

Tip Sheet


For ordering on the new
shop.monk.ca

MonkOffice



Home/Main Screen

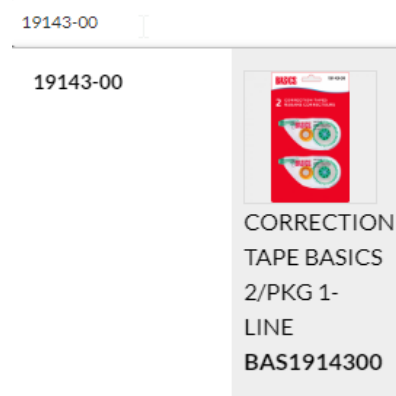


At any time, you need to return to the main screen you can click on  and it will return you to the main page.

Looking for Product

You can search for product in several ways:

You can enter the catalogue number or a description of what you are looking for in the Search Bar:



Or:



You can also find product through the categories listed under the Search Bar.

Office Products ▾ **Ink & Toner** ▾

Hovering with your mouse on a Category will bring up options to narrow your search:

Office Products ▾

PAPER

BOARDS

ENVELOPES

You can also order through your Favourites List and Purchase History. These are covered later in the document.

Adding item to cart/Purchasing

Ordering Online:

Once you've selected the item you wish to purchase, simply select your quantity and click on the "Add to Cart" button

Add to Cart

Qty:

1

Item Availability (unit) EA (1)

You can view your cart at any time by clicking on the Cart icon in the upper right-hand corner:



Cart Subtotal (1) CA\$ 53.65 ▾

Recently added item(s)



COPY PAPER LETTER

96B 20#

1 x CA\$ 47.90

View Cart

Proceed to Checkout

Once you are ready to checkout click on the Cart in the upper right-hand corner and click Proceed to Checkout.

*If you change your mind at any point you can Save your Shopping Cart for later either with the desired quantity or without quantity. (See Saved Carts for more info)

Your Billing address will already be selected.

Your Shipping Address will already be selected. Press Continue

Select your payment method and press continue.

If you normally pay by credit card you can input your card here. You can save your card for future purposes. It is secure and cannot be seen or read by anyone.

If required, you can add Comments or delivery instructions in this field:

Comments or instructions

Maximum 80 Characters

This will be the last chance to add or change your cart. If you wish to Edit your Cart there is a link at the bottom of the screen:

Forgot an Item? [Edit Your Cart](#)

Review your order and once you are ready, click on Place Order.

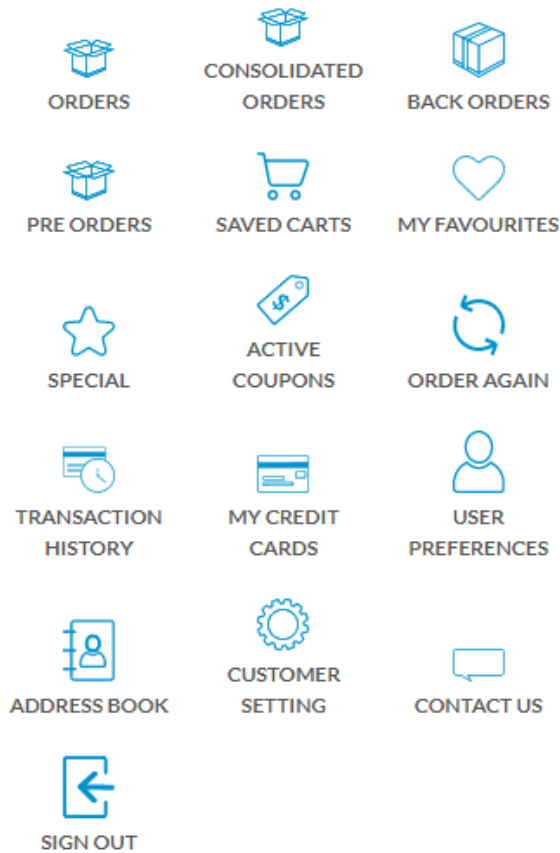
Place Order

You will receive an email shortly, with details of your order.

Your Account

There are many features you can use in this area to help with your online experience.

My Account



Saved Carts

If you change your mind at any point during checkout you can save the order, give it a unique name and it will appear in Saved Carts. You can choose to select or delete a Cart. Select a previously saved order and it will open showing all chosen items and their selected quantities. At this point you can “Add to Cart” and proceed to Checkout.

Saved Carts

Please provide a name for this cart.


Name:

Ink For Later

Save

Ink For Later

Search Sort by: Default ▼

Item	Qty.	QoH	Unit	Unit Price	Action
 BRTDR630 DRUM CARTRIDGE BRO DR630 SKU: BRTDR630	<input type="text" value="1"/>	14	EA	CA\$145.49	<div>X</div> <div>Add to Cart</div>
				Subtotal	CA\$145.49
				Tax	CA\$17.46
				Total	CA\$145.49

Copy this Saved Carts to Other User(s) or Group(s)

Search ☐ Public Users

Orders

You can check the status, the value and other important order information under the “My Account” Tab.

View Order

Reorder

View Order will provide details about the order.

