

# MAKE easy online ordering HAPPEN



## A guide to your Staples Advantage program

Master Account Number

Customer Service

Account Manager

Account Manager Email





## Welcome to Staples Advantage

Staples Advantage is pleased to announce a Partnership with the BC Government designed to demonstrate value for money, quality products, predictable pricing and enhance service delivery for all your office product needs.

At Staples Advantage, we will be offering a customized on-line shopping cart, [www.eway.ca](http://www.eway.ca) providing ministries and broader public sector customers with competitive pricing, next day delivery (in most areas) and full customer support.

As Staples Advantage is strictly an on line business model, all ministry purchases must be made with a government purchasing card (Pcard), effective January 2, 2015. For further information in obtaining a purchasing card, please contact your ministry's Purchasing Card Coordinator <http://www.pss.gov.bc.ca/psb/>.

**Please note:** Staples Advantage has no direct affiliation with Staples.ca, Staples.com or any Staples' retail outlets. The negotiated pricing and service delivery model **is only available** through [www.eway.ca](http://www.eway.ca),

As part of the negotiated agreement between the BC Government and Staples Advantage, not all products advertised through Staples Advantage catalogue will be available for purchase by ministry customers.

Government users who have not received a user ID and password (including new employees) can register at <https://www.surveymonkey.com/s/MinistryEmployee>. You will be notified of your new user ID and password within 24 - 48 hours.

Staples Advantage also offers other benefits such as:

- Fast Internet ordering through [www.eway.ca](http://www.eway.ca)
- Toll-free Customer Care support at 1.877.272.2121
- Efficient reporting tools
- No delivery charge for orders over \$50.00

We look forward to working with you!

## Product Offering

Through the negotiated contract with the BC Government, Staples Advantage will be providing a range of office products previously provided through the Distribution Centre Victoria. From pens to pencils, to toners and shredders, we have you covered.

Recycled products. Help sustain the environment without sacrificing quality. Look for the recycled symbol on more than 1,500 products at Staples Advantage.

Staples® brand. We build guaranteed quality and exceptional value into more than 1,200 products. Each is designed to make things easier, and to save your company money, too.

Ink and Toner Recycling. Our program couldn't be simpler. Just ask your account manager for details.

Recycling used toner cartridges helps keep your toner costs down while benefiting the environment. Please return your used toner cartridges to Staples Advantage. All brands are accepted in the program.

Used toner cartridges may be recycled two ways:

1. Simply inform your delivery driver that you have empty toner to be picked up; or
2. Contact your Staples Advantage Customer Care Team to have a pick-up scheduled and return authorization number issued.

You may call, fax or email your request.

Please protect the used cartridge during transit by placing it in the box from the new cartridge. This will ensure the cartridge gets recycled!



Staples Advantage drivers will also accept return of Staples Advantage Boxes. Recycling our cardboard boxes helps reduce costs and benefits the environment. Please collapse the boxes and leave in a designated area for pick up.

Here are some things to keep in mind to help make the ordering process quick and easy...

1. Make sure that all the information in your order (including name, phone number, department #, and shipping address) is correct before you submit your order.
2. If you need an order the following day, make sure to place the order before 4pm local time.
3. Be sure that the quantities and units-of-measure are accurate on your orders before submitting (orders cannot be modified or cancelled through E-way once they have been submitted).

If you can't find a product you are looking for, please contact DCV Customer Service at [DCVCustomerSer@gov.bc.ca](mailto:DCVCustomerSer@gov.bc.ca) for assistance.

Here are some away features that will help make your online shopping experience a pleasant one...

#### Advanced Search Filters

- can greatly reduce the number of results a search will yield, making it much easier to find a specific product.

#### The "Item Note" Field

- can be used to help organize each item in your order. For example, enter the person's name for whom the item is being ordered. This information will appear on your packing slip for easy reference when the order arrives.

#### Recently Viewed Items

- allows you to quickly refer back to your most searched items instead of having to start your search over again.

#### Access to all past orders

- allows you to search for specific items you purchased in the past.



## Online ordering

The eway.ca Home Page gives you access to the Province of BC customized online catalog, as well as other features that help you quickly and easily find what you need – all from one page.

## Get Started

**A -eway.ca Online Tutorial** Got a minute? Take our brief online tutorial and get yourself up to speed quickly. Click “Support” Select “Online Tutorial”.

### Time Savers

#### B - Search

Find products quickly by entering a keyword or item number.

#### C -Ink & Toner Finder

Never (ever) make a mistake. Get the right ink or toner every time, just by knowing your machine's make and model. Click “Ink, Toner & Ribbons” Click the banner for support Select brand and model

#### D-Quick Order

Add an item immediately to your order.

#### E -Enter Several Items

Enter up to 20 different items at once.

