



HOUSE OF COMMONS  
CHAMBRE DES COMMUNES  
CANADA

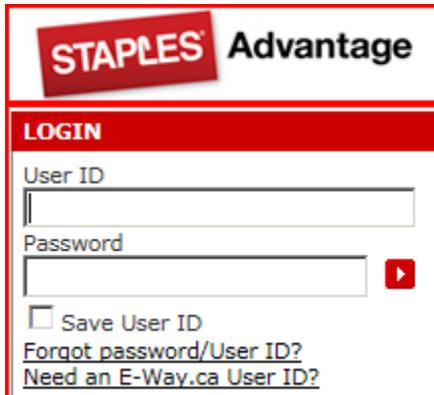
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## **E-Way User Guide**

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## 1. Logging onto E-Way ([www.eway.ca/hoc](http://www.eway.ca/hoc))

- Enter your **User ID** and **Password** (see [password policy](#)) in the **LOGIN** section, then click on the arrow.



**STAPLES Advantage**

**LOGIN**

User ID  
[Input Field]

Password  
[Input Field] 

Save User ID  
[Forgot password/User ID?](#)  
[Need an E-Way.ca User ID?](#)

- Log in; a welcome message with your name and account number will appear.



Hello Brenda McIntyre! Shopping ▾ Orders ▾ My Account ▾ Help ▾ What's New

You are logged into account 806023  
Account Details: HOC-OTTAWA - 768 BELFAST RD DOOR 1 & 2 - PLEASE ENTER HILL ADDRESS

Ship To Account Find Account  
HOC-OTTAWA (806023) ▾

## 2. Verifying/Editing your profile

- As part of a one-time set-up, you will receive your user ID and password by email. To activate your account, modify your password and confirm your profile information. Make sure to select the following and to save your changes by clicking on Next:
  - a) **On Account** in the field **Preferred Payment Method**;
  - b) **Yes** in the field **Send order confirmation by email?**; and
  - c) **All orders** (preferably) in the field **Default Order History setting**.

**Account Activation**

Please confirm your profile information.

1 Create a password      2 **Confirm your profile Information**      3 Start Shopping

< Previous    Next >

**1. General Information** \* indicates required fields

**First Name**  
 \*

**Last name**  
 \*

**Title**

**Preferred Language**

**Email Address**  
 \*

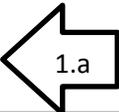
**Secondary Email Address**

**Phone Number**      **Extension**  
 -  -  \*

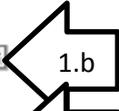
**Fax Number**  
 -  -

Add a ; between addresses if more than one.

**2. Payment and Credit Card Information**

**Preferred Payment Method**  
 \* 

**3. Settings**

**Send order confirmation by email?**  
 \* 

**Default Order History setting**  
 \* 

**Merge same products into 1 line on Shopping cart?**

**Show last product added to Shopping Cart on top?**

  
 < Previous    Next >

- If you need to update your profile later on during another session, click on the **My Account** menu, then **Edit My Profile**.

### 3. Finding the appropriate account

- If you have been given the rights to order for several accounts, select the appropriate account number from the **Ship To Account** drop-down list (a).
- If you are authorized to order for more than 50 accounts, click on **Find Account** (b) to access the **Find Account** section (c). To retrieve the appropriate account, fill out any of the fields in this section. Click on the appropriate account number in the **Client No.** column (d).
- The **Ship To Account** drop-down list will not be available unless you have been given the rights to order for several accounts or you have created a list of favourite accounts, which allows you to speed up your next account retrieval. To create a list, click on the star (e) located on the left side of the account number. The next time you need to find an account, click on **Favourites only** (f) in the **Find Account** section.

