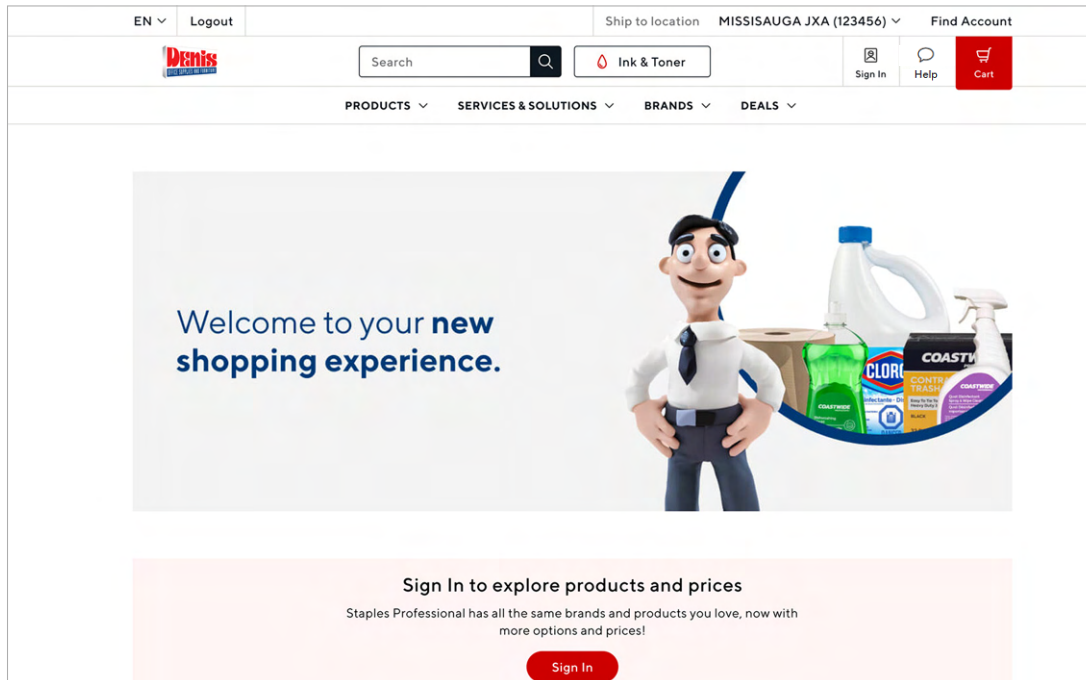




eway Advanced User Guide

Welcome Denis Customers to your new shopping experience!

From any device's browser, type eway.ca/en/denis



User Sign in

The screenshot shows a 'Sign In' modal window. It has a close button (X) in the top right corner. Below the title, there are two input fields: 'User ID' and 'Password'. Below the password field, there is a checkbox labeled 'Save User ID?' and a note that says '? Passwords are case sensitive.' At the bottom of the form is a red 'Sign In' button and a link that says 'Forgot user ID or password?'.

Your login remains the same as before; your email and password from Denis's web site.

1. Click on **Sign in** (in the top right corner of the website).
2. Enter your **User ID** (email).
3. Enter your **Password**. This field is case sensitive.
4. Check the **Save user ID** box to be recognized in your next shopping sessions.
5. Click on the button **Sign in**.