#### F-Shopping Lists

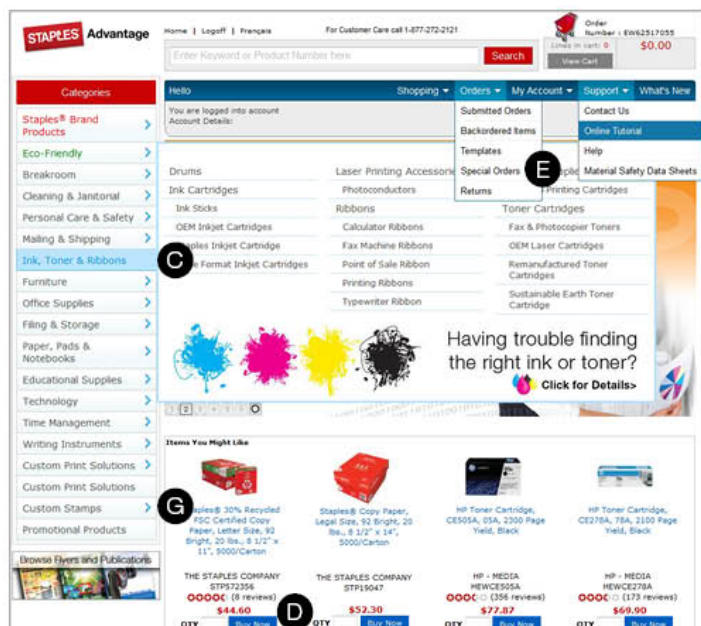
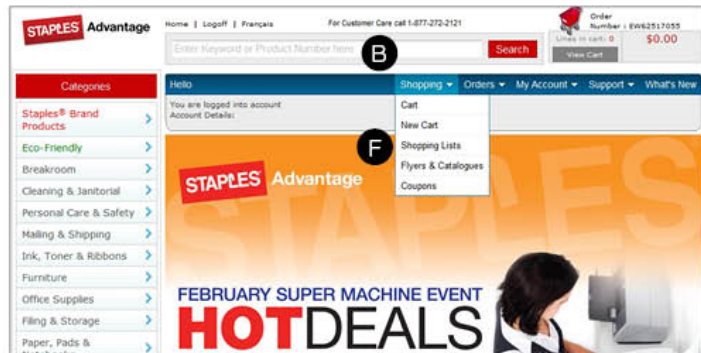
Why do something over and over (and over) again? Create a shopping list and save it – then add to it whenever you want to.

#### Shopping List Tip:

Find “Shopping” Click “Shopping Lists”

Select the existing list you want or

Click “New List”



Many customers take advantage of eway.ca to place orders online quickly and easily. More than 75% of Staples Advantage customers are placing orders through eway.ca



## Ordering (continued)

## Easy Order Management

### G-Custom Stamps

Instant access to create your own stamps and daters. Look under “Categories” Select “Custom Stamps”.

### H- Save Partial Orders

Build up to the grand finale one step at a time. Log off after adding items incrementally to your order, and then submit it once you’re ready.

- Build a new order.
- Log off when you’re done adding new items.
- Your order is automatically saved for when you log back on later.
- Add additional items.

**I- View Cart Details & Submit** View full details of your order cart and/or submit your order for processing.

### J- Returns

Process returns online for orders placed.

### K-Product Details

Find the right products easily with enhanced images, detailed product descriptions, specifications and product tours where available.

### L-Your Price

The price you see is your company’s negotiated price.

The screenshot displays the Staples Advantage website interface. At the top, there's a navigation bar with 'Hello', 'Shopping', 'Orders', 'My Account', and 'Support'. A dropdown menu for 'Orders' is open, showing options like 'Submitted Orders', 'Backordered Items', 'Templates', 'Special Orders', and 'Returns'. Below this, the 'Cart' section is visible, showing a table with columns for 'PRODUCT NUMBER', 'DESCRIPTION', 'YOUR PRICE', 'UOM', and 'TOTAL'. The table lists items like 'BlackBerry® OEM Leather Swivel Cases Torch 9800, 9810' and 'Staples® Eco Copy Paper, White'. A 'Check Out' button is present. Below the cart, there's a section for 'Frequently Bought Items In Your Cart Also Bought' showing related products. The bottom part of the screenshot shows the product details for 'MICROCEL CORPORATION BlackBerry® OEM Leather Swivel Cases Torch 9800, 9810', including a product image, price (\$13.09 Each), and a 'Buy Now' button. A 'Specifications' tab is also visible.

# Introducing Group Orders

Group Ordering has never been easier.

- Invite others to participate in a single order
- Send reminders and control your spend
- Provide others with the same great promotions
- Your order arrives with each item identified by individual (in one shipment!)



Scan to find out more



Visit [www.staplesadvantage.ca/grouporders](http://www.staplesadvantage.ca/grouporders)

eway.ca • 1.877.272.2121

## How does it work?

By selecting "Group Orders" from the "Orders" menu on [eway.ca](http://eway.ca), the user is taken to the Group Orders homepage where he/she is able to seamlessly invite individuals and/or groups of contacts within their organization to input their own products into a single shopping cart.

Need to get  
an order out by  
end of day?

Try our **Quick Group Order** option. Or build and manage groups and send reminders by using the **Advanced Group Order** option!

## What does it mean for you?

Group orders will eliminate the administrative burden on administrative staff. It will remove the need to facilitate the order process manually through sticky notes, multiple emails, verbal requests and flagging pages in catalogues by creating a simple, streamlined process to invite, remind, control, and process a single order.

The entire group order will arrive in the same manner as a regular [eway](http://eway.ca) order. The ordered items will be packaged together and the packing slip will identify the individual who requested each item!

## How do I create a Group Order?

- 1 Login to **eway.ca**, select **Orders** from the header, then click on **Group Orders**
- 2 Click **Start a Group Order** and choose either **Quick Group Order** or **Advanced Group Order**
- 3 Enter the required information
- 4 Click on **Send Invitation**
- 5 Your order will be delivered, packaged together, and identifying the individual who requested each item!

## Who should I speak to learn more?

Talk to your Staples Advantage Account Representative today to find out more!

