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eSTORE

COWORKER USER GUIDE



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INTRODUCTION TO ESTORE

Welcome to Rent-A-Center's eStore – your one-stop-shop for purchasing supplies for your store! You'll find a variety of products from different departments like Marketing, Operations, HR, Benefits Plus, and more.

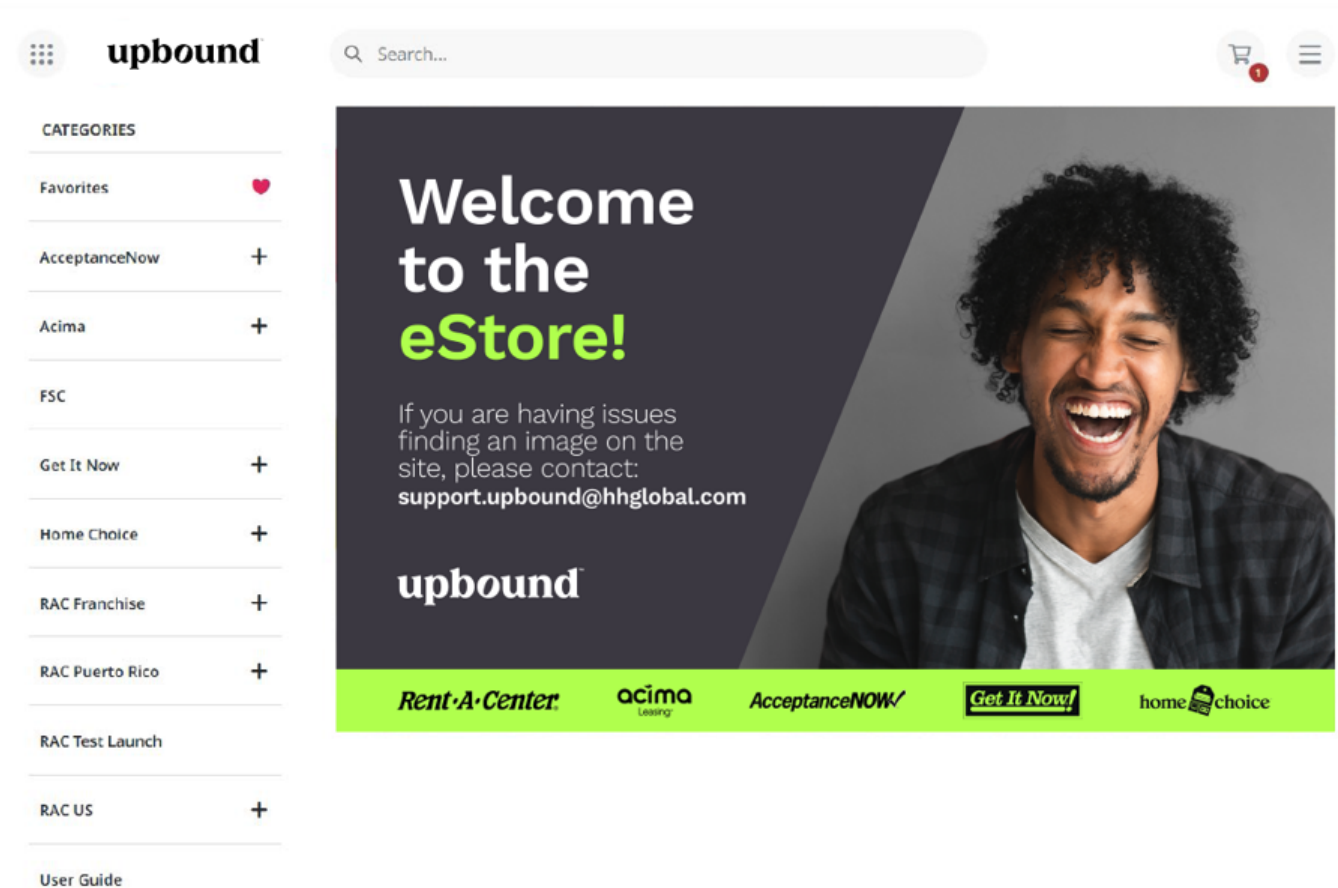
Use this guide to help navigate your way around the eStore: placing orders, configuring items, or what to do if items are out of stock.

