

Accounts Payable or Receivable Guide

Log in

Once you have been given a User ID and Password, you are ready to begin using Monk Office's e-Commerce site.

Navigate to www.monk.ca.

Click **Log In** to begin.

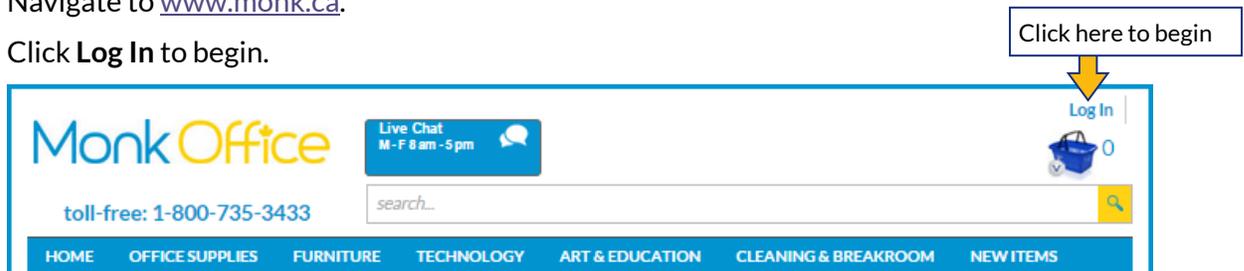


Figure 1

A log in page will appear (see [figure 2](#)). Enter your User ID and Password, and click the **Log In** button to proceed. You will be directed to the site's **HOME** page.

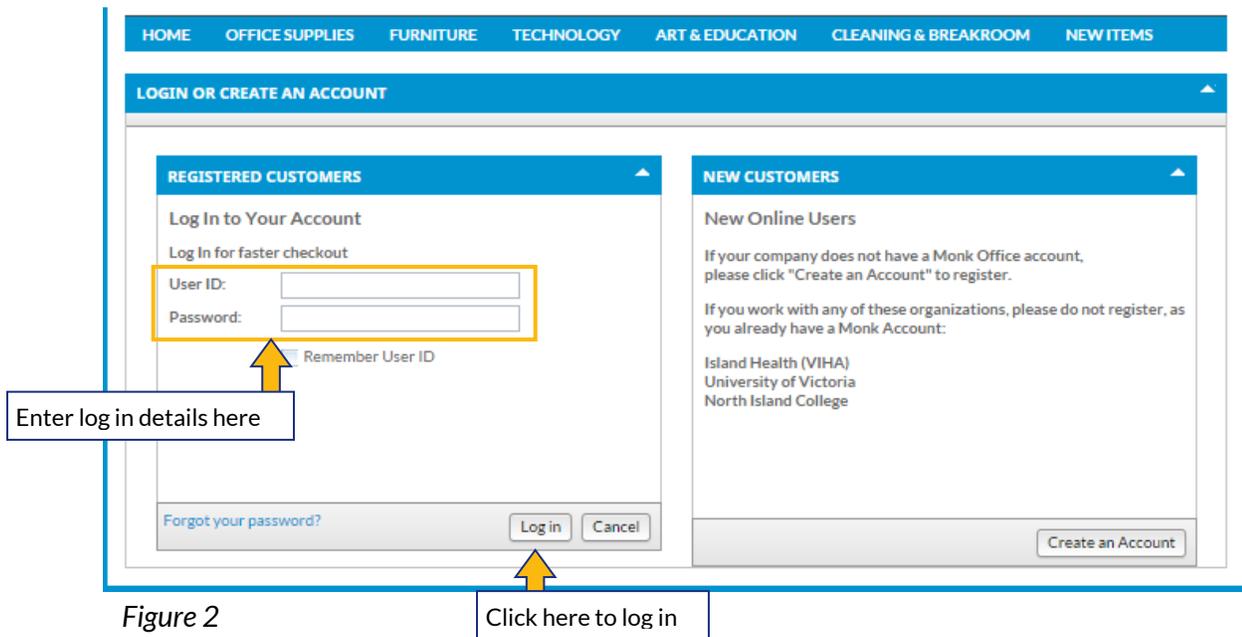


Figure 2

Home Page

After logging in, you will be directed to the site's **HOME** page (see [figure 3](#)) and unless you were already on another page, the site will direct you there.