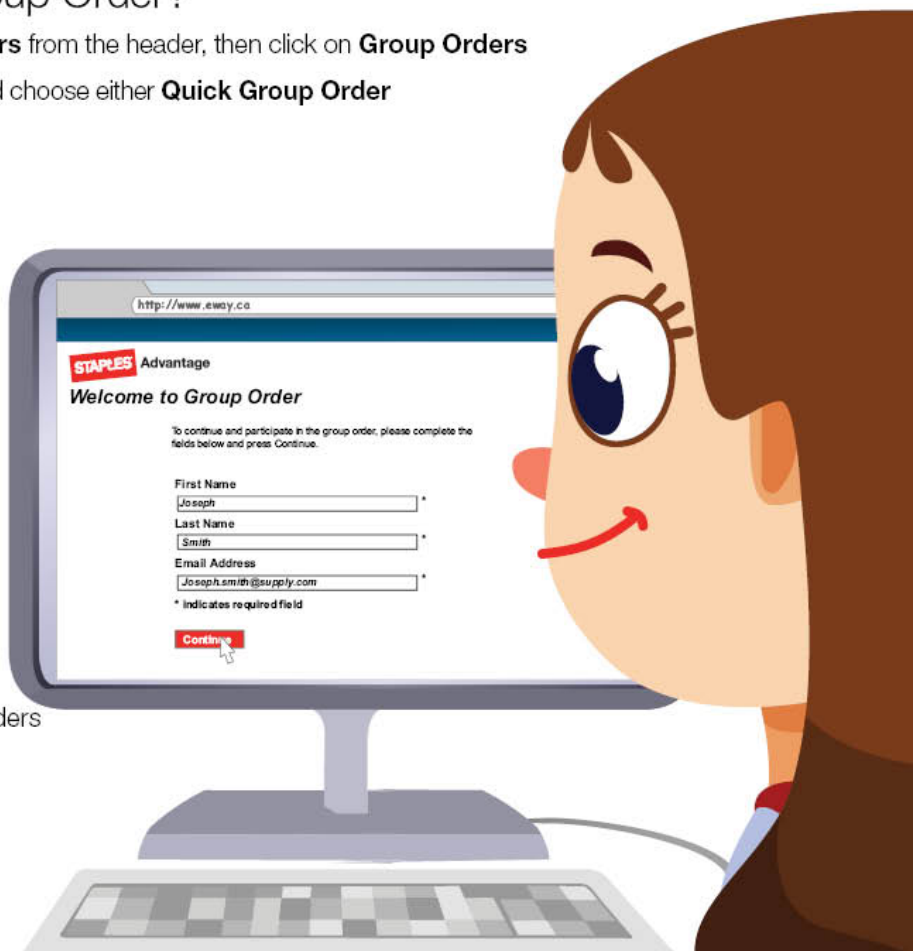
Or visit the link below:

[www.staplesadvantage.ca/grouporders](http://www.staplesadvantage.ca/grouporders)

**MAKEmoreHAPPEN**

[eway.ca](http://eway.ca)

1.877.272.2121





## Once you have placed your order...

### Order Tracking

For a selected list of sites in the greater Victoria area, we have retained the services of BC Mail to continue delivering your products.

Other areas will be serviced by either Staples Advantage Dedicated Delivery service or a 3<sup>rd</sup> party courier.

Mobile Proof of Delivery. This technology allows us to track each package on the truck, and used in conjunction with Global Positioning (GPS), we can advise customers exactly where their order is, and when they can expect it. Upon delivery, the electronic signature is captured, and ultimately uploaded back into our back end systems for proof of delivery.

You may track orders by contacting Staples Advantage Customer Care at **1.877.272.2121**

### Backorders

- Item availability is noted in way when you place your order.
- Customer Care can make recommendations on alternative items.
- Backorders will be noted on your Pack Slip.
- Backorders are normally delivered within 1-5 business days.
- Backorders will automatically ship as soon as the product becomes available.
- There is no need to reorder.
- Backorders are never billed before they ship.
- If an item will be unavailable for an extended period of time, you will be contacted by Customer Care for appropriate action.

In the unlikely event that you have not received your backordered item within five business days, contact Staples Advantage Customer Care at 1.877.272.2121 for backorder status.

### Urgent or Emergency Orders

If you absolutely need a product overnight (i.e. last minute presentation or unexpected project due yesterday), you should always call Customer Care to check on product availability. If we don't have the product, we can work to find it or suggest an acceptable alternate solution.

### Missing Items

- Inspect your order carefully against Pack Slip upon arrival.
- Review order to see if item is actually missing or has just been backordered or the part number has changed.
- Contact your Customer Care Team by phone or by email; they will ensure the problem is corrected.
- Report Order #, Item # and Quantity from packing list.
- Report the item received in place of your missing item, if any.



## Staples Advantage offers a fast and efficient return process...

Staples Advantage offers a fast and efficient return process...

Staples Advantage has implemented Pick-to-Voice Technology to enhance our state-of-the art distribution centres. This new methodology will drive our quality to new accuracy levels and reduce returns. However should you have a requirement to process a return you may do so by...

- If you are an away user, returns may be requested on-line at **[www.eway.ca](http://www.eway.ca)**
- You may contact your Staples Advantage Customer Care Specialist at **1.877.272.2121** to request a return by phone.

Please provide:

- Order number • Customer account number • Reason for your return
- Items to return • Contact information
- A Return Authorization number will be provided for each return request
- Your return will be picked up within 1-3 business days

Staples Advantage has a clear and consistent return policy to support your needs...

- Please return products in re-saleable condition (original, unmarked, sealed package) within 90 days of receipt of your order.
- Please inform Staples Advantage of any shortages or damages as soon as possible.
- Staples Advantage can only issue credit for items purchased from Staples Advantage.
- Staples Advantage makes every effort to be fair and reasonable with regard to returns. If you have any questions, please contact your Staples Advantage Customer Care Specialist at **1.877.272.2121**
- Please do not write or mark on the product packaging.

### Escalation Process

In the event of an issue with the goods or services provided by Staples Advantage, please contact your Staples Advantage Customer Care Specialist at **1.877.272.2121**. If you are unable to have the issues resolved in this manner, please contact your Staples Advantage Account Representative for a resolution. If, thereafter, your issue is still not resolved, please contact the Distribution Centre Victoria at [DCVCustomerSer@gov.bc.ca](mailto:DCVCustomerSer@gov.bc.ca)





## Fifty Green reduces the environmental cost of ordering

As a global company Staples Advantage takes our social responsibility and the environment seriously. We believe that we have a responsibility larger than profit maximization and job creation - to minimize the negative effects of our operations and strive to positively impact the environment. Order delivery is a significant source of our environmental impact, releasing, among other toxic chemicals, Nitrogen dioxide. Our Fifty Green programs encourages you, our customers, to help reduce your own impact on the environment.

By reducing the number of deliveries to your location through combining smaller orders we can improve our operational efficiencies. This allows us to provide you with better service and competitive prices, whilst also benefiting the environment with reduced packaging and toxic gas emissions.