You are logged into account 180637  
Account Details: EDMONTON - 4990 92ND AVE - SUITE 12 - JAMES

Ship To Account: EDMONTON (180637) Find Account

**FIND ACCOUNT**

Enter Keywords:  Look In: All fields Sort by: Acct. Number Search

Contains  Begins with  Any words  All words  Favourites only

Show all accounts (429)

FAV	CLIENT NO.	NAME	COST CENTER	ADDRESS	CARE OF
☆	<a href="#">208636</a>	DES COMMUNES / 3098	3098	888 3RD AVE SUITE 204 VAL-D'OR QC J9P5E6	ROMEO SAGANASH DEPUTE
	<a href="#">2631</a>	CHAMBRE DES COMMUNES / 3112	3112	30 RUE CHARLES STE-GENEVIVE-BATISCAN QC G0X2R0	LISE ST-DENIS, DEPUTE
☆	<a href="#">219842</a>	HOUSE OF COMMONS / 3025	3025	560 SELKIRK AVE OPENED FROM NOON TO 4PM WINNIPEG MB R2R2V1	KEVIN LAMOUREUX
☆	<a href="#">239500</a>	HOUSE OF COMMONS / 3041	3041	2483 MAIN ST # 10 WESTBANK BC V4T2E8	DAN ALBAS, MP
☆	<a href="#">303169</a>	HOUSE OF COMMONS	HOC-OTTAWA	768 BELFAST RD DOOR 1 & 2 PLEASE ENTER HILL ADDRESS OTTAWA ON K1G0Z5	

#### 4. Searching for items

- Now that you are logged into your account or on behalf of another account, you are ready to place your order.
- First, to locate the items to be ordered, you can use the **Categories** section (a) in the left column or the search function (b).

Categories

- Staples® Products **1.a**
- Eco-Friendly
- Beverages & Snacks
- Cleaning & Janitorial
- Personal Care & Safety
- Mailing & Shipping
- Ink, Toner & Ribbons
- Furniture
- Office Supplies
- Filing & Storage
- Paper, Pads & Notebooks
- Educational Supplies
- Apple Products

Hello Brenda McIntyre! Shopping ▾ Orders ▾ My Account ▾ Help ▾ What's New

You are logged into account 806023  
Account Details: HOC-OTTAWA - 768 BELFAST RD DOOR 1 & 2 - PLEASE ENTER HILL ADDRESS

Ship To Account [Find Account](#)  
HOC-OTTAWA (806023)

## The new MacBook Air

All the power you want. All day long.

[Shop now ▸](#)

- A green \$ (c) means that the item is part of the contracts we have with Staples (negotiated price).
- A red X (d) means that the item has been restricted and cannot be ordered.
- When you have located your items, enter the quantity (e) and click on **Add to Cart** (f).

pen  [Search](#) Find ink or toner here. Lines in cart: 2 **\$25.09**  
[View Cart](#) [Check Out](#)

Hello Brenda McIntyre! Shopping ▾ Orders ▾ My Account ▾ Help ▾ What's New

You are logged into account 806023  
Account Details: HOC-OTTAWA - 768 BELFAST RD DOOR 1 & 2 - PLEASE ENTER HILL ADDRESS

Ship To Account [Find Account](#)  
HOC-OTTAWA (806023)

[Home](#) / [Writing Instruments](#) / [Pens](#) ✕

**Results for: "pen"** [Hide Images](#) [List View](#) [Grid View](#)

Showing 1 - 25 of 370 items Page: [1](#) [2](#) [3](#) [4](#) [5](#) [next](#) ▶▶

Filter By:  Sort By:  [Compare](#) [Add Selected](#)

	DESCRIPTION	PRICE	UOM	QTY	
	<a href="#">Paper Mate® Flexgrip Ultra® Retractable Floating Ball® Pen, Medium Point, 1.0mm, Blue Ink</a> PAPERMATE PAP95101 📄	\$1.48	Each	<input type="text" value="10"/>	<a href="#">Add to Cart</a> <b>4.f</b>
	<a href="#">BIC® Round Stic® Ballpoint Pens, Medium Point, 1.0mm, Blue Ink, 12/Box</a> BIC INCORPORATED BICGSM12BE ★★★★ (20 reviews)	\$1.03	Box	<input type="text"/>	<a href="#">Add to Cart</a>

**4.c** **4.e**

Xerox Toner Cartridge, Xerox Phaser 3600, 14000 Page Yield, Black \$398.99 Each **X** **Restricted**

XEROX CANADA  
XER106R01

Stock item  
Restricted product

## Templates

- Another way to fill your cart is to click on **Template** in the **Orders** menu (g). (See **5. Accessing your cart** for instructions on how to create a template.)
- Select a template by clicking on the order number (h) and **Copy To Cart**, then follow steps 4.e and 4.f above.