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

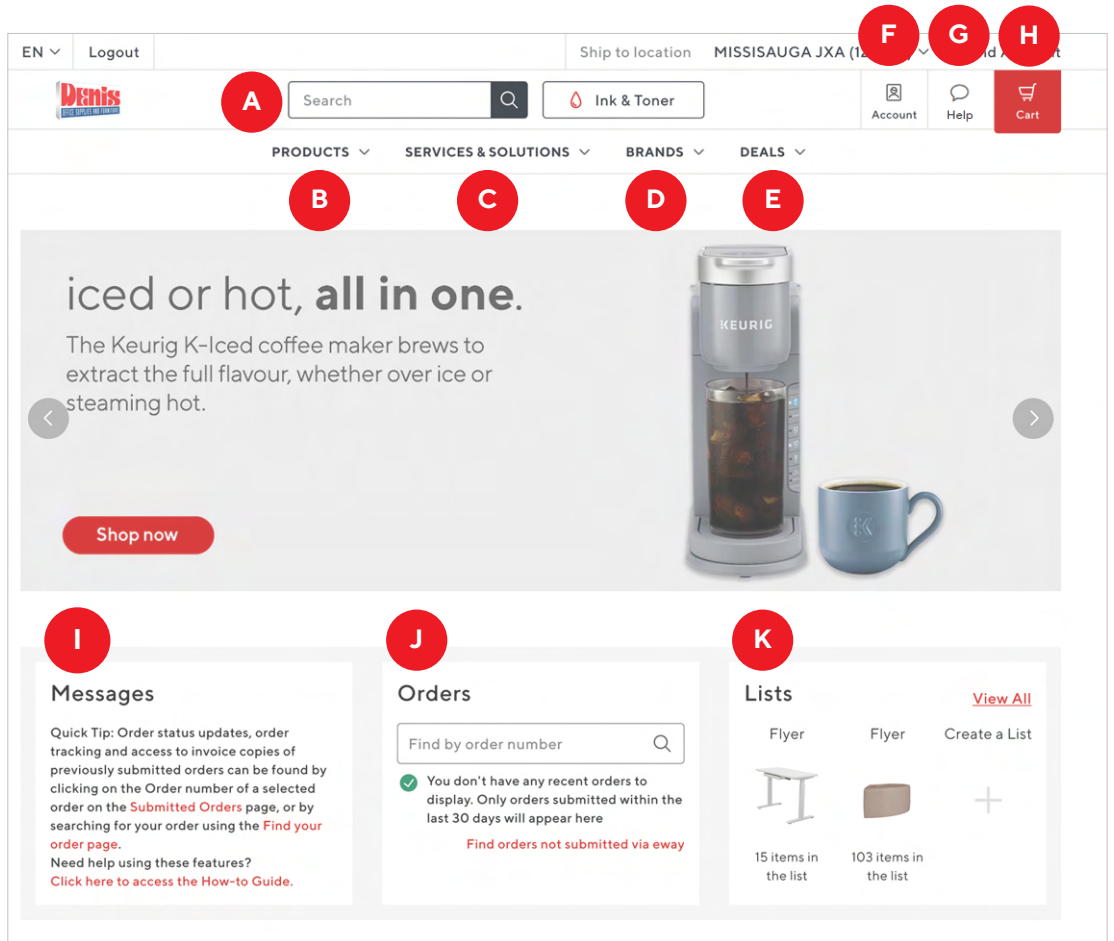


Eway is designed responsively, therefore is mobile friendly and can be visited from any of your favourite devices.

Navigation

Header

- A** Search
- B** Products
- C** Services & Solutions
- D** Brands
- E** Deals
- F** Account
- G** Help
- H** Cart



Home Page

- I** **Messages**
Contains announcements from away Shop Deni s or your organization.
- J** **Orders**
Short cut to recently submitted orders.
- K** **Lists**
Quick access to active **Shopping Lists** (Favourite Lists) with the ability to create a new list.

System Requirements

away Shop Deni s recommends that you utilize the following computer operating systems and web browsers when accessing away.

Operating Systems

Windows 10 , Mac OS 10

Web Browsers

Google Chrome is the recommended browser for the best away user experience.

Current version of Microsoft Edge, Mozilla Firefox, Safari and Internet Explorer 11 are compatible with away, but the compatibility of these browsers is not fully guaranteed.



Account | Selection and Favourite

Select a ship to location

Ship to location [Find Account](#)

- 1600 NICHOLS-ADAM HIGHWAY (642847)
- 219 HAMILTON RIVER (642846)
- 261 KENMOUNT ROAD (987983)

- The account assigned to your current order is shown in the header.
- Select a new account in the drop-down list or click on **Find Account**.

Find an account

Ship to Selection Find Account

Enter keyword

Look in all fields Sort by

Favourites Only Showing (300) accounts

Mark as Favourite	Account#	Customer name	Cost center	Address	Care of	Select Account
<input checked="" type="checkbox"/>	284268	BRANDT TRACTOR LTD	REGINA-BTL-HO	HWY 1 EAST PO BOX 3856 S4P3R8	HEAD OFFICE	Select
<input checked="" type="checkbox"/>	284269	BRANDT TRACTOR LTD	REGINA-BTL-VP	HWY 1 EAST PO BOX 3856 S4P3R8	VALUE PARTS	Select
<input checked="" type="checkbox"/>	284270	BRANDT TRACTOR LTD	ESTEVAN	349 6TH ST S4V2V7		Select
<input checked="" type="checkbox"/>	284271	BRANDT	SWIFT	2475 NORTH SVC RD		Select

If you have access to several accounts, you may search for the appropriate account using the following search criteria.

- Enter a keyword to identify the account.
- You can also perform a search by **Cost centre** to identify the ship-to account it is associated with.
- Use the other options to filter and sort the results. Click on the magnifying glass to trigger the search.
- In the accounts list, click on **Select** to choose the account on that line.

Favourite accounts

Favourites Only

Mark as Favourite	Account#	Customer name	Cost center	Address
<input checked="" type="checkbox"/>	284268	BRANDT TRACTOR LTD	REGINA-BTL-HO	HWY 1 EAST PO BOX 3856 S4P3R8
<input checked="" type="checkbox"/>	284269	BRANDT TRACTOR LTD	REGINA-BTL-VP	HWY 1 EAST PO BOX 3856 S4P3R8
<input checked="" type="checkbox"/>	284270	BRANDT TRACTOR LTD	ESTEVAN	349 6TH ST S4V2V7
<input checked="" type="checkbox"/>	284271	BRANDT	SWIFT	2475 NORTH SVC RD

- In the list, flag your favourite accounts by clicking on their star.
- They will appear at the top of the drop-down list.



Shopping

Hello Jasmine! REGINA-BTL-HO (284268)		Close
Shopping	Cart	
Orders	Rebates & Offers	
My Account	Shopping Lists	

The **Shopping** tab enables you to reach your **Shopping Cart**, view our current **Rebates and Offers** and create lists of your favourite items with the **Shopping Lists (Favourite Lists)** option.