For any questions or concerns not addressed in this guide, please contact: support.upbound@hhglobal.com.

USING THE ESTORE

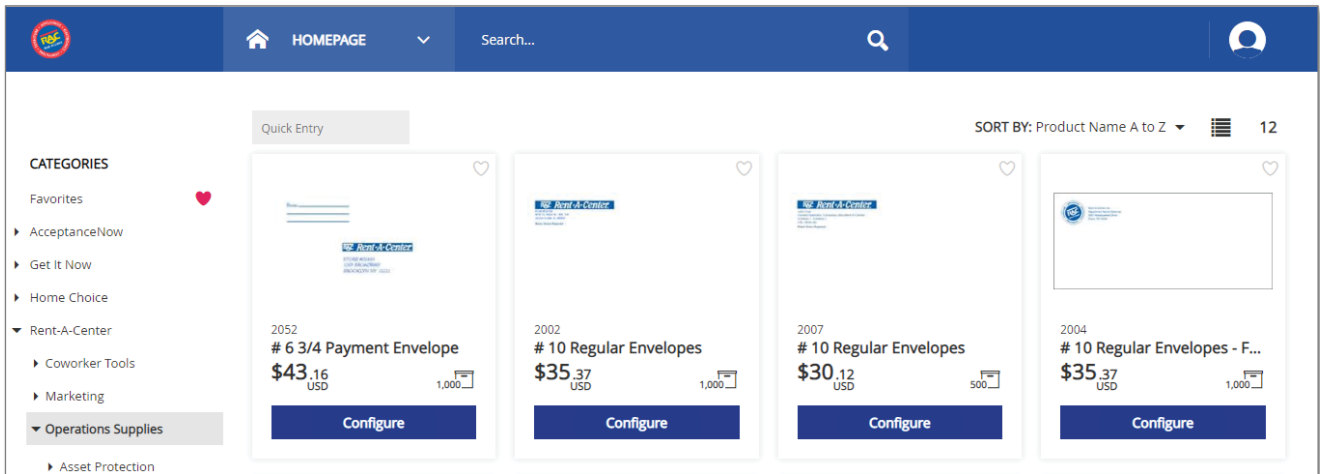
Browsing the Catalog

After logging in via Coupa, you can browse through the **CATEGORIES** on the left side of the screen, or enter a keyword or SKU in the **search** field at the top of the screen to find a specific item.

