if required and click place order.

Purchase Order

**PLACE ORDER WITH PO**

**Order Totals**

Price, availability, shipping and taxes are not final until you submit your order.

Subtotal	\$XXXX
Shipping & Handling	\$XXXX
Estimated Tax	\$XXXX
Add'l Charges	\$XXXX
Extra Charge	\$XXXX
<b>Grand Total</b>	<b>\$XXXX</b>

Is there a minimum for delivery?

Can I get my order delivered the next day?

What if I need to add to an order that was already submitted?

# Customer Facing: Viewing Order History

## View Order History Details

[ 1 - 3 ] To view order details, click on 'My Account' in the main menu. Next, select 'Orders' from the left navigation menu. Enter either the 'Web #' or the 'ERP #' in the search field and press enter. You can then click on the corresponding order number to access the order details.

## View Recently Purchased Items

[ A ] To view your recently purchased items, please select 'Order History' from the main menu, as illustrated in Example A.

The screenshot displays the BradyPLUS website interface. At the top, there is a navigation bar with 'Quick Order', 'Order History', and 'My Account' (marked with a circled '1'). Below this is a search bar and a promotional banner for 'NOVOLEX Cutlerease® Countertop Cutlery Dispenser'. The main content area shows the 'Account' section on the left and the 'Orders' table on the right. The 'Orders' table has a search bar (marked with a circled '2') containing '4512990'. The table lists two orders, with the second one (ERP # 50-1662014) selected (marked with a circled '3').

Web #	ERP #	Company Name	Status	Purchase Order	Total
4512990					
4512990	50-1662014	NUTRISERVE FOOD MAN...	Ordered		\$536.30



# ENVOY SOLUTIONS

## Partnering for Success.

Envoy Solutions is a leading national distributor and solution provider focused on JanSan, foodservice, and industrial packaging. We are driven to make customers more successful and operations more productive and sustainable. We offer Supplies + Support: Premium brands, expert advice, and exceptional customer experiences. Our 6,000 associates have a passion for delivering innovative solutions for the business challenges of today and tomorrow. Together, we serve over 100,000 customers nationwide in end markets, including education, government, healthcare, hospitality, restaurants, building services, food packaging & processing, and grocery.

For more information, visit [BradyPLUS.com](https://www.BradyPLUS.com)