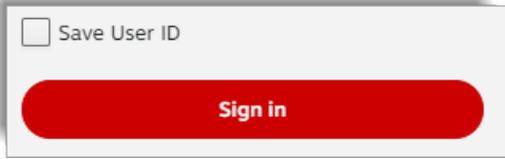


User Sign In

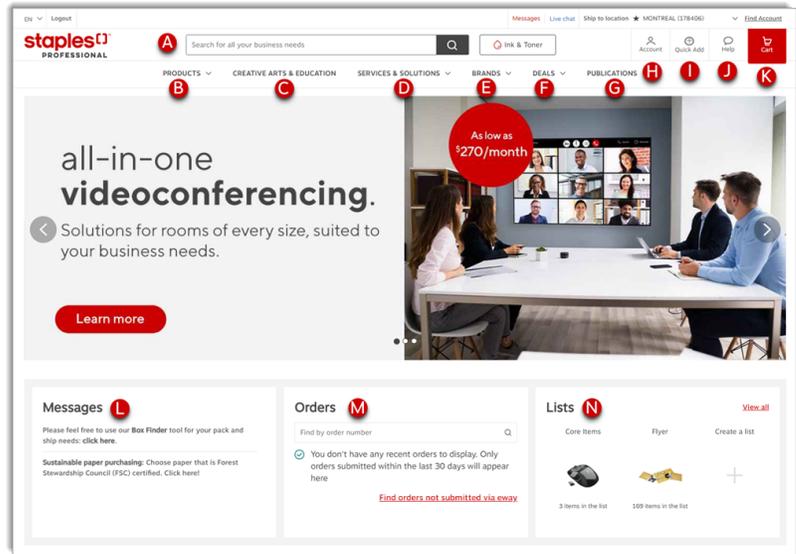
Type eway.ca in your browser and click **Sign in** to enter your login information. Check **Save User ID** to be automatically recognized the next time you sign in.



If you forget your User ID, click **Forgot User ID**. If you forget your Password, click on **Forgot Password** for assistance.

Header Navigation

- A** Search
- B** Products
- C** Creative Arts & Education
- D** Services & Solutions
- E** Brands
- F** Deals
- G** Publications
- H** Account
- I** Help
- J** Quick Add
- K** Cart



System Requirements

Staples Professional recommends that you utilize the following computer operating systems and web browsers when accessing [eway](http://eway.ca).

Operating Systems

Operating Systems
Windows 10, Mac OS 10

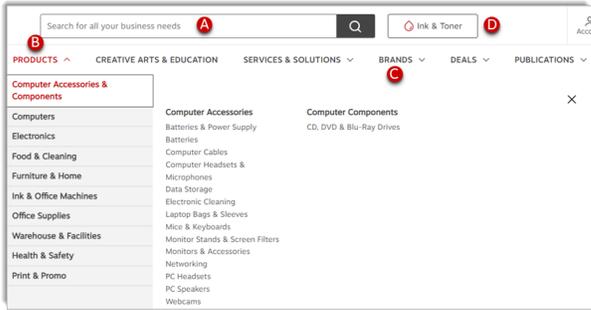
Web Browsers

Google Chrome is the recommended browser for the best [eway](http://eway.ca) user experience.
Current version of Microsoft Edge, Mozilla Firefox, Safari and Internet Explorer 11 are compatible with [eway](http://eway.ca), but the compatibility of these browsers is not fully guaranteed.

Home Page

- L** **Messages**
Contains announcements from Staples Professional or your organization.
- M** **Orders**
Shortcut to recently submitted orders.
- N** **Lists**
Quick access to active **Shopping Lists** with the ability to create a new list.

Product Search and Ordering



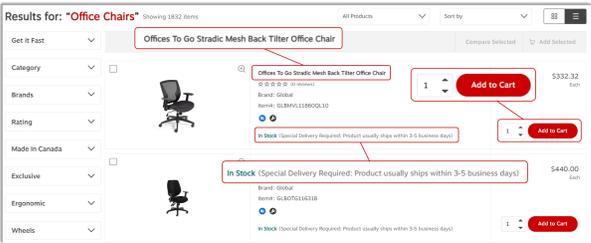
Search Products

Easily search for a product by name and auto suggest terms populate in the search bar (A). Or search for products by category (B) and brand (C).

Ink & Toner Finder

Access the **Ink & Toner** finder (D) feature next to the search bar.

- Search by cartridge model number, printer model number, or popular brands to quickly find the compatible ink and toner.



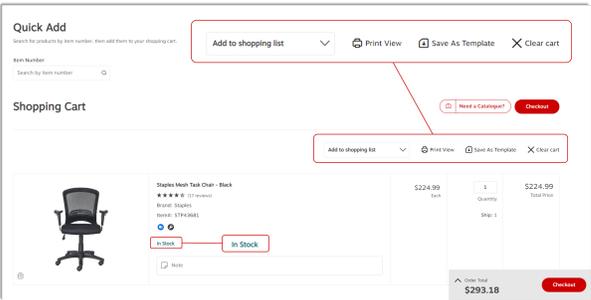
Product Page

Access the Product page by browsing categories or through a search.