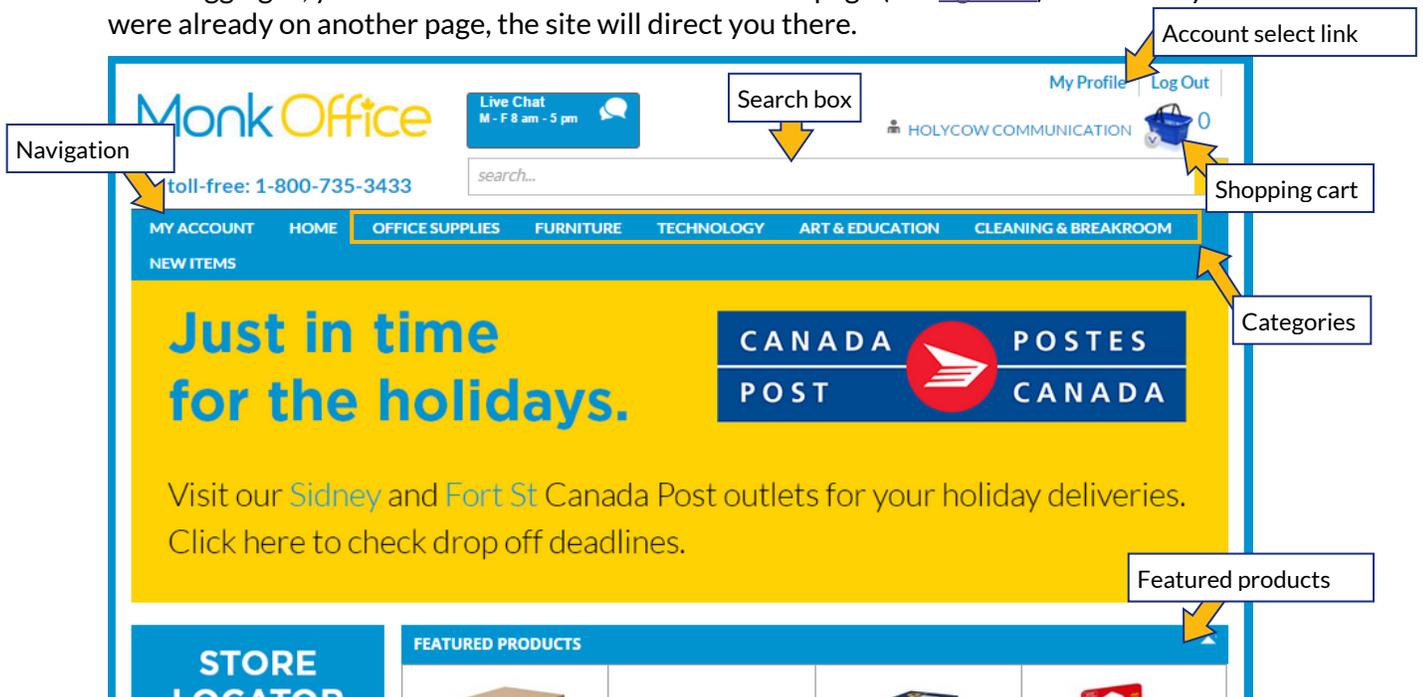


Figure 3

From this page you can find products.

NEW PRODUCTS are updated as they come, and **FEATURED PRODUCTS** are updated every week.

You can find products by searching, clicking on a category in the navigation bar, or clicking on a product in the **NEW PRODUCTS** or **FEATURED PRODUCTS** panes.

