

EMPIRE CLEANING SUPPLY
CUSTOMER SERVICE REMOTE (CSR)

Instruction #CI16
(Revision #3)

I. Download CSR Program (Cust.exe)

- a. Go to www.empirecleaningsupply.com
- b. Click on "DOWNLOADS" which will bring you to our Downloads page.
- c. Find the "CUSTOMER SELF-SERVICE MODULE" section.
- d. Click on the "DOWNLOAD CUSTOMER SELF-SERVICE MODULE" link.
- e. Depending on your browser and settings, a new window will pop up asking if you to save. Select the "SAVE".
- f. Another window will pop up asking where you want to save the file. We recommend saving the file to your Desktop. Click "SAVE".
- g. Go to the location where you saved the module (Cust.exe).
- h. Double click on the Cust.exe module icon (looks like a globe) to run the program. Depending on your system security settings, you may get a security warning window notifying you if you would like to run this software from an unknown publisher. Click "RUN"
- i. A small box will appear asking for the company code. Type in "empire" then click OK.
- j. The Customer Service Module will open with a small "Login Dialog" box asking for your "username" and "password". Enter your username and password, then click OK.
Note: *Your login information is your Empire Account # for both the username and password.*
Example: username: Empir140
Password: Empir140
- k. Your account info will appear in the "Customers Self-Service Module" and you are now ready to proceed to Section 2. Which will instruct you on how to place an order.

II. Place an Order

- a. To order in item, click on an item under "Customer Products" tab.
- b. Click "ADD ITEM TO SHOPPING CART"
- c. A window will pop up asking for the Quantity. Enter the QTY you would like to order. Click OK.
- d. Repeat steps "a-c" to order more items.
- e. When you are done adding items to your shopping cart, click "View Shopping Cart".
- f. A new window will appear displaying all products you have selected.
- g. Enter a PO Number.
- h. Verify your "Bill To and Shipping Address".
- i. Enter any special instructions under "Instructions" tab.
- j. Click on "Submit Order".
- k. You're Done!

**If you need any assistance or have questions, please feel free to
contact our Customer Service Department at:
(310) 217-7999**