- Ability to add an item to your cart from search saves time.
- To view product details, specifications and reviews, click the product image or descriptions from the search or browse results page.
- Availability status is presented for each product along with expected ship date where applicable.
- To add an item to your cart, click **Add to Cart**. You can also modify the default quantity and add more units as needed by using the arrows.

Your Shopping Cart

Review your order before you click **Submit**.



- View expected ship quantities for items in your cart. Most items will be shipped next business day or if available, select a custom delivery date during checkout.
- Change quantities, add a packing slip note or remove an item.
- If items in your cart have a quality lower cost alternative, **Switch to Save** alternates will be presented during checkout, the choice is up to you.
- Click **Save as Template** to save your Shopping Cart for submission at another time.
- Click **Checkout** and complete the required information to submit your order.



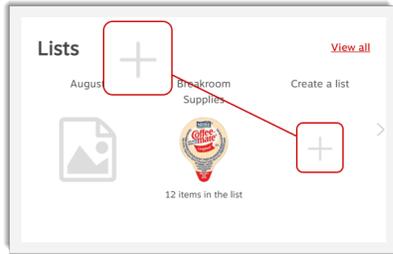
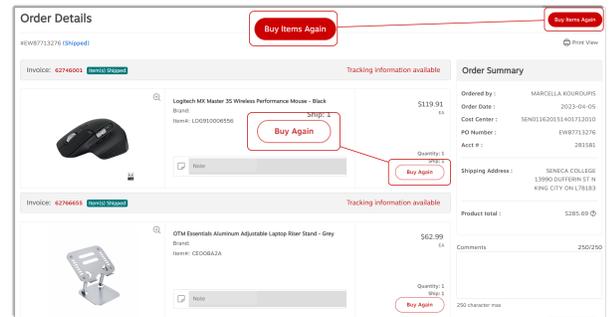
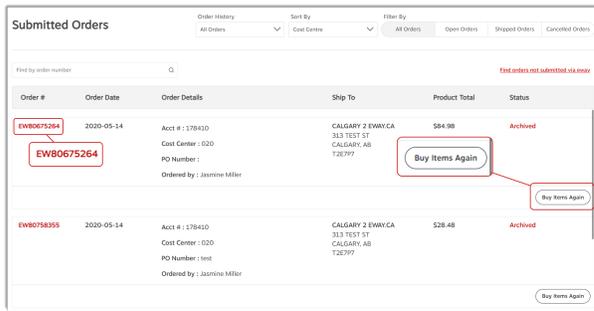
Additional eco fees may already be in your cart. Also, assembly or installation fees may be added at checkout if your order contains special delivery items. Look for this icon  to identify fees.

Order Quick Tools

Previous Orders

Easily reorder an entire order or an individual item on an order by viewing previously submitted orders.

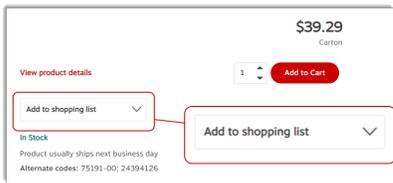
- Select **Submitted Orders** from the **Orders** tab under the **Account** menu.
- Click on **Buy Items Again** to reorder all the items on an order.
- Click the red eway order number to access the order details.
- Click the **Buy Again** button of an item to reorder it, or click the **Buy Items Again** button to reorder all the items on the order.



Shopping Lists

Create shopping lists for fast ordering from product search results, product pages or your home page:

- Click the + symbol in the **Lists** tile below the main banner.
- Give your list a name.
- Select **Personal** or **Global**.
- Add items directly to the newly created list by entering the item number. Alternatively, you can add items to the **Shopping List** from the **Product Details** page by clicking the **Add to shopping list** drop down.

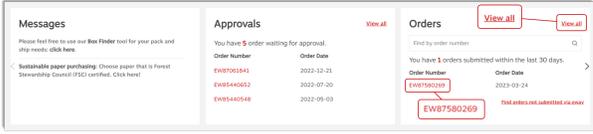


Quick Order

Quick order directly from the cart page.

- Go to the **Shopping Cart** page, enter an **Item number** in the **Quick Add** section search field and click the + **Add to Cart** button for selected items.

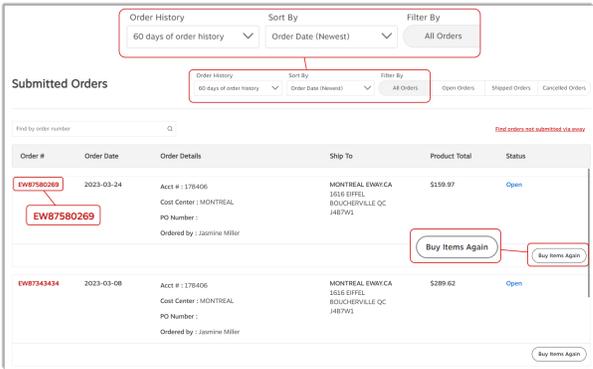
Account Order Management



Home Page

The **Orders** tile displays up to 3 recent orders placed and/or delivered and the ability to perform a search against your complete order history or to view **All orders** on the **Order Details** page.