The **shopping cart** will take you to the checkout.

View My Open Balance

This page displays **CUSTOMER INFO**, **ACCOUNT SUMMARY**, **AGING**, and **INVOICES** for the selected account.

NEW ITEMS

My Account > View My Open Balance

CUSTOMER INFO

Customer #:	40175	Phone:	2506556597
Name:	HOLYCOW COMMUNICATION	Fax:	2506556598
Address:	301-2537 BEACON AVE	Terms:	NET 30 DAYS
	SIDNEY, BC V8L 1Y3	Customer Class:	OTHER

ACCOUNT SUMMARY

Open Date	2/17/99	Sales YTD	\$168.86
Last Paid	11/23/15	Cash YTD	\$189.14
Paid Amount	\$5.63	High Balance	\$813.29
Last Invoice	11/24/15		
Average Days	40		
Order YTD	6		

AGING

Future	\$0.00	120 Days	\$0.00
Current	\$50.07	A/R Balance	\$50.07
30 Days	\$0.00	Open Orders	\$0.00
60 Days	\$0.00	Total	\$50.07
90 Days	\$0.00		

SEARCH

Invoice #

PO #

Order #

Search Clear

INVOICES

Export PDF

Invoice #	PO #	Order #	Date Inv	Date Due	Description	Amount	Payment
61154967		50235038-0	11/24/15	12/24/15	INV	\$50.07	\$0

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Click here to create a .pdf of open balance information

Click an invoice number to view it in detail

Figure 19

The following information is available on this page:

- Invoice #
- Purchase order #
- Order #
- Date Invoiced
- Date Due
- Description
- Amount
- Payment
- Amount Due

Click on an **Invoice #** to view it in detail.

Make an Online Payment

This page is similar to [View My Open Balance](#); however this page allows you to pay invoices. They can be paid individually or in a group.

My Account > Make Online Payment

CUSTOMER INFO

Customer #:	40175	Phone:	2506556597
Name:	HOLYCOW COMMUNICATION	Fax:	2506556598
Address:	301-2537 BEACON AVE	Terms:	NET 30 DAYS
	SIDNEY, BC V8L 1Y3	Customer Class:	OTHER

ACCOUNT SUMMARY

Open Date:	2/17/99	Sales YTD:	\$168.86
Last Paid:	11/23/15	Cash YTD:	\$189.14
Paid Amount:	\$5.63	High Balance:	\$813.29
Last Invoice:	11/24/15	Credit Line:	\$500.00
Average Days:	40	Available Credit:	\$449.93
Order YTD:	6		

AGING

Future:	\$0.00	120 Days:	\$0.00
Current:	\$50.07	A/R Balance:	\$50.07
30 Days:	\$0.00	Open Orders:	\$0.00
60 Days:	\$0.00	Total:	\$50.07
90 Days:	\$0.00		

ACCOUNT INVOICES

Where available, click on the invoice number to view the invoice detail.

Select	Invoice #	PO #	Order #	Date Inv	Date Due	Desc	Inv Amt	Amt Paid	Amt Due
<input type="checkbox"/>	61154967		50235038-0	11/24/15	12/24/15	INV	\$50.07	\$0.00	\$50.07

Selected Total: \$0.00

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Select All Clear All Continue

Use these check boxes to select (an) invoice(s)

Click this button to proceed to pay selected invoice(s)

Figure 20

Select the invoice(s) you want to pay. Select All will select every invoice. Clear All will clear what you have selected.

Click Continue to proceed to [Method of Payment](#).

Method of Payment

This is where you pay the selected invoice(s).

MY ACCOUNT HOME OFFICE SUPPLIES FURNITURE TECHNOLOGY ART & EDUCATION CLEANING & BREAKROOM
NEW ITEMS

My Account > Make Online Payment

INVOICE DETAIL

Where available, click on the invoice number to see the original order details.

