



As Easy As...

- 1 Click on the link provided in your invitation email
- 2 Find the products you want and add them to the shopping cart
- 3 Check out from the Group Order

Q: I clicked on the link but received an error message. What do I do now?

A:

If one of the following situations applies to you, contact the order's creator to get more details about the next Group Order.

- The order is closed and processed.
- You've already used this link to add items before.
- Your invitation had an expiry date and it's passed.
- Your invitation was cancelled by the order's creator.
- The order was cancelled by its creator.

If the Group Order functionality on eway.ca is temporarily unavailable, we apologize. Please try again in a few minutes.

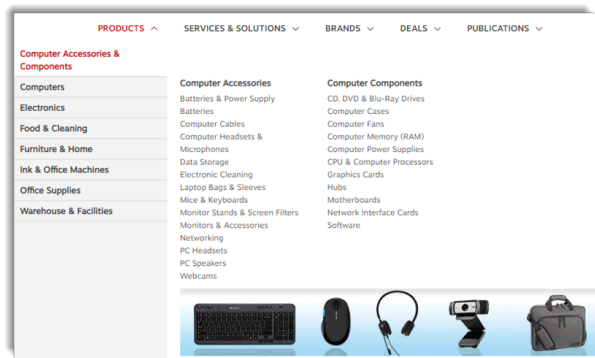
Q: Why do I have to enter my name and email address?

A:

If you have to identify yourself before entering [eway](http://eway.ca), it's simply because you weren't previously identified by the order's creator.

This information will be used to let the buyer know that you added items to the order, to associate these items with your name and to send you an order confirmation by email.

Q: What are my options while entering my order?



A:

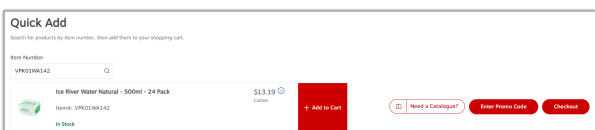
Browse for products using the **Products** menu.

- Drill down into sub-categories to view those products.
- Add items to the shopping cart from the results list.



Search for products using keywords.

- At the very top of the screen, enter a keyword and click on the **Search** button to view matching items.
- Add items to the shopping cart from the results list.

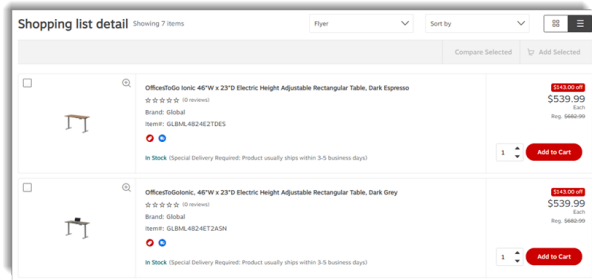


Open the **Shopping Cart** to add products directly.

- Click on **View Cart** in the **Cart Summary** in the top right corner, or open the **Account** menu, hover the **Shopping** tab and select **Cart**.
- Add items by searching the **Item Number** and clicking **+ Add to Cart**.

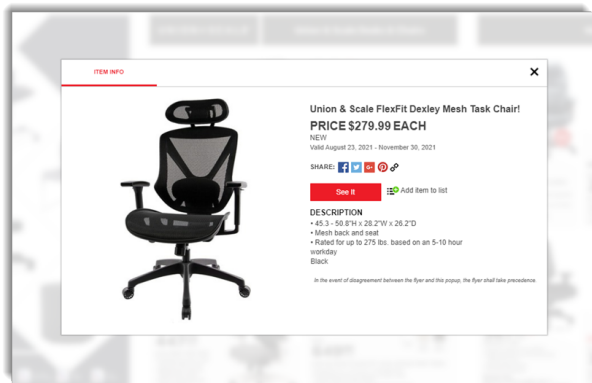


Q: What are my options while entering my order?



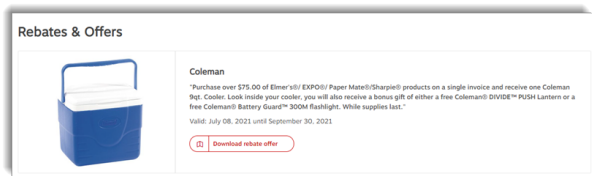
Use a predefined **Shopping List** to select items.

- Open the **Account** menu, hover the **Shopping** tab and click on **Shopping List**.
- Click on a **List Name**.
- Add items to the shopping cart from the shopping list.



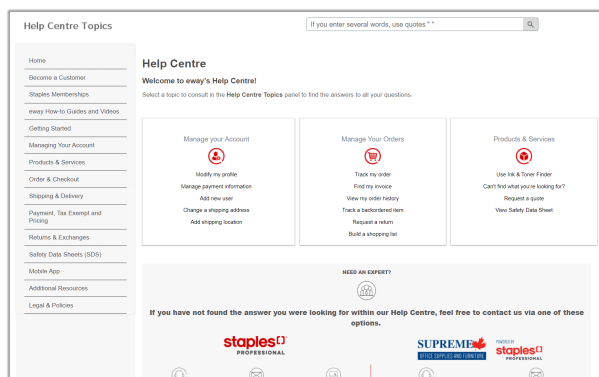
Look through our **Publications** to find items.

- Open the **Publications** menu and select a publication to view.
- Page through the publication and click on a product.
- Add the item to your cart from the product's **Details** popup window.



Take advantage of valuable **Deals**.

- Click on the **Deals** menu.
- Download the mail-in rebate offer of your choice.



If you need assistance, use the **Help** menu.

- Select **Contact Us** to reach a Customer Care associate.
- Select **Help Centre** if you need to quickly find answers to your questions about away.
- Select **Recall Information** to view items that are subject to a recall.



Q: How do I end my order? And what happens after that?

A:

Click on the **Check Out** button.

- If there are **Switch to Save** or **Switch to Eco-friendly** opportunities in your shopping cart, you will be invited to take advantage of them.

Review the final content of your order.

- Make sure all items are included in the correct quantity.
- Return to the **Shopping Cart** if modifications are required.

Read this before you submit your order!

- Remember that you are not allowed to re-open the order after it is submitted, to add an item or edit the content.
- You can exit the order without checking out by clicking on **Logoff**. This way you will be allowed back.
- Don't forget to return to your order to submit it, before the deadline specified in your invitation email.

Ready to submit your order?

- Go through the check out process and click on **Submit**.

What's next?

- Once your order is submitted, it is sent to the order's creator.
- You will receive an email to confirm your participation in the Group Order.
- When the group Order is closed and processed by the order's creator, you will receive a final confirmation of your order by email.