



Introduction to your Knight Office Solutions web page is convenient for your entire copier, printer needs.

Please follow the step-by-step process to place your eKnight orders.

Step 1: Please click on the following for San Antonio/ Austin location



Step 2: Proceed to the following login page and enter the login information, be aware the login page is case sensitive.

(Once an account has been set up with our company you will be sent an e-mail containing your login information.)

e-info Login

Log On

Please login to the system:

Company Number:

Password:

Logon

This site is designed for use with Microsoft Internet Explorer® version 5.0 and later.

Step 3: Upon login there will be a variety of services we offer on the website. You may select either to enter a Service Call, Process/Enter Meter Readings and/or request Supplies.

****Please confirm all customer information is correct on the customer home page. If there is information that may need to be updated please contact our office at customerservice@knightoffice.com**

Service Summary		
Pending Calls:	1	Find Service Call: <input type="text"/> <input type="button" value="GO"/>
Scheduled Calls:	0	
Dispatched Calls:	0	
Call History:	31	
<input type="button" value="Enter Service Call"/>		

Equipment Summary		
Equipment on record:	19	Find Equipment: <input type="text"/> <input type="button" value="Go"/>
Equipment on contract:	0	
Equipment off contract:	19	
<input type="button" value="View Equipment Mix by Model"/>		

Equipment Meter Summary		
Meters Due:	0	Find Equipment: <input type="text"/> <input type="button" value="Go"/>
All Meters:	21	

Sales Order Summary		
Item		Find Orders: <input type="text"/> <input type="button" value="Go"/>
New:	0	
Picked:	0	
Shipped: (Last 30 days)	5	
Back Ordered:	0	
Canceled: (Last 30 days)	2	
Orders		
Newly Submitted:	0	
Last 30 days:	5	
All Orders:	20	
<input type="button" value="Enter Sales Order"/>		



(For service please follow the instructions upon clicking the Service icon)

Step 4: Click on the “Enter Sales Order” Icon to proceed with your order for supplies for your machine.



Click on the “List Equipment” Icon to provide a detailed listing of your equipment on contract **OR** an eKnight link to your requested/selected items that are not on contract.

Place New Orders

Customer	
Customer Number: SA00900 KNIGHT OFFICE SOLUTIONS 11831 RADIUM DRIVE SAN ANTONIO, TX 78216	

Find Items to Order by Equipment:	
List Equipment	Find Equipment: <input type="text"/>
NOTE: To receive contract pricing for items, you must select the link above.	<input type="button" value="Go"/>

****For Contracted Equipment click on the equipment number (EQ00000219) you are ordering toner for, making sure your “location” is accurate.**

****For Non- Contracted Equipment click on the equipment number (eKnight) for a link to the items that have been added to your account for online ordering**

Equipment			
Number / Item	Description / Serial Number	Contact / Phone	Location
eKnight OFFICE SOLUTIONS eKnight KNIGHT OFFICE SOLUTION	eKnight KNIGHT OFFICE SOLUTIONS KNIGHT OFFICE SOLUTIONS		11831 RADIUM DRIVE SAN ANTONIO, TX 78216
EQ-00000158 SAV9922.PO	Savin 9922 Preowned 2412000606		11831 RADIUM DRIVE SAN ANTONIO, TX 78216
EQ-00000196 LAN479-1329.PO	Lanier 5622 digital copier 22 ppm Preowned J0131802217		11831 RADIUM DRIVE SAN ANTONIO, TX 78216
EQ-00000197 LAN479-1486.PO	Lanier LD122 Digital System Preowned J8345601027		11831 RADIUM DRIVE SAN ANTONIO, TX 78216
EQ00000219 LANLD118D	Lanier LD118D Digital MFP Copier 47200308		11831 RADIUM DRIVE SAN ANTONIO, TX 78216

Step 5: Here enter the quantity of the item you are placing on order, to continue click on “Add to Order”.