Hello Brenda McIntyre! Shopping ▾ Orders ▾ My Account ▾ Help ▾ What's New

You are logged into account: 806023  
Account Details: HOC-OTTAWA - 768 BELFAST RD DOOR 1 & 2 - PLEASE ENTER ADDRESS

Submitted Orders  
Backordered Items  
**Templates** (4.g)  
In Approval  
Recently Approved  
Approved Backordered Items  
Special Orders  
Returns

View: Templates

ORDER	DATE	# ITEMS	ACCOUNT # :	COST CENTER
<a href="#">EW63559955</a> (4.h) Template name:	8/8/2013	2	806023	HOC-OTTAWA
<a href="#">EW63539116</a> Template name:	8/8/2013	7	303169	HOC-OTTAWA
<a href="#">EW62737621</a> Template name:	7/25/2013	6	303169	HOC-OTTAWA

## 5. Accessing your cart

- When all your items have been added to your cart, you can access it.
- Click on **View Cart** (a).

Home | Logout | Français

For Customer Care call 1-877-272-2121

Live Help

Order Number : EW63559955

Lines in cart: 2 \$25.09

View Cart (5.a) Check Out

Hello Brenda McIntyre! Shopping ▾ Orders ▾ My Account ▾ What's New

- Verify the items on your list.
- Enter notes in the **Line Notes** field (b) for internal distribution.
- If you want to use this order as a template, click on **Save As Template** (c). Click on **Copy To Cart** (d) to use it immediately.
- Once your order is complete, click on the **Check Out** button (e) located at the top right of your screen.

**Shopping Cart** [Check Out](#)

[Clear Cart](#) [Save As Template](#)

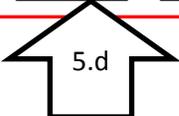
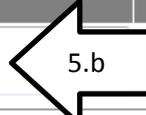
QTY	PRODUCT NUMBER	LINE NOTES	YOUR PRICE	UOM	TOTAL
Order 10 Ship 10	PAP95101	<a href="#">Paper Mate® Flexgrip Ultra® Retractable Floating Ball® Pen, Medium Point, 1.0mm, Blue Ink</a> Stock item	\$1.48	Each	\$14.80
					<a href="#">Delete</a> <input type="checkbox"/>
Order an additional \$35.20 before taxes, to maximize your savings. <a href="#">Read More</a>					<b>PRODUCT TOTAL</b> \$14.80
					<b>PST/HST</b> \$1.92
					<b>TOTAL</b> \$16.72

Add to Shopping List:  [Add To List](#) [Clear Cart](#) [Save As Template](#)

[Check Out](#)

QUANTITY	PRODUCT NUMBER	DESCRIPTION	YOUR PRICE	UOM	TOTAL
Order 10 Ship 10	PAP95101	<a href="#">Paper Mate® Flexgrip Ultra® Retractable Floating Ball® Pen, Medium Point, 1.0mm, Blue Ink</a> Stock item	\$1.48	Each	\$14.80
					<b>PRODUCT TOTAL</b> \$14.80
					<b>PST/HST</b> \$1.92
					<b>TOTAL</b> \$16.72

[Copy To Cart](#) [Move To Cart](#) [Delete](#)



## 6. Submitting your order

- Verify your order one last time.
- Under tab **1. Delivery Details**: for orders shipped to parliamentary offices, the Warehouse address appears by default on the first address field. Specify the address to be used by the Warehouse in the **Address 2** field (a) (e.g. 418N Centre Block, or 131 Queen Street, Room 12-20). The **Attention** (b) and **Delivery Instruction** (c) fields may be used for other kind of delivery information.
- Click on **Next** to go to tab **2. Payment Details**. Make sure that **On Account** (d) has been selected.
- Click on **Next** to go to tab **3. Review & Confirm**. This tab includes other fields to enter additional information:
  - **P.O. Number** (e): As the PO number has not been provided yet, this field can be used to specify:
    - the last and first name of a Member (if the order is for a Member), followed by a reference number, if any; and