### The Fifty Green Programs

We have two options to assist you in reducing your environmental impact.

1. **The Fifty Green Charge** encourages you to combine your orders. Should your order remain less than \$50 we will add a (\$5) delivery charge. Half of the charge will be donated to Tree Canada to help plant trees in local communities across Canada, offsetting the environmental impact of a small order. The benefits include the ability to continue to create orders less than \$50 with the assurance that the environmental impact of small orders is being reduced.

2. **The Fifty Green Accelerator** also encourages you to combine your orders to reach a minimum of \$50. Should your order remain less than \$50 we will save the order to allow you time to determine which additional items you would like to purchase. You can use [eway.ca](http://eway.ca) at any time to complete your selections, or alternatively, you can contact our customer care department who are happy to help. The benefits of this program include no additional delivery charges and environmentally sound purchasing practices.

What does it mean for you?

Regardless of how you participate in Fifty Green, you will continue to receive all of the great products you have come to expect from Staples Advantage. You will also have the knowledge that you have played an active role in helping to reduce our operational costs, therefore maintaining competitive pricing AND reducing our collective environmental impact.

For more information on how you can have a positive impact on the environment through our Fifty Green Programs, please speak to your Staples Advantage account representative today.

<b>C&amp;P BOUCHERVILLE, QC</b>		<b>024-54-A2</b>	
Tél. (1-450) 445-4445	3030 CITELEF	SECTEUR	NO. PARTI
Fax: (1-450) 445-3050	BOUCHERVILLE, QC	1	0
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TEL: 1		<b>917519</b>	
<b>SUPPORT DOSSIER "SPEEDFRAME"</b>		<b>12945</b>	
		COLLS 7107 FRANK	

# Shipping Label

Appears on the outside of each Staples Advantage package.

1. <u>NAME OF VESSEL</u> 2. <u>DATE OF DEPARTURE</u> 3. <u>NAME OF CAPTAIN</u> 4. <u>NAME OF MASTER</u> 5. <u>NAME OF SUPERVISOR</u> 6. <u>NAME OF OFFICER</u> 7. <u>NAME OF AGENT</u> 8. <u>NAME OF OWNER</u> 9. <u>NAME OF CHARTERER</u> 10. <u>NAME OF CARGO</u> 11. <u>NAME OF DESTINATION</u> 12. <u>NAME OF ORIGIN</u> 13. <u>NAME OF PORT</u> 14. <u>NAME OF COUNTRY</u> 15. <u>NAME OF VESSEL</u> 16. <u>NAME OF DATE</u> 17. <u>NAME OF NAME</u> 18. <u>NAME OF NAME</u> 19. <u>NAME OF NAME</u> 20. <u>NAME OF NAME</u> 21. <u>NAME OF NAME</u> 22. <u>NAME OF NAME</u> 23. <u>NAME OF NAME</u> 24. <u>NAME OF NAME</u> 25. <u>NAME OF NAME</u> 26. <u>NAME OF NAME</u> 27. <u>NAME OF NAME</u> 28. <u>NAME OF NAME</u> 29. <u>NAME OF NAME</u> 30. <u>NAME OF NAME</u> 31. <u>NAME OF NAME</u> 32. <u>NAME OF NAME</u> 33. <u>NAME OF NAME</u> 34. <u>NAME OF NAME</u> 35. <u>NAME OF NAME</u> 36. <u>NAME OF NAME</u> 37. <u>NAME OF NAME</u> 38. <u>NAME OF NAME</u> 39. <u>NAME OF NAME</u> 40. <u>NAME OF NAME</u> 41. 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## Pack List

Is included in the box with your order.

