

# Monk Office


## **E-commerce Website Manual**

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# Introduction

Monk Office's new e-commerce site is your personalized resource for office, breakroom & cleaning supplies, technology, furniture, and art & education supplies. Whether you operate a one-person-show or purchase for hundreds of people spread over dozens of departments, the site is designed to help you purchase in a way that you are comfortable with and ensure that you get the right product on time, every time.

We strive to offer eco-friendly products. To ensure you can find the "green" products you want, we mark them with this icon: 

In this manual, words or phrases in **bold** indicate a link, pane, or phrase that can be found on the website. Yellow boxes have been added to images in this manual – they will not appear on the website.

If you have additional questions after consulting this manual, please contact us:

## **Customer Experience**

Local: (250) 384-0565

Toll Free: 1-800-735-3433

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# 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](http://www.monk.ca).

Click **Log In** to begin.

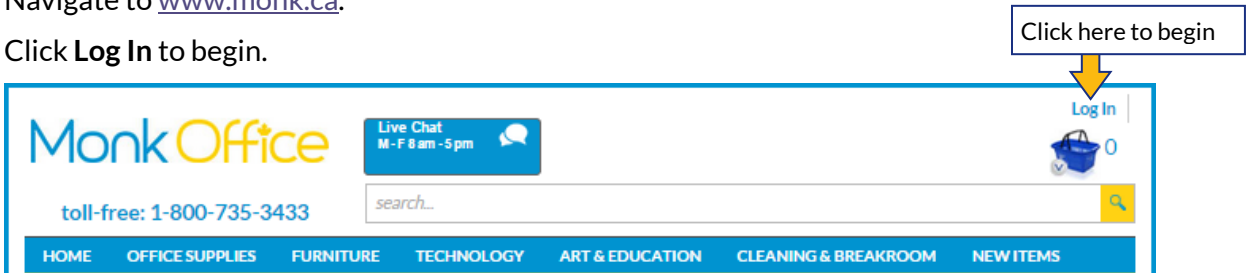


Figure 1

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.

