

How to
Order Online

Welcome!

At Servomax, we are always looking for ways to provide our customers with the best service possible. With this in mind, we've added an easy-to-use e-commerce platform to simplify and enhance your Servo-Shopping Experience. Using our online shop, you can now place, manage and review your orders yourselves when you stock up on all your favorite products.

We are very happy to have you on board and we hope you will enjoy your online shopping experience.

Happy browsing!

GETTING STARTED

YOUR ACCESS

How to register (first time user)

If you have already registered, skip to page 5

1. Go to your **email inbox** and look for a recent email from **Servomax**
2. The email contains your **registration credentials** and **temporary password** (keep this tab open, you will need to copy paste the information)
3. Click on the **link included in the email** to start the registration process



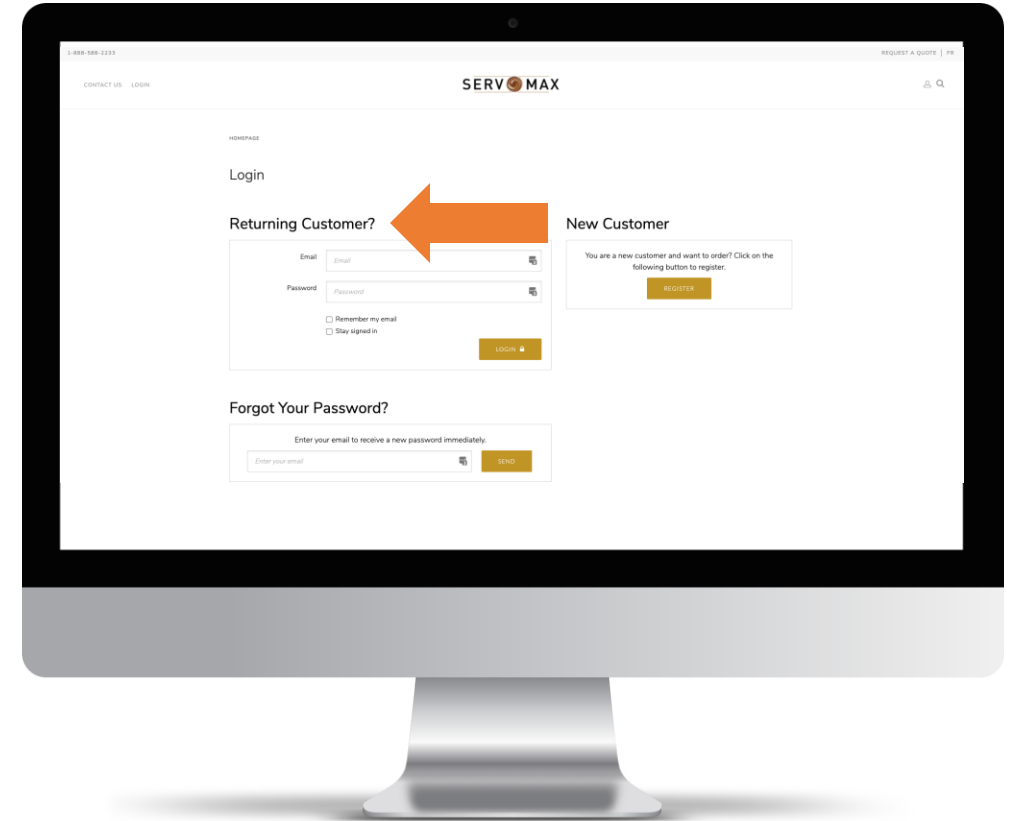
To access that same page, you can also go directly to www.shop.servomax.com and click on the golden button “Get Started”

YOUR ACCESS

How to register (first time user)

If you have already registered, skip to page 5

4. In the **Returning Customer** username field, enter the **username provided** in the welcome email
5. In the **Returning Customer** password field, enter the **temporary password** provided in the welcome email
6. Click the golden button “**LOGIN**” in the **Returning Customer** box

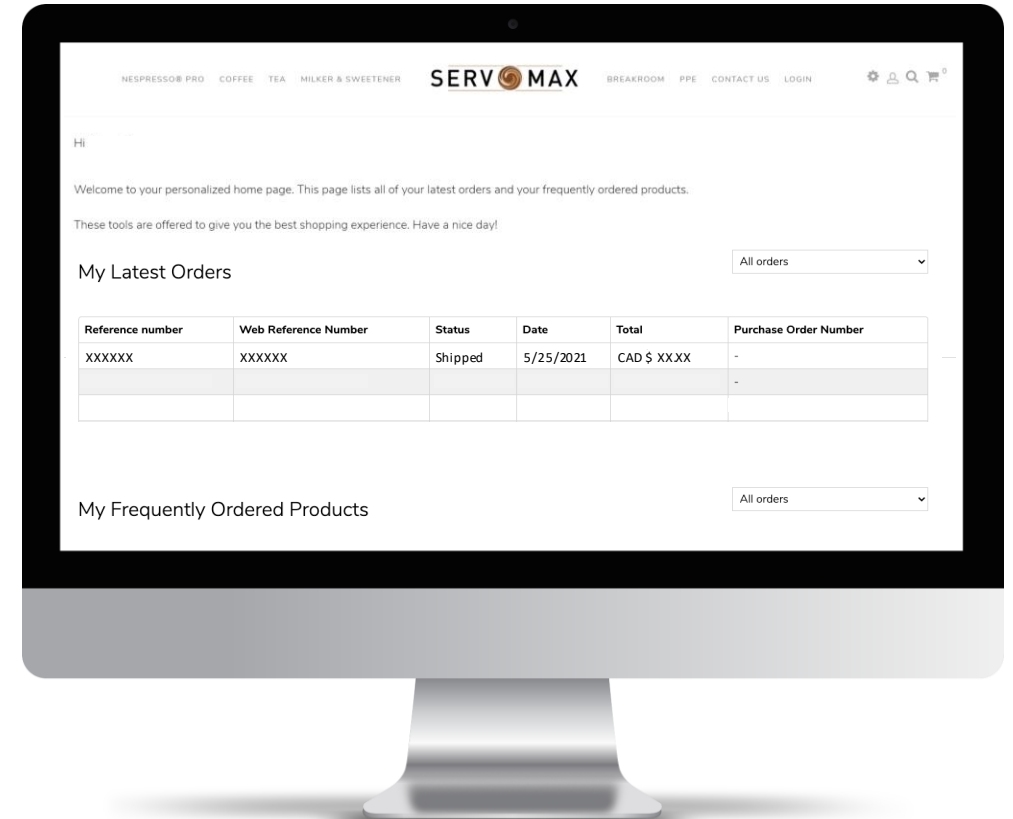


WELCOME!

Your Personalized Home page

Welcome to your Servomax Personalized Home Page. From here, you can access a multitude of features including:

- Monitoring the status of your orders
- Managing your orders
- Easily buy your frequently ordered products
- And more!

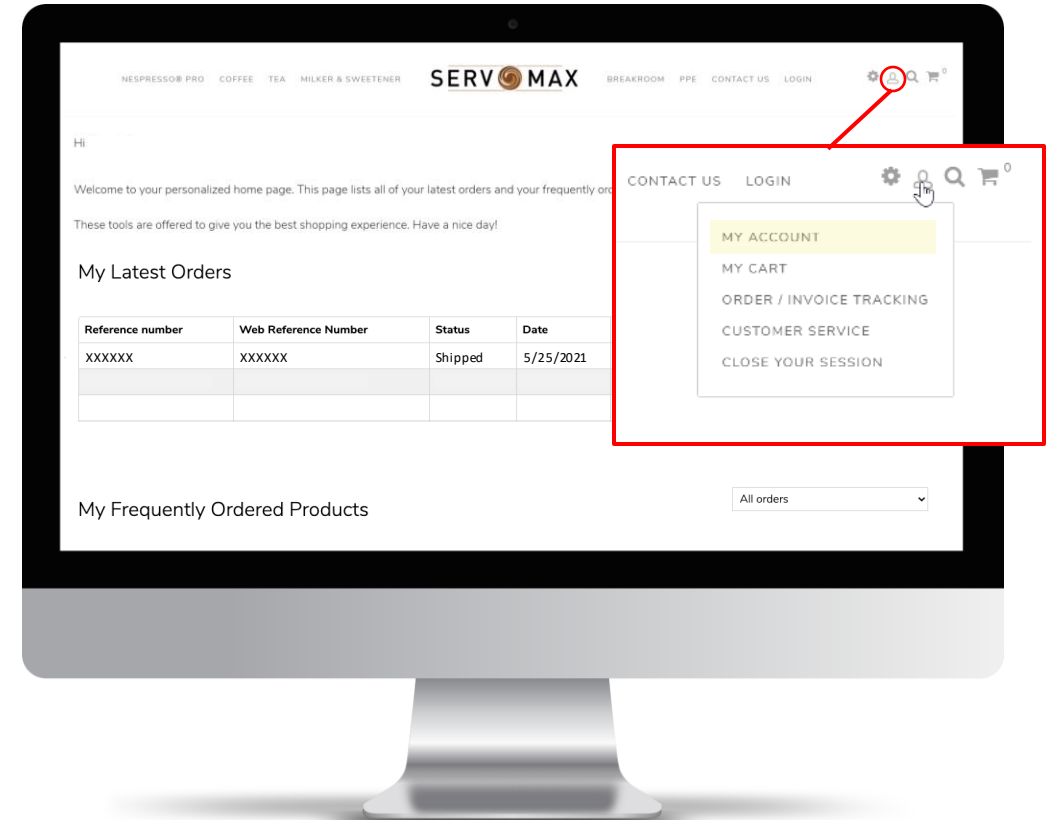


CHANGING TEMPORARY PASSWORD

For first time sign in

If you have already done so, skip to page 9

1. From your home page, click on the “Account” icon at the top right of your screen
2. From the Account dropdown, select “MY ACCOUNT”