<b>Advantage</b>		<b>STAPLES COMMERCIAL</b> 800 1-7-PRICE		<b>CUSTOMER PHONE</b> 800-858-7777		<b>STAPLES BUSINESS</b> 2013-08-27		<b>DATE OF INVOICE</b> 8/28/13		<b>PAGE</b> 1 OF 2	
		<b>EDMONTON AB</b> T6G 1B5		<b>INVOICE NO. INVOICE</b> 300000001		<b>INVOICE DATE</b> 2013-08-27		<b>STAPLES TRUCK</b> 1000-00-000000		<b>STAPLES PURCHASER TRUCK</b> 1000-00-000000	
Copyright © Staples Canada Inc. All rights reserved. Staples Advantage is a registered trademark of Staples Canada Inc.											
<b>FLATIRON-SKAGSOD-ARCON-LAFARD</b> JON REED - REAR CROSS MORGAN ET RE											
<b>EDMONTON AB</b> <b>T6G 1B5</b> <b>(142K2E / 1)</b>											
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<b>FLATIRON-SKAGSOD-ARCON-LAFARD</b> JON REED - REAR CROSS MORGAN ET RE											
<b>EDMONTON AB</b> <b>T6G 1B5</b> <b>(142K2E / 1)</b>											
<b>FLATIRON-SKAGSOD-ARCON-LAFARD</b> JON REED - REAR CROSS MORGAN ET RE											
<b>EDMONTON AB</b> <b>T6G 1B5</b> <b>(142K2E / 1)</b>											
<b>FLATIRON-SKAGSOD-ARCON-LAFARD</b> JON REED - REAR CROSS MORGAN ET RE											
<b>EDMONTON AB</b> <b>T6G 1B5</b> <b>(142K2E / 1)</b>											
<b>FLATIRON-SKAGSOD-ARCON-LAFARD</b> JON REED - REAR CROSS MORGAN ET RE											
<b>EDMONTON AB</b> <b>T6G 1B5</b> <b>(142K2E / 1)</b>											
<b>FLATIRON-SKAGSOD-ARCON-LAFARD</b> JON REED - REAR CROSS MORGAN ET RE											
<b>EDMONTON AB</b> <b>T6G 1B5</b> <b>(142K2E / 1)</b>											
<b>FLATIRON-SKAGSOD-ARCON-LAFARD</b> JON REED - REAR CROSS MORGAN ET RE											
<b>EDMONTON AB</b> <b>T6G 1B5</b> <b>(142K2E / 1)</b>											
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<b>EDMONTON AB</b> <b>T6G 1B5</b> <b>(142K2E / 1)</b>											
<b>FLATIRON-SKAGSOD-ARCON-LAFARD</b> JON REED - REAR CROSS MORGAN ET RE											
<b>EDMONTON AB</b> <b>T6G 1B5</b> <b>(142K2E / 1)</b>											
<b>FLATIRON-SKAGSOD-ARCON-LAFARD</b> JON REED - REAR CROSS MORGAN ET RE											
<b>EDMONTON AB</b> <b>T6G 1B5</b> <b>(142K2E / 1)</b>											
<b>FLATIRON-SKAGSOD-ARCON-LAFARD</b> JON REED - REAR CROSS MORGAN ET RE											
<b>EDMONTON AB</b> <b>T6G 1B5</b> <b>(142K2E / 1)</b>											
<b>FLATIRON-SKAGSOD-ARCON-LAFARD</b> JON REED - REAR CROSS MORGAN ET RE											
<b>EDMONTON AB</b> <b>T6G 1B5</b> <b>(142K2E / 1)</b>											
<b>FLATIRON-SKAGSOD-ARCON-LAFARD</b> JON REED - REAR CROSS MORGAN ET RE											
<b>EDMONTON AB</b> <b>T6G 1B5</b> <b>(142K2E / 1)</b>											
<b>FLATIRON-SKAGSOD-ARCON-LAFARD</b> JON REED - REAR CROSS MORGAN ET RE											
<b>EDMONTON AB</b> <b>T6G 1B5</b> <b>(142K2E / 1)</b>											
<b>FLATIRON-SKAGSOD-ARCON-LAFARD</b> JON REED - REAR CROSS MORGAN ET RE											
<b>EDMONTON AB</b> <b>T6G 1B5</b> <b>(142K2E / 1)</b>											
<b>FLATIRON-SKAGSOD-ARCON-LAFARD</b> JON REED - REAR CROSS MORGAN ET RE											
<b>EDMONTON AB</b> <b>T6G 1B5</b> <b>(142K2E / 1)</b>											
<b>FLATIRON-SKAGSOD-ARCON-LAFARD</b> JON REED - REAR CROSS MORGAN ET RE											
<b>EDMONTON AB</b> <b>T6G 1B5</b> <b>(142K2E / 1)</b>											
<b>FLATIRON-SKAGSOD-ARCON-LAFARD</b> JON REED - REAR CROSS MORGAN ET RE											
<b>EDMONTON AB</b> <b>T6G 1B5</b> <b>(142K2E / 1)</b>											
<b>FLATIRON-SKAGSOD-ARCON-LAFARD</b> JON REED - REAR CROSS MORGAN ET RE											
<b>EDMONTON AB</b> <b>T6G 1B5</b> <b>(142K2E / 1)</b>											
<b>FL</b>											

# Invoice

Should you have any discrepancies with your invoice please contact your account manager to review.





#### Shipping Label

Staples Advantage is the world's largest office products company. We're committed to making it easy for our customers around the globe to buy a wide range of office products, including supplies, technology, furniture, and business services. With \$27 billion in sales, Staples serves businesses of all sizes and consumers in 27 countries throughout North and South America, Europe, Asia and Australia.

#### Value-added service Canada offers:

- More than 7,500 products easily accessed via our Canadian Catalogue
- A dedicated sales representative
- Next business day delivery to most locations across Canada

#### Our Management Style & Support

As part of our commitment to quality, our management style entails the continuance of superior support in both a timely and cooperative manner. Our strong hierarchy of managers ensures that accessibility is at a prime, with no question or concern going unrequited. This dedication to seamless communication coupled with an apt for support is a win/win for both our managers and our businesses. By following a holistic approach to management and practicing good corporate citizenship, we bind a close connection between our financial success and our desire to have a positive impact on our associates, the communities we live in, and the environment.

#### Community

Giving back to the communities where our customers and associates live and work.

#### Environment

Operating our business to sustain natural resources and make it easy for our customers to make a difference.

#### Ethics

Acting with integrity in everything we do.

#### Diversity

Supporting diversity suppliers and embracing diversity of people, thought, and experience.

## Frequently Asked Questions (FAQs)

How do I get a Staples Advantage Eway account?

A registration form is available on the [DCV Shopping Cart](#). Please allow 24 – 48 hours to receive your new account information (including user ID and password).

My account is set up with the wrong address when I first log on, what should I do?

All accounts have been set to a default “ship to” account. When you log in, you will be required to update your current “ship to” location.

How do I go about getting new employees trained up on the Staples Advantage Eway site?

Pre-recorded webinars will be available on both [Eway.ca](#) and the [DCV Shopping Cart](#). You can also call a Customer Care Representative at 1.877.272.2121 and ask for your local Staples Advantage Account Representative to request further training.

How can I get a catalogue?

Catalogues will be shipped out with your first order. Additional catalogues can be requested by calling a Customer Care Representative at 1.877.272.2121 and asking for your local Staples Advantage Account Representative.

Is the price in the catalogue the price we pay?

No. The actual price you pay is shown on the government’s customized Staples Advantage [Eway.ca](#) ordering site. The Staples Advantage Catalogue is only used as a product reference guide.

What if I cannot find a product in the Staples Advantage catalogue? Who do I contact?

Please contact DCV Customer Service at [DCVCustomerSer@gov.bc.ca](mailto:DCVCustomerSer@gov.bc.ca) for assistance.

Is there an escalation process to address any issues or concerns I have?

Yes. In the event of an issue with the good or services provided by Staples Advantage, please contact your Staples Advantage Customer Care Specialist at 1.877.272.2121. If you are unable to have the issues resolved in this manner, you will be forwarded to your Staples Advantage Account Representative for a resolution. If, thereafter, your issue is still not resolved, please contact the [Distribution Centre Victoria](#).