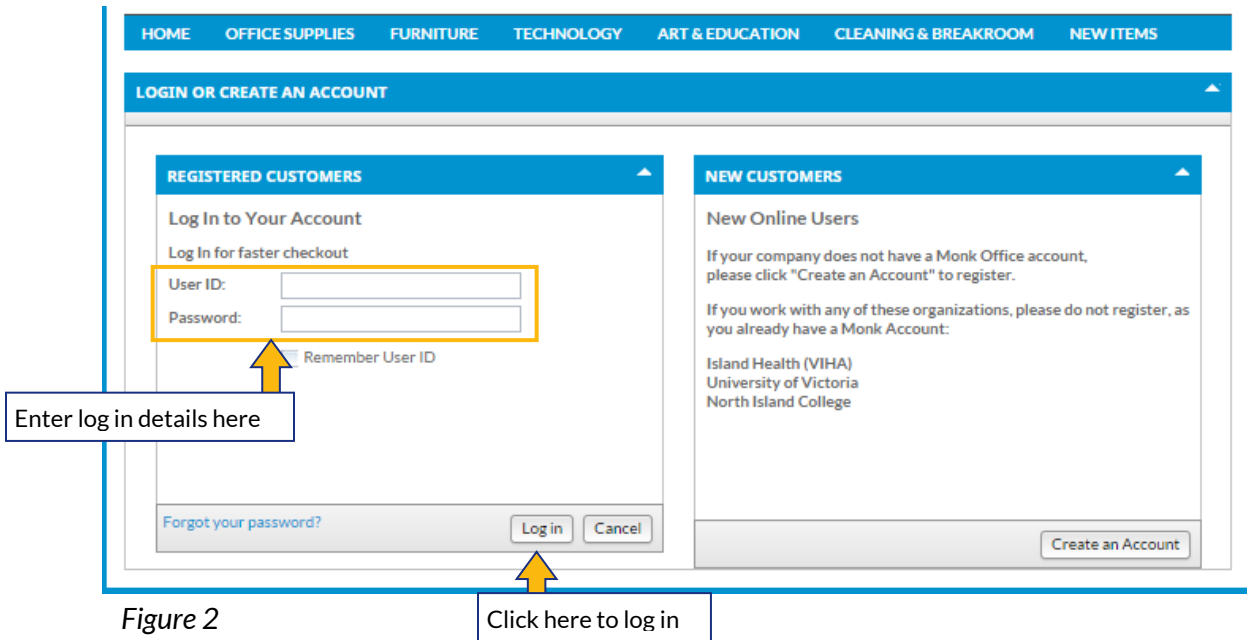


Figure 2

## 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.

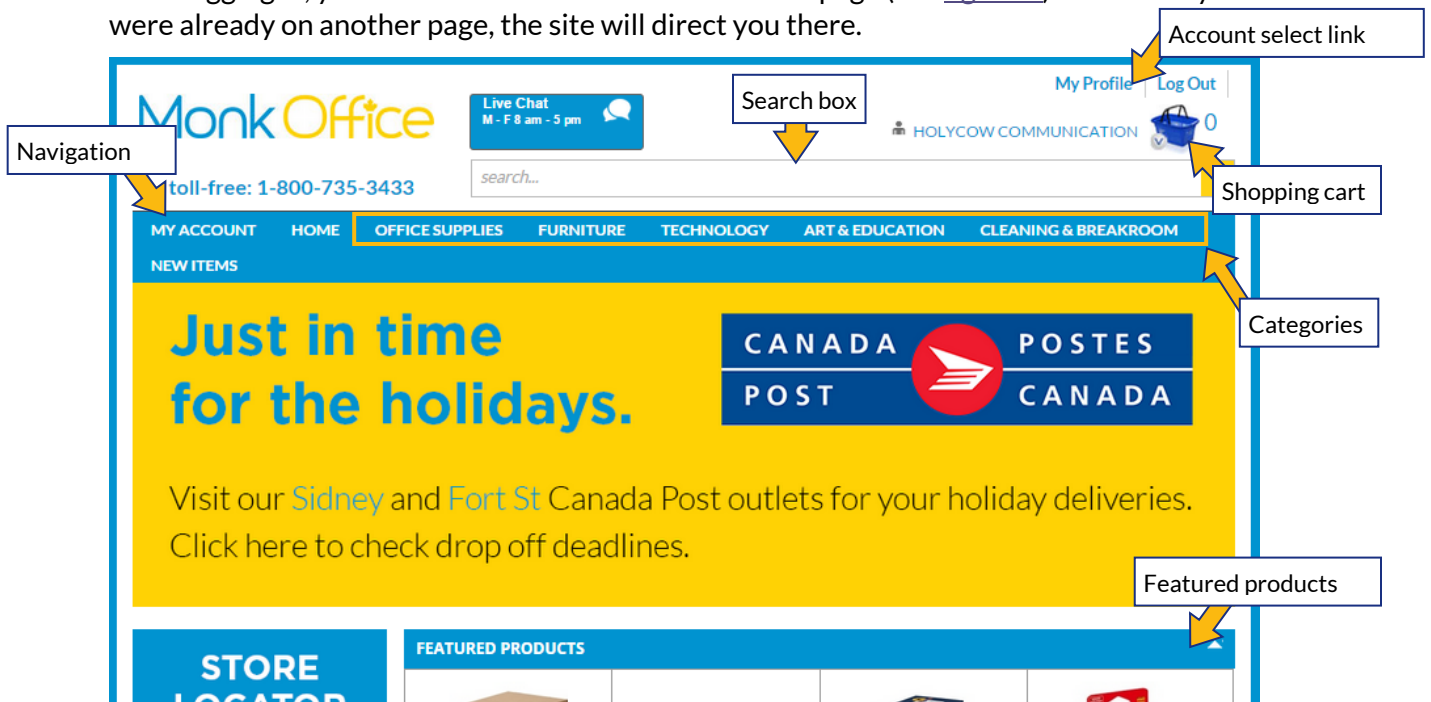


Figure 3

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.