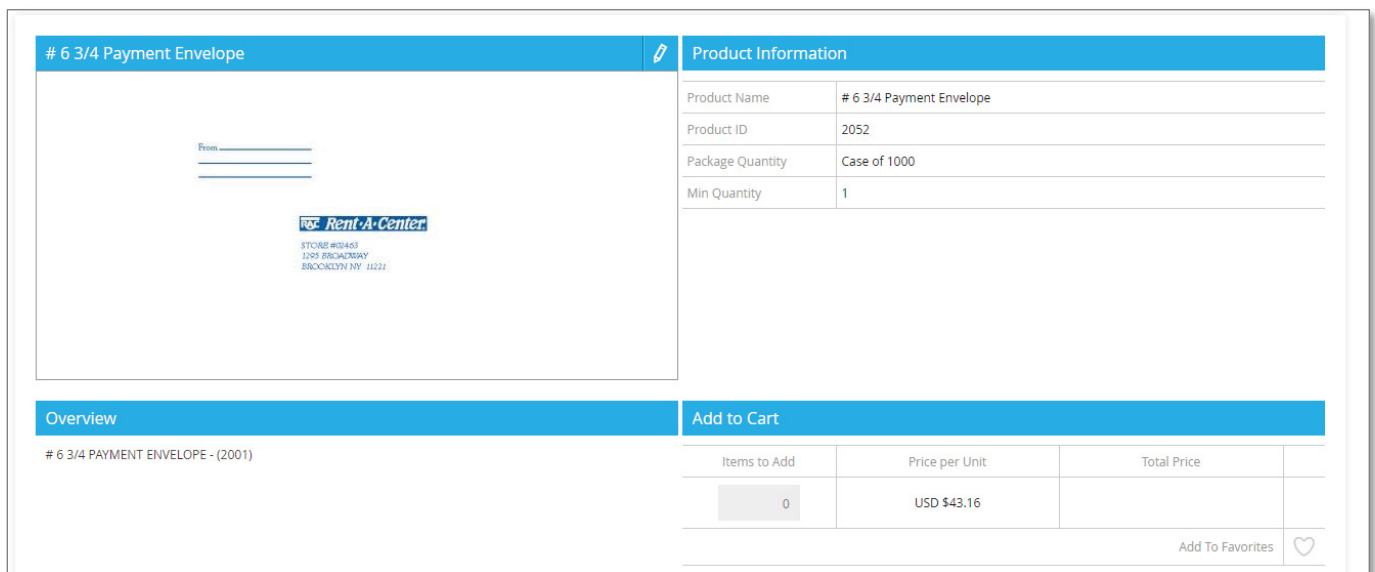


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Click on an item's image to access the item detail screen, which provides you with additional information and gives you the option to add the item to your shopping cart or to your list of favorites.




Click on an item **image** or the **Configure** button to view more information.

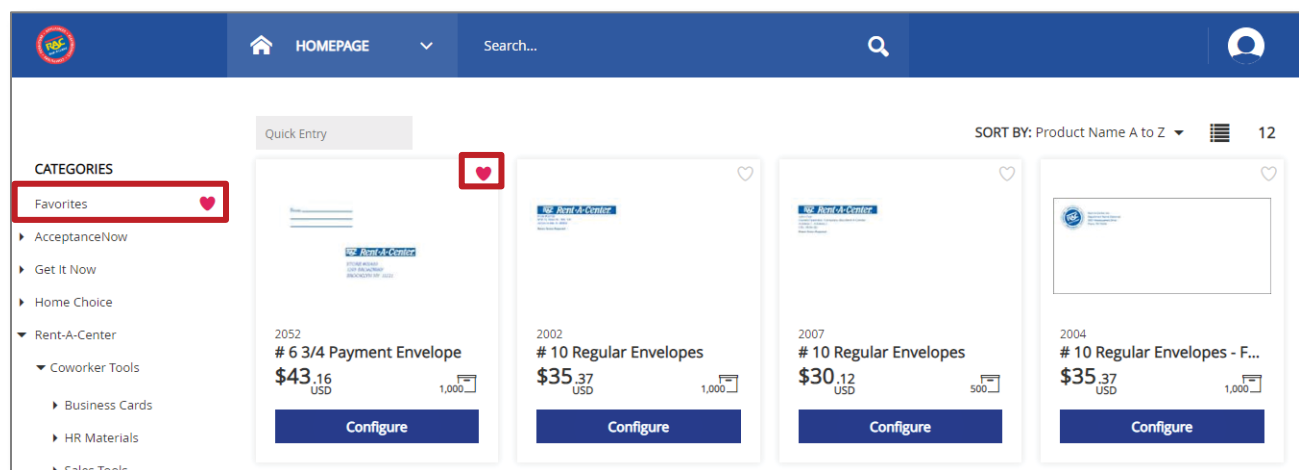


Adding Items to Your Favorites List

Do you frequently order certain items? Click the **Add To Favorites** heart and add the item to your Favorites list to make it easy to find in the future.

Add to Cart			
Items to Add	Price per Unit	Total Price	
0	USD \$43.16		
			Add To Favorites 

You can see the list of all your favorite items by clicking **Favorites** in the **CATEGORIES** menu. Click the heart to remove it from your favorites.