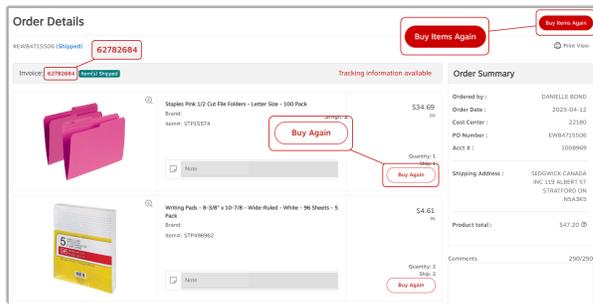
- Order details available include delivery status, courier tracking links and invoices copies.
- Click **View all** to see additional orders and to go to the **Order Details** page.



Order Status & Tracking

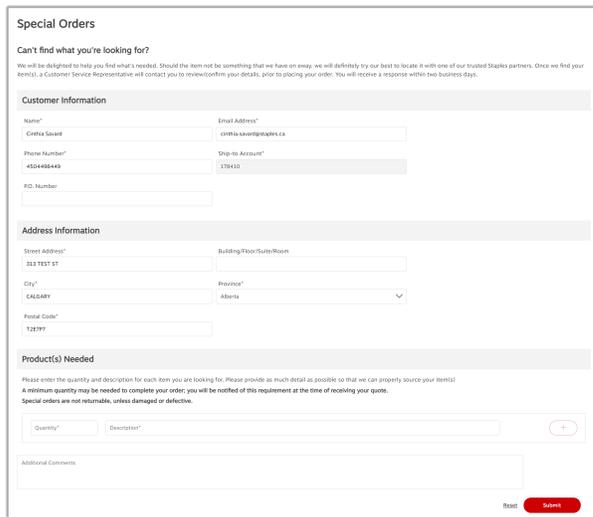
Submitted orders are presented with sorting and filtering tools at the top of the page.

- Click on the **Account** menu, hover the **Orders** tab and select option **Submitted orders**.
- Filter by date range and by status.
- Review up to 6 months of order history.
- Click on the **Find orders not submitted via eway** link to search for any other orders.



Order Details

- Click on the red eway order number to see details for each item in the order.
- For orders that have been shipped, click the red **Invoice** number in the order details to retrieve PDF invoice copies.
- Click **Tracking information available** to view the shipping details.
- Easily reorder by clicking the **Buy Again** button next to the item details or click **Buy Items Again** to reorder all items.
- See the **Order Summary** section for account information and order totals.



Special Orders & Quotes

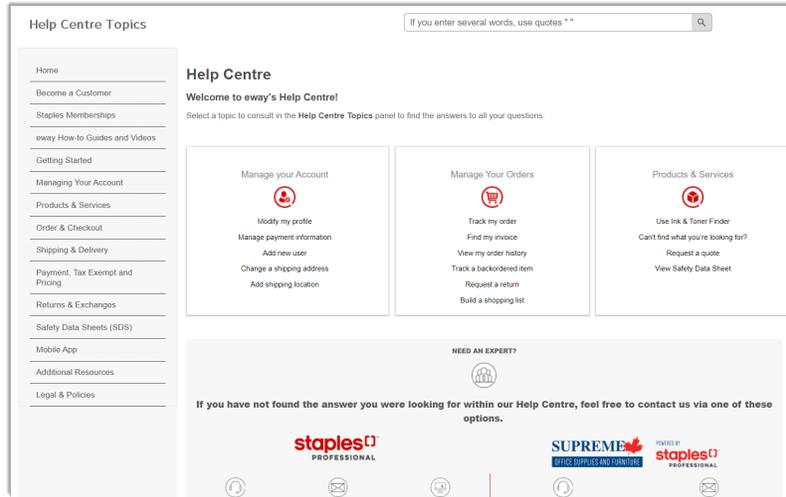
Can't find what you need? From the ordinary to the extraordinary, our sourcing team will find and order it within your existing account, without a new vendor set up or rogue spend.

- Click the **Account** menu, hover the **Orders** tab and select option **Special Orders**.
- Submit a special order request by filling out the form or click **Help** and then **Contact Us** option to contact customer care via email, chat and phone.
- We'll get back to you quickly with a quote.
- Order, modify or change your request.

Help to Get Answers Fast

Find everything you need in the Help Centre

- From the **Help** menu, click **Help Centre**.
- Simply use the search bar to type in a search term and find answers to your questions.
- Select a topic from the **Help Centre Topics** pane.



Manage Your Account

- Manage the information to your profile and your payment information.
- Add a new user.
- Change a shipping address.
- Add a new shipping location.

Manage Your Orders

- Track your order.
- Find an invoice.
- View your order history.
- Track backordered items.
- Return an item.
- Build a shopping list.

Products & Services

- Ink & Toner Finder.
- View our contact information.
- Request a quote.
- View Safety Data Sheets.

Dedicated resources are standing by to help via chat, email or phone.