# Your First Order

## Search for Products

Every page on the website has a search box – it is below the **Live Chat Assistance** and **shopping cart** icons. How to search:

1. Click in the *Search* box.
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 (see *Figure 4*)

You can search using the following:

- Monk item number
- Basics' item number
- Words in its description or name (ex: Lenovo Thinkpad laptop computer)
- Category (keyboard, camera, laptop, etc)
- Manufacturer name
- Synonyms

**NARROW YOUR SEARCH** and **MANUFACTURERS** panes will appear on the left side of the screen. **NARROW YOUR SEARCH** allows you to select product attributes and **MANUFACTURERS** allows you to select a manufacturer.

Click on the attribute or manufacturer you wish to see.

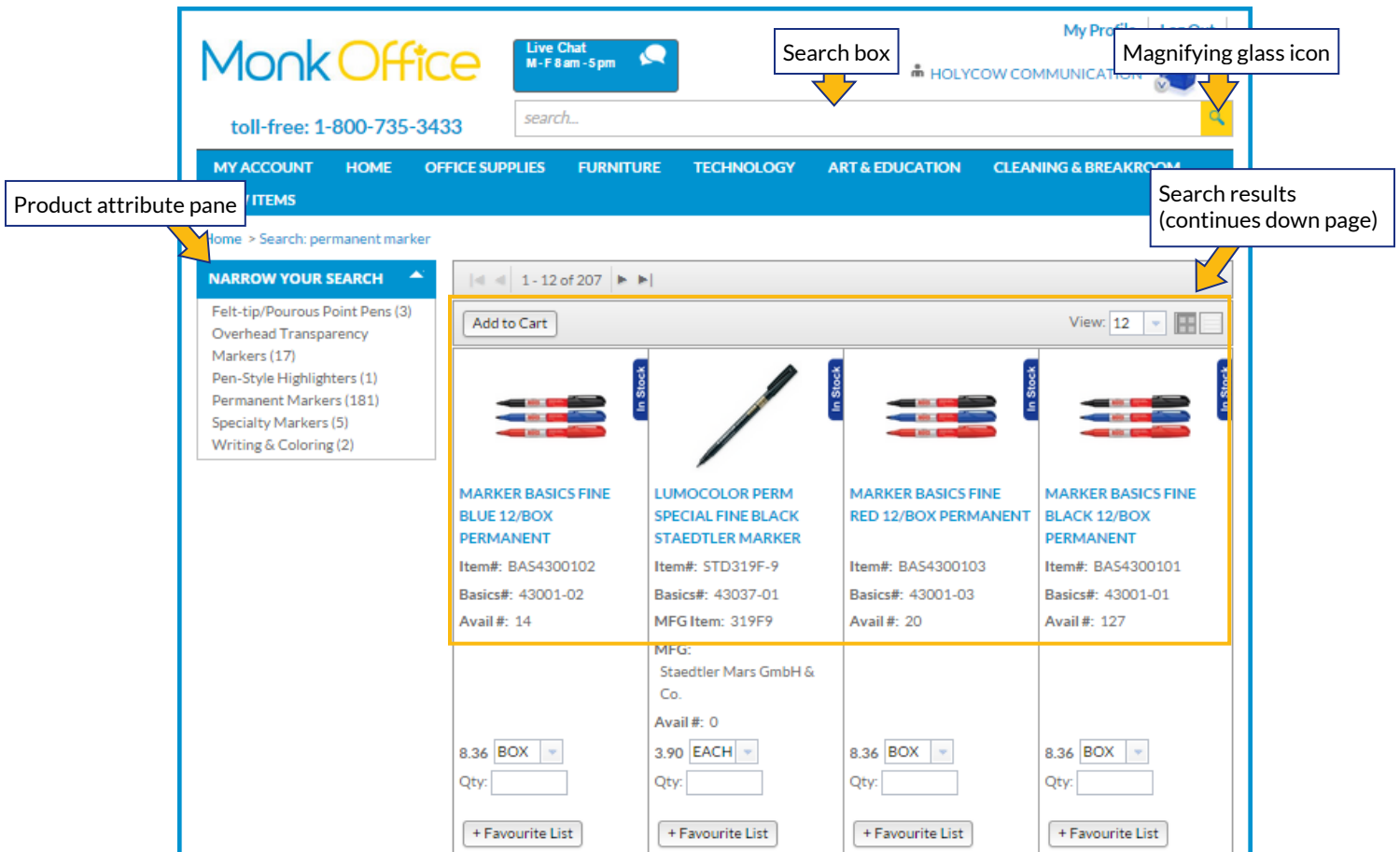


Figure 4

## Category Browsing

Products can also be found by browsing, as opposed to [searching](#).

