1. Login

- Open a browser using either
  - Safari
  - Firefox
  - Chrome
  - IE *
- Enter the following into the address bar
  - https://eprocurement.esmsolutions.com/
- Enter your Email Address.
- Enter your Password.
- Click the orange Login button.

* When using Internet Explorer 8 or older, compatibility view might be needed in order for the shop page to pull up. To enable this, follow the instructions below:
  - Press alt
  - A menu bar should have appeared on the upper left hand side below the address bar
  - Select “tools” from the menu bar
  - Select “compatibility view settings,” and then uncheck “display all websites in compatibility view.”
  - Then close the window and continue standard process.

2. Shop

- Select a Catalog from the pull down or associated supplier graphic or use the keyword search to find the items you are looking for across all hosted catalogs
- The search field will only search catalogs “hosted” or housed within the I-BUY site. It will not search each supplier’s site
- Enter the Quantity for each item you want to add to the cart and select the green Add to Cart button
3. Cart

- Review and modify items in the cart
- Select the green Continue button when ready to checkout
- Items from multiple suppliers will be grouped into separate orders

4. Checkout

- Print this page to reconcile your P-Card statement.
- Select the blue arrow on top left to see detail information
- Select the appropriate payment form (Credit Card)
  ➢ When purchasing from BYU-Idaho Stores:
    ➢ Use test credit card number:
      Card number = 5123 4567 8901 2346
      Expiration date = 05/17 (MMYY)
    ➢ Also include your GL Act# to external notes.
- Add external and internal notes as needed
- Change Ship to information if needed
- Adjust quantities as needed
- Select the green Prepare button to review and submit order
Frequently Asked Questions

- **What do I do if I forget my password?**
  
  Select the "Forgot Password" link located to the right of the orange login button. An e-mail will be sent to you with a link to answer your security question and change your password. Once complete, you can login with the new password. If the e-mail takes longer than 90 seconds, please check your spam folder.

- **Can I search multiple catalogs?**
  
  Yes, you have the ability to search multiple hosted catalogs for items based on the keywords used. Once the items are listed based on the search criteria, you can use the sort by function to re-sort the list based on preference.

- **Can I add items from different catalogs to the cart?**
  
  Yes, once items from one catalog are added, you can search other catalogs and add them to the cart as well. If you have similar items from multiple suppliers in the cart, you can compare pricing and remove the items you do not want to purchase before proceeding to the checkout page.

- **Can I change items before submitting the order?**
  
  Yes, you have full control of the order before it is submitted. Items can be removed and/or changed within the cart or checkout pages.

- **What does the number represent on the cart tab?**
  
  The number that changes on the cart tab represents the number of items you are adding to the cart. If you add more than 99 items to the cart, 99+ will appear.

- **What is an external and internal note?**
  
  External notes will be visible on the order that is sent to the supplier. Internal notes are used to document information for internal purposes and can only be seen by approvers and purchasing after you submit the order.

- **How do I see the detail of the order on the checkout page?**
  
  On the checkout page each order will be displayed in a summary format. To see the detail of the order, select the blue triangle that is located on the top left side of the order. The order will expand to show all the detail information associated with the order.

- **Can I have the items sent to someone else's attention?**
  
  Once you expand the order to view the detail, you can change the ship to attn: field from your name to a room number or to the attention of someone else. Although this information will be sent to the supplier it will be up to them to put it on the packing slip.

- **Can I change the Ship To Location?**
  
  On the checkout page, select the blue triangle on the left side of the order to view the order detail. From there, you can select the pull down below the Ship To Attn: field to select a different location for this order. Although this information will be sent to the supplier, it will be up to them to put it on the packing slip.

- **Where do I add my Credit Card information?**
  
  Once the credit card payment form has been selected, click on the green Prepare button. A viewable order form will appear and allow you to enter the credit card information. Once all information has been added, click on the green Continue button to send the order. You can also click the blue Print button to print out the order at anytime.