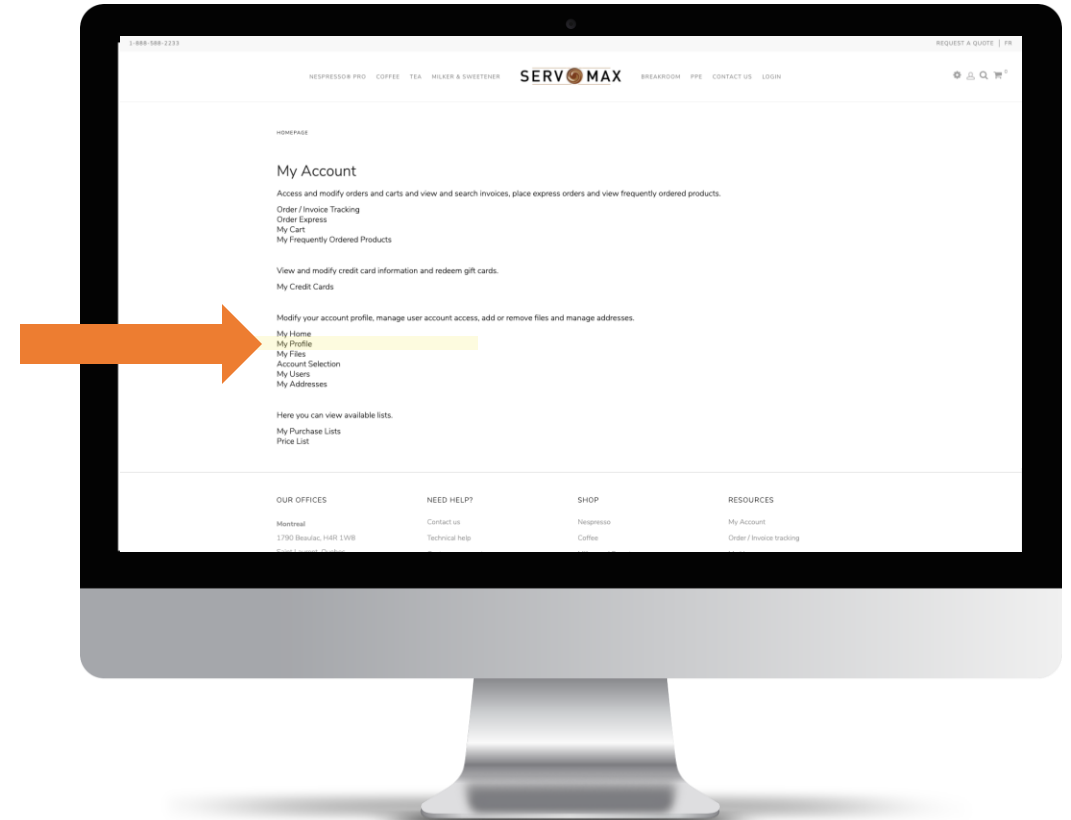


CHANGING TEMPORARY PASSWORD

For first time sign in

If you have already done so, skip to page 9

3. In your “My Account” page, click on “My Profile”

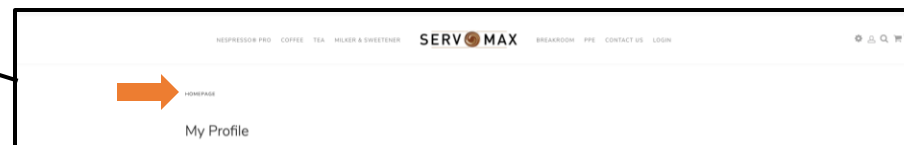
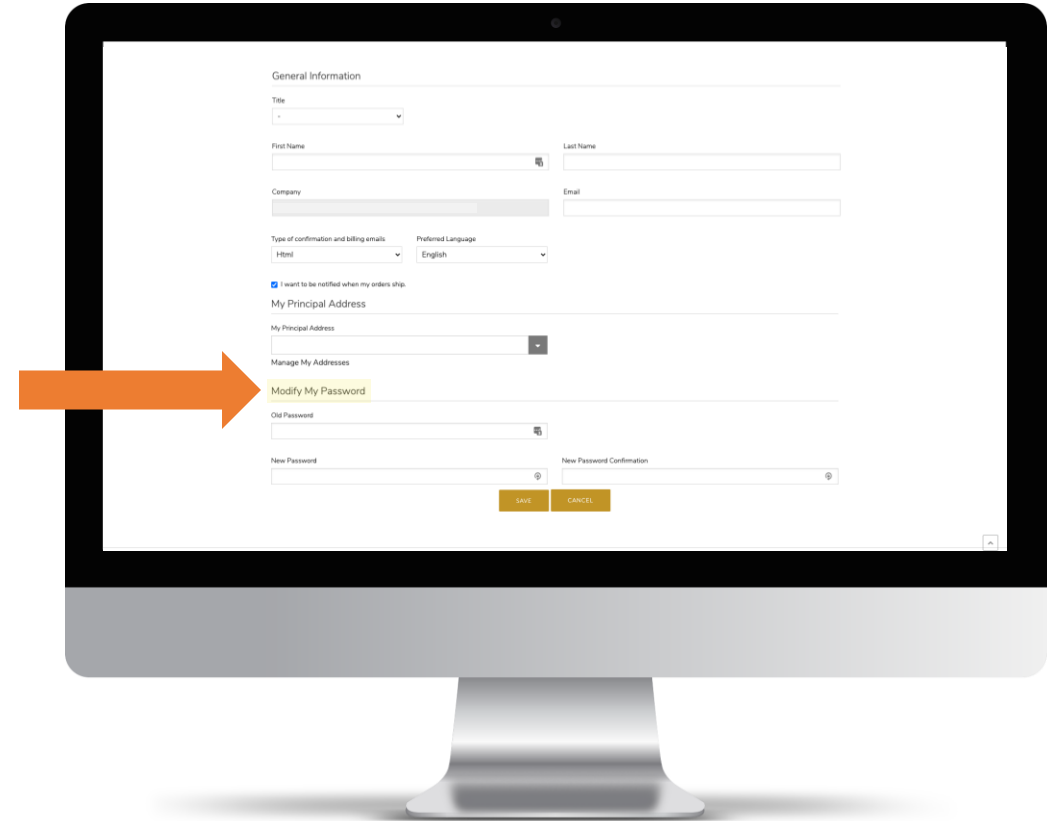


CHANGING TEMPORARY PASSWORD

For first time sign in

If you have already done so, skip to page 9

4. In your “**My Profile**” page, scroll down to the bottom of the page to the “**Modify My Password**” section
5. Enter your temporary password in the “**Old Password**” field
6. Enter your desired password in the “**New Password**” field and the “**New Password Confirmation**” field
7. Click on the “**SAVE**” button
8. Scroll back up to the top of the page and click on the “HOMEPAGE” hyperlink to go back to your Home Page



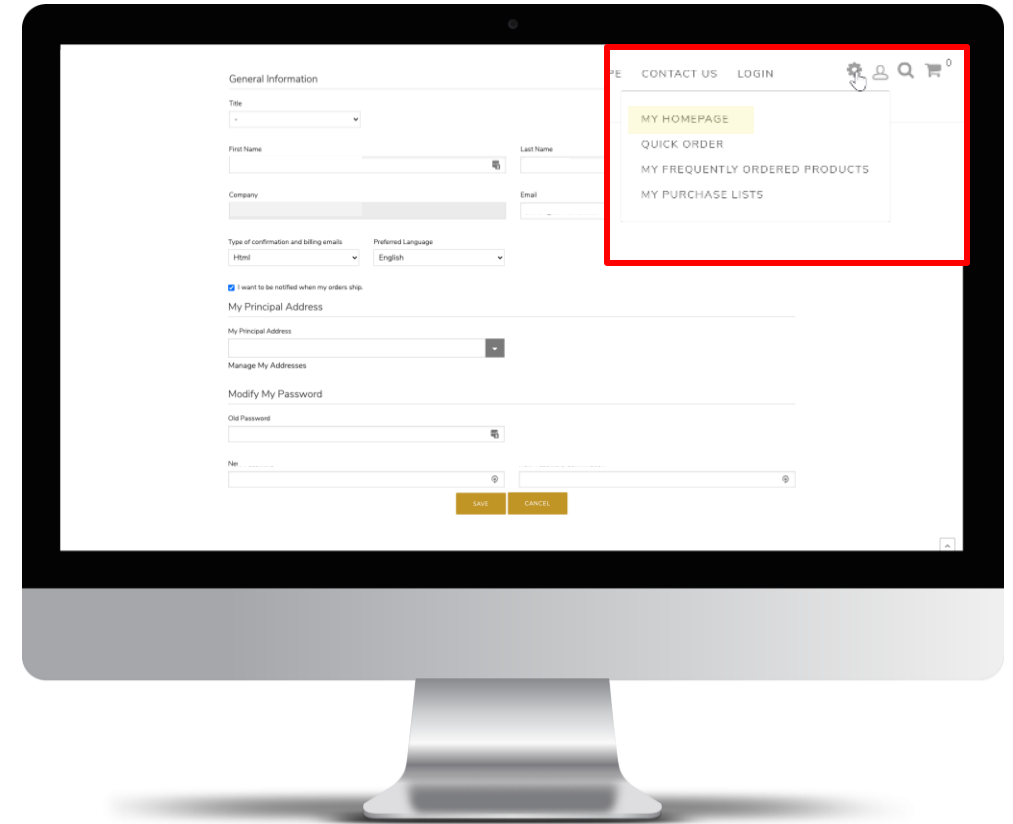
BACK TO HOME PAGE

At any time...

If at any point you would like to go back to the home page, follow these steps:

1. Click on the “**Settings**” gear icon at the top right of the screen. A dropdown will open
2. Click “**My HomePage**” from the dropdown

You will be redirected to your home page!