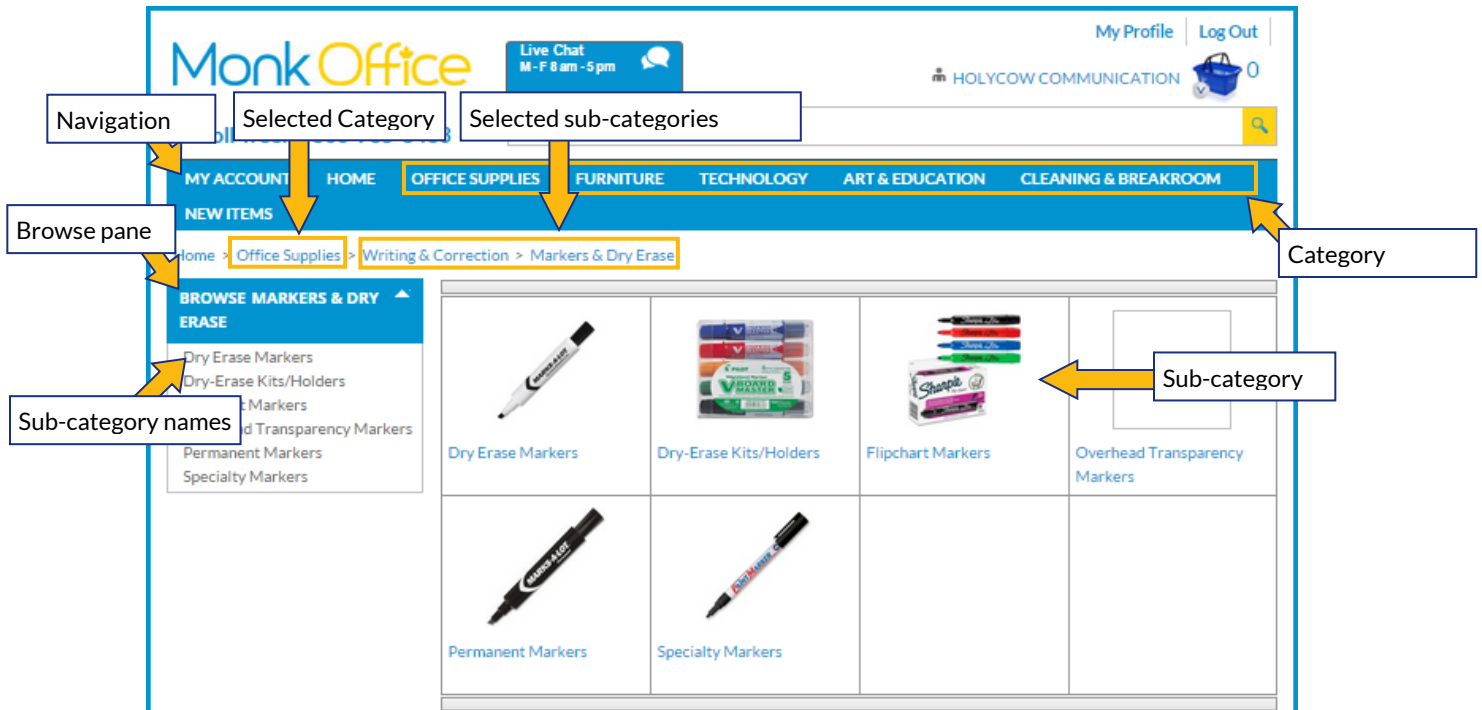


Figure 5

Product **categories** appear in the navigation bar near the top of every page.

**Sub-categories** appear in the **BROWSE** pane and in a grid of thumbnail images once you select a category.

Click a **sub-category** name or image to begin.