If I have a product on backorder that causes my order to be less than \$50.00, will I be charged the “Fifty Green” \$5.00 fee?

No. The \$5.00 fee only applies to full orders that are under \$50.00.

Is there a charge to return products? I see a 15% restocking fee noted in the User Guide?

There will be no restocking fee if goods are returned within 90 days of receipt and are in re-salable condition.

Can I open an account and have an invoice sent monthly?

No. The negotiated contract for “core government” specifies that all office products ordered must be ordered by way of credit card (purchasing card).

I don't have a purchasing card. Can I use my supervisors' purchasing card or share a card with a co-worker?

Purchasing card holders are required to abide by the terms and conditions of the purchasing card, which prohibit the sharing of cards.

I don't have a purchasing card. How do I get one?

You will have to contact your Ministry's [Purchasing Card Coordinator](#) to get obtain approval and access to a purchasing card.

I am an expense authority. Will I lose control for sign-offs of purchasing card expenditures?

No. The process for sign-off of purchasing card reconciliation will remain exactly as it is today. All of the obligations of purchasing card authorities, qualified receivers, and expense authorities are unchanged.

Can I use my personal credit card to order office products for my office?

No. Government policy (Core Policy and Procedures Manual - B.2.3 core policy 4.3.9) requires that small purchases be made using the government purchasing card.

Is the credit card information stored on our accounts secure?

Yes. The BC government has reviewed Staples Advantage encryption technology security standards – they comply with current industry standards.

Will there be an Employee Purchase program?

Yes, Staples Advantage will be introducing an employee purchase program before the end of May 2015.

Where do I order government forms from now?

The DCV will continue to provide Forms Management Services for ministries.

## How to Find Your Account: In the New user Activation Process

Go to [www.eway.ca](http://www.eway.ca) into your internet browser, or click the Eway link on the DCV site.

The first time you log into Eway.ca there will be a 4 step Activation process. This process allows you to select the locations and Ministry you will be ordering for on a regularly basis.

**STAPLES Advantage**

Home | Français

For Customer Care call 1-877-272-2121

Enter Keyword or Product Number here **Search**

Find ink or toner here.

**Login**

User ID

Password

☐ Save User ID

Forgot your User ID or Password?

Become a Customer

Browse Flyers and Publications

Start browsing >

Browse Rebate Coupons

Save money now >

Categories

New Products

Staples® Brand Products >

Eco-Friendly >

By Industry >

Beverages & Snacks >

Cleaning & Janitorial >

Personal Care & Safety >

Mailing & Shipping >

Ink, Toner & Ribbons >

Office Supplies >

**MAKE**

placing Group Orders to win

**HAPPEN**


Submit a Group Order over \$50 for your chance to WIN\* a Keurig® Prize pack!

Login and click below to get started!

**SHOP NOW**


Effective 11/24/14 – 01/30/15. Group Orders must be placed online and over \$50 (before tax) using the Group Orders function to be eligible for one (1) contest entry. Prize pack contains 1 K150 Keurig® Brewer, 12 travel mugs, Keurig® K-Cup® rack, and selection of Keurig® K-Cup® packs, valued at \$250. For full contest regulations, visit [www.staplesdvan tage.ca/gocontestrules](http://www.staplesdvan tage.ca/gocontestrules)

**Office Products**




Shop Now >

**Facilities**




Shop Now >

**Furniture**

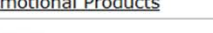


Shop Now >

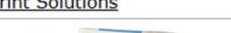
**Technology**



**Promotional Products**



**Print Solutions**





## Step 1: Create a new password

**STAPLES** Advantage

[Home](#) | [Logout](#) | [Français](#)

For Customer Care call 1-877-272-2121 [Live Help](#)

Hello Alanna McCorkindale

Shopping ▾ Orders ▾ My Account ▾ Help ▾ What's New

You are logged into account 314217  
Account Details: 234933 - 1515 BLANSHARD ST 4-4 - FINANCE & DECISION SUPPORT [Find Account](#)

[Show All Categories](#)

**Account Activation**  
Please create a password to access your E-Way account.

1 Create a password

2 Confirm your profile Information

3 Credit Card Setup

4 Create Favourite Ship to locations

5 Start Shopping

Next >

**CHANGE PASSWORD**  
Please enter your current password. Then enter a new password and confirm it.

Current Password:

New Password:

Confirm New Password:

Your password must be at least 7 characters in length and must be different from your User ID.  
Passwords are case-sensitive.  
Your password cannot be the same as a previously used password.

Next >

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## Step 2: Confirm your profile information

**Account Activation**  
Please confirm your profile information.

1 Create a password

2 Confirm your profile Information

3 Credit Card Setup

4 Create Favourite Ship to locations

5 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**  
 -  -

**2. Payment and Credit Card Information**

**Preferred Payment Method**

**3. Settings**

**Send order confirmation by email?**

**Default Order History setting**

Confirm your General information (1.) by clicking the “Next” button

(Payment and Credit Card information, as well as Settings are pre-set fields that do not need to be changed)

### Step 3: Credit card Setup (also known as a Purchase Card)

**Account Activation**  
Please create your credit card.

1 Create a password    2 Confirm your profile Information    **3 Credit Card Setup**    4 Create Favourite Ship to locations    5 Start Shopping

< Previous    Next >

**Credit Card Setup**

**1. Enter Credit Card Information**







To add a credit card to your account profile, click the "Add New Credit Card" link below. To skip this step, click "Next"

After you have completed your account activation, you can add or delete your account credit cards by selecting "modify" from the "Profile" menu.