Invoice #	PO #	Order #	Date Inv	Date Due	Desc	Inv Amt	Amt Paid	Amt Due
61154967		50235038-0	11/24/15	12/24/15	INV	\$50.07	\$0.00	\$50.07
Total:								\$50.07

USER INFO

Denotes required fields

Name: HOLYCOW COMMUNICATION
Address: 301-2537 BEACON AVE
City: SIDNEY
State: BRITISH COLUMBIA
Zip/Postal Code: V8L 1Y3
Country: CANADA
Phone Number: 2506556597
Fax Number: 2506556598
Email Address: julie@holycow.com

MASTERCARD
VISA
Credit Card #:
Expiration Date: 11 / 15
Charge Amount: \$50.07

Back Continue

Click this button to return to the previous page

Click this button to proceed to pay using credit card information entered

Select payment method and enter credit card information

Figure 21

Required fields are marked by a vertical red bar.

Name, Address, City, State, Postal Code, Country, Phone Number and Email are entered automatically based on your company/account information.

Select **MASTERCARD** or **VISA**.

Enter your credit card information.

Click **Continue** to pay.

Click **Back** to return to the previous page (do not click your Internet browser's "Back" button).

View My Payment History

This page displays all payments made. Payments can be searched.

The screenshot shows a web interface for viewing payment history. At the top, there is a navigation bar with links: MY ACCOUNT, HOME, OFFICE SUPPLIES, FURNITURE, TECHNOLOGY, ART & EDUCATION, and CLEANING & BREAKROOM. Below this is a sub-header 'My Account > View My Payment History'. A search panel on the left allows filtering by 'From Date' and 'To Date', with a dropdown to search by 'Check Number' and a 'Search' button. The main table, titled 'PAYMENT HISTORY', lists transactions with columns for Check #, Check Date, Check Amount, Invoice/Credit #, and Invoice Date. A callout points to the search panel, another to the 'Invoice/Credit #' column, and a third to the search dropdown.

Click this icon to view invoices and credits relevant to each check

Select "check number" or "invoice number", then enter the number you wish to search for in the search box below

Click an invoice number to view it in detail

Check #	Check Date	Check Amount	Inv. /Credit #	Invoice Date
- 8672	11/23/15	\$5.63		11/23/15
		\$5.63	26602135	11/10/15
- 8645	10/16/15	\$18.59		10/16/15
		(\$17.24)	61108341	8/5/15
		\$17.24	61136047	10/7/15
		\$18.59	61136047	10/7/15
+ 8594	9/10/15	\$164.92		9/10/15
+ 8489	5/8/15	\$36.75		5/8/15
+ 8467	4/17/15	\$72.85		4/17/15
+ 8387	1/22/15	\$32.79		1/22/15
+ 8332	11/26/14	\$40.45		11/26/14
+ 8318	11/17/14	\$70.28		11/17/14
+ 8277	9/15/14	\$23.02		9/15/14
+ 8219	8/29/14	\$0.00		8/29/14

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Figure 22

Enter a **From Date** and **To Date** and click **Search** to retrieve payment information that took place during the time frame entered.

Click the **+** to the left of the **Check #** field to display detailed **Check Amounts** and **Invoice/Credit #**.

Use the **Invoice/Credit #** link to access **Order Info** and **Invoice** information.

Managing Issues

Our Customer Experience phone line and email are the primary methods of fixing issues with any order. The Customer Experience team will help you with:

- Backordered and/or damaged products
- Changing or cancelling an order that has been completed ([click here for checkout process information](#))
- Order discrepancies
- Any other assistance you need in navigating and using the site

Customer Experience Team

Local: (250) 384-0565

Toll Free: 1-800-735-3433

Email: sales@monk.ca

Billing Issues

Contact Accounts Receivable for all billing issues:

Direct: 250-414-3359

Email: AR@monk.ca