Orders

Hello Jasmine! REGINA-BTL-HO (284268)		Close
Shopping	Group Orders	
Orders	Submitted Orders	
My Account	Backordered Items	
	Templates	
	In Approval	
	Recently Approved	
	Approved Backordered Items	
	Special Orders	
	Returns	

The **Orders** tab gives access to the following options:

- View your account order history with the **Submitted Orders** option.
- Waiting on an item to be delivered? Find the status by viewing your **Backordered items** list.
- View all your previously saved orders by accessing the **Templates** option.
- If applicable, view orders awaiting your approval with the **In approval** option or view orders you **Recently Approved**.
 - You may consult the **Denis Order Approval for Approvers** user guide to know more.
- To order a product that isn't found in eway's online product assortment, reach the **Special Orders** form.
- We understand that sometimes the items we order are not what we expected, select Returns and fill out the form in 3 easy steps.

My Account

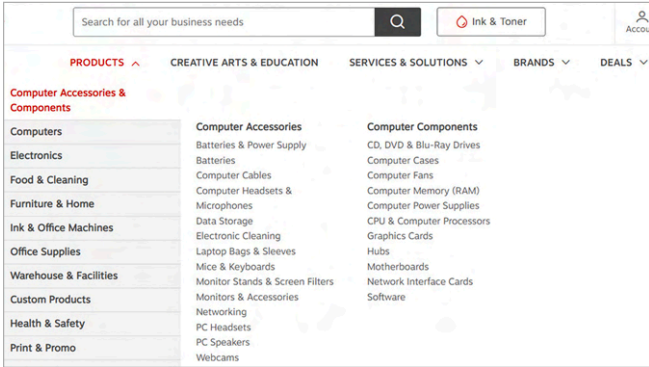
Hello Jasmine! REGINA-BTL-HO (284268)		Close
Shopping	Edit My Profile	
Orders	Change My Password	
My Account	Account Management Centre	

- The **My Account** tab enables you to **Edit your Profile** information and **Change your password**.
- If you have been appointed as an administrator by your organization, you may reach the **Account Management Centre** to manage users, order approvals or extract reports.



Product Search

Search Products



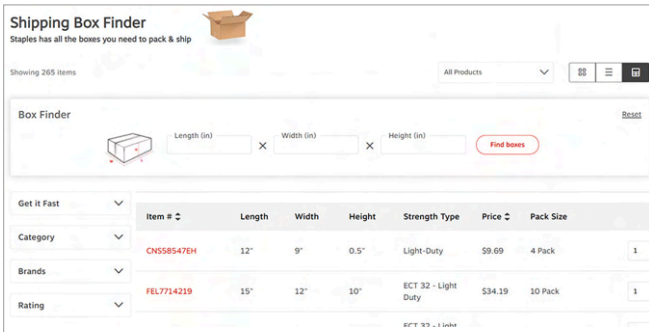
Easily search for a product by name and autosuggest terms populate in the search bar. Or search for products using the different browse menus.

Ink & Toner Finder

Access the **Ink & Toner** finder next to the search bar.

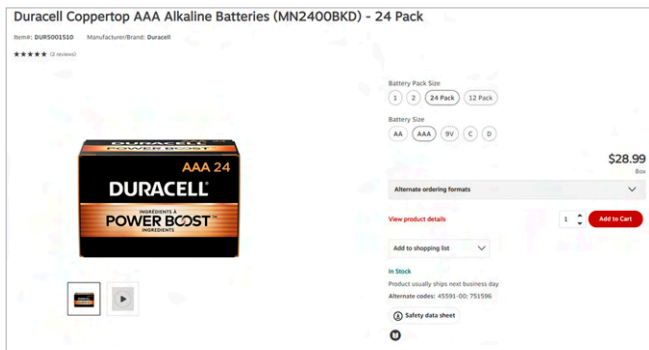
- Search by cartridge model number, printer model number, or popular brands to quickly find the compatible ink and toner.

Search for Shipping Boxes



1. Click the **Products** browse menu, select category **Warehouse & Facilities** and then click on **Box Finder** below the **Pack & Ship** sub category.
 - You can also enter the word **corrugated box** in the main search bar and begin the search.
2. Enter the length, width and height of the box you are looking for and click the **Find Boxes** button.
3. Use the filters in the **All Products** drop-down list to further narrow your search results.
4. You can click the **Reset** button to perform a new search and empty all fields.

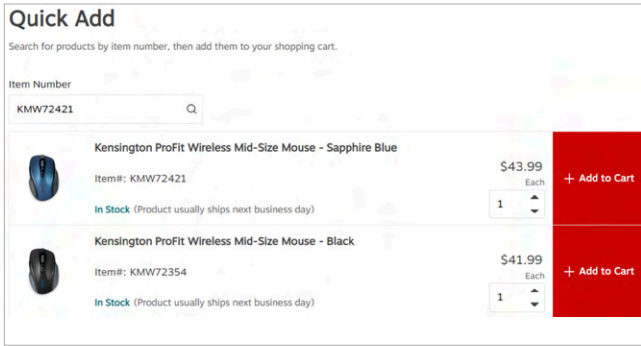
Product Detail Page



Access the **Product Detail 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.

