

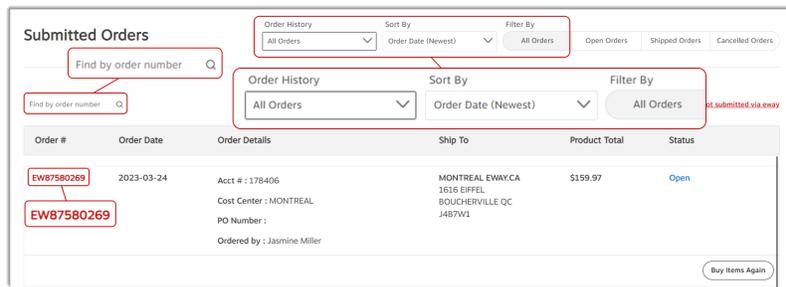
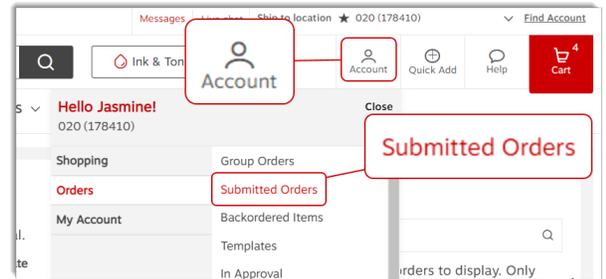


Two methods are available to find your Staples Professional orders.

- **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

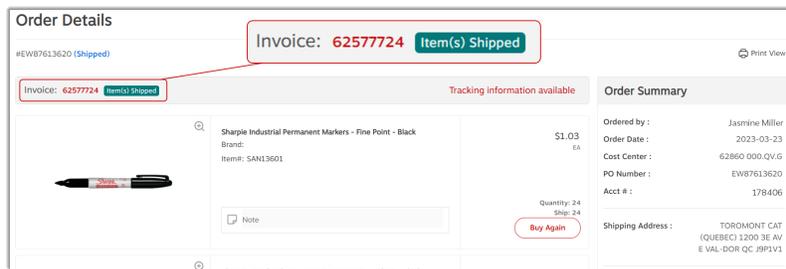
- Sign in on [eway.ca](http://eway.ca).
- From the **Account** menu, select the **Submitted Orders** option from the **Orders** tab.
- Search for your order using the **Order History, Sort By** and **Filter By** settings, or enter the order number in the **Find by order number** field.



- 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.



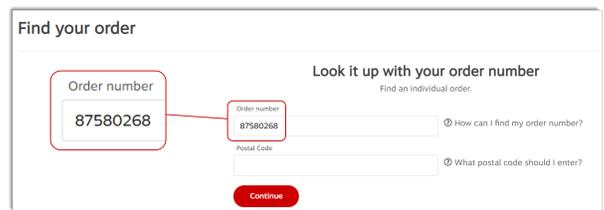
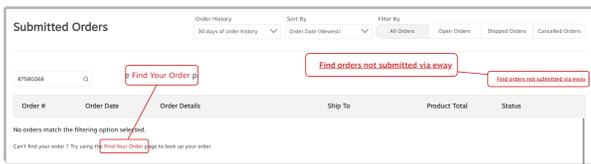
If the order you are looking for is not found from the **Submitted Orders** page. Try instead with the **Find Your order** feature. Consult the next section **Method 2: Find all of your orders processed with Staples Professional** to know more.



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

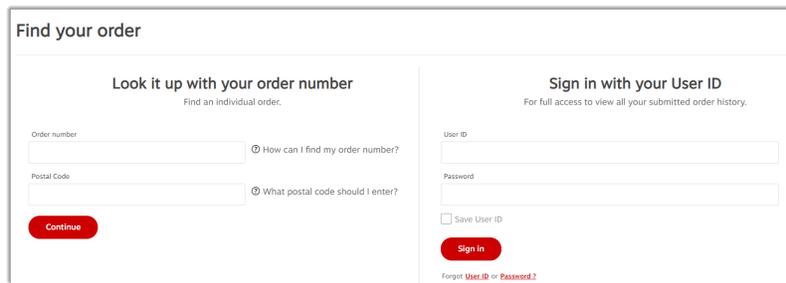
### Already signed in on eway

- 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: <https://www.eway.ca/Eway/en/eway/FindYourOrder> 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.



### 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: <https://www.eway.ca/Eway/en/eway/FindYourOrder>.



- 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 with your order number**  
Find an individual order.

Order number  [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** Item(s) Shipped

Tracking information available

**Order Summary**

Ordered by :	Jasmine Miller
Order Date :	2023-03-23
Cost Center :	62860 000.QV.G
PO Number :	EW87613620
Acct # :	178406

Shipping Address : TOROMONT CAT (QUEBEC) 1200 3E AV E VAL-DOR QC J9P1V1

### 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)

Invoice: **62577724** Item(s) Shipped

Tracking info

**Print View**

**Summary**

Ordered by :	Jasmine Miller
Order Date :	2023-03-23
Cost Center :	62860 000.QV.G
PO Number :	EW87613620
Acct # :	178406

Shipping Address : TOROMONT CAT (QUEBEC) 1200 3E AV E VAL-DOR QC J9P1V1

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