The screenshot shows the eSTORE interface. On the left, the **CATEGORIES** menu is expanded, and the **Favorites** option is highlighted with a red box. The main content area displays a list of items with their prices and a heart icon for each. The first item, **# 6 3/4 Payment Envelope**, has a price of **\$43.16 USD** and a quantity of **1,000**. The second item, **# 10 Regular Envelopes**, has a price of **\$35.37 USD** and a quantity of **1,000**. The third item, **# 10 Regular Envelopes**, has a price of **\$30.12 USD** and a quantity of **500**. The fourth item, **# 10 Regular Envelopes - F...**, has a price of **\$35.37 USD** and a quantity of **1,000**. Each item has a **Configure** button and a heart icon. The **Favorites** heart icon in the CATEGORIES menu is also highlighted with a red box.

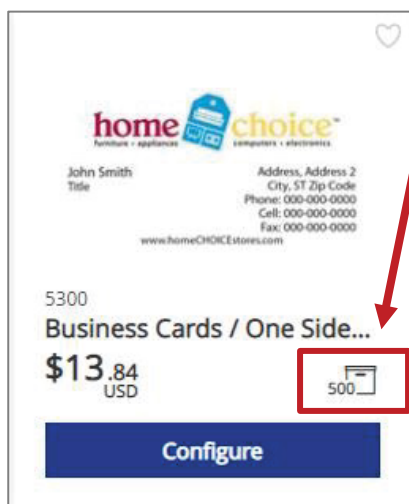
Adding Items to Your Shopping Cart

There are three ways to add an item to your shopping cart:

1. From the product list, enter the quantity in the field provided and click **Add to cart** (static items only).





Important: When entering the desired quantity for your order, be sure to look at the pack size of the item. Items are often ordered in packs, not individually.



Product Information	
Product Name	Business Cards / One Sided - MN
Product ID	5300
Package Quantity	Box of 500
Min Quantity	1

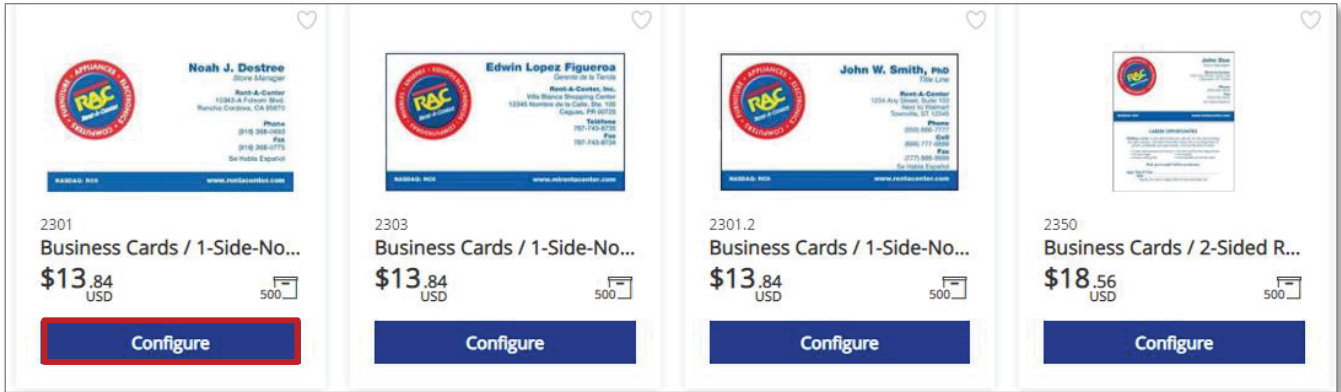
2. On the item detail screen, enter the desired quantity in the **Add to Cart** area and click the shopping cart button.

Add to Cart			
Items to Add	Price per Unit	Total Price	
45	USD \$0.00	USD \$0.00	
			Add To Favorites 

Important: For items that come in multiple options, you can only add them to your cart from the Item Detail Page after all options are selected.

Purchasing Configurable Items

Some products need more information entered before purchasing. To view each of these items and their details, select **Configure** under the item image in the item catalog.



On the **Item Detail** page click the item image or the pencil icon in the top right corner of the image to begin editing the item.



In the window that appears, enter the information needed to complete the item details. Field marked with a red asterisk * are mandatory.