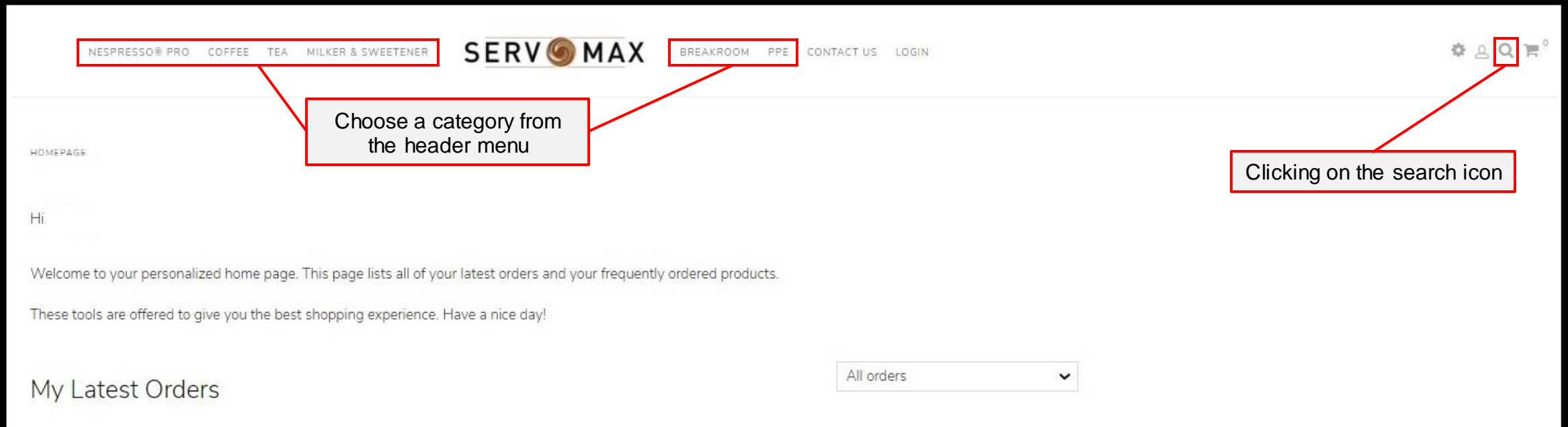
ORDERS

PLACING AN ORDER


From your home page

You can search for products in 2 different ways:

- By choosing a **category** from the **header menu**
- By clicking on the **search** icon at the **top right of the screen**
 - Search by item SKU or Keyword



The screenshot shows the SERV MAX home page. The header menu is highlighted with a red box and labeled "Choose a category from the header menu". The search icon in the top right corner is also highlighted with a red box and labeled "Clicking on the search icon".

Header menu items: NESPRESSO® PRO, COFFEE, TEA, MILKER & SWEETENER, SERV  MAX, BREAKROOM, PPE, CONTACT US, LOGIN

Annotations:

- Choose a category from the header menu
- Clicking on the search icon

Page content:

HOMEPAGE

Hi

Welcome to your personalized home page. This page lists all of your latest orders and your frequently ordered products.

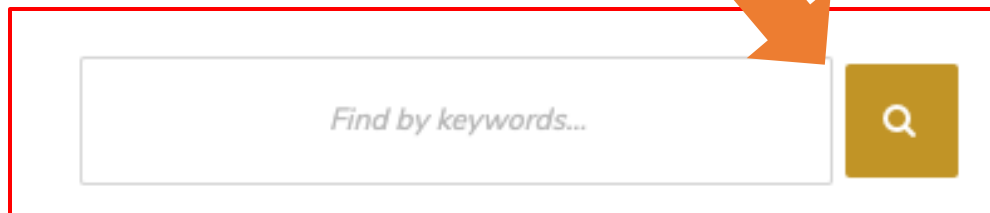
These tools are offered to give you the best shopping experience. Have a nice day!

My Latest Orders All orders

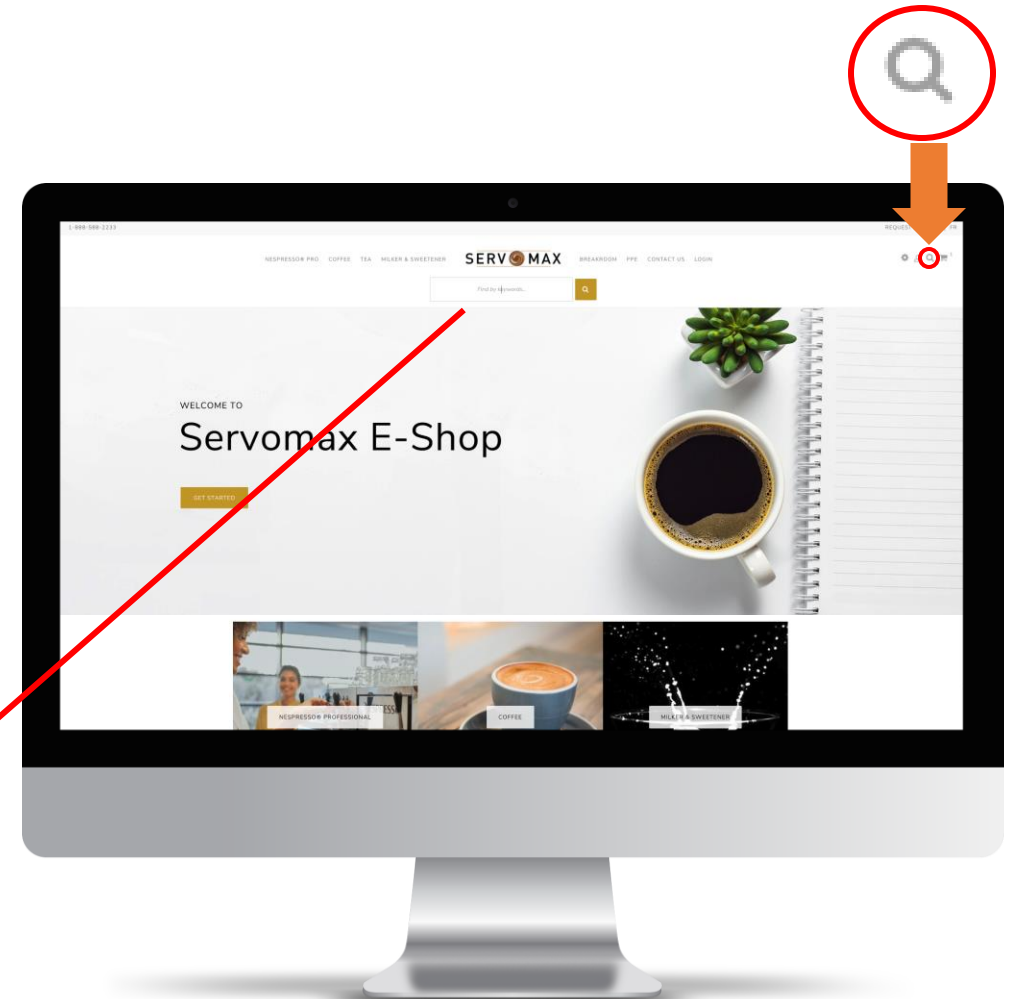
PLACING AN ORDER (SKU)

Ordering by SKU number or Keyword

1. Click on the "Search" icon on the top right of the screen
2. A search bar will appear
3. Enter the desired item SKU number or keyword in the search field
4. Click on the **golden search icon** button or press **"ENTER"** on your keyboard



A close-up view of the search interface. It features a white rectangular search input field with the placeholder text "Find by keywords...". To the right of the input field is a golden square button containing a white magnifying glass icon. An orange arrow points from the search bar on the computer monitor to this close-up.



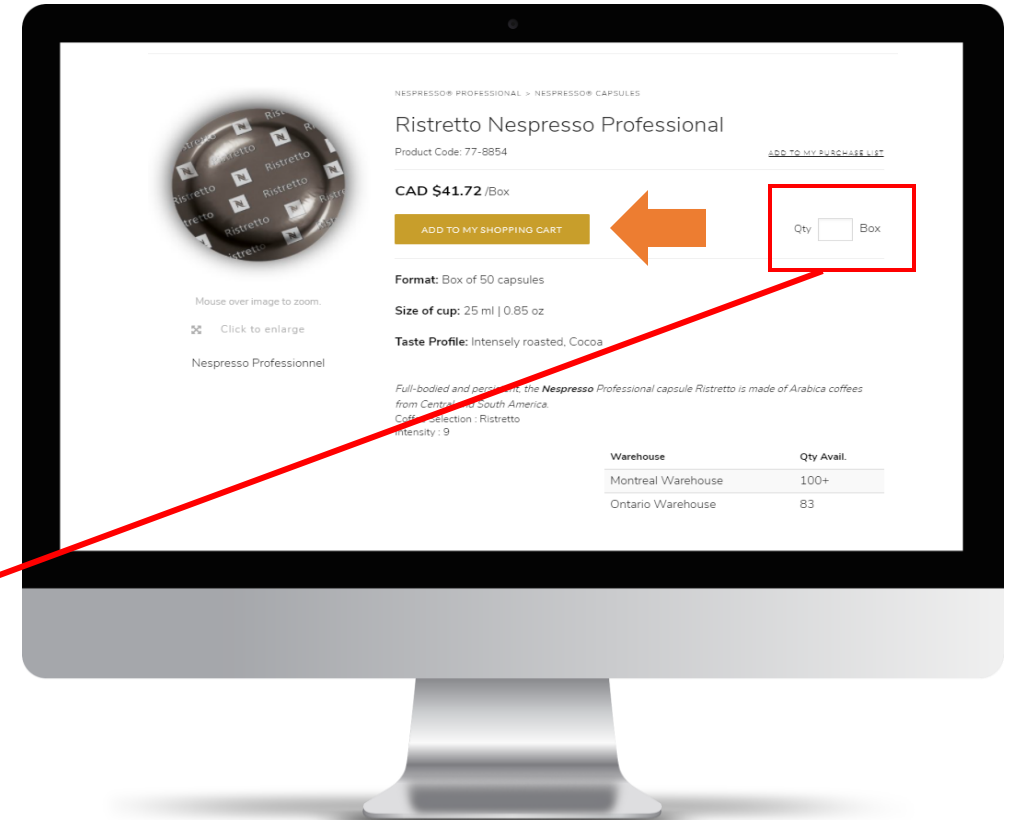
PLACING AN ORDER (SKU)

