

# CONFIRMATION OF KNOX ONLINE ORDERING SYSTEM

Effective January 1, 2019, Knox Company will no longer provide or accept paper authorization forms. After that date all orders must be submitted by one of Knox's two online ordering systems: Express Ordering or eApproval Ordering.

Our records show your department is currently signed up for eApproval Ordering. eApproval Ordering allows Departments to review and approve (or deny) products selected by property owners prior to purchase to confirm that the products should be keyed to the Department's System Code. Once approved, customers then return to the Knox website to complete their transaction.

Knox also offers an Express Ordering system where all displayed products are pre-approved by the department and require no review by department personnel prior to purchase. This system offers customers the most convenient buying experience and saves your department administrative time from not having to review each order.

Please indicate below whether your department will continue using the eApproval Ordering system or will change to the Express Ordering system. You may return this form to Knox by either fax, email or mail.

Continue with eApproval Ordering

Change to Express Ordering

**By signing below, the department acknowledges and confirms:**

1. The department wishes to allow property owners in its jurisdiction to order Knox products online using the selected approval/authorization method indicated above.
2. The department can update the online approval method at any time upon written notice to the Knox Company.
3. The department understands only recognized authorized signers for the department can request these changes and represents that the person signing this form is dully authorized to do so.

**Please type or print the following information:**

Department Name	
Department System Code	
Department City	State
Knox Coordinator Name	Title
Knox Coordinator Email	
Signature	Date

**PLEASE COMPLETE, SIGN & SUBMIT TO "RECORDS" BY ANY METHOD BELOW:**

**Email:** info@knoxbox.com

**Fax:** (623) 687-2296

**Mail:** ATTN: RECORDS  
1601 W. Deer Valley Road  
Phoenix, AZ 85027



# ONLINE ORDERING OPTIONS

**KNOXBOX.COM**

## Express ORDERING

With Express Ordering, property owners in a Department's jurisdiction can immediately purchase Knox products, keyed to that Department's System Code, without providing notice or securing pre-approval from the Department.

**1** Property Owner visits **knoxbox.com**, selects department + products.

**2** Property Owner checks out (creates account, adds shipping + payment info), completing transaction.

**3** Department receives an email notification when orders have been shipped.

## eApproval ORDERING

eApproval Ordering allows Departments to review and approve (or deny) products selected by property owners prior to purchase to confirm those products should be keyed to the Department's System Code. Once approved, customers then return to the Knox website to complete their transaction.

**1** Property Owner visits **knoxbox.com**, selects department + products, creates account and submits request for approval.

**2** Department "Approvers" receive email informing them they have a request to review

**3** Department "Approvers" log into Knox Partner Portal to review and approve or deny request.

**4** Upon Approval, Property Owner receives an approval email with secure cart link.

**5** Property Owner clicks link from email, logs into website, adds shipping + payment info, and completes transaction.

**6** Department receives an email notification when orders have been shipped.