ORDERING GUIDE
SHOPPING:
4 WAYS TO BUY
When you click My Lists, you will find PACC Preferred Items under Account Lists.

The products in these lists are the ones that your organization has already preapproved for purchase.
Creating Lists

Once on the Favorites page, you can also create or modify personal favorites lists, which will allow easy access to items you order regularly.
Adding Items to Favorites Lists

Click Add to List to add an item to a personal shopping list. You can also use the arrow button next to Add To List to select another list.
Our advanced search capabilities allow you to search products by entering either a keyword or part # into the bar above to find the specific product you are looking to purchase.

Pro Tip!
If you add a period to any of the keywords or part numbers that you have in the search bar, it will expand your results.
After searching for an item, use the Refine Results tool to help you narrow down your results. You can sort by brand, price range, and other category specific qualities. Click on an item to view more images and details.
When you hover over the Shop tab, a dropdown menu will appear that shows our product categories. Select one of the categories to browse our selection.
If you already have the item numbers ready, you could also use our Quick Order feature to add multiple items to your cart at once.

QUICK ORDER

Use our Quick Order process to rapidly add multiple items to your shopping cart. Enter a specific item number (as shown in our catalog) and quantity on each line. When you are done entering items, click "Add to Cart" to place the items in your shopping cart or click "Add to List" to add these items to an existing shopping list.
CHECKOUT PROCESS
Click Cart to review all items in your shopping cart before continuing to checkout. The Checkout button will bring you directly to the first step of the checkout process.
Select a Shipping Address

Select a Cost Center
THE DASHBOARD
Where’s My Stuff?
This is an order tracking feature that will show you exactly where your order is, when to expect it, and when it's been delivered.

Order It Again
This section will show the items you order most and will allow you to easily buy those items again.

The Dashboard
The Dashboard can be accessed by pressing this button. It is home to many useful features that will help make your online experience great.
Process Returns
Clicking the Online Returns bar will redirect you to the return center.

Manage Account
The Manage Account banner on The Dashboard will redirect you to your account setting so that you can view and/or change them if needed.

Help
Your customer service representative’s contact information will be shown on The Dashboard in case you want to reach out for assistance.
ORDER STATUS &
ORDER HISTORY VIEWS
Order Number
Click on any of the order numbers to view the details for that specific order.

Order Status
The status column will tell you the live status of your order.

Order History
Click on the Orders tab to view your order history.
On the Order Details screen, you have the ability to shop this order again or place a return if needed.
REQUESTING RETURNS
Hover over the Orders tab, and then select Return Center. On this screen, you will be asked to enter your order number and select the product(s) you would like to return.
Starting the Return

Once you have put in the sales order number for the product(s) you would like to return and click Apply Filter, the products from that order will populate. Press the Return Item(s) button to proceed.
Return Details

On this screen, you will select the product, quantity to be returned, and the reason for return. You are also required to add pickup instructions for the driver and a name for the attention field. Once this is complete, click **Preview Return**.
Before submitting your return request, please read over this return summary screen thoroughly. Once you have verified that all of the information is correct, click Submit Return. This will bring you to a screen that allow you to print your return label.
TROUBLESHOOTING & HELPFUL HINTS
Live Chat
Click the Live Chat button that is located on the right-hand side of every window to speak with a customer service representative.

Support
Visit the Support tab to find solutions to any issue that may arise while using the website.
Customer Service Assistance

Your customer service representative's information will be listed here for your convenience. You can also press Contact to send them a message through your online account.

Call Us
Call our customer service line with this number to speak to someone about any concerns or questions you may have.