Ordering by SKU number or Keyword

5. **Select product** – the product page will open
6. Enter the **quantity** you would like to purchase in the "QTY" field. *Pay attention to the unit of measure.*
7. Click "ADD TO MY SHOPPING CART" golden button

ADD TO MY SHOPPING CART

Qty Box



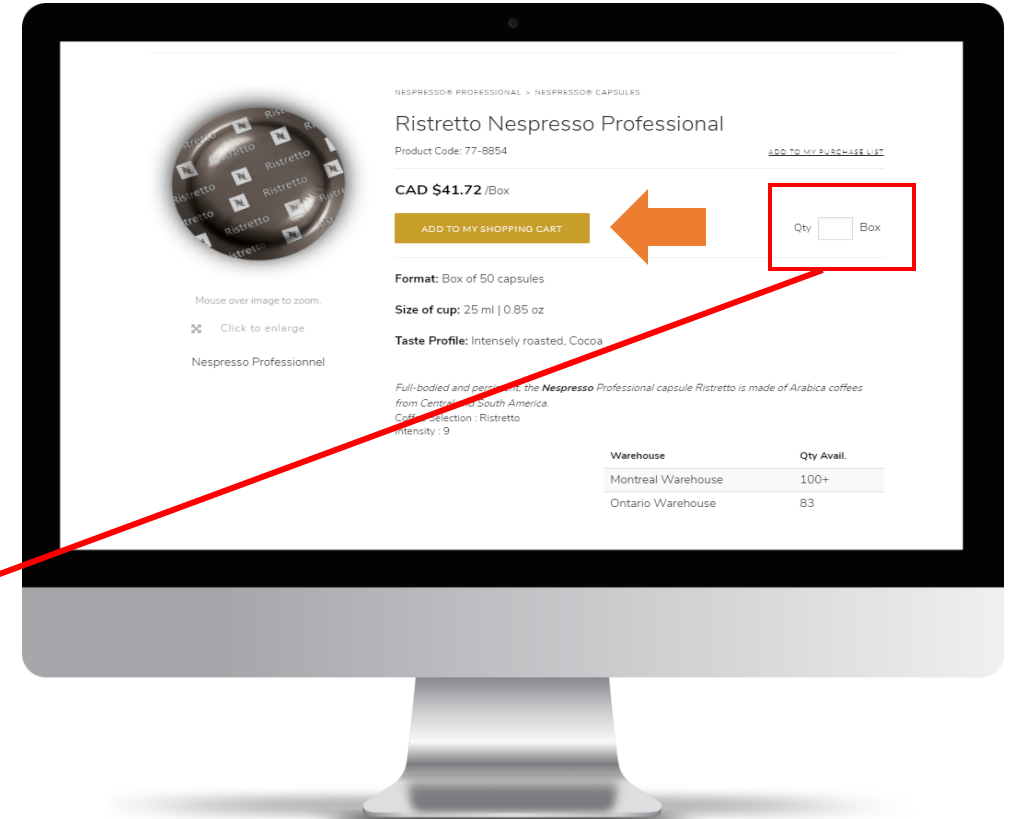
PLACING AN ORDER (SKU)

Ordering by SKU number or Keyword

5. **Select product** – the product page will open
6. Enter the **quantity** you would like to purchase in the **"QTY"** field. *Pay attention to the unit of measure.*
7. Click **"ADD TO MY SHOPPING CART"** golden button

ADD TO MY SHOPPING CART

Qty Box



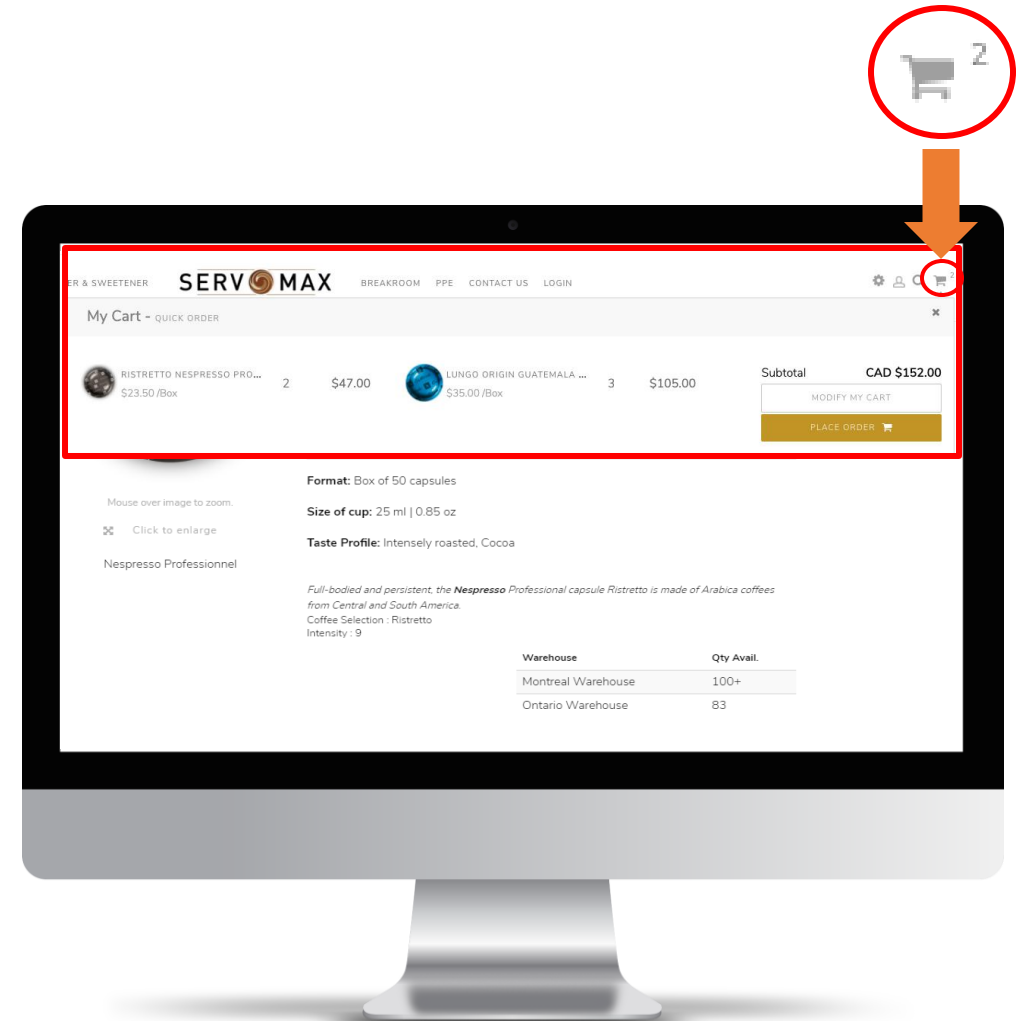
PLACING AN ORDER (SKU)

Ordering by SKU number or Keyword

8. Click on the “**Cart**” icon at the top right of the screen
9. Click “**PLACE ORDER**” when you are ready to checkout

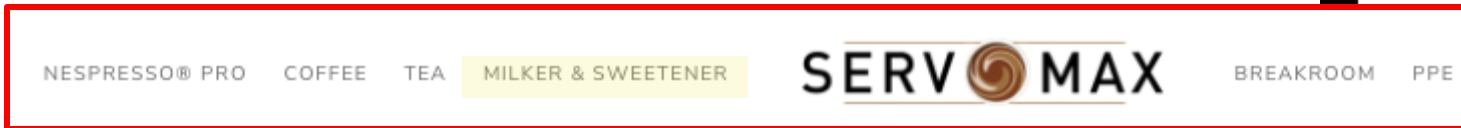
NOTE: As of June 1st, 2021, you order must have a minimum value of \$100.00 CAD to be processed