If you are going to use the same information more than once, we recommend you enter a **Quick Fill Name** into the field in the bottom menu and click **Save Quick Fill** to save this information to be reused later.

The screenshot shows a software window titled "Choose Quick Fill" with a 128% zoom level. On the left is a form with the following fields: "Name*" (with a red asterisk), "Credentials", "Title*", "Title 2", "Address*", "Address 2", and "Directions ("Next...". At the bottom of the form are two buttons: an orange "Update" button and a green "Approve/Checkout" button. The right side of the window displays a preview of a business card for "John W. Smith, PhD" with the title "Title Line". The card features the Rent-A-Center (RAC) logo, which is a red circle with "RAC" in yellow and "Rent-A-Center" in white. The card text includes: "Rent-A-Center", "1234 Any Street, Suite 100", "Next to Walmart", "Townville, ST 12345", "Phone (555) 666-7777", "Cell (666) 777-8888", "Fax (777) 888-9999", "Se Habla Español", "NASDAQ: RCI", and "www.rentacenter.com".

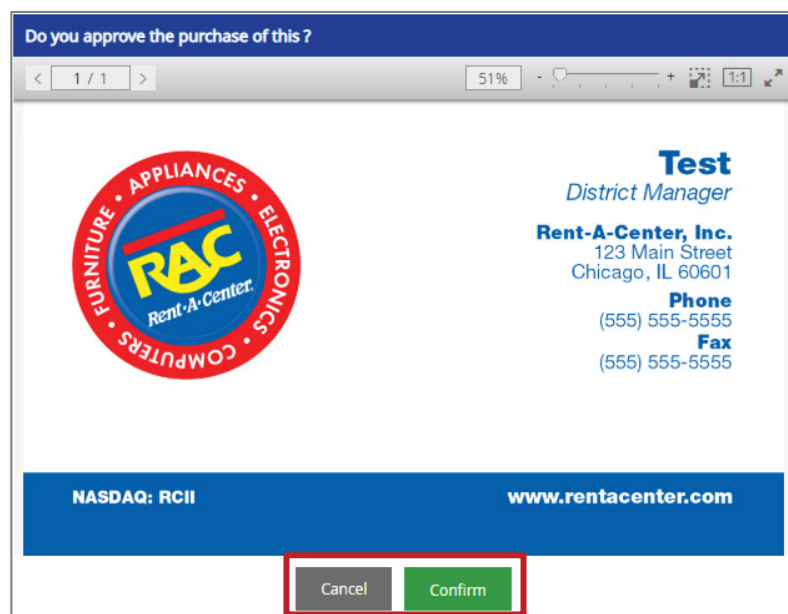
Click the Orange "Update" button to view a live proof of the customized item.
Once the layout is acceptable, click the green **Approve/Checkout** button to continue.

Next, in the **Add to Cart** section in the bottom right corner of the screen, enter the quantity of the items you wish to purchase in the **Items to Add** field. Click on the cart icon to add the item(s) to your cart.

Add to Cart		
Items to Add	Price per Unit	Total Price
10	USD \$13.84	
		Add To Favorites

Approval Review

For customized items, a pop-up window will appear, displaying the final live proof for approval. You will have the option to either **Cancel** or **Confirm** the order by clicking the green “Confirm” button or the grey “Cancel” button.

