

How to Participate in a Group Order

As Easy As...

1 Click on the link provided in your invitation email

2 Find the products you want and add them to the shopping cart

3 Check out from the Group Order

Q: I clicked on the link but received an error message. What do I do now?

A:
If one of the following situations applies to you, contact the order's creator to get more details about the next Group Order.

- The order is closed and processed.
- You've already used this link to add items before.
- Your invitation had an expiry date and it's passed.
- Your invitation was cancelled by the order's creator.
- The order was cancelled by its creator.

If the Group Order functionality on eway.ca is temporarily unavailable, we apologize. Please try again in a few minutes.

Q: Why do I have to enter my name and email address?

A:
If you have to identify yourself before entering eway, it's simply because you weren't previously identified by the order's creator.

This information will be used to let the buyer know that you added items to the order, to associate these items with your name and to send you an order confirmation by email.

Q: What are my options while entering my order?

A:
Browse for products using the **Categories** menu.

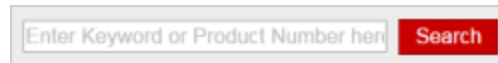
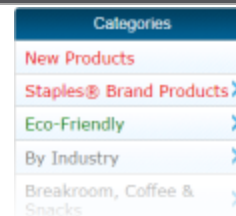
- Drill down into sub-categories to view those products.
- Add items to the shopping cart from the results list.

Search for products using keywords.

- At the very top of the screen, enter a keyword and click on the **Search** button to view matching items.
- Add items to the shopping cart from the results list.

Open the **Shopping Cart** to add products directly.

- Click on **View Cart** in the **Cart Summary** in the top right corner, or on



Q: What are my options while entering my order?

Shopping Cart in the **Shopping** menu.

- Add items by entering the **Product Number** and clicking **Add**.

Use a predefined **Shopping List** to select items.

- Click on **Shopping List** in the **Shopping** menu.
- Click on a **List Name**.
- Add items to the shopping cart from the shopping list.

Shopping List Details

Showing 1 - 5 of 5 items

Sort By: [dropdown] Computer Estimated All Selected

DESCRIPTION	PRICE	UNIT	QTY
HP DeskJet 3840 Color Inkjet Printer with ePrint™	\$154.00	Each	2
HP DeskJet 3840 Color Inkjet Printer with ePrint™	\$154.00	Each	2
HP DeskJet 3840 Color Inkjet Printer with ePrint™	\$154.00	Each	2
HP DeskJet 3840 Color Inkjet Printer with ePrint™	\$154.00	Each	2
HP DeskJet 3840 Color Inkjet Printer with ePrint™	\$154.00	Each	2

Look through our **Flyers and Catalogues** to find products.

- Click on **Flyers and Catalogues** in the **Shopping** menu and select a publication to view.
- Page through the publication and click on a product.
- Add the item to your cart from the product's **Details** popup window.

Save on breakfast necessities.

Coupons

Stackable: Buy 6 rolls of qualifying Bounty® Mega™ Paper with plant based adhesive and receive a bonus Bounty® Mega™ Paper dispenser.

Print-it: Buy any 6 packs of qualifying Post-it® Creaser Notes or any 6 packs of qualifying Post-it® 8000 Recycled Paper Notes, and receive a bonus Post-it® 8000 Recycled Paper dispenser.

Take advantage of valuable **Mail-in Rebates**.

- Click on **Coupons** in the **Shopping** menu.
- Download the mail-in rebate offer of your choice.

If you need assistance, use the **Help** menu.

- Select **Contact Us** to reach a Customer Care associate.
- Select **Explainer Videos** to view a series of videos about eway features.
- Select **Help Centre** if you need to quickly find answers to your questions about eway.

Help Centre

Help Topics | Troubleshooting | What's New? | Explore More

Search [input] [button]

Popular Questions

Please note that your account configuration may not allow all the features described in the Help Centre.

How do I select the address that my order should be shipped to?
Your account configuration may allow you to use a ship-to list or a list in the **Final Amount** page, both located in the gap area of the header. If none of these are available, you may be able to enter a shipping address on the **Check-Out** page.

What are group orders?
Group orders allow existing users to create their accounts (registered users) or not to ship-ready and request products they would like to have ordered. By combining small orders the way, an organization saves money, time and paperwork while making the environment.

Can I change my User ID?
Yes, Your User ID is unique and may have been created according to standard set by your organization. If you need to change it, you must contact your Staples Business Advantage® account manager or you can call the support phone to create the modification.

How do I check the status of an order that has been submitted?
In the Order menu, select Submitted Orders. In the order list, the order status appears at the right end of each row. Meaning Approval. This may require some verification on your organization.

Click on **What's New** in the main menu to view a short video of the newest eway features.

Q: How do I end my order? And what happens after that?

A:

Click on the **Check Out** button.

- If there are **Switch to Save** or **Switch to Eco-friendly** opportunities in your shopping cart, you will be invited to take advantage of them.

Review the final content of your order.

- Make sure all items are included in the correct quantity.
- Return to the **Shopping Cart** if modifications are required.

Read this before you submit your order!

- Remember that you are not allowed to re-open the order after it is submitted, to add an item or edit the content.
- You can exit the order without checking out by clicking on **Logoff**. This way you will be allowed back.
- Don't forget to return to your order to submit it, before the deadline specified in your invitation email.

Ready to **submit** your order?

- Go through the check out process and click on **Submit**.

What's next?

- Once your order is submitted, it is sent to the order's creator.
- You will receive an email to confirm your participation in the Group Order.
- When the group Order is closed and processed by the order's creator, you will receive a final confirmation of your order by email.