

# Arrow Paper Online Ordering Portal Instructions

1. Log onto our website [www.arrowp.com](http://www.arrowp.com)
2. Once on the home page click on "online order"
3. This will bring you to our online catalog page.
4. From here click on the "login"
5. Type in your username and password which **IS** case sensitive
6. Once you are logged in you will click the "history" and then select "customer history" from the dropdown.
7. From here **DO NOT** select your ship to location until the last page. Now you can start to select your items.
8. Once you have chosen all of your items with the correct amounts you will click "add to cart" at the bottom of the product list.
9. You will now be in your shopping cart. It will now show your order. If you need to add to the order you can click the "history" and then "customer history" from the drop down and you will be back in the order guide and add the item or items that you need.
10. Once you are finished with you items and your shopping cart is correct click "check out" . This will bring you to the checkout page.
11. Once on the checkout page select your ship date. If you have any special instructions (late delivery, send samples, pick up return, etc.) type them in the box.
12. **NOW** you need to choose a ship to location. If you click the "list" it will give you the options of your ship to and you can click the "select" under your ship to location.
13. Once your ship to location is chosen and the shipping information field is populated with the correct shipping location click on the "place order". Your order is now placed and you will receive a conformation email.
14. Orders placed before 3:30 p.m. will be delivered the next business day. Friday orders will be delivered Monday and orders placed over the weekend will

be proceed on Monday and delivered on Tuesday with the exceptions of the weeks with a Monday holidays. Those weeks the orders will be processed on Tuesday and delivered Wednesday