

Favourite Lists

Regularly ordered items can be added to a **FAVOURITE LIST**. The list can be recalled and used to order the same products.

Products can be added to **FAVOURITE LISTS** by clicking **+ Favourite List** (found in every product's pane).

Create new list	Add to existing list
<ol style="list-style-type: none"> 1. Click +Favourite List 2. Enter a name 3. Click Create <p>(Optional: Check the Private check box to make the list visible to the current user only)</p>	<ol style="list-style-type: none"> 1. Click +Favourite List 2. Click the down arrow to view existing lists 3. Select a list <p>Click Add to Favourite list</p>

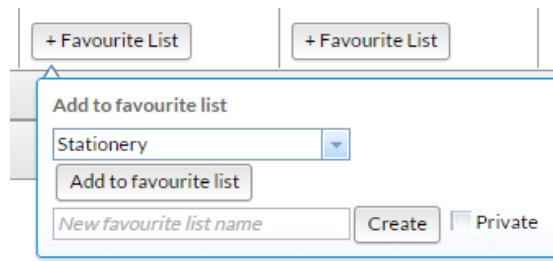


Figure 25

Selecting **Favourite Lists** from the **MY ACCOUNT** drop down page will display and allow you to use, edit or delete existing **Favourite Lists**, and allow you to create new ones.

The list of existing **Favourite Lists** will display like Figure 26.

Click this button to begin creating a favourite list

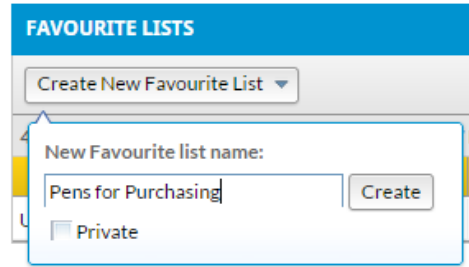
40175, HOLYCOW COMMUNICATION, 301-2537 BEACON AVE, SIDNEY, BC V8L 1Y3					
	Name	Added By	Added On	Last Changed By	Last Changed On
Use Edit Del	Stationery	eddiecoss	11/24/15	eddiecoss	11/24/15

Figure 26

Click **Use** to place an order with the list, **Edit** to change the list, or **Del** to delete the list.

Create a New Favourite List

Click **Create New Favourite List** to create a new **Favourite List**. Enter a **New Favourite list name** ("Pens for Purchasing" in [figure 27](#)). Click **Create** to create the **Favourite List** and begin searching for items to add to the list.



FAVOURITE LISTS

Create New Favourite List

New Favourite list name:

Pens for Purchasing

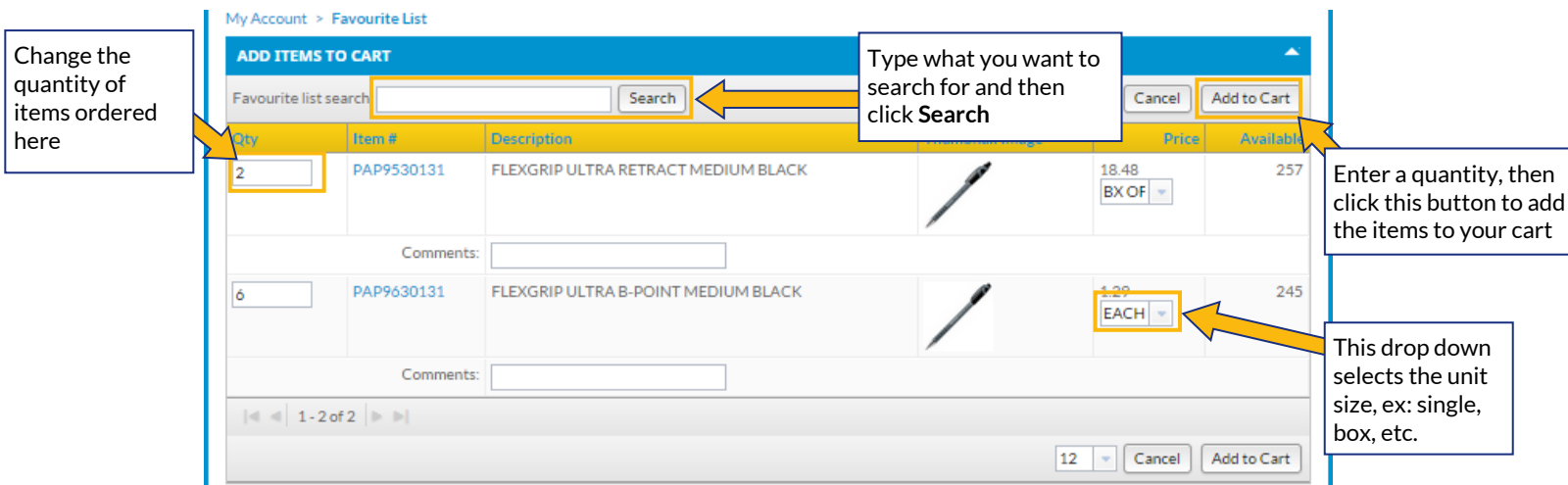
Private

Create

Figure 27

Using Favourite Lists

Clicking **Use** will open a page like [figure 28](#).