- the Service Area and directorate, e.g. FS-MCM (if the order is for the House Administration). You may also want to enter a project number. This information will be used for electronic record filing purposes.
- **Optional Comment (f)** may also be used accordingly.
- When no other changes or additions are required, click on **Submit Order (g)**.

### Order Checkout Process

1. Delivery Details   2. Payment Details   3. Review & Confirm

[Return To Cart](#)   [Next](#)   Order # : EW63470946  
View Order Details ▼

#### Delivery Details

**Delivery Address** \* indicates required field

**Company Name**  
HOUSE OF COMMONS \*

**Attention**  
OCS-OFFICE OF THE CLERK   ← 6.b

**Address**  
768 BELFAST RD DOOR 1&2 \*

**Address 2**  
← 6.a

**City, Province**  
OTTAWA ON \*

**Postal Code**  
K1G0Z5 \*

**Delivery Instruction**   ← 6.c   DO NOT use to specify alternate address location or for Special Delivery products

[Return To Cart](#)   [Next](#)

### Order Checkout Process

1. Delivery Details   2. Payment Details   3. Review & Confirm

[Return To Cart](#)   [Previous](#)   [Next](#)   Order # : EW63470946  
View Order Details ▼

#### Payment Details

**Payment Method**

Place this order on account. [Place Order](#)   ← 6.d   [Place Order](#) according to the previously established Terms.

[Set As Default](#)   The default payment method may not be available in all accounts.

[Return To Cart](#)   [Previous](#)   [Next](#)

## Order Checkout Process

1. Delivery Details 2. Payment Details 3. Review & Confirm

[Return To Cart](#)

[Previous](#)

[Submit Order](#)

Order # : EW63470946

[View Order Details](#)

### Review & Confirm

#### Message

This order will be routed for approval after you checkout.

[Show/Hide details](#)

#### Order Information

##### Ordered by

Michel Biron

##### Phone Number

813 - 998 - 7922 \*

##### Extension

6.e

##### P.O. Number

##### Cost Center

1001-750 \*

##### Account #

250020 \*

##### Optional Comment ( not transmitted with order)

6.f

[List Comments](#)

##### Display of Order Comments

#### Order Details

QUANTITY	PRODUCT NUMBER	DESCRIPTION	YOUR PRICE	UOM	TOTAL
Order 10	PAP95101	<a href="#">Paper Mate® Flexrip Ultra® Retractable Floating Ball® Pen, Medium Point, 1.0mm, Blue Ink</a>	\$1.48	Each	\$14.80
Ship 10		Stock item			

Order an additional \$35.20 before taxes, to maximize your savings.

[Read More](#)

PRODUCT TOTAL	\$14.80
PST/HST	\$1.92
TOTAL	\$16.72

[Return To Cart](#)

[Previous](#)

[Submit Order](#)

6.g

**Note:** The **Approvers** section appears if your order requires approval before being processed. Your buyer profile allows you to select the approver(s) who will receive the notification email:

- Check the box next to each person you wish to select. (Click on the checked box to undo your selection.) You must select at least one approver.
- You must select at least one approver from the list.
- Your selection will appear by default in your next order.



This selection only applies to the email notification. All approvers in your group can still **approve, reject or modify** your order whether they received a notification or not. Your own

confirmation email will contain all the names in your approval group, even if you did not select them to receive a notification email.

- After the order has been submitted, you will receive an E-Way order confirmation by email.

**E-Way Order EW63559955**

Thank you for ordering from Staples Advantage Canada. Your E-Way order EW63559955 has been received and is being processed.

Please feel free to contact us at 1-877-272-2121 or simply reply to this email if you have any questions regarding your order.

