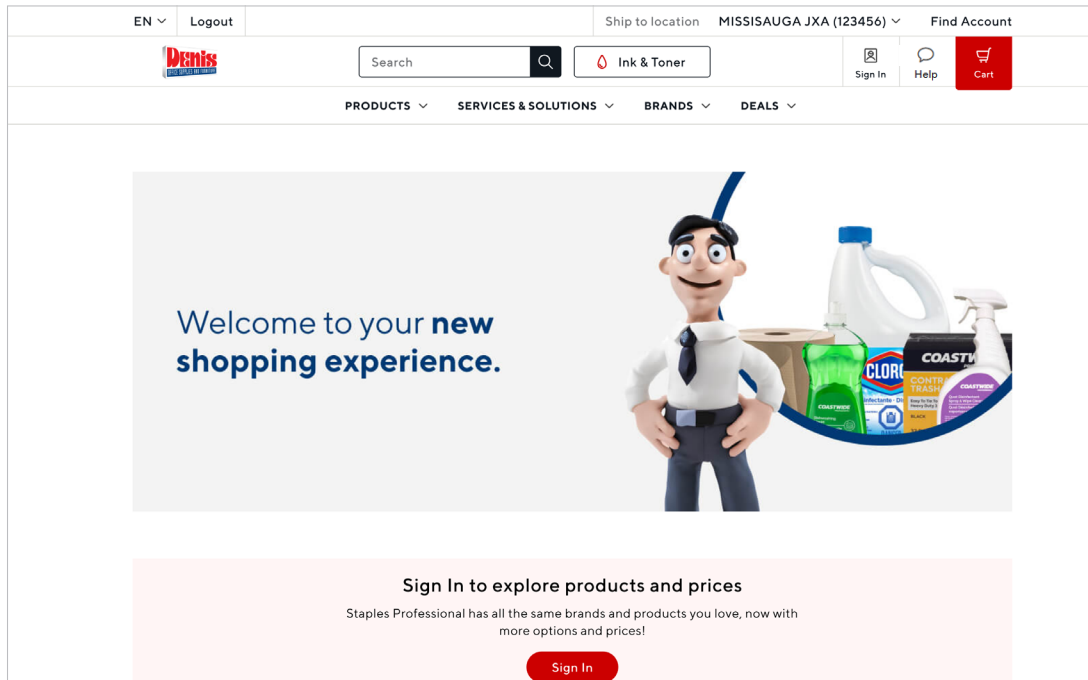# eway Quick User Guide

Welcome Denis Customers to your new shopping experience!

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

User Sign in

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.