PLACE ORDER 

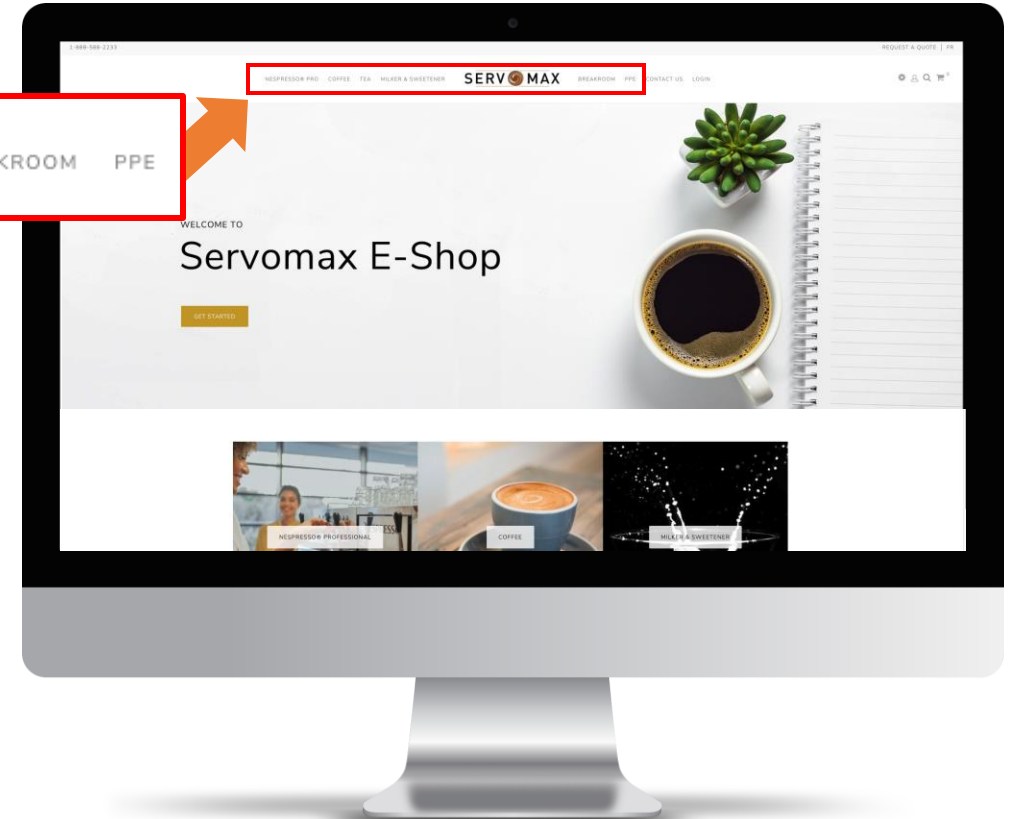


PLACING AN ORDER (Category)

Ordering by Product Categories



1. From the home page **header menu**, click on the **product category** of your choice (ex: MILKER & SWEETENER)



PLACING AN ORDER (Category)

Ordering by Product Categories

2. The related subcategories to the main category you selected will appear
3. Select the subcategory you would like to browse
(Ex: Milk)



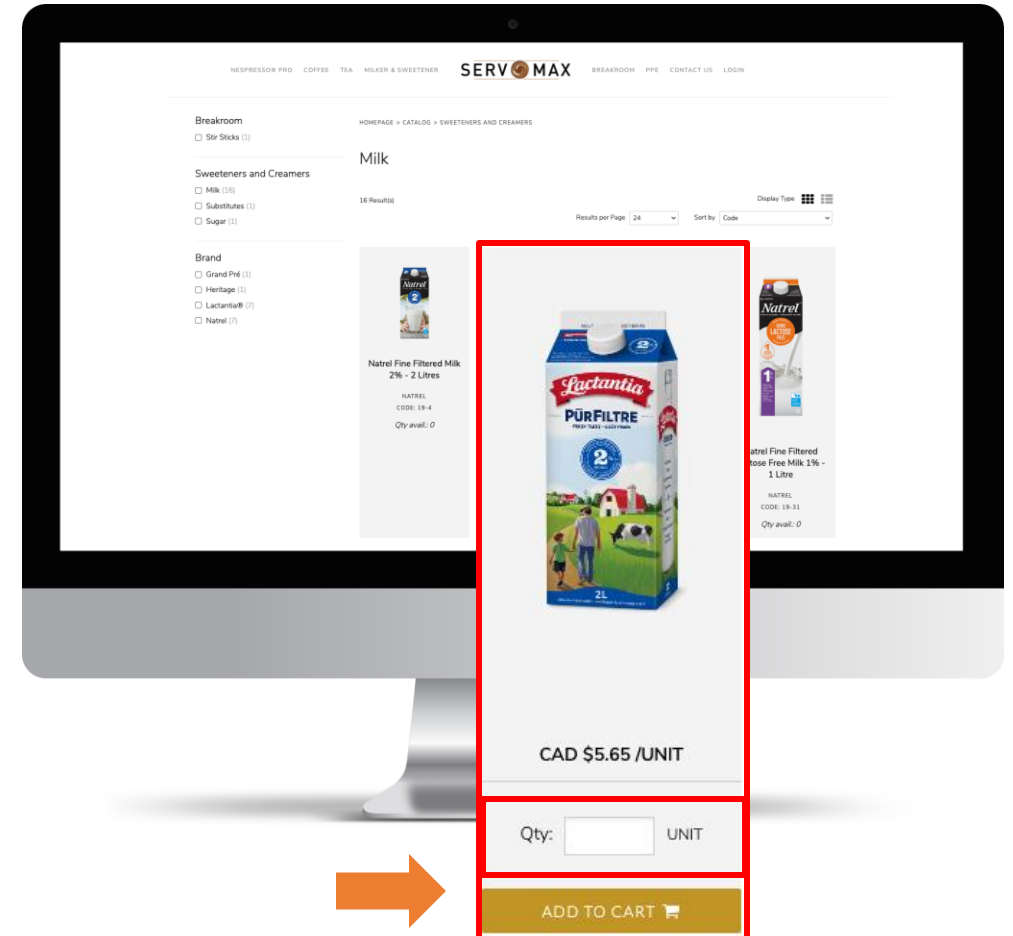
PLACING AN ORDER (Category)

Ordering by Product Categories

4. All items related to that subcategory will appear
5. **Hover** over the **product you would like** to add to your order
6. If the product is **available**, a quantity (“Qty”) field will appear
7. Enter the desired quantity in the blank box. *Pay attention to the unit of measure*
8. Click the “**Add to Cart**” golden button under the Quantity Field

Note

You can also click on the product for more details and follow the same steps as placing the order by SKU number or keyword (Pages 14-16)



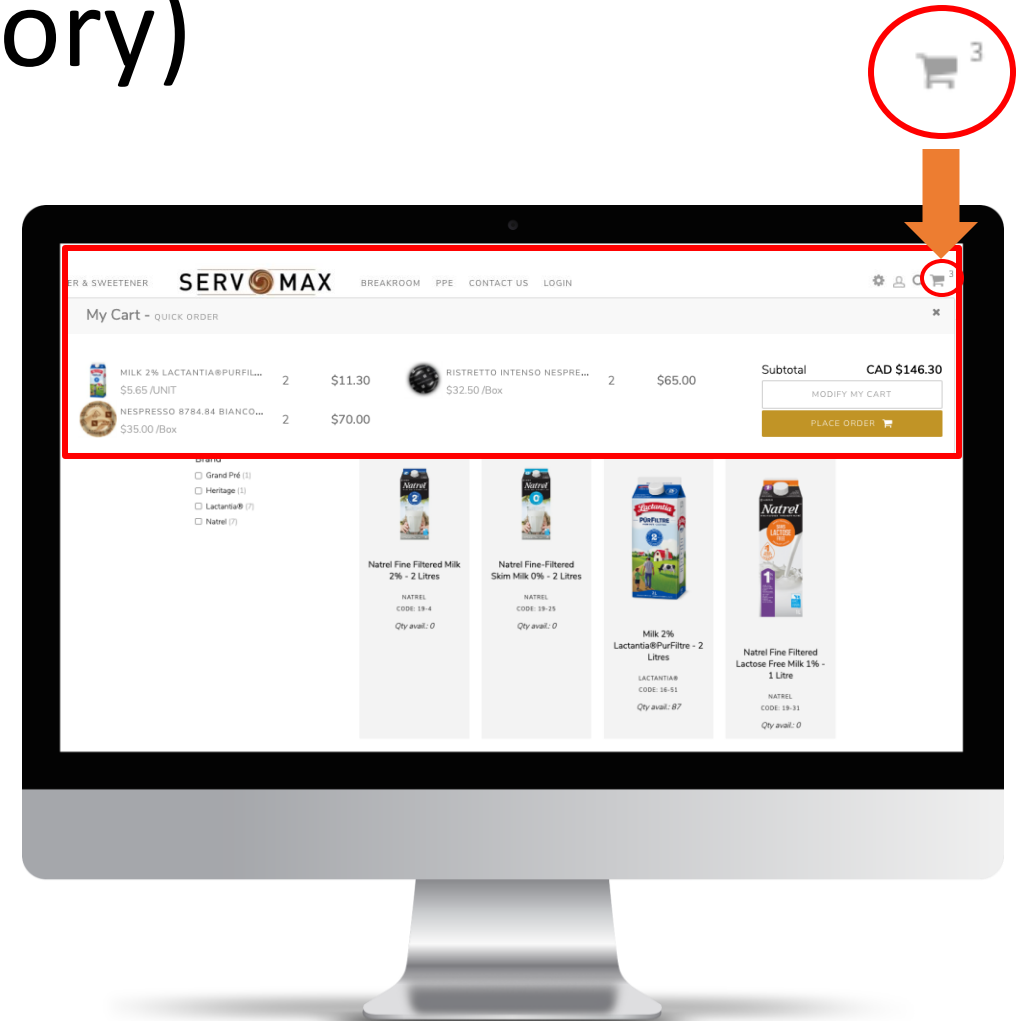
PLACING AN ORDER (Category)

Ordering by Product Categories

9. Click on the “**Cart**” icon at the top right of the screen

10. Click “**PLACE ORDER**” when you are ready to checkout

NOTE: As of June 1st, 2021, you order must have a minimum value of \$100.00 CAD to be processed



