Two methods are available to find your Staples Professional orders.

- Method 1: Search for your orders submitted via our online sale website eway.
 - The Submitted Orders page on eway contains the history of all your orders submitted via eway only.
- Method 2: Find all of your orders processed with Staples Professional.
 - The **Find Your Order** feature is used to find all of your orders processed with Staples Professional; orders submitted via eway, by email, or with the assistance of a Customer Care Associate.

Method 1: Search for your orders submitted via eway

- Sign in on eway.ca.
- From the Account menu, select the Submitted Orders option from the Orders tab.
- Search for your order using the **Order History**, **Sort By** and **Filter By** settings, or enter the order number in the **Find by order number** field.



Submitted Orders	Order History All Orders	Sort By Filter By Order Date (Newest) All Orders	Open Orders Shipped Ore	ders Cancelled Orders
Find by order number Q	Order History All Orders	Sort By Order Date (Newest)	Filter By All Orders	pt submitted via eway.
Order # Order Date	Order Details	Ship To	Product Total Statu	IS
EW87580269 2023-03-24 EW87580269	Acct # : 178406 Cost Center : MONTREAL PO Number : Ordered by : Jasmine Miller	MONTREAL EWAXCA 1616 EIFFEL BOUCHERVILLE QC J487W1	\$159.97 Open	
				Buy Items Again

• Click the red eway order number.

• The entire order details are displayed, including the invoice number.

A message may appear in the header of the page for orders with status **Archived**. These orders are over 12 months old and not current, they contain details based on the original order submitted only.

Order Details #EW87613620 (Shipped)	Invoice: 62577724 [tem(s) Shipped		Print View
Invoice: 62577724 [tem(s) Shipped	T	racking information available	Order Summary	
	O. Sharple Industrial Permanent Markers - Fine Point - Black Brand: Item #: SAN13601	\$1.03 EA	Ordered by : Order Date : Cost Center : PO Number :	Jasmine Miller 2023-03-23 62860 000.QV.G EW87613620
	D Note	Quantity: 24 Ship: 24 Buy Again	Acct # : Shipping Address :	TOROMONT CAT (QUEBEC) 1200 3E AV E VAL-DOR QC J9P1V1
	Shamia Pro Chical Tin Mannum Permanent Markers - Black			

If the order you are looking for is not found from the **Submitted Orders** page. Try instead with the **Find Your order** feature. Consult the next section **Method 2: Find all of your orders processed with Staples Professional** to know more.



Method 2: Find all of your orders processed with Staples Professional

Already signed in on eway

- If you have just performed an unsuccessful search through the **Submitted Orders** page, click the red **Find your order** link at the bottom of the page or on link **Find orders not submitted via eway** at the right of the screen.
- From the Home page, in the Orders tile below the main banner, click on the Find orders not submitted via eway link.
- Regardless of the page you are viewing in eway, you can enter at any time address: <u>https://www.eway.ca/Eway/en/eway/FindYourOrder</u> in the address bar of your current browser window to start a search using the Find Your Order feature.
 - If you previously clicked the red **Find Your Order** link on the **Submitted Orders** page, the order number you searched for is already displayed in the **Order Number** field of the order search feature.

Submitted Orders	Order History 30 days of order history	Sort By Order Date (Newest)	All Orders Open Orders	Shipped Orders Cancelled Orders
artacosa Q	ind Your Order p	Find orders not	submitted via eway.	Find orders not submitted via eway
Order # Order Date	Order Details	Ship To	Product Total	Status
No orders match the filtering option select	ked, Jarpige to look up your order			

Order number	Look it up with your order number
	Find an individual order.
87580268 0rder number 87580268 0rder 0rde	The second secon
- Construct	What postal code should I enter

Sign in on eway from the Find your order feature

 If you haven't yet signed in on eway, access the Find Your Order feature by entering this link in your browser's address bar: <u>https://www.eway.ca/Eway/en/eway/FindYourOrder</u>.

Find your order		
Look it	t up with your order number Find an individual order.	Sign in with your User ID For full access to view all your submitted order history.
Order number	③ How can I find my order number?	User ID
Postal Code	What postal code should I enter?	Password
Continue		Save User ID
		Sign in Forgot <u>User ID</u> or <u>Password 2</u>

- Enter your User ID and Password in the Sign in with you User ID section and click on Sign in.
 - You will be automatically redirected to the Submitted Orders page on eway.
- From the **Submitted Orders** page, click on the **Find orders not submitted via eway** link or re-enter the **Find Your** Order feature address in the address bar of your current browser window.
 - The order search feature automatically opens.



Method 2: Find all of your orders processed with Staples Professional

Find your order		
	Look it up w	rith your order number d an individual order.
	Order number	O How can I find my order number?
	Postal Code	What postal code should I enter?
	Continue	

Find Your Order

- Enter the order number to search for.
- Enter the postal code associated with the order you are looking for.
 - The postal code format to be entered is A1A1A1 or A1A 1A1, in lower or upper case.
- When you click **Continue**, the **Order Details** page displays the result.
 - You can see all the details of the order, but only if the account corresponding to the requested order is part of the accounts structure to which you have access.

Order Details #EW87613620 (Shipped)	Invoice: 62577724 Iten	n(s) Shipped		Print View
Invoice: 62577724 [Item(s) Shipped		Tracking information available	Order Summary	
- <u>M.</u>	C. Sharple Industrial Permanent Markers - Fine Point - Black Brand: Item#: SAN13601	\$1.03 EA	Ordered by : Order Date : Cost Center : PO Number : Acct # :	Jasmine Miller 2023-03-23 62860 000.QV.G EW87613620 178406
	D Note	Ship: 24 Buy Again	Shipping Address :	TOROMONT CAT (QUEBEC) 1200 3E AV E VAL-DOR QC J9P1V1
	Shamle Pro Chicel Tin Mannum Permanent Markers - Rlack			

Print, email, or save your invoice

- 1. For **shipped** orders, you can click on the red invoice number to immediately open it in .pdf format.
 - This option enables you to save the original invoice or to print it if needed.

Order Details	(
#EW87613620 (Shipped)			2)	Print View
Invoice: 62577724 (Rem(s) Shipped	Tracking info	C Print	View Summary	/
Sharple Industrial Permanent Markers - Fine Point - Black Brandt		\$1.03 EA	Ordered by : Order Date : Cost Center :	Jasmine Miller 2023-03-23 62860 000.QV.G
		Quantity: 24	PO Number : Acct # :	EW87613620 178406
		Ship: 24 Buy Again	Shipping Address :	TOROMONT CAT (QUEBEC) 1200 3E AV

2. You may also click on the **Print View** option to print or email your invoice.