[Add New Credit Card](#)

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Click "Add New Credit Card" and fill in your Purchase Card information in this box:

**Add New Credit Card**

Type:

Number:

Cardholder name:

Expiration Date:

Click "Next" again once your Purchase card information is loaded

**Account Activation**  
Please create your credit card.

1 Create a password    2 Confirm your profile Information    **3 Credit Card Setup**    4 Create Favourite Ship to locations    5 Start Shopping

< Previous    Next >

**Credit Card Setup**







**1. Enter Credit Card Information**

[Add New Credit Card](#)

TYPE	NUMBER	CARD HOLDER NAME	EXPIRATION DATE	ACTIONS
Visa	4111 **** * 1111	Alanna	01/2015	<a href="#">Delete</a>

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## Step 4: Create Favourite Ship to Locations

Click the “Add new favourites” link in the middle of the screen:

**Account Activation**

Please select your favourite ship to.

- 1 Create a password
- 2 Confirm your profile Information
- 3 Credit Card Setup
- 4 **Create Favourite Ship to locations**
- 5 Start Shopping

< Previous Next >

**Create Favourite Ship to locations**

1. SEARCH AND SELECT YOUR FAVOURITE SHIP TO LOCATIONS







To add a ship to location to your Favourite's list, click the "Add new Favourite" link below. To skip this step, click "Next"

After you have completed your account activation, you can add or delete your favourite ship to locations by clicking the "account search page" link at the top of the page.

[Add new favourite](#)

< Previous Next >

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Using the keyword search type in your previous DCV number or address or Ministry

**Account Activation**

Please select your favourite ship to.

- 1 Create a password
- 2 Confirm your profile Information
- 3 Credit Card Setup
- 4 **Create Favourite Ship to locations**
- 5 Start Shopping

**Create Favourite Ship to locations**

1. SEARCH AND SELECT YOUR FAVOURITE SHIP TO LOCATIONS

**FIND ACCOUNT**

Enter Keywords

☒ Contains ☐ Begins with

Look In

Sort by

☒ Any words ☐ All words







☐ Favourites only

Search

[Show all accounts \(2018\)](#)

Done

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Keyword example below is 'Agriculture'

All the accounts with 'Agriculture' in the address or name field will appear

**Create Favourite Ship to locations**

**1. SEARCH AND SELECT YOUR FAVOURITE SHIP TO LOCATIONS**

**FIND ACCOUNT**

Enter Keywords  
Agriculture

Look In  
All fields

Sort by  
Acct. Number

☒ Contains  
☐ Begins with

☒ Any words  
☐ All words

☐ Favourites only

Search

Show all accounts (2018)

MARK AS FAVOURITE	ACCOUNT #	COST CENTER	ADDRESS	CARE OF	SELECT
☆	312661	1732	AGRICULTURE 441 COLUMBIA ST 2ND FL KAMLOOPS BC V2C2T3	INTERIOR REGION	<a href="#">SELECT</a>
☆	313014	2291	AGRICULTURE 201-9971 350TH AVE PO BOX 5000 OLIVER BC V0H1T0	INTERIOR REGION	<a href="#">SELECT</a>
☆	313064	2739	AGRICULTURE 2501 14 AVE VERNON BC V1T8Z1	AGRICULTURE SVS S. INTERIOR	<a href="#">SELECT</a>
☆	313070	2925	AGRICULTURE 300-640 BORLAND ST WILLIAMS LAKE BC V2G4T1	INTERIOR REGION	<a href="#">SELECT</a>
☆	313077	3646	AGRICULTURE 5785 DUNCAN ST DUNCAN BC V9L5G2	COASTAL REGION	<a href="#">SELECT</a>
☆	313078	8176	AGRICULTURE 315-2202 MAIN MALL VANCOUVER BC V6T1Z4	FISHERIES RESEARCH SECTION	<a href="#">SELECT</a>
☆	313080	12769	AGRICULTURE WILDLIFE RD PO BOX 640 CRESTON BC V0B1G0	CRESTON VALLEY FISH & WILDLIFE	<a href="#">SELECT</a>
☆	313084	13234	AGRICULTURE 1767 ANGUS CAMPBELL RD ABBOTSFORD BC V3G2M3	ADMINISTRATION - COAST	<a href="#">SELECT</a>
☆	313090	13307	AGRICULTURE 1767 ANGUS CAMPBELL RD ABBOTSFORD BC V3G2M3	SUSTAINABLE AGRICULTURE MGMT	<a href="#">SELECT</a>

Find your location in the address column, then click the corresponding star on the far left

MARK AS FAVOURITE	ACCOUNT #	COST CENTER	ADDRESS	CARE OF	SELECT
☆	312661	1732	AGRICULTURE 441 COLUMBIA ST 2ND FL KAMLOOPS BC V2C2T3	INTERIOR REGION	<a href="#">SELECT</a>
☆	313014	2291	AGRICULTURE 201-9971 350TH AVE PO BOX 5000 OLIVER BC V0H1T0	INTERIOR REGION	<a href="#">SELECT</a>
★	313064	2739	AGRICULTURE 2501 14 AVE VERNON BC V1T8Z1	AGRICULTURE SVS S. INTERIOR	<a href="#">SELECT</a>
☆	313070	2925	AGRICULTURE 300-640 BORLAND ST WILLIAMS LAKE BC V2G4T1	INTERIOR REGION	<a href="#">SELECT</a>
☆	313077	3646	AGRICULTURE 5785 DUNCAN ST DUNCAN BC V9L5G2	COASTAL REGION	<a href="#">SELECT</a>

This will highlight the star in yellow and add it to you locations drop down menu as a favourite:



[Home](#) | [Logout](#) | [Français](#)

For Customer Care call 1-877-272-2727

[Live Help](#)

Hello Alanna McCorkindale!

[Shopping](#) | [Orders](#) | [My Account](#) | [Help](#) | [What's New](#)

You are logged into account 314217  
Account Details: 234933 - 1515 BLANSHARD ST 4-4 - FINANCE & DECISION SUPPORT

Ship To Account

Find Account

★ 2291 (313014)

2291 (313014)

2739 (313064)

2925 (313070)

### Account Activation

Please select your favourite ship to.