My Account > Favourite List

ADD ITEMS TO CART

Favourite list search: Search

Qty	Item #	Description	Price	Available
<input type="text" value="2"/>	PAP9530131	FLEXGRIP ULTRA RETRACT MEDIUM BLACK	18.48 BX OF	257
<input type="text" value="6"/>	PAP9630131	FLEXGRIP ULTRA B-POINT MEDIUM BLACK	4.29 EACH	245

Change the quantity of items ordered here

Type what you want to search for and then click Search

Enter a quantity, then click this button to add the items to your cart

This drop down selects the unit size, ex: single, box, etc.

Figure 28

Adjust the quantity of items you want by clicking in the **Qty** box and entering the desired number. Check under each item's price to ensure the unit size (single, box, pallet, etc.) is correct.

Click **Add to Cart**. Doing so **will not** begin the checkout process. Click on your **Shopping Cart** (icon pictured right) to begin [checkout](#).



Edit an Existing Favourite List

After clicking **Edit**, a page like [figure 29](#) will appear.

The screenshot shows the 'CHANGE FAVOURITE LIST' page. At the top, there are navigation tabs: MY ACCOUNT, HOME, OFFICE SUPPLIES, FURNITURE, TECHNOLOGY, ART & EDUCATION, and CLEANING & BREAKROOM. Below these is a 'NEW ITEMS' section. The main content area is titled 'CHANGE FAVOURITE LIST' and includes a 'Favourite List Name' field (currently 'Stationery') with an 'Update Name' button and a 'Private' checkbox. Below this is a section for 'Items Currently On This List' with an 'Add Items To This List' button. The main table has columns: Select, Seq #, Item #, Item Qty, Description, MFG #, MFG Name, Price, and Action. Two items are listed: Item # PAP9530131 (FLEXGRIP ULTRA RETRACT MEDIUM BLACK) and Item # PAP9630131 (FLEXGRIP ULTRA B-POINT MEDIUM BLACK). The 'Action' column has 'Update' and 'Cancel' buttons. Callouts provide instructions: 'Uncheck boxes of items you wish to remove from the list' points to the 'Select' column; 'Click this button to add items to the supply list' points to 'Add Items To This List'; 'Click this button to return to the previous page without saving any changes' points to 'Cancel'; 'Click this button once you are done editing the supply list' points to 'Update'; and 'Change these numbers to adjust the order of items' points to the 'Seq #' column.

Select	Seq #	Item #	Item Qty	Description	MFG #	MFG Name	Price	Action
<input checked="" type="checkbox"/>	200	PAP9530131	2	FLEXGRIP ULTRA RETRACT MEDIUM BLACK	9530131	Newell Rubbermaid, Inc	18.48	Update
<input checked="" type="checkbox"/>	210	PAP9630131	6	FLEXGRIP ULTRA B-POINT MEDIUM BLACK	9630131	Newell Rubbermaid, Inc	1.29	Update

Figure 29

The **Favourite List Name** can be changed at the top of the page. Click in the box, type the name you prefer, and then click **Update Name**.

Item tags can be added to each item in the **Comments** field. These are useful for remembering specific information about an item (“Sarah’s favourite pen”, for example). They are **not** delivery instructions and are **not** searchable. They will **be permanently saved** to the **Favourite List** after **Update** has been clicked.

Check the **Private** box if you wish to make the list private.

Change the order of items using **Seq #**. Changes will be applied after **Update** has been clicked.

Uncheck the **Select** box to remove item(s) from the list. Changes will be applied after **Update** has been clicked.

Click **Update** once you are finished editing the list. Click **Cancel** to return to the previous page – changes **will not** be saved if you click **Cancel** without clicking on **Update** first.

Add Items to Favourite List

NEW ITEMS
My Account > Favourite List

CHANGE FAVOURITE LIST

Favourite List Name: Stationery Update Name Private

Add Items To This List

Search box Search... Search Cancel

Please search for items you would like to add to this favourite list. X

Figure 30

1. Click in the *Search* box as shown in *Figure 30*.
2. Type what you want to search for.
3. Press either the enter key on your keyboard or click the magnifying glass icon to search.
4. Results will display on a new page.

Click **Cancel** to return to the previous page – changes **will not** be saved if you click **Cancel** without clicking on **Assign Items** first.

NEW ITEMS
My Account > Favourite List

CHANGE FAVOURITE LIST

Favourite List Name: Stationery Update Name Private

Add Items To This List

Search: papermate comfortmate black Search Assign Items Cancel

Select	Item Qty	Item #	Description	MFG #	MFG Name	Price	Table
<input checked="" type="checkbox"/>	3	PAP6330187	PAPERMATE COMFORTMATE RT M BLACK RETRACTABLE MEDIUM	6330187	Newell Rubbermaid, Inc	8.28	BX OF
<input type="checkbox"/>		PAP6320187	PAPERMATE COMFORTMATE RT M RED RETRACTABLE MEDIUM	6320187	Newell Rubbermaid, Inc	0.69	EACH

1 - 10 of 465

Figure 31

Check the **Select** box of the item you wish to add to the **Favourite List**.

Enter the desired quantity in the **Items Qty** box.

Click **Assign Items** to add them to your **Favourite List**.

Click **Cancel** to return to the previous page – if you click **Cancel**, changes **will not** be saved if you click **Cancel** without clicking on **Assign Items** first.

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:

Customer Experience Team

Local: (250) 384-0565

Toll Free: 1-800-735-3433

Email: sales@monk.ca

- 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

Billing Issues

Contact Accounts Receivable for all billing issues:

Direct: 250-414-3359

Email: AR@monk.ca