Order by Equipment Item

Customer

Customer Number: SA00900
KNIGHT OFFICE SOLUTIONS
11831 RADIUM DRIVE
SAN ANTONIO, TX 78216

Equipment

Number / Item	Description / Serial Number	Contact / Phone	Location
eKnight OFFICE SOLUTIONS eKnight KNIGHT OFFICE SOLUTION	eKnight KNIGHT OFFICE SOLUTIONS KNIGHT OFFICE SOLUTIONS		11831 RADIUM DRIVE SAN ANTONIO, TX 78216

Qty	Unit	Item	Description	Category	Price
<input type="text" value="1"/>	Each	HPQ2612A.C	HP toner cartridge black 2,000 yld 1010 series compatible	Supplies Compatible	\$54.95
<input type="text"/>	Each	HPQ5949X.C	HP toner cartridge black 6,000 yld 1320/3390 AIO series compatible	Supplies Compatible	\$79.95
<input type="text"/>	Each	HPQ6511X.C	HP toner cartridge black 12,000 yld 2420 series compatible	Supplies Compatible	\$124.95
<input type="text"/>	Each	HPQ7551X.C	HP toner cartridge black 13,000 yld P3005 series compatible	Supplies Compatible	\$154.95
<input type="text"/>	Each	HPQ7553A.C	HP toner cartridge black 3,000 yld P2015 series compatible	Supplies Compatible	\$91.80

Add to Order

Step 6: The confirmation page gives the details of the order placed; it also requests important information about the person placing the order. Everything with an asterisk is required information. If a PO Number is not necessary please simply put KOS as your PO#. After clicking “Submit Order” a confirmation of your order will be e-mailed (please make sure this information is correct in case of any problems).

Confirm Order

Bill To: KNIGHT OFFICE SOLUTIONS 11831 RADIUM DRIVE SAN ANTONIO, TX 78216	Ship To: [Change Ship To] 11831 RADIUM DRIVE SAN ANTONIO, TX 78216
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PO Number: *	Ordered By: *	E-Mail: *
<input type="text"/>	<input type="text"/>	<input type="text"/>

Qty	Item	Description	Price	Total
<input type="text" value="3"/>	HPQ6511X.C	HP toner cartridge black 12,000 yld 2420 series compatible	\$124.95	\$374.85

Comments:

* Required Fields

Add More Items	Submit Order	Recalculate	Cancel
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Total	[Re-calculate]
SubTotal:	\$374.85
Applicable freight and tax will be added.	

****Some adjustments may be made after you process your order such as delivery fees or freight charges depending on the item you will be ordering.**

Step 7: Always confirm the bill to and ship to address is correct and if you would like your items shipped elsewhere select 'Change Ship To' (above) to select the appropriate location or you may include the new location in the comments section:

Pick Ship To Address

OK Clear Address

Pick the new ship to address:		
Location	Description / ATTN	Number
<input checked="" type="radio"/> 5555 NORTH LAMAR BLVD STE E-111 AUSTIN, TX 78751	KNIGHT OFFICE SOLUTIONS OF AUSTIN	K000

OK Clear Address

Select “Submit Order” when all information is reviewed and accurate.

Order Submitted

Thank you. Your order has been submitted and will be processed as quickly as possible.

Reference Number: SQ7192

Step 7: Once you have submitted your order you will receive the confirmation page. Please review the information for accuracy.

Order confirmation e-mail:

Your order of '09 Jan 2009 12:00:00 AM' has been received and is being processed.

Billing Info:

11831 RADIUM DRIVE
SAN ANTONIO, TX 78216
USA

Shipping Info:

11831 RADIUM DRIVE
SAN ANTONIO, TX 78216

OrderedItems:

Description	Quantity	Unit Price	Extended Price
HP toner cartridge black 6,000	4	\$79.95	\$319.80
Delivery fee	1	\$2.50	\$2.50

Subtotal: \$322.30
Discount: \$0.00
Freight: \$0.00
Tax: \$26.19

Total: \$348.49

Thank you for ordering via e-info.