Each **sub-category** will lead to a list of additional **sub-categories**. Continue selecting each relevant **sub-category** until a page of products appears (ex: Permanent Markers).

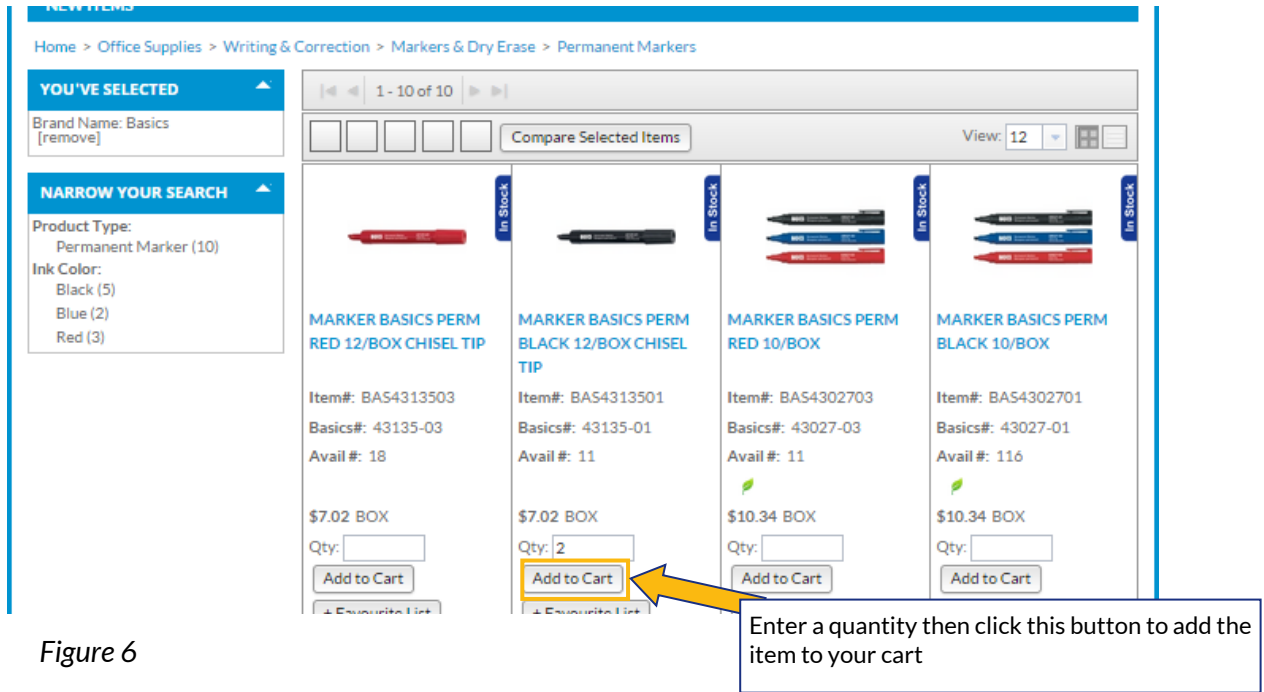
Products will display like [figure 6](#).