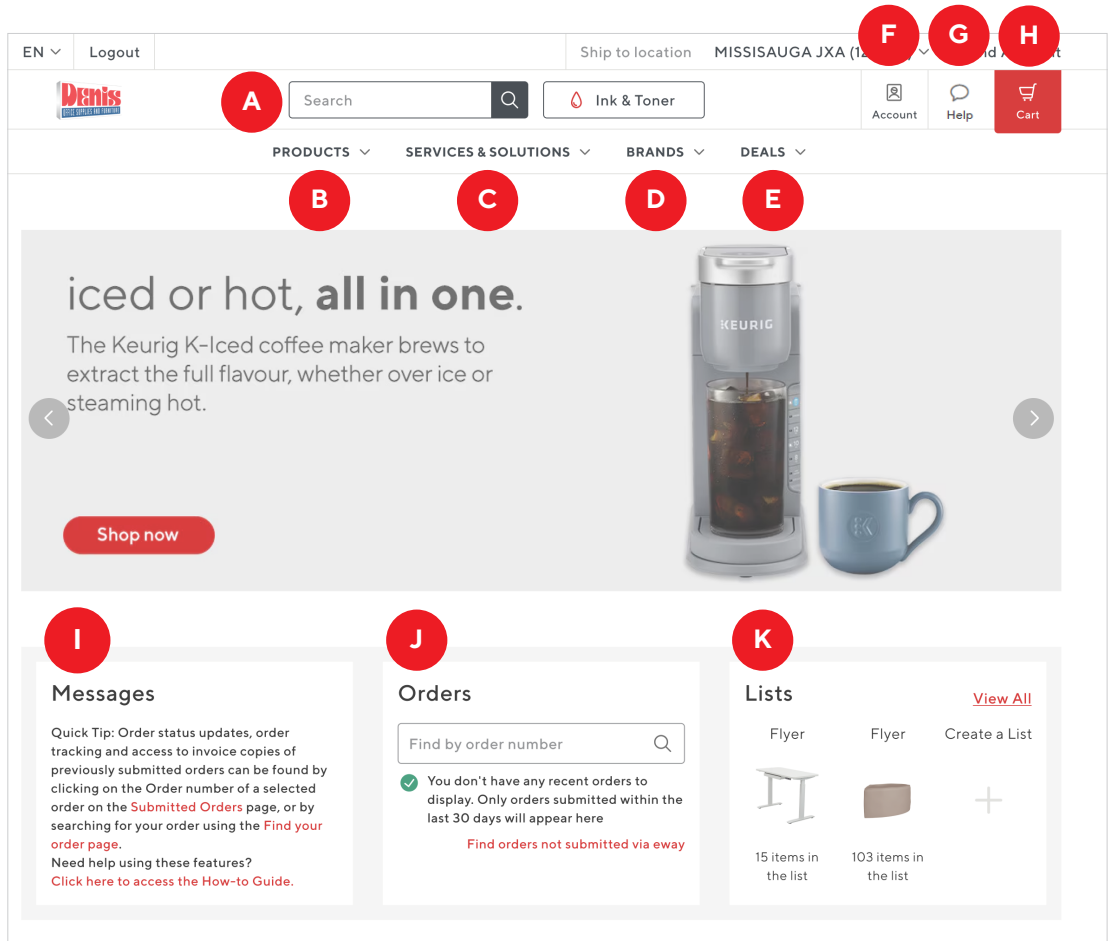Eway is designed responsively, therefore is mobile friendly and can be visited from any of your favourite devices.

Navigation

Header

A Search

B Products

C Services & Solutions

D Brands

E Deals

F Account

G Help

H Cart

EN ⌄ Logout

Ship to location MISSISAUGA JXA (12...)

A Search 🔍

🔴 Ink & Toner

Account Help Cart

PRODUCTS ⌄   SERVICES & SOLUTIONS ⌄   BRANDS ⌄   DEALS ⌄

B **C** **D** **E**

F G H

iced or hot, **all in one**.

The Keurig K-Iced coffee maker brews to extract the full flavour, whether over ice or steaming hot.

Shop now

KEURIG

I Messages

Quick Tip: Order status updates, order tracking and access to invoice copies of previously submitted orders can be found by clicking on the Order number of a selected order on the Submitted Orders page, or by searching for your order using the Find your order page.
Need help using these features?
Click here to access the How-to Guide.

J Orders

Find by order number 🔍

✅ You don't have any recent orders to display. Only orders submitted within the last 30 days will appear here

Find orders not submitted via eway

K Lists   View All

Flyer   Flyer   Create a List

15 items in   103 items in
the list   the list

Home Page

I **Messages**
Contains announcement s from eway Shop Denis or your organizat ion.

J **Orders**
Short cut to recent ly submit ted orders.

K **Lists**
Quick access to active **Shopping Lists** (Favourite Lists) with the abilit y to create a new list .

System Requirements

eway Shop Denis recommends that you utilize the following computer operating systems and web browsers when accessing eway.

Operating Systems
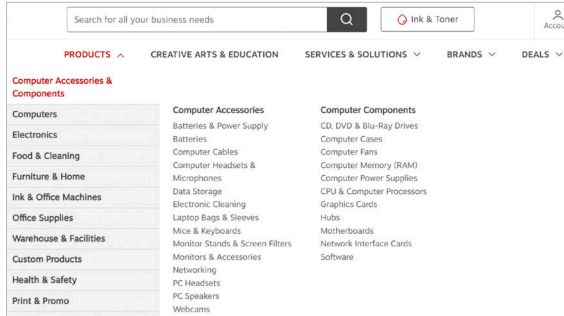Windows 10 , Mac OS 10

Web Browsers
Google Chrome is the recommended browser for the best eway user experience.