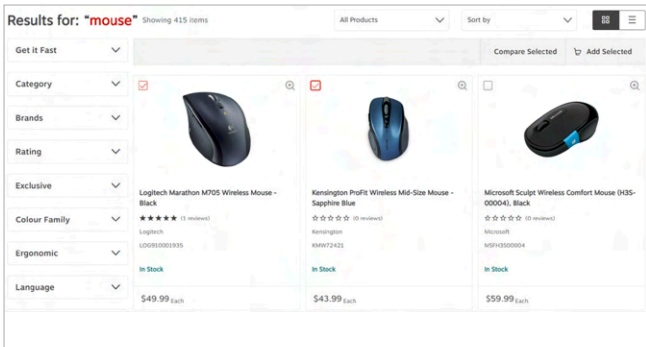
Quick Add



From the **Shopping Cart** page **Quick Add** feature, search for products by item number, then add them to your shopping cart.

- The item number can be an away product code or a Denis code.
- Specify the **quantity** you wish to add to your cart and press **+ Add to Cart**.
- A message is displayed at the top of the page if the product is successfully added to the cart.

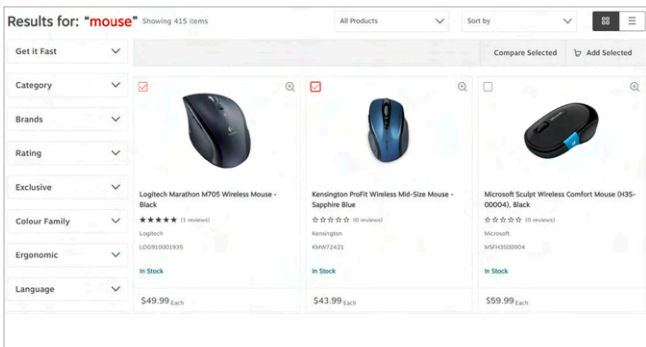
Search Results



- After searching for a product, refine your search by selecting a **Faceted classification**. The **faceted classifications** vary depending on the products searched, you might see: Categories, Brands, Ratings, Made in Canada, Colour, etc.
- Use the **All Products** and **Sort by** drop down list to filter the results in the page.
- Customize the results list display by selecting one of the available choices in the top right corner of the list.



Comparison Tool



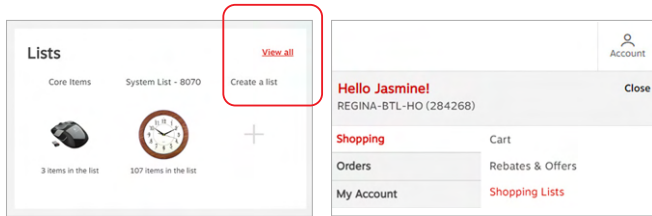
If several products interest you in the results list, use the comparison tool by checking the box located at the left of the image for each selected products.

- Click the **Compare Selected** link to begin the comparison.
 - The products to compare display side by side, in order to ease their comparison.
 - You can delete a product you no longer wish to compare by clicking the **X** in the upper right corner of the image.
 - You can add the preferred product directly in your cart by entering the quantity you wish to order, then clicking the **Add to Cart** button.



Order Quick Tools

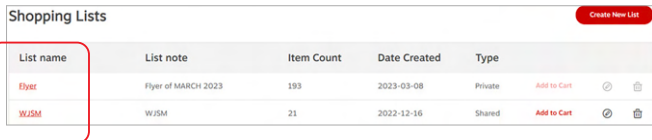
Find Shopping Lists page



For fast ordering, you may find **Shopping Lists** from the **Lists** shortcut tile or from the **Account** menu.

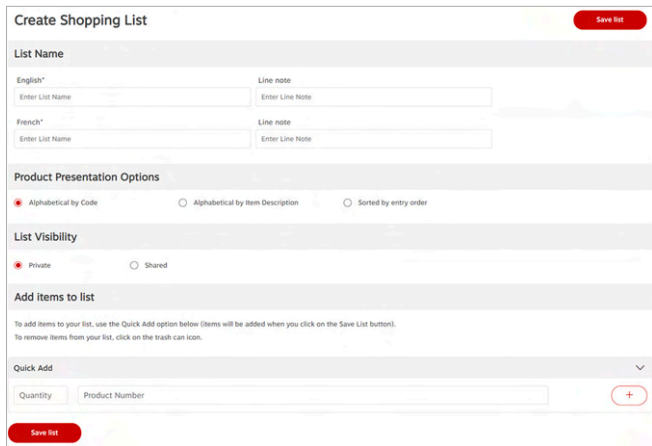
- **Lists** Shortcut Tile - below the home page's rotating banner, from the **Lists** tile, click on the **View all** link.
 - The **Lists** shortcut tile also provides direct access to two shopping lists. Click on the image of a product to reach the associated list.
- **Account** menu - click on the **Account** menu, hover the **Shopping** tab and select **Shopping Lists**.

View Shopping Lists



- From the **Shopping Lists** page, click on the name of a list to view it.