MODIFYING YOUR CART OR ORDER

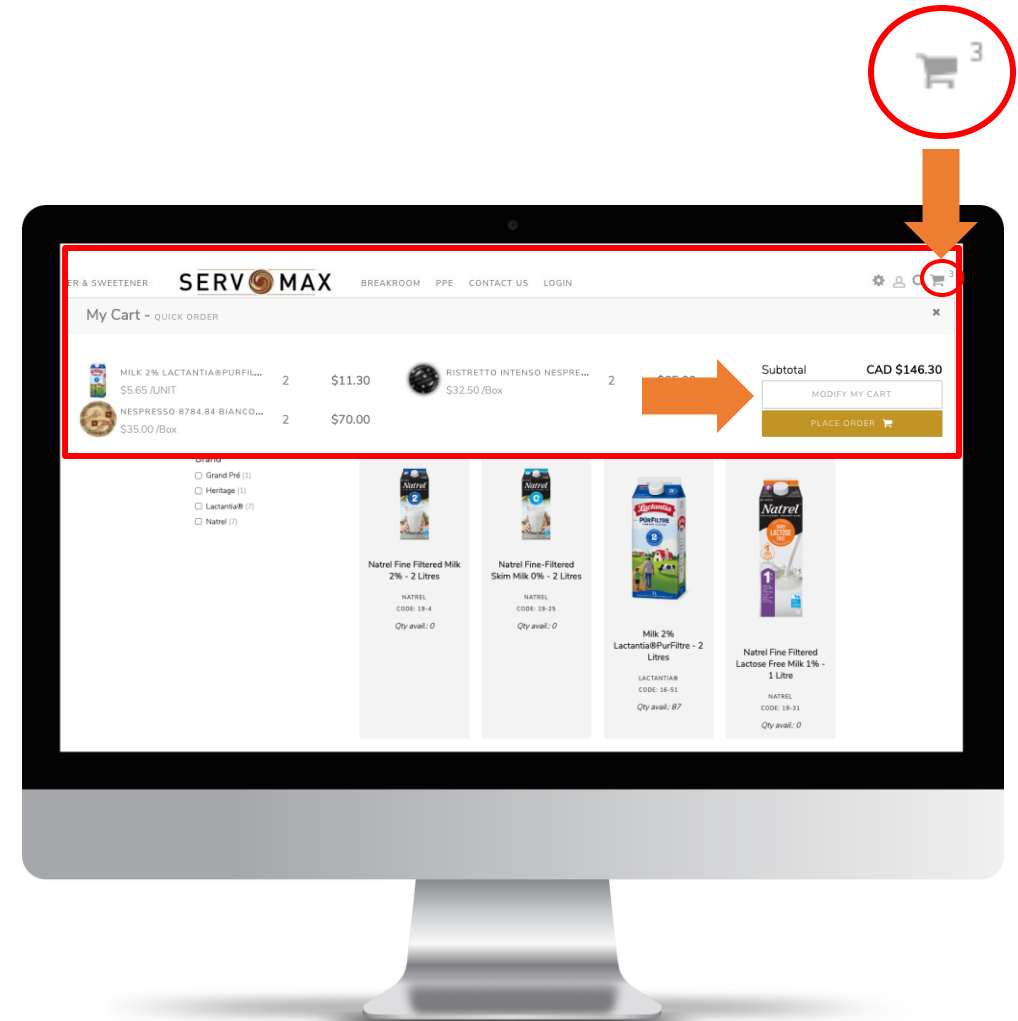
MODIFYING YOUR CART

Can be done at any time

If you would like to edit your cart (remove items or change quantities), you will need to follow these steps

1. Click on the “**Cart**” icon at the top right of the screen
2. Click on the white button “**Modify my cart**”

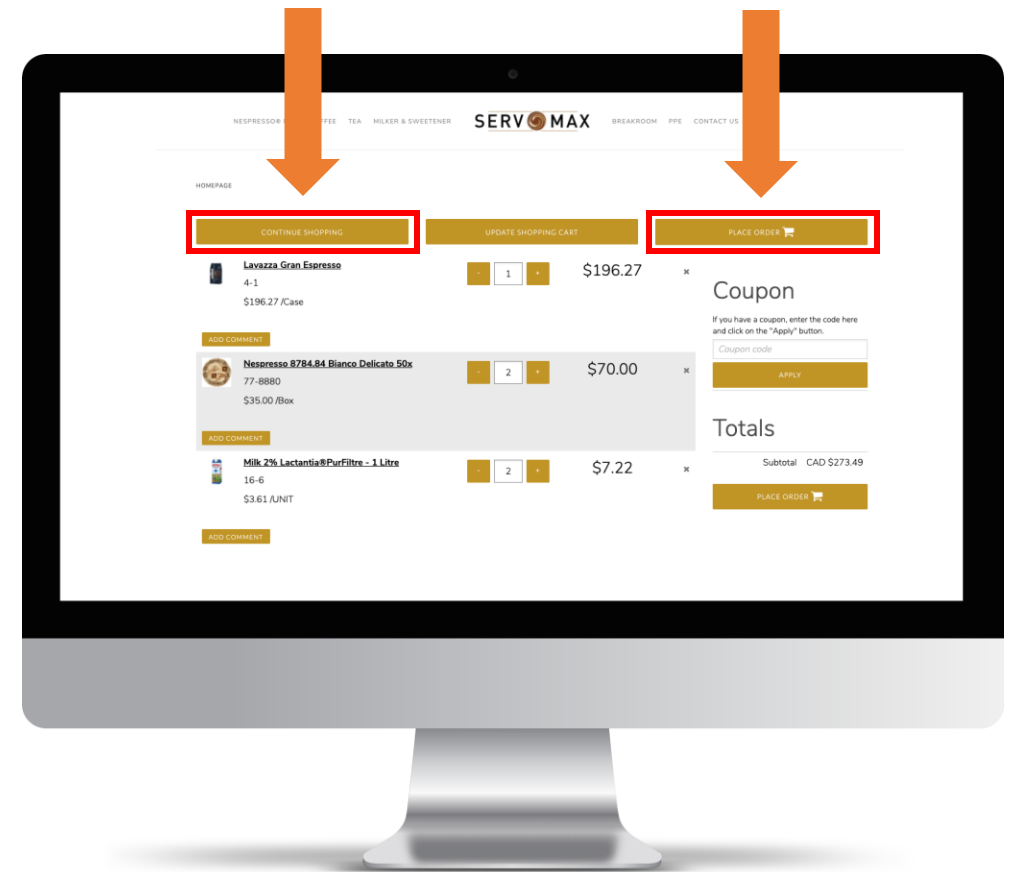
MODIFY MY CART



MODIFYING YOUR CART

Can be done at any time

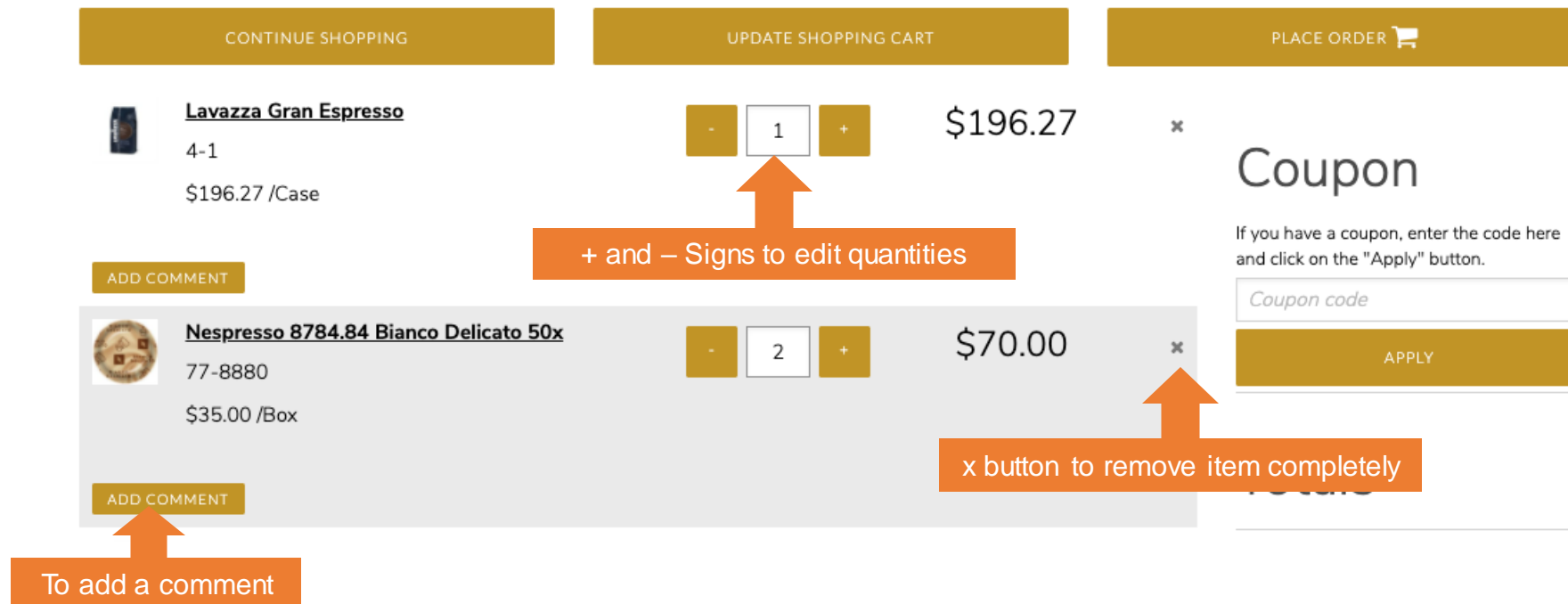
3. To go back to browsing through the product catalog, click on the golden button at the top (left) that says “**CONTINUE SHOPPING**”
4. To move on to the payment, click on the golden button at the top (right) that says “**PLACE ORDER**”



MODIFYING YOUR CART

Can be done at any time

5. Use the **+** (more) and **-** (less) signs next to the quantity box to edit the quantities of an item
6. To **remove an item** from the cart completely, **click on the little “x” button at the right**
7. You can also add a comment by clicking on the **“ADD COMMENT”** golden button



The screenshot shows a shopping cart interface with three main buttons at the top: "CONTINUE SHOPPING", "UPDATE SHOPPING CART", and "PLACE ORDER" with a shopping cart icon. Below these are two items:

- Lavazza Gran Espresso**: 4-1, \$196.27 /Case. It has a quantity box with "1" and minus/plus signs. An orange arrow points to the quantity box with the text "+ and - Signs to edit quantities".
- Nespresso 8784.84 Bianco Delicato 50x**: 77-8880, \$35.00 /Box. It has a quantity box with "2" and minus/plus signs. An orange arrow points to the "x" button next to the price with the text "x button to remove item completely".