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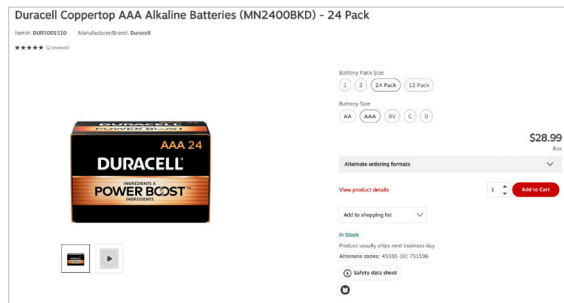
Search Products

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.

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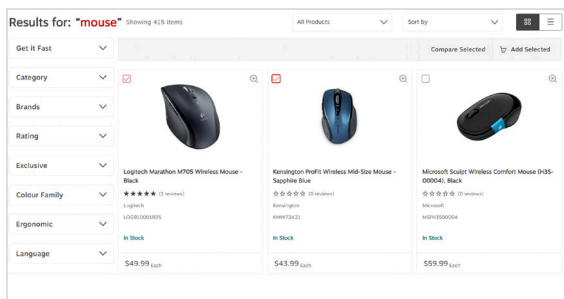
Quick Add
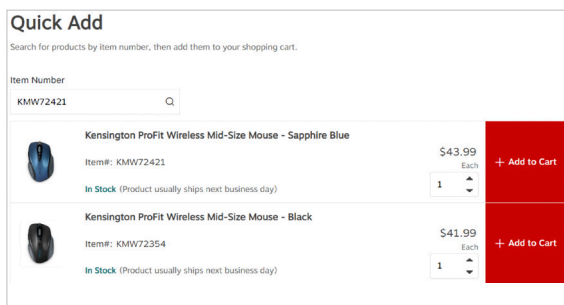
From the **Shopping Cart** page **Quick Add** feature, search for products by item number, then add them to your shopping cart.

- The item number can be an eway 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.

  ▦ Grid View   ≡ List View

Shopping Lists (Favourite Lists)

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.**
  - Fill out the required sections.
  - **Save** the list once all the items are entered.

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

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.
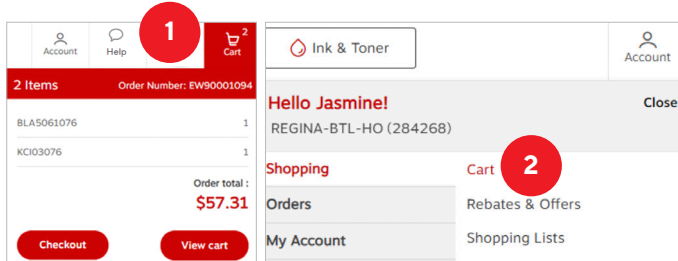
Quick Add (Quick Order)

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.

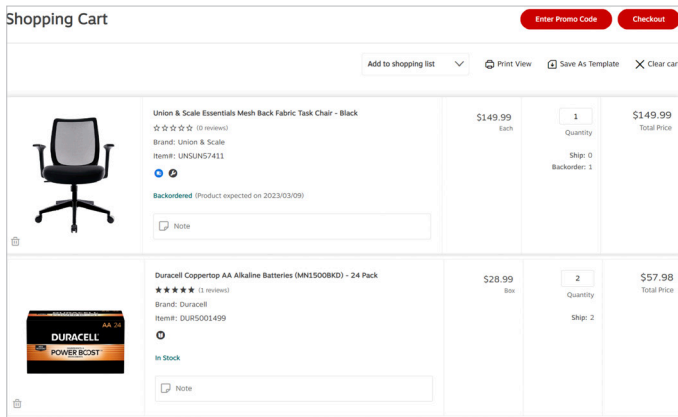- Click the **+ Add to Cart** button for the selected items.