Create Shopping Lists



- To create a list directly from the **Lists** shortcut tile, click the **+** symbol.
- To create a list from the **Shopping List** page, click on **Create New List**.
 1. Provide a name for your shopping list.
 2. Select one of the **Product Presentation Options**.
 3. Select the list's visibility.
 - **Private** - you are the only owner.
 - **Global** - available to all buyers in your organization.
 4. In the **Quick Add** section, enter the quantity, followed by the item number and click on the **+** at the end of the line.
 5. **Save** the list once all the items are entered.

Add items to an existing Shopping List



Add items to an existing Shopping List

- Add items to an existing list from the **Product Detail** page by clicking the **Add to shopping list** drop down.



Order Quick Tools

Order From a Shopping List

List name	List note	Item Count	Date Created	Type	
Elyse	Flyer of MARCH 2023	193	2023-03-08	Private	Add to Cart
WJSM	WJSM	21	2022-12-16	Shared	Add to Cart

Create an Order From a Shopping List

- From the **Shopping Lists** page, you may add a complete list that contains up to 50 items, by clicking the **Add to cart** link.
- To add individual items from a selected shopping list.
 - Select a list, enter the **quantity** for the item you wish to order and click on **Add to Cart**.
- To add several items from a selected shopping list.
 - Enter all **quantity** of products to order, click their **check box** and click the **Add Selected** link to add all the products.

Order Items from Previous Orders

Item	Price	Quantity	Buy Again
Staples Copy Paper - 20 lb. - 8.5" x 11" - White - 5000 Sheets	\$59.99	1	Buy Again
From Far and Wide 2020: Coll of 100 Permanent Domestic Rate Stamps	\$91.99	1	Buy Again
Ziploc Double Zipper Storage Bags, 13" x 15", 100 Pack	\$48.59	1	Buy Again

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 away 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.

Quick Add (Quick Order)

Search for products by item number, then add them to your shopping cart.

Item Number:

Hilroy H9 Ruled Journal - 7" x 9-1/4" - 96 Sheets - Black

Item#: HRY09936 \$7.99 Each

[+ Add to Cart](#)

1

In Stock (Product usually ships next business day)

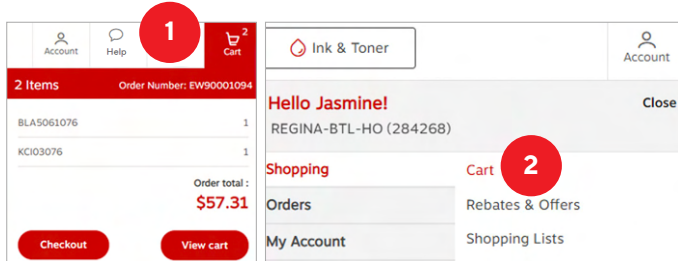
Quick order from the shopping cart

- From the **Shopping Cart** page **Quick Add** feature, search for products by **item number**.
- Specify the quantity to order.
- Click the **+ Add to Cart** button for the selected items.



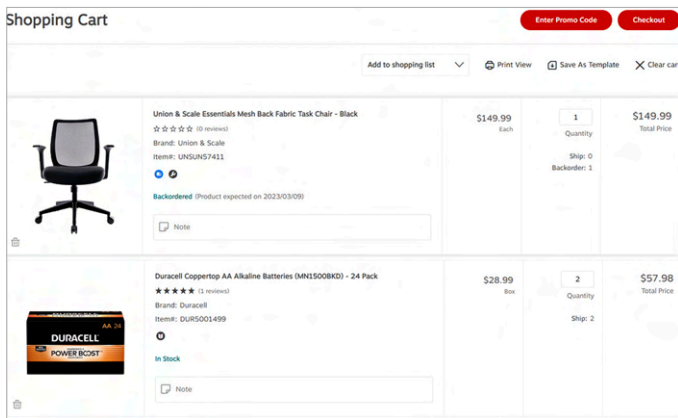
Shopping Cart & Checkout

Reach the Shopping Cart page



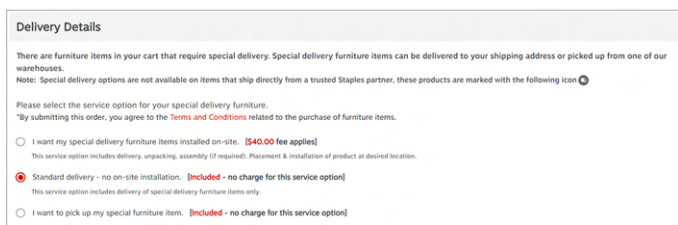
1. Click the **Cart** button in the right-hand corner of the page.
 - When opening the **Cart Summary**, you can view up to 5 items added to the cart, as well as the way order number associated with your order.
- Or
2. From the **Account** menu, hover the **Shopping** tab, then click on **Cart**.