Your Internet browser's "back" button **will not** return you to the previous page of **sub-categories** or products. Click on a selected **category** (ex: Office Supplies) or **sub-category** (ex: Writing & Correction) to return to previous **sub-categories**.

The last **sub-category** (ex: File Folders) will display products like [figure 6](#). Other **sub-categories** (ex: Filing Supplies) will display additional **sub-categories**.

## Adding Items to Cart

After finding the item you need, you can add the item to your shopping cart. **Items added to the cart are not ordered until your cart is processed.**



The screenshot shows a product listing for 'Permanent Markers'. On the left, there are filters for 'YOU'VE SELECTED' (Brand Name: Basics) and 'NARROW YOUR SEARCH' (Product Type: Permanent Marker, Ink Color: Black, Blue, Red). The main area displays four items in a grid. Each item has a 'Qty:' input field and an 'Add to Cart' button. The second item, 'MARKER BASICS PERM BLACK 12/BOX CHISEL TIP', has '2' entered in the quantity field and its 'Add to Cart' button is highlighted with a yellow box. A yellow arrow points from this button to a callout box containing the text: 'Enter a quantity then click this button to add the item to your cart'.

Figure 6

Enter the quantity you require in the **Qty** box (note whether the product is sold individually or in boxes).

Click **Add to Cart** to add the item to your shopping cart. The shopping cart icon will display how many items are in your cart.

## Completing Your Order

Now that items are in your cart, click the shopping cart icon to begin [checkout](#).





# Checkout

## Review Your Cart

Click the **shopping cart** icon to review the items you have added to it.

The screenshot shows a shopping cart interface with a blue header containing navigation links: MY ACCOUNT, HOME, OFFICE SUPPLIES, FURNITURE, TECHNOLOGY, ART & EDUCATION, and CLEANING & BREAKROOM. Below the header is a 'NEW ITEMS' section. The main cart area has tabs for 'Review Cart', 'Shipping Options', 'Payment Options', and 'Complete Order'. The 'ITEMS IN YOUR CART' section includes an 'Update' button and a table of items. The table has columns for Qty, Item #, Description, U/M, Available, Price, PST, and Line Total. Two items are listed: 'FLEXGRIP ULTRA RETRACT MEDIUM BLACK' (PAP9530131) with a quantity of 2 and a line total of \$36.96, and 'FLEXGRIP ULTRA B-POINT MEDIUM BLACK' (PAP9630131) with a quantity of 6 and a line total of \$7.74. Each item row has a 'Delete' button and an 'Item Comments' field. At the bottom of the cart, there are buttons for 'Continue Shopping', 'Save Cart', and 'Proceed with checkout', along with a 'Cart Total' of \$44.70. Callouts with arrows point to the 'Continue Shopping' button (labeled 'Click this button to return to the previous page'), the 'Save Cart' button (labeled 'Click this button to save the cart as a draft'), the 'Proceed with checkout' button (labeled 'Click this button to continue the checkout process'), the quantity input field for the second item (labeled 'Quantity box'), and the 'Item Comments' field for the second item (labeled 'Enter line-item comments here').

	Qty	Item #	Description	U/M	Available	Price	PST	Line Total
Delete	2	PAP9530131	FLEXGRIP ULTRA RETRACT MEDIUM BLACK	BX	23	\$18.48	<input checked="" type="checkbox"/>	\$36.96
			Item Comments: <input type="text" value="Enter line-item comments"/>					
Delete	6	PAP9630131	FLEXGRIP ULTRA B-POINT MEDIUM BLACK	EA	263	\$1.29	<input checked="" type="checkbox"/>	\$7.74
			Comments: <input type="text" value="Enter line-item comments"/>					

Cart Total: \$44.70

If you change the Quantity or Enter line-item comments, click Update.

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

Click **Save Cart**, and name the cart, to save it for later. It will be saved as a **Draft Order**.

Click **Proceed with checkout** to continue placing the order.

Note: environmental handling fees for certain products are processed as a separate item.

