

There are two ways to find your invoices.

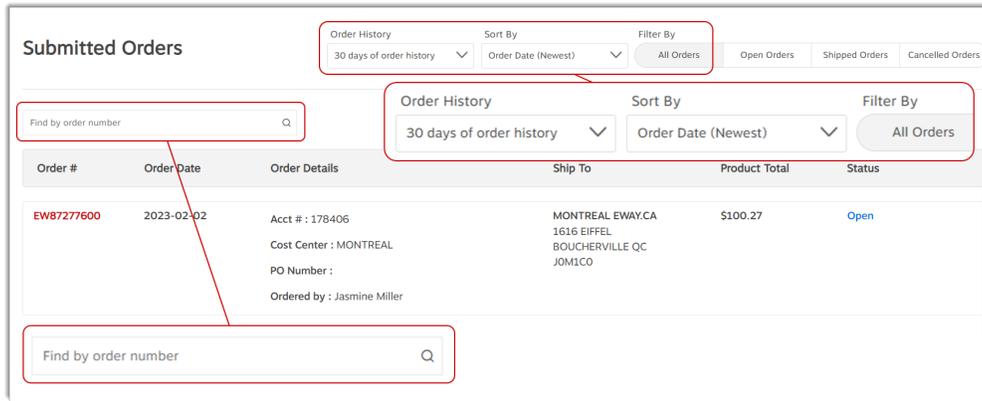
- **Method 1:** Through eway via the **Submitted Orders** page. Use this method to find invoices for orders submitted via eway.
- **Method 2:** Through the **Find your order** feature. Use this method to find any Staples Professional orders, accessible via this link: <https://www.eway.ca/Eway/en/eway/FindYourOrder>.

Method 1: Search for an invoice through the Submitted Orders page on eway



Invoices for orders submitted via other channels such as email, chat or with the assistance of a Customer Care Associate can be found using the Find your order feature only.

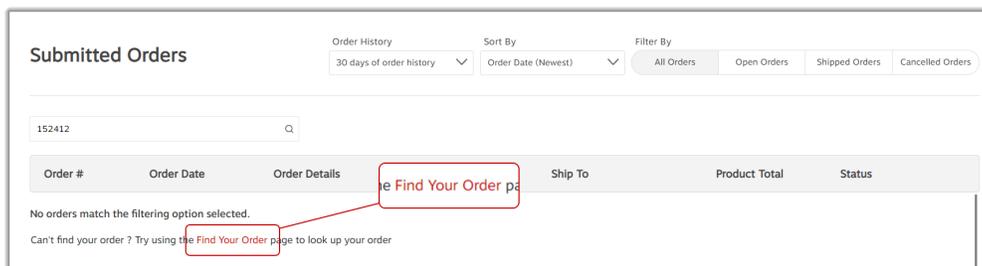
- Login on eway at this address: <https://www.eway.ca/en>.
- From the **Account** menu, select the **Submitted Orders** option from the **Orders** tab.
- Search for your invoice using the **Order History**, **Sort By** and **Filter By** features, or enter the order number in the **Find by order number** 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.

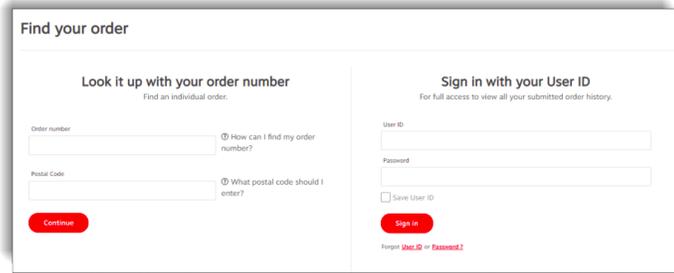


If the invoice or order you are looking for is not found from the **Submitted Orders** page, it may be because the order you are looking for was not submitted via eway, but rather through another channel. If that is the case, consult the next section **Method 2: Search for an Invoice with the Find Your Order Feature** to know all about it.

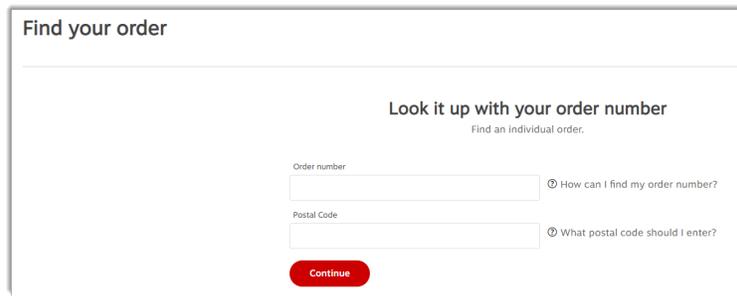


Method 2: Search for an Invoice with the Find Your Order Feature

- Access the **Find your order** feature by entering the following link in the browser's address bar: <https://www.eway.ca/Eway/en/eway/FindYourOrder>.



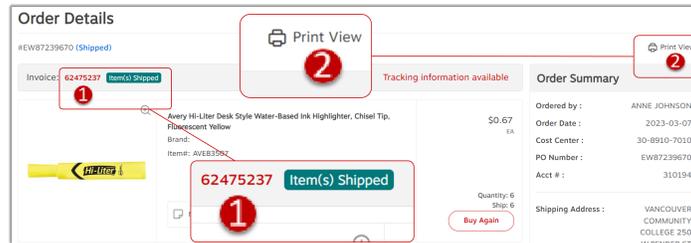
- Enter your **User ID** and **Password** in the **Sign in with you User ID** section and click on **Sign in**.
 - You will be automatically redirected to the **Submitted Orders** page on eway.
- For orders that were not submitted via eway, copy and paste or manually enter the address to reach the **Find your order** feature in your browser's current address bar: <https://www.eway.ca/Eway/en/eway/FindYourOrder>.



- Enter the order or invoice 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 account structure to which you have access.

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.



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