Begin the Checkout Process



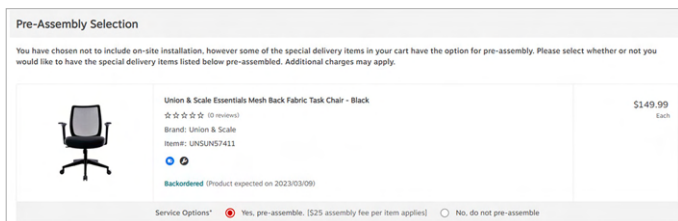
- Review your order's content.
- Change quantities, add a packing slip note or remove an item.
- Identify **Special Delivery** items in your cart with the blue truck icon. Some of these items may require assembly and are identified by the wrench icon and will simply add a few steps in the checkout process.
- If you're ready to proceed with your order, click **Checkout**.
- If you wish to save your order and submit it at another time, click **Save as a template**.

Delivery Details



Service Options (Special Delivery Step)

- If your order contains **Special Delivery** items, you must select a service option from the available choices.
 - These items may be picked up by you, delivered, installed on-site, and may require assembly.
 - Installation/ Assembly charges may apply.



Pre-Assembly Selection (Special Delivery Step)

- If your order contains **Special Delivery** items, you must select a service option from the available choices.



Shopping Cart & Checkout

Delivery Details - Continued

Delivery Address

Delivery Address

Company/Individual Name* WEISS-JOHNSON SHEET METAL LTD Delivery Instructions 30/30

Attention Ann Dubreuil Maximum 30 characters. Do not use to specify alternate address location or for Special Delivery products.

Street Address* 5803 ROPER RD

Building/Floor/Suite/Room

City* EDMONTON Province* Alberta

Postal Code* T6B3L6

Special Delivery Contact

Contact Name*

Phone Number* 780 - -

Extension

Special Delivery Questions

Is this a residential delivery? No

What is the delivery access method? Street Level

Is an elevator required? No

Is a stair carry required? No

Are there restrictions on delivery date/time? No

Special precautions 200/200

200 character max

Delivery Options [Learn More](#)

Standard Delivery Scheduled Delivery

Use Standard Delivery as my default delivery option for future orders

YYYY/MM/DD

Multiple Deliveries Required

Your in stock Special Delivery products will be delivered together in one shipment. If one or more of your special delivery products is on backorder, those items may be delivered separately.

- The Special Delivery products that are on backorder are expected on: 03/09/2023.
- Your projected delivery date for in stock special delivery products is: Delivery 3-5 business days.

Your in-stock order (excluding special delivery products) will be delivered the next business day.

Delivery Address

- View or enter your complete address.
- You may enter **Delivery instructions**.

Special Delivery Contact (Special Delivery Step)

- If your order contains **Special Delivery** items, add contact information for the special delivery.

Special Delivery Questions (Special Delivery Step)

- If your order contains **Special Delivery** items, fill out the fields in the section.

Since these items tend to be bulky and heavy, the questions are mostly about how to access the final delivery destination.

Delivery Options

- If applicable, you can choose **Standard Delivery** or **Scheduled delivery**.

If you select a scheduled delivery date, the date entered is not guaranteed for products that are shipped from a trusted Staples partner. These items will be shipped after the scheduled delivery date entered for this order but not necessarily on the date entered.

- Click on **Next Step**.

Multiple Deliveries Required (Special Delivery Step)

- The **Multiple Deliveries Required** section is displayed when your order contains at least one **Special Delivery** item along with a regular item that doesn't require special delivery or a Drop Shipment item. This section gives details about how the order will be delivered.

- Click on **Next Step**.



Shopping Cart & Checkout

Review & Confirm

Order Information

Ordered by	Cost Center	
Jasmine Miller		
Account# *		
1155236		
Phone Number *	Extension	Optional Comment (not transmitted with order)
7805183621		
P.O. Number		
5421641		

Payment

The default payment method may not be available in all accounts.

Place this order on account. Payment will be made according to the previously established Terms.

Use the Credit Card provided with this order. (Note: Visa debit and Mastercard debit cards are not currently accepted as a payment method for eway.)

Set as default

Order Information

- This section contains your buyer information and a space to enter comments if you wish.
 - The **Ordered by, email address** and **Phone Number** fields are mandatory.
 - You may enter a **Purchase Order number** or leave the field empty if you do not have one.

Payment

- This section appears for every order. It's where you select how the order will be paid.
- If a preferred method is specified in your profile, it will automatically be selected for you.
- There can be many options depending on your account set-up.
 - Place the order on account** if you don't want to use credit card payment.
 - You can **use the credit card loaded in your Buyer profile**. If you have a choice of multiple credit cards - your own or shared by other buyers - select one from the drop-down list.
 - You could also enter a credit card for this order only. Click on **Add New Credit Card** and enter the required information.
- To set your preferred payment method for future orders, select apayment method from the available choices and click on **Set As Default**.



All the payment options described above may not be available depending on your account's configuration.

Items in Cart (4)

	Blueline DoublePlan Colouring Desk Pad, Garden Brand: Blueline Item #: DANA2917003P In Stock	\$31.99 Each	1 Quantity	\$31.99 Subtotal
	Staples Copy Paper - 20 lb. - 8.5" x 11" - White - 5000 Sheets Brand: Staples Item #: STPL4336 In Stock	\$58.40 Carton	1 Quantity	\$58.40 Subtotal
		Order Total		\$332.99

Items in Cart

- This section shows the products included in the order, as well as your selected service option for **Special Delivery** items, promotional giveaways, notes, custom fields, miscellaneous charges, assembly requests, environmental fees, etc.
- Click on **View (?) more items in cart** to view other products if any.
- Click on **Submit** to complete the Checkout process.