Note: Items can also be added to a cart from [Track My Orders](#), [Favourite Lists](#), [Order from History](#) and [Quick Order](#).

## Shipping Options

You can choose which method of shipping suits you best.

The screenshot shows a shopping cart interface with the following sections:

- NEW ITEMS**: Navigation tabs for Review Cart, Shipping Options, Payment Options, and Complete Order.
- ITEMS IN YOUR CART**: A table listing items in the cart.
- SHIPPING INFORMATION**: Fields for shipping address and method.

Qty	Item #	Description	U/M	Available	Price	PST	Line Total
2	PAP9530131	FLEXGRIP ULTRA RETRACT MEDIUM BLACK	BX	23	\$18.48	<input checked="" type="checkbox"/>	\$36.96
6	PAP9630131	FLEXGRIP ULTRA B-POINT MEDIUM BLACK	EA	263	\$1.29	<input checked="" type="checkbox"/>	\$7.74
Cart Total:							\$44.70

**SHIPPING INFORMATION**

Select Shipping Address: 40175-0001: HOLYCOW COMMUNICATIONS  
Name: HOLYCOW COMMUNICATIONS  
Address: 301-2537 BEACON AVE  
SIDNEY, BC V8L 1Y3  
Country: CAN

Shipping Method: MONK TRUCK  
No P.O. Box shipments

Buttons: Edit Order, Save Cart, Proceed with checkout

Callout boxes with arrows pointing to:

- Click this button to change your order (points to Edit Order)
- Click this button to save the cart as a draft (points to Save Cart)
- Click here to change shipping address (points to the shipping address field)
- Click here to select shipping method (points to the shipping method dropdown)
- Click this button to continue the checkout process (points to Proceed with checkout)

Figure 8

Review the order to ensure it is correct. Click **Edit Order** to make changes.

Select **Shipping Address** from the drop down menu if it is different than the one displayed.

Select **Shipping Method** from the drop down menu (**MONK TRUCK** in [figure 8](#)).

Once you are satisfied, click **Proceed with checkout**.

## Payment Options

The next page will confirm payment details.

The screenshot shows a web application interface for 'Payment Options'. At the top, there are navigation tabs: 'Review Cart', 'Shipping Options', 'Payment Options' (selected), and 'Complete Order'. Below this is a section titled 'ITEMS IN YOUR CART' containing a table with columns: Qty, Item #, Description, MFG #, MFG Name, U/M, Available, Price, PST, and Line Total. Two items are listed: 'FLEXGRIP ULTRA RETRACT MEDIUM BLACK' and 'FLEXGRIP ULTRA B-POINT MEDIUM BLACK'. To the right of the table is a summary of costs: Material (\$44.70), Subtotal (\$44.70), Handling (\$0.00), Shipping (\$0.00), GST Tax (\$2.24), PST Tax (\$3.13), and Total (\$50.07). Below the cart is a 'BILLING AND SHIPPING' section with fields for Name, Address, Country, and Request Ship Date. A 'Purchase Order Number' field is also present. The 'PAYMENT OPTIONS' section includes radio buttons for 'NET 30 DAYS payment', 'MASTERCARD', 'VISA', and 'Use card on file'. At the bottom, there are buttons for 'Edit Order', 'Save Cart', 'Save as Quote', 'Print', a checkbox for 'Check here if you agree with the Terms', and 'Complete Order'. Several callout boxes with arrows point to specific elements: 'Add an "attention to" line if necessary' points to the 'Attention To' field; 'Enter a specific ship date here' points to the 'Request Ship Date' field; 'Enter your purchase order number here' points to the 'Purchase Order Number' field; 'Enter order comments here' points to the 'ORDER COMMENTS' text area; 'Select payment method here' points to the 'PAYMENT OPTIONS' section; 'Click this button to change your order' points to the 'Edit Order' button; 'Click this button to print an invoice' points to the 'Print' button; 'This box must be checked to continue' points to the 'Check here if you agree with the Terms' checkbox; and 'Click here to finish your order' points to the 'Complete Order' button.