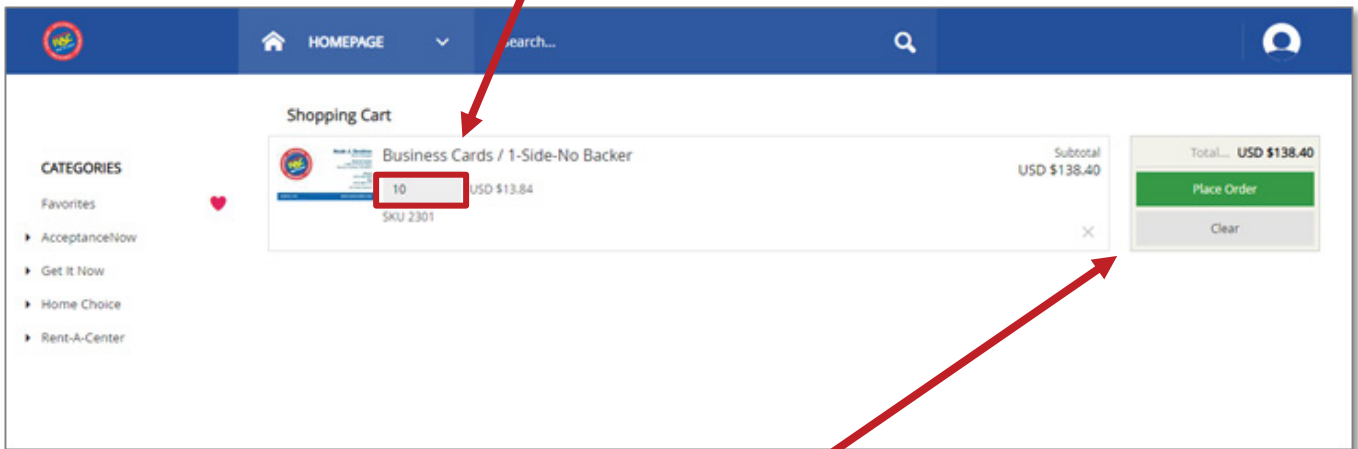


Clicking **Confirm** will automatically load the **Shopping Cart** page.

PLACING AN ORDER

When you have added all the items to your shopping cart, hover over the cart icon in the upper right corner of the screen and select **Checkout**. This launches the **Shopping Cart** screen.

On this page you will be able to edit the quantity of the item by editing the field under the item title.

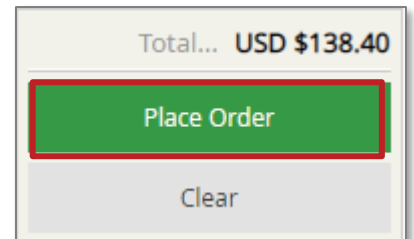


You can remove items from the cart by clicking the grey X in the bottom right corner.

Clicking on **Place Order** will re-direct you to the Coupa check-out process to finalize your order.

Clicking on **Clear** will clear every item from the cart.

You will need to confirm this in the pop-up window that appears by clicking **Confirm**.