Order Confirmation

- The confirmation screen shows your **eway order number**.
- An email confirmation is immediately sent to the address shown on the screen.
- Click on **Continue** to start a new order and return to the home page.

Thank you for your order!

Your Eway order EW87277600 has been received and is being processed.

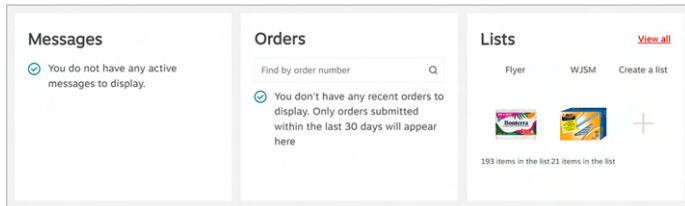
An email confirmation was sent to jasmine.miller@abc.com.

Please feel free to contact customer service if you have any questions regarding your order.



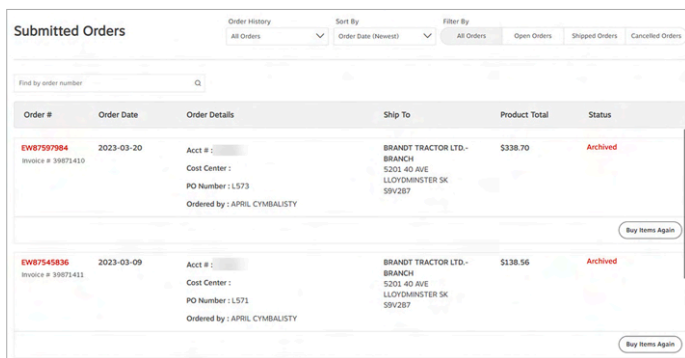
Account Order Management

Orders Shortcut Tile



The **Orders** tile displays up to 3 recent orders placed and/or delivered. It enables you to perform a search against your complete order history and a link to **View all orders** on the **Order Details** page.

Order Status & Tracking



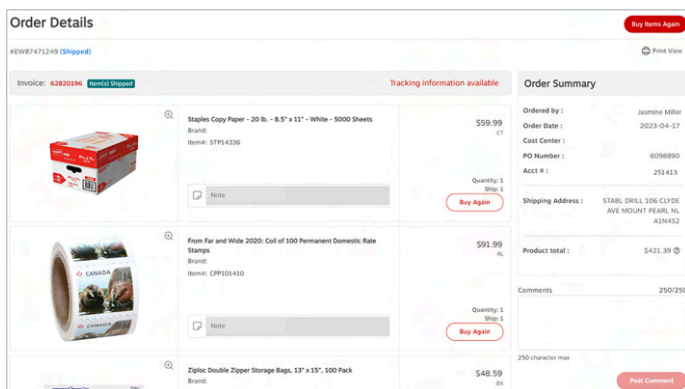
Click **Accounts**, navigate to **Orders** and click **Submitted Orders**.

- Submitted orders are presented with sorting and filtering tools at the top of the page.
- Filter by date range and by order status.
- Review up to 12 months of updated order history.
- Orders older than 12 months are archived but not updated. 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.



You may consult the Denis Order History on eway user guide to know more.

Order Details



- Click on the eway order number to see details for each item in the order and more information about the order.
- 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.
- If applicable, you can click on **Tracking information available** to open the delivery details.
- The items are grouped by shipment status. The status is shown at the right of the Invoice number.
- Click the **Print View** link to retrieve a PDF copy of the invoice.
- View the **Order Summary** section with accounting information.
- In the **Comments** section, you can add a note regarding the order. Click on **Post Comment** to save your notes.



Special Orders and Returns

Account Order Management - Special Orders & Quotes

Special Orders

Can't find what you're looking for?

We will be delighted to help you find what's needed. Should the item not be something that we have on hand, we will definitely try our best to locate it with one of our trusted Staples partners. Once we find your item(s), a Customer Service Representative will contact you to review/confirm your details, prior to placing your order. You will receive a response within two business days.

Customer Information

Name* Jasmine Miller Email Address* cinthia.saward@staples.com

Phone Number* 555-491234 Ship-to Account* 178406

P.O. Number

Address Information

Street Address* 1616 EFFEL Building/Floor/Suite/Room

City* Province* Postal Code*

Product(s) Needed

Please enter the quantity and description for each item you are looking for. Please provide as much detail as possible so that we can properly source your item(s). A minimum quantity may be needed to complete your order; you will be notified of this requirement at the time of receiving your quote. Special orders are not returnable, unless damaged or defective.

Quantity* Description* +

Additional Comments

Reset Submit

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 huge spend.

- Click **Account**, navigate to **Orders** and click **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.