Figure 9

Review item information. Click **Edit Order** if you wish to change it.

Information in **BILLING AND SHIPPING** is based your account information.

Order confirmation will be sent to the **Email Address** provided.

If required, enter a **Purchase Order Number** for the order. If not required, ignore this box.

Select a payment option (payment terms, MASTERCARD, or VISA).

Ensure **Check here if you agree with the Terms** is checked (it is unchecked in [figure 9](#)).

Click **Complete Order**.

## Complete Order

Your order is finished. A confirmation email will arrive shortly.

Review Cart Shipping Options Payment Options **Complete Order**

✓ Thank you for your order. Your order number is 50235038

**BILLING AND SHIPPING**

Export PDF Print

Billing Information		Shipping Information	
Name	HOLYCOW COMMUNICATION	Name	HOLYCOW COMMUNICATION
Address	301-2537 BEACON AVE SIDNEY, BC V8L 1Y3	Address	301-2537 BEACON AVE SIDNEY, BC V8L 1Y3
Country	CAN	Country	CAN
PO Number:		Ordered:	11/24/2015
Attention To:			

**ITEMS ON ORDER**

Qty	Item #	Description	U/M	Price	Total Line
2	PAP9530131	FLEXGRIP ULTRA RETRACT MEDIUM BLACK	BX	\$18.48	\$36.96
Item Comments:					
6	PAP9630131	FLEXGRIP ULTRA B-POINT MEDIUM BLACK	EA	\$1.29	\$7.74
Item Comments:					
Material:					\$44.70
Subtotal:					\$44.70
Handling:					\$0.00
Shipping:					\$0.00
GST Tax:					\$2.24
PST Tax:					\$3.13
Total:					\$50.07

Continue Shopping

Click here to create a PDF order confirmation

Click this button to continue shopping

Figure 10

You can access, download, and print an [order confirmation](#) by clicking **Export PDF**.

You can continue to track the order's progress by navigating to [Track My Orders](#).

## Order Confirmation Email & Export

An order confirmation email like [figure 11](#) will be sent to the email associated with the account, however, you can also download and print a copy directly from the website.

		Monk Office Supply, Ltd. 800 Viewfield Rd Victoria, BC V9A 4V1 CAN Phone: (250) 384-0565 Fax: (250) 384-2553			
<b>Order Confirmation:</b>					
Thank you for your recent order.					
We have received your order and it is being processed.					
This e-mail was sent from a notification-only address that cannot accept incoming messages. Please do not reply to this message.					
<b>Bill to:</b>		<b>Ship to:</b>			
HOLYCOW COMMUNICATION 301-2537 BEACON AVE SIDNEY, BC V8L 1Y3 CAN		HOLYCOW COMMUNICATION 301-2537 BEACON AVE SIDNEY, BC V8L 1Y3 CAN			
<b>Ordered:</b>					
11/24/2015					
<b>Order Detail:</b>					
2	PAP9530131	FLEXGRIP ULTRA RETRACT MEDIUM BLACK	BX	18.48	\$36.96
	Item Comments:				
6	PAP9630131	FLEXGRIP ULTRA B-POINT MEDIUM BLACK	EA	1.29	\$7.74
	Item Comments:				
				<b>Material</b>	\$44.70
				<b>Subtotal</b>	\$44.70
				<b>Handling</b>	\$0.00
				<b>Shipping</b>	\$0.00
				<b>GST Tax</b>	\$2.24
				<b>PST Tax</b>	\$3.13
				<b>Total</b>	\$50.07

Figure 11

As shown in [figure 10](#), click **Export PDF** to create a .pdf file of your order confirmation.

This will open a new window, so turn off your browser's pop-up blocker. Speak with your system administrator if that continues to be a problem.

Order confirmation in [figure 11](#) is based on the order beginning in [figure 7](#).

## 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](mailto: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](mailto:AR@monk.ca)