Sincerely,  
Staples Advantage Canada  
[www.EWay.ca](http://www.EWay.ca)

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Product	Description	Unit	Qty	Your Price	Total
PAP95101	Paper Mate® Flexgrip Ultra® Retractable Floating Ball® Pen, Medium Point, 1.0mm, Blue Ink	EA	10	\$1.48	\$14.80
Line Note : For Suzanne					
Availability: Stock item					
<b>Product Total:</b>					\$14.80
<b>PST/HST:</b>					\$1.92
<b>Total:</b>					\$16.72

---

**Order Information**

Ordered by: Brenda McIntyre  
P.O. Number:  
Cost Center : 1064  
Account #: 806023

---

**Internal comments**

**Delivery Address**

Account# : 806023  
HOUSE OF COMMONS / 1064  
768 BELFAST RD DOOR 1 & 2

PLEASE ENTER HILL ADDRESS      **Payment Information**  
OTTAWA ON      Order billed on account  
K1G0Z5

## 7. Tracking submitted orders

- From the **Orders** menu on the login page, you can access orders that have been submitted, as well as orders that have items on back order (a).
- You can also click on **Customize View** (b). To electronically file orders by services or by Member, check the **PO Number** box (c) and click on **Save**.

7.a

	ORDER#	DATE	TOTAL	ACCOUNT #:	P.O. NUMBER	COST CENTER	ORI
<input type="checkbox"/>	<a href="#">EW52630582</a>	3/6/2013	\$214.70	843974		2812	Brenda McIntyre

7.b

Select the fields you wish to customize your Submitted orders List:

- Order Number
- Order Date
- Order Total
- Account #
- Cost Center
- Ordered by
- PO Number
- Address Line 1
- Order Details
- Ship To
- Order Value

7.c

Save

## 8. Return orders

Fill out the *Request for Return Authorization* form, which is available under **Returns** in the **Orders** menu. It is preferable to check the box **Contact me to discuss this return** (a) to avoid any eventual problem. Once your return has been approved, you will receive the return authorization number, which you will need to provide in order to exchange the items or receive a full credit against your account.

The returned items must be new, and where possible, returned in their original packaging.

**Request for Return Authorization**

(For full terms & conditions see <http://www.eway.ca/Eway/termsAndConditions.aspx?7>)

The majority of catalogue items returned in re-sellable condition and in original manufacturer packaging will be processed at no charge to the customer, if the request is received within 30 days from the original date of shipment. Past 30 days a minimum 15% restocking charge may apply. Computer peripherals, digital cameras, PDA, electronic and electric products are not returnable. Special order items are not returnable other than those that are defective.

Furniture sourced specifically for the customer or custom made furniture is not eligible for return. Upon approval, "stocked" inventory products may be returned with the customer paying a restocking fee of up to 25% of the purchase price. The returned product must be in new condition and returned in the original carton, where possible.

Return Authorization requests for defective products must be obtained prior to returning a defective product within 60 days of receipt. After 60 days, please contact the manufacturer's directly for instructions (refer to page 660 of your catalogue). In the unlikely event you receive a defective own brand product, you may return this at any time for a full refund or replacement. Your satisfaction is 100% guaranteed.

**1. Information**

Name:   
Cost Center:   
Current Ship To Account:   
Email Address:   
Phone Number:  -  -   
Fax:  -  -

**2. Return Options**

Choose your return option:

**3. Pick Up Address**

First Address:   
Second Address:   
Third Address:   
Province:   
Postal Code:

**4. Contact preferences**

You may indicate how you would like to be contacted, checking one of the boxes below

Contact me to discuss this return

How would you like to be contacted:

E-mail  
 Phone  
 Fax

**5. Comments**

## 9. Approving orders

Only selected approvers are notified by email when an order has been placed. They (and all other approvers) can go to E-Way.ca/HoC to **Approve, Reject** or **Modify** the order. (Note: On E-Way.ca/HoC, a message box will appear on the home page to notify approvers, once again, that an order has been placed.)

## Orders Waiting for Approval message box



1. The number of orders waiting for approval is indicated.
2. Click on **View Orders**.