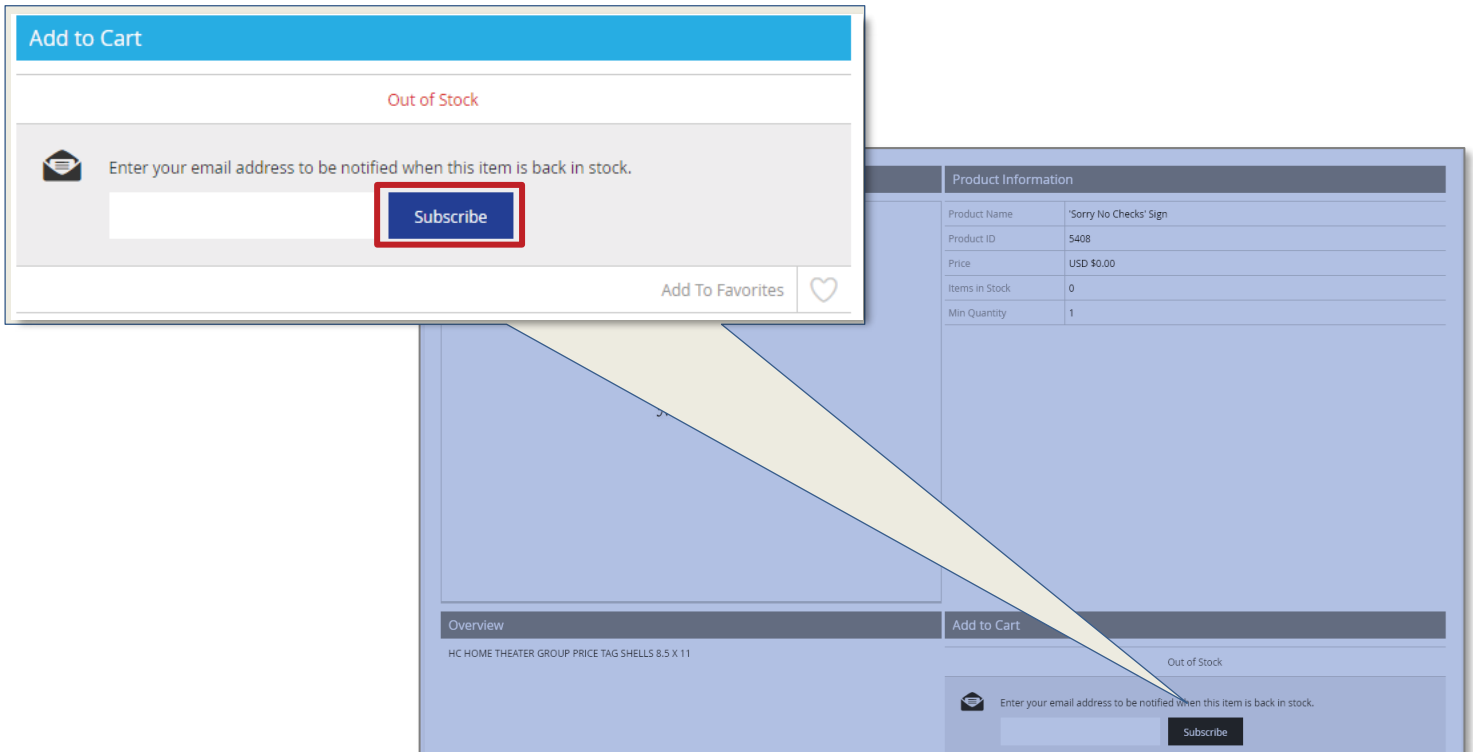
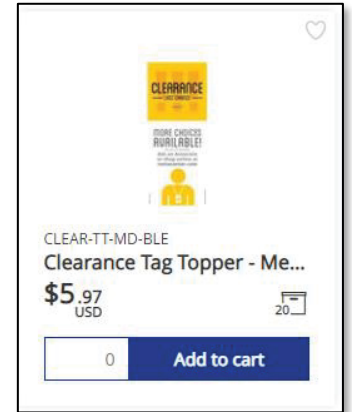


OUT OF STOCK ITEMS

If you would like to be notified when an out of stock item is back in stock and available to order:

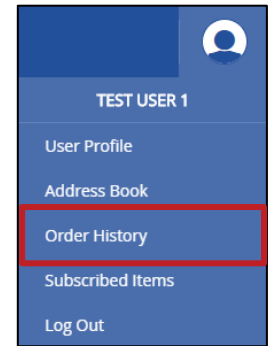
1. Search for that item on the catalog
2. Click on the item image to open the **Item Detail Page**
3. In the bottom right corner, enter your email address in the field provided and click **Subscribe**

You will receive an email notification when the item's stock levels are replenished, and the item is available again to order.