Merchandise Returns - Reach the Merchandise Return Form

Customer Information

Name* Jasmine Miller Ship-to Account 178406

Email Address* cinthia.saward@staples.com Phone Number* 555-491234

Return Pick-up Address

Street Address* 1616 EFFEL Building/Floor/Suite/Room

City* Province* Postal Code*

Return Options

Choose Your Return Option* -- Select Value --

Additional Comments

Return Policy General Terms

We will accept returns of a product in saleable condition, within the applicable return period, with its complete and original manufacturer's packaging intact and undamaged, including Universal Product Code (UPC), manuals and parts where applicable, and a copy of the packing slip. Credit will only be issued when the item has been returned to us. Pick-up charges may apply if outside our local delivery areas. All credit claims for damaged products, sales errors and short shipments should be requested immediately after receiving and verifying your order and no later than 10 business days from invoice date. All requests for proof of delivery must be received within 60 days of the invoice date.

Please select the checkbox to confirm that you have read the full Return Policy

Submit Request for Return

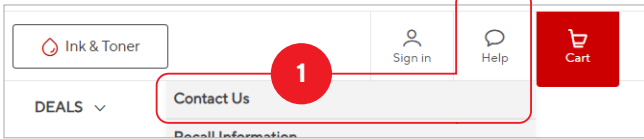
We understand that sometimes the items we order are not what we expected. To request a return for a full or a partial order, select **Returns** from the **Orders** menu, and fill out the form in 3 easy steps.

Our customer care will send you a confirmation by email once it's been processed.



Contact us

Access Contact us Page



To access the contact us page, please adhere to the following instructions:

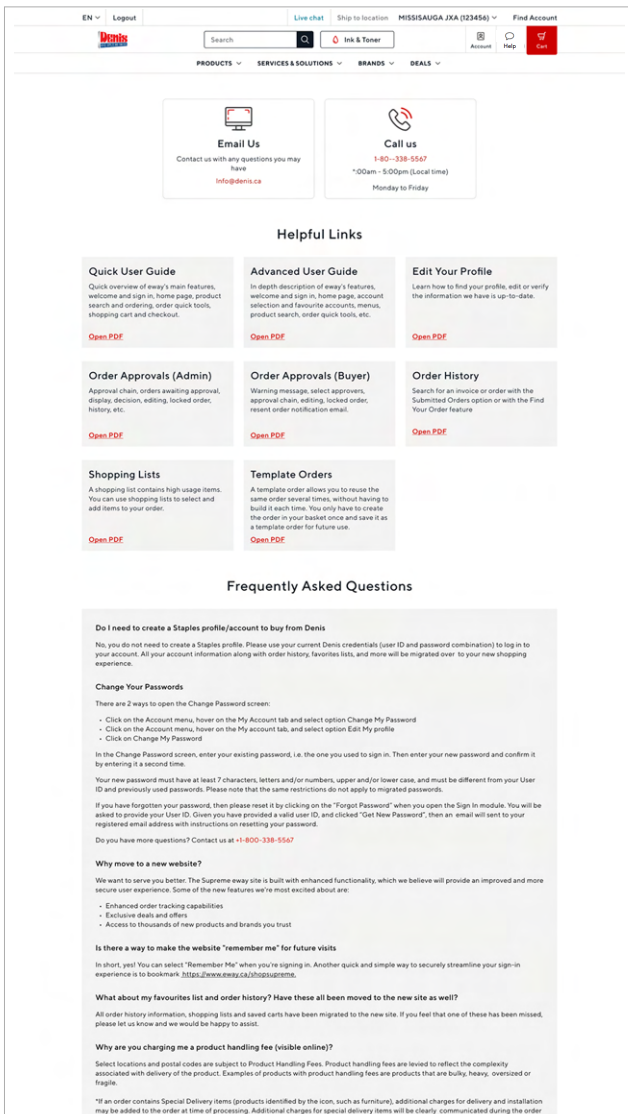
1. Hover over the **Help** button, located between the **Sign in** and **Cart** buttons on the top right corner of the screen, and click on **Contact us**.

Or

2. Go to the bottom left of the page to the footer, and click on **Contact us** which is the first option.



Find Answers in the Contact us Page



Contact informations

- Email: info@denis.ca | Phone number: 1 800 338-5567

Helpful Links

- **Quick User Guide** | Quick overview of eway's main features.
- **Advanced User Guide** | In depth description of eway's features.
- **Edit Your Profile** | Learn how to find your profile, edit or verify the information we have is up-to-date.
- **Order Approvals (Admin)** | Approval chain, orders awaiting approval, display, decision, editing, locked order, history, etc.
- **Order Approvals (Buyer)** | Warning message, select approvers, approval chain, editing, locked order, resent order notification email.
- **Order History** | Search for an invoice or order with the Submitted Orders option or with the Find Your Order feature .
- **Shopping Lists** | A shopping list contains high usage items. You can use shopping lists to select and add items to your order.
- **Template Orders** | A template order allows you to reuse the same order several times, you only have to create the order in your basket once and save it as a template.

Frequently Asked Questions

Find the answer to these questions in the frequently asked questions section.

- Do I need to create a Staples profile/account to buy from Denis?
- How to change my passwords?
- Why move to a new website?
- Is there a way to make the website "remember me" for future visits?
- What about my favourites list and order history? Have these all been moved to the new site as well?
- Why are you charging me a product handling fee (visible online)?
- Why are there fees tied to my furniture order (steps to complete and the fees attached visible online)?