1 Create a password
2 Confirm your profile Information
3 Credit Card Setup
4 **Create Favourite Ship to locations**
5 Start Shopping

### Create Favourite Ship to locations

#### 1. SEARCH AND SELECT YOUR FAVOURITE SHIP TO LOCATIONS

##### FIND ACCOUNT

Enter Keywords  
Agriculture

Look In  
All fields

Sort by  
Acct. Number

☒ Contains  
☐ Begins with

☒ Any words  
☐ All words

☐ Favourites only

Search

[Show all accounts \(2018\)](#)

MARK AS FAVOURITE	ACCOUNT #	COST CENTER	ADDRESS	CARE OF	SELECT
☆	312661	1732	AGRICULTURE 441 COLUMBIA ST 2ND FL KAMLOOPS BC V2C2T3	INTERIOR REGION	<a href="#">SELECT</a>
★	313014	2291	AGRICULTURE 201-9971 350TH AVE PO BOX 5000 OLIVER BC V0H1T0	INTERIOR REGION	<a href="#">SELECT</a>
★	313064	2739	AGRICULTURE 2501 14 AVE VERNON BC V1T8Z1	AGRICULTURE SVS S. INTERIOR	<a href="#">SELECT</a>
★	313070	2925	AGRICULTURE 300-640 BORLAND ST WILLIAMS LAKE BC V2G4T1	INTERIOR REGION	<a href="#">SELECT</a>
☆	313077	3646	AGRICULTURE 5785 DUNCAN ST DUNCAN BC V9L5G2	COASTAL REGION	<a href="#">SELECT</a>
☆	313078	8176	AGRICULTURE 315-2202 MAIN MALL VANCOUVER BC	FISHERIES RESEARCH SECTION	<a href="#">SELECT</a>

Once you have chosen (highlighted each star) each location you will be ordering for, you can click 'Done'

## Account Activation

Please select your favourite ship to.

- 1 Create a password
- 2 Confirm your profile Information
- 3 Credit Card Setup
- 4 **Create Favourite Ship to locations**
- 5 Start Shopping

< Previous Next >

### Create Favourite Ship to locations

#### 1. SEARCH AND SELECT YOUR FAVOURITE SHIP TO LOCATIONS

[Add another favourite](#)

MARK AS FAVOURITE	ACCOUNT #	COST CENTER	ADDRESS	CARE OF	SELECT
★	313014	2291	AGRICULTURE 201-9971 350TH AVE PO BOX 5000 OLIVER BC V0H1T0	INTERIOR REGION	<a href="#">SELECT</a>
★	313064	2739	AGRICULTURE 2501 14 AVE VERNON BC V1T8Z1	AGRICULTURE SVS S. INTERIOR	<a href="#">SELECT</a>
★	313070	2925	AGRICULTURE 300-640 BORLAND ST WILLIAMS LAKE BC V2G4T1	INTERIOR REGION	<a href="#">SELECT</a>

1

< Previous Next >

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If these are all correct you can click the 'Next' button on the bottom right and you will be brought to this last page:

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For Customer Care call 1-877-272-2121

[Live Help](#)

Order Number : EW66966850  
Lines in cart: 0 \$0.00  
[View Cart](#)

[Search](#) [Find ink or toner here.](#)

[Show All Categories](#) Hello Alanna McCorkindale Shopping ▾ Orders ▾ My Account ▾ Help ▾ What's New

### Ship to Selection

You are currently shopping under ship to account :

**313769 - ENVIRONMENT**

ENVIRONMENT  
FRASER VALLEY DISTRICT  
2950 COLUMBIA VALLEY RD  
PO BOX 3010  
CULTUS LAKE BC  
V2R5A3  
Cost Center : 10022

If you would like to change your ship-to account, please select your ship to from the list below or [Click Here](#) for an advanced account search

★ 2291 (313014) ▾

Why am I seeing this screen?

The ship to address that you have selected can impact the distribution center and availability that is shown during your shopping experience.

☐ Do not show this page for future sessions.

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Eway.ca home page so you can start shopping!

[Show All Categories](#)

Hello Alanna McCorkindale!

Shopping ▾ Orders ▾ My Account ▾ Help ▾ What's New

**Ship to Selection**

You are currently shopping under ship to account :

**313121 - AGRICULTURE**

AGRICULTURE  
BUSINESS RISK MANAGEMENT BR  
200-1690 POWICK RD  
KELOWNA BC  
V1X7G5  
Cost Center : 34460

If you would like to change your ship-to account, please select your ship to from the list below or [Click Here](#) for an advanced account search

★ 2925 (313070)

★ 2925 (313070)

★ 29440 (313116)

★ 34460 (313121)







★ 8176 (313078)

ed can impact the distribution  
ng your shopping experience.

☐ Do not show this page for future sessions.

Continue

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Eway home page:


At any time, you can go back to the “Find Account” link to add more locations.

**STAPLES Advantage**

[Home](#) | [Logout](#) | [Français](#)  
For Customer Care call 1-877-272-2121

[Live Help](#)

 Order Number : EW66966850  
Lines in cart: 0 \$0.00  
[View Cart](#)

[Search](#)  [Find ink or toner here.](#)

Categories

[New Products](#)  
[Staples® Brand Products](#)  
[Eco-Friendly](#)  
[By Industry](#)  
[Beverages & Snacks](#)  
[Cleaning & Janitorial](#)  
[Personal Care & Safety](#)  
[Mailing & Shipping](#)  
[Ink, Toner & Ribbons](#)  
[Office Supplies](#)  
[Filing & Storage](#)  
[Paper, Pads & Notebooks](#)  
[Educational Supplies](#)  
[Apple Products](#)  
[Calendars & Planners](#)  
[Furniture](#)

Hello Alanna McCorkindale!

You are logged into account 313769  
Account Details: 10022 - 2950 COLUMBIA VALLEY RD - PO BOX 3010 - FRASER VALLEY DISTRICT

Shopping ▾ Orders ▾ My Account ▾ Help ▾ What's New

**Ship To Account**  
★ 2291 (313014)  
2291 (313014)  
2739 (313064)  
2925 (313070)


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