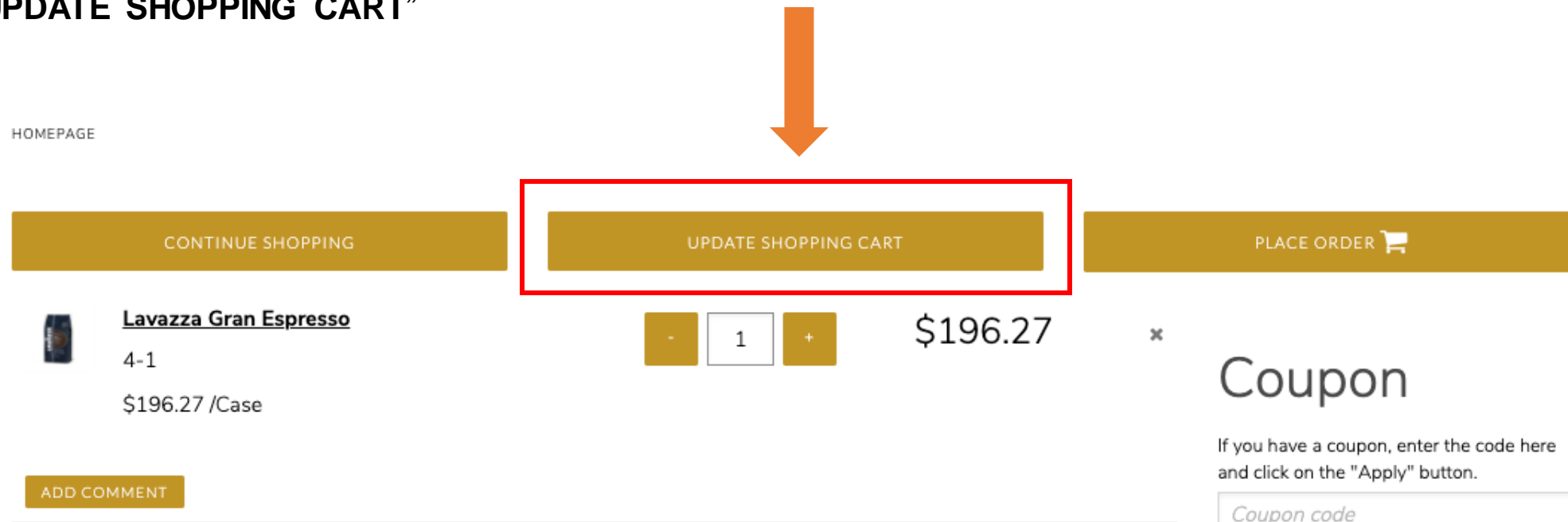
Each item has an "ADD COMMENT" button below it. An orange arrow points to the "ADD COMMENT" button for the Nespresso item with the text "To add a comment".

On the right side, there is a "Coupon" section with a text input field labeled "Coupon code" and an "APPLY" button. Text above the input field reads: "If you have a coupon, enter the code here and click on the 'Apply' button."

MODIFYING YOUR CART

Can be done at any time

8. Once you are done making your desired changes, click on the golden button at the top (middle) that says **“UPDATE SHOPPING CART”**



The screenshot shows a shopping cart interface. At the top, there are three golden buttons: "CONTINUE SHOPPING", "UPDATE SHOPPING CART", and "PLACE ORDER". The "UPDATE SHOPPING CART" button is highlighted with a red box and an orange arrow pointing down to it. Below the buttons, the cart items are listed. The first item is "Lavazza Gran Espresso" with a quantity of 1 and a price of \$196.27. To the right of the item list is a "Coupon" section with a text input field labeled "Coupon code" and an "Apply" button. The text below the input field reads: "If you have a coupon, enter the code here and click on the 'Apply' button."

PAYMENT

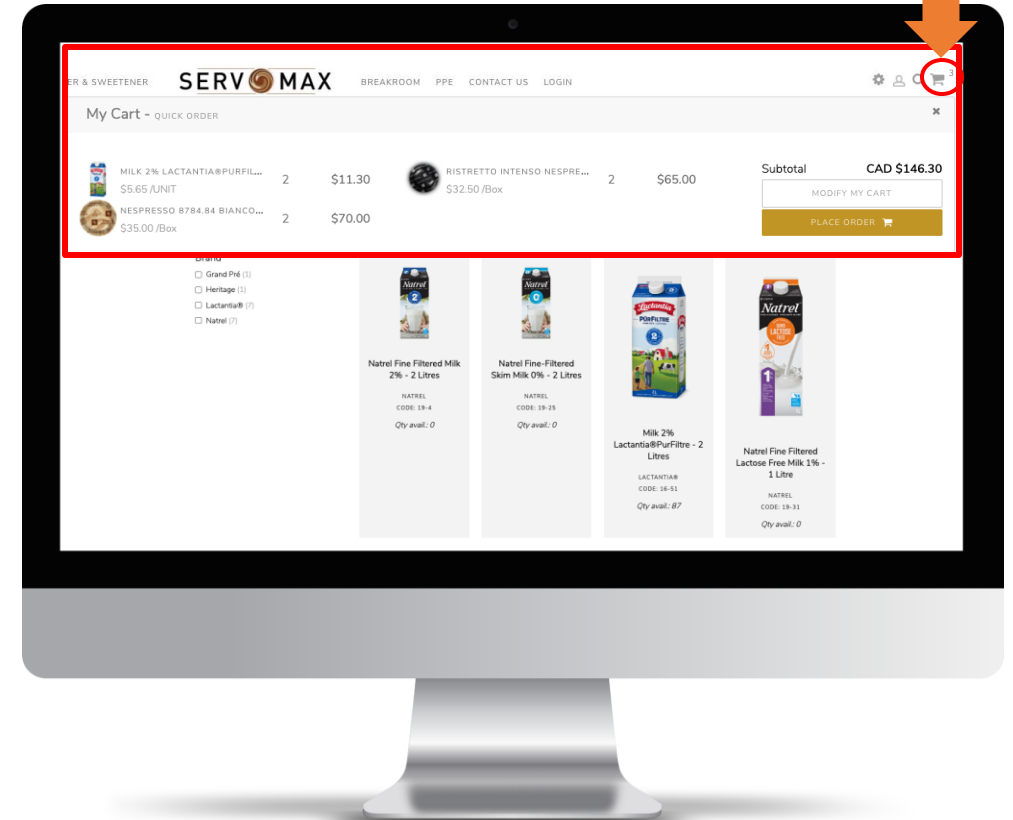
PAYMENT

After you're done choosing your products

1. Click on the “**Cart**” icon at the top right of the screen
2. Click “**PLACE ORDER**” when you are ready to checkout

NOTE: As of June 1st, 2021, you order must have a minimum value of \$100.00 CAD to be processed

PLACE ORDER 



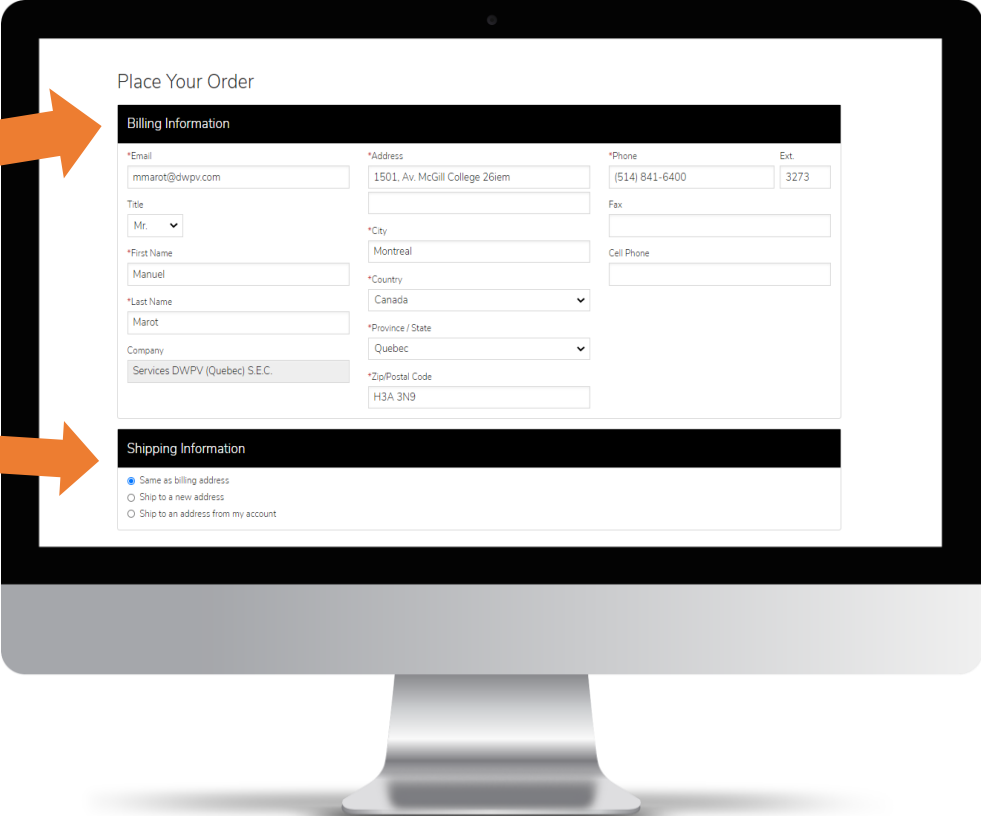
PAYMENT

After you're done choosing your products

3. Enter your **Billing Information**.

Ensure correct information is added to the appropriate fields

4. Select **Shipping information**



Place Your Order

Billing Information

| | | | |
|--|--|--------------------------|--------------|
| *Email mmarot@dwpv.com | *Address 1501, Av. McGill College 26iem | *Phone (514) 841-6400 | Ext. 3273 |
| Title Mr. ▼ | *City Montreal | Fax | |
| *First Name Manuel | *Country Canada ▼ | Cell Phone | |
| *Last Name Marot | *Province / State Quebec ▼ | | |
| Company Services DWPV (Quebec) S.E.C. | *Zip/Postal Code H3A 3N9 | | |