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 eway 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.
  - Consult the **Denis eway Advanced Guide** to learn more.
- 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

Delivery Address

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

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.**

Review & Confirm

Order Information

Order Information

Ordered by	Cost Center
Jasmine Miller	

Account# *

1155236

Phone Number *	Extension	Optional Comment (not transmitted with order)
7805183621		

P.O. Number

5421641

- 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

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

- 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** or enter a credit card for this order only.
    - Select one from the drop-down list or enter a new one and click on **Add Card**.
- To set your preferred payment method for future orders, select a payment 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

Items in Cart (4)

	Blueline DoodlePlan Colouring Desk Pad, Garden ☆☆☆☆☆ (0 reviews) Brand: Blueline Item#: DMNA2917003P ⊙ In Stock	$31.99 Each	1 Quantity Ship: 1	$31.99 Total Price
	Staples Copy Paper - 20 lb. - 8.5" x 11" - White - 5000 Sheets ★★★★☆ (142 reviews) Brand: Staples Item#: STP14336 ⊙ ⓘ In Stock	$58.40 Carton	1 Quantity Ship: 1	$58.40 Total Price

∧ Order Total $332.99

Submit
Previous Step
Return to 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

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.

Continue

- 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.

Contact Us

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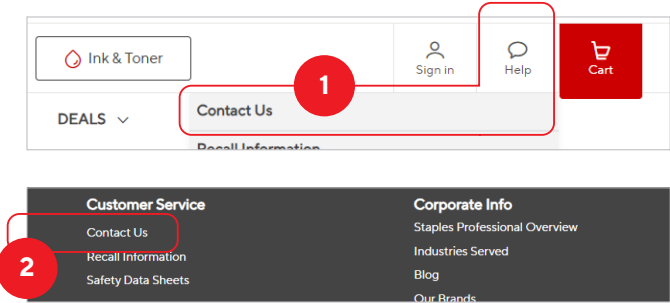
To access the contact us page, please adhere to the following instructions:

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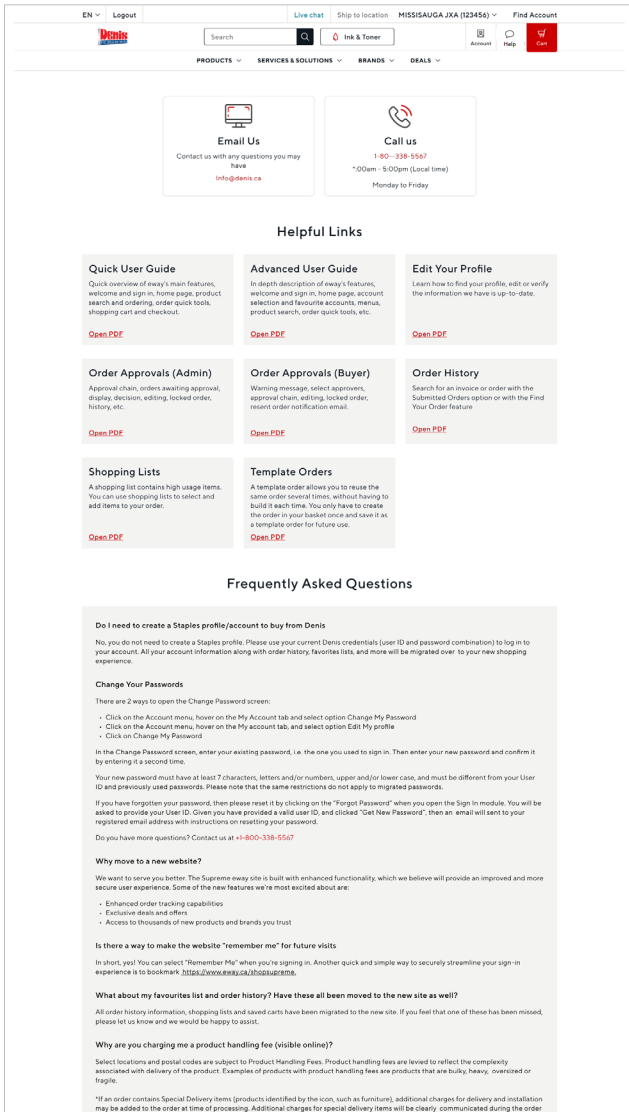
Contact informations
- **Email:** info@denis.ca | **Phone number:** 1 800 338-5567

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)?