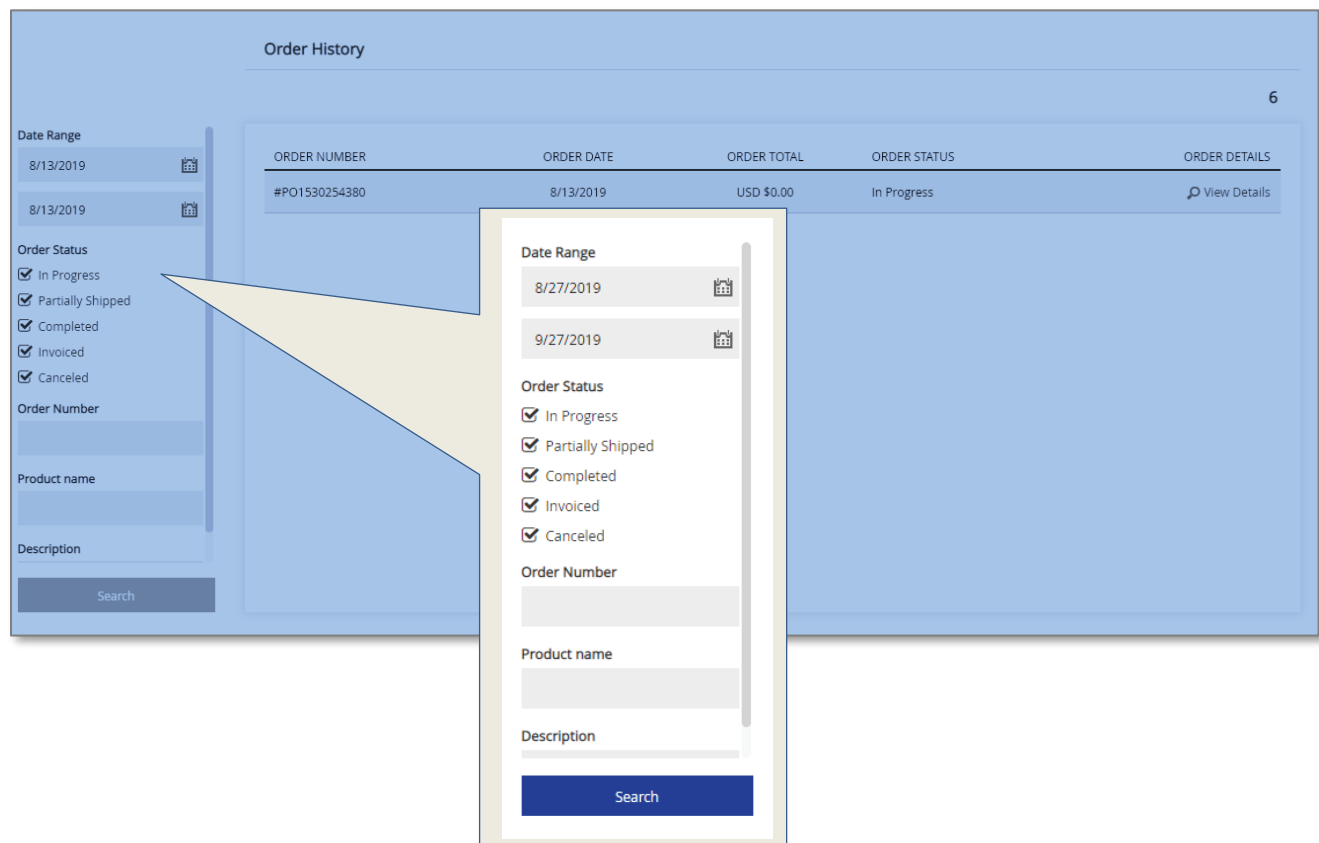


VIEW PREVIOUS ORDERS

To access a list of all orders you have placed, hover over your user icon and select **Order History**.



On the **Order History** screen, you can **filter** order by date or status or search by keyword.



ORDER HISTORY DETAILS

Click **View Details** to bring up an order's confirmation screen, which lists all the included items. At the bottom of the screen, click the shopping cart to add all these items to your cart, or the print button to print the screen.



ORDER CONFIRMATION 1/17/2020

ORDER #PO1674948122 DETAILS
In Progress

SHIPPING ADDRESS
Jane Doe
Rent-a-Center
123 Address
Suite 1000
City, ST 00000
United States
000-000-0000

Item	Line Item Status	Quantity	Price	Sub Total
# 10 Regular Envelopes - FSC 2004	In Progress	2	USD \$0.00	USD \$0.00
8 1/2 X 11 Group Price Tag Shells 5130	In Progress	5	USD \$0.00	USD \$0.00
8.5 x 11 New Low Price Tag 5233	In Progress	10	USD \$0.00	USD \$0.00
8.5x11 T-Style Acrylic Frame AN-811-STAND-0419	In Progress	10	USD \$0.00	USD \$0.00
				USD \$0.00

PAYMENT INFORMATION
Payment Method: Bill to My Account TOTAL: USD \$1,079.44

CONTACT SUPPORT

To contact eSTORE Support with questions or requests regarding your site, please send an email to: support.upbound@hhglobal.com.

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