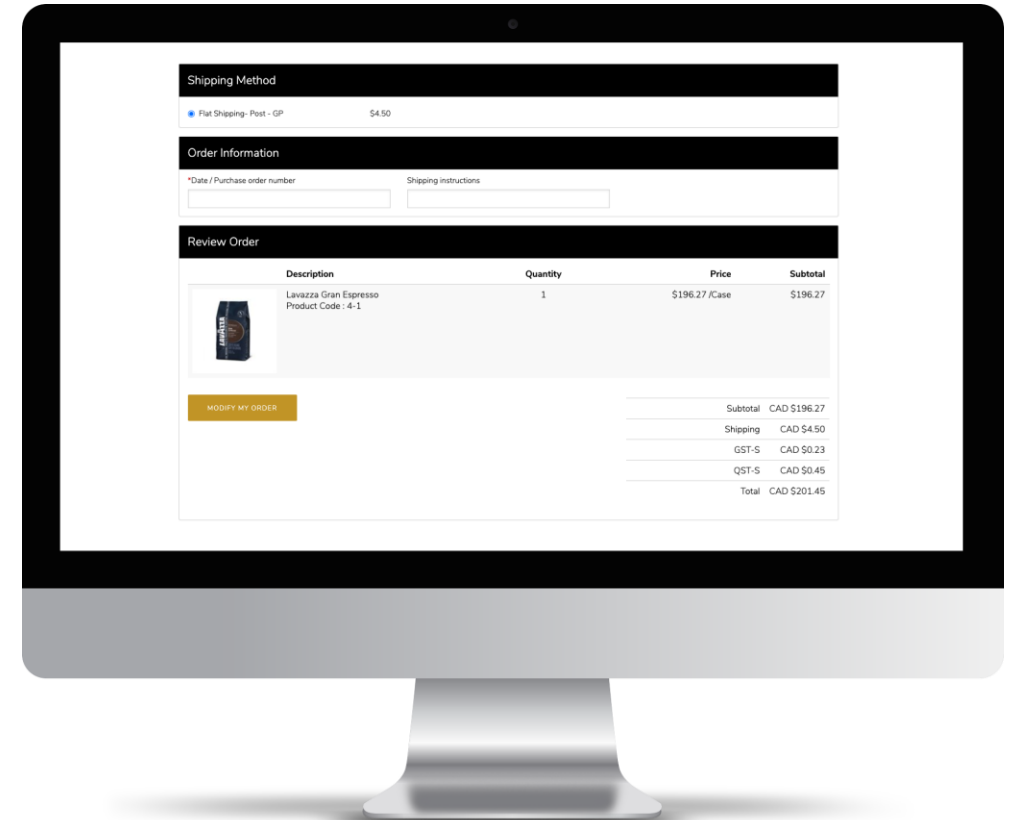
Shipping Information

Same as billing address
 Ship to a new address
 Ship to an address from my account

PAYMENT

After you're done choosing your products

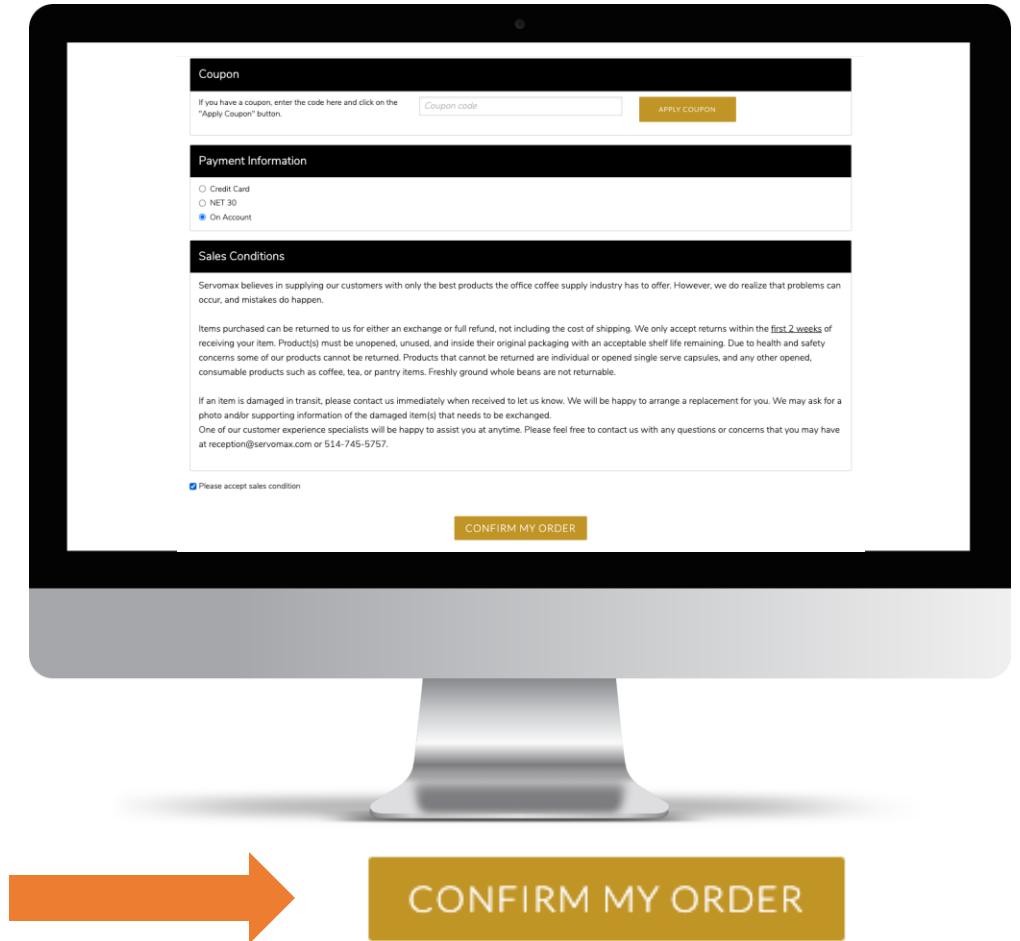
5. Choose **Shipping Method**
6. Enter the **Date of purchase** or the **Purchase order number** (if applicable)
7. **Review** your order



PAYMENT

After you're done choosing your products

8. Enter your **Coupon code** (if applicable)
9. Select your **Payment Information**
 - If this is your first purchase, select “**Credit Card**” and add your card info
 - If this is not your first purchase and you've saved your credit card information, select “**On Account**”
10. Read the sales conditions
11. **Check** the checkbox next to “**Please accept sales condition**” to let us know you've read and accepted our sales conditions (**REQUIRED**)
12. Click on the “**CONFIRM MY ORDER**” golden button to complete purchase (payment will go through when you click this)



PAYMENT

After you're done choosing your products

If payment is processed successfully, you will receive an order confirmation by email.

Otherwise, you will need to enter your payment information again.

FAQ

FAQ

[Skip to End of Presentation](#)

[When will I receive my order?](#)

[How much is shipping and handling for my order?](#)

[Can I modify my Shipping Address?](#)

[How can I modify my Billing address?](#)

[What is the policy/process for returns?](#)

[Due to health and safety concerns, can all products be returned?](#)

[How do I know if an item is backordered?](#)

[What does “Contact us for Pricing” mean?](#)

[My payment was rejected, what can I do?](#)

FAQ

When will I receive my order?

Orders ship Monday-Friday. In stock products are processed and delivered within 24-48 hours after you submit your order. Delivery time will depend upon product availability and selected shipping method.

[Back to all FAQ](#)

FAQ

How much is shipping and handling for my order?

Shipping charges are calculated based upon your order total. Your shipping charges will be indicated when your order is placed.

[Back to all FAQ](#)

FAQ

Can I modify my Shipping Address?

Shipping addresses can be modified. However, for any out of province shipping, please contact us directly at Servomax (info@servomax.com)

[Back to all FAQ](#)

FAQ

How can I modify my Billing address?

Please contact us directly at Servomax to modify any billing information

[Back to all FAQ](#)

FAQ

What is the policy/process for returns?

Items purchased can be returned to us for either an exchange or full refund, not including the cost of shipping. We only accept returns within the first 2 weeks of receiving your item. Product(s) must be unopened, unused, and inside their original packaging with an acceptable shelf life remaining.

[Back to all FAQ](#)

FAQ

Due to health and safety concerns, can all products be returned?

Products that cannot be returned are individual or opened single serve capsules, and any other opened, consumable products such as coffee, tea, or pantry items. Freshly ground whole beans are not returnable.

[Back to all FAQ](#)

FAQ

How do I know if an item is backordered?

Although we make every attempt to have items available in stock, occasionally we may list inventory as backordered, indicating that the item is temporarily out of stock. If a “Not Available” message is showing on the website for inventory, it reflects a backorder status.

[Back to all FAQ](#)

FAQ

What does “Contact us for Pricing” mean?

If you would like to place an order for an item that has no pricing indicated on the website, please contact us directly at Servomax.

[Back to all FAQ](#)

FAQ

My payment was rejected, what can I do?

Please ensure address associated to credit card matches billing information on your account.

[Back to all FAQ](#)

CONTACT US

We are always here...



technical@servomax.com

514-745-5757 ext. 4



reception@servomax.com

514-745-5757 ext. 0

SERV  MAX

End of Guide