Click the “Reorder” button to repeat a past transaction. This will take you immediately to your Shopping Cart displaying all the same items and quantities from a previous order ready for checkout.

Paying an Invoice

If you pay your invoices online, you will require access to your billing/base account. When you first log in your account will appear in the upper left-hand side of the screen:

100004 CAMAXCO

The Base account is for paying invoices only. These numbers do not have a - (dash)

100004 CAMAXCO

The Shopping accounts are designated by containing a - (dash)

100004-0001

The Shopping account has important information for delivery purposes.

When you log in, we recommend that you first check which account you are on. If you need to change the account, you simply click on this link and your options will appear:

100004 CAMAXCO (change account – choose an account with dash (-) for shopping, or base account for payments)

100004-0001 ADMIN
1919 QUIXOTE LANE, ~

VICTORIA

CA

Select

Click Select to choose the account.

To pay an invoice click on My Account

Log Out My Account

Then click on Transaction History:



TRANSACTION
HISTORY



Your invoices will be listed here:

14-04-2020	Invoice	21885660	Due Date: 28-03-2020	CA\$44.86	UNPAID	View
14-04-2020	Invoice	22508931	Due Date: 02-03-2020	CA\$56.00	UNPAID	View
14-04-2020	Invoice	23296125	Due Date: 26-02-2020	CA\$24.62	UNPAID	View
14-04-2020	Invoice	23296639	Due Date: 02-03-2020	CA\$25.05	UNPAID	View
14-04-2020	Invoice	23296647	Due Date: 02-03-2020	CA\$50.11	UNPAID	View

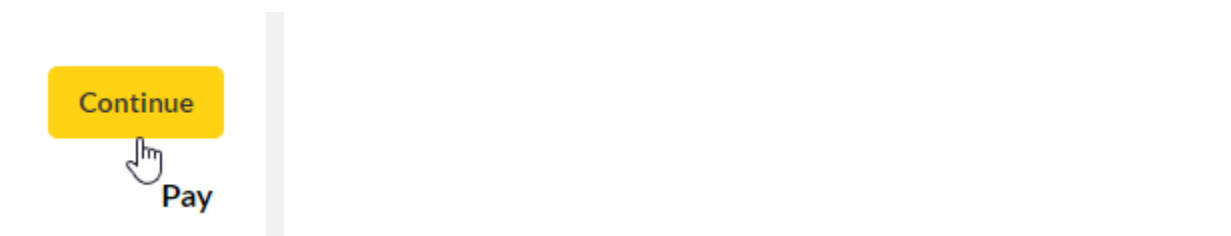
To Pay an invoice click on Pay Open Invoice:



Select which invoice(s) you wish to pay by clicking in the Pay box:

Date	Invoice Number	Amount	Pay
14-04-2020	21885660	CA\$ 44.86	<input checked="" type="checkbox"/>
14-04-2020	22508931	CA\$ 56.00	<input type="checkbox"/>
14-04-2020	23296125	CA\$ 24.62	<input checked="" type="checkbox"/>

Click continue:



You will then be asked to enter in your card information:

Pay Open Invoice

Payment Details

Card holder Name

John Doe

Credit Card Number

Expiry Date

Month / Year

Total Amount

CA\$125.48

Once your card info is entered click Confirm



You will then receive confirmation that the payments were made:

Invoice Payment Successful

TRANSACTION REFERENCE FOR 21885660

Date 14-04-2020

Status PAID

If you go to the Transaction History screen and are not able to pay any invoices, check to see which account you are on:

Pay Open Invoice

0 Item(s) Document Number Search Number Type All

[Back](#)

No Open Invoices found for the selected customer.

[Back](#)

If you are on the shopping account (designated by the – dash),

100004-0001

You will not be able to pay the invoices. You will need to change to the Base account (designated by not having a – dash):

100004 CAMAXCO

If you do not have access to the Base account, please reach out to our Accounts Receivable Team at ar@monk.ca or to our Customer Experience Team at hello@monk.ca

Consolidated Orders

An overview of your orders and your order history where you can filter your orders by status, payment status and shipping information.

Orders

Order No	Po No	Order Date	Ship Date	Customer	Quantity	Open Order	Closed Order	Order Total	Payment	Order Status	Promo Code	Tracking Info
		30-07-2019 — 30-01-2020							Show All ▼	Show All ▼		
QBD000000001		18 Dec 2019	18 Dec 2019	MACISAAC &...	1	CA\$0.00	CA\$6.93	CA\$6.93		Shipped		
QBD000000002		02 Aug 2019	18 Dec 2019	MACISAAC &...	2	CA\$0.00	CA\$6.93	CA\$6.93		Shipped		
ORD000000337		23 Aug 2019	23 Aug 2019	MACISAAC &...	1	CA\$957.95	CA\$0.00	CA\$957.95		Processing		
ORD000000371	12.555.9	02 Oct 2019	02 Oct 2019	MACISAAC &...	13	CA\$35.94	CA\$0.00	CA\$35.94		Processing		
QBD000000401		16 Oct 2019	16 Oct 2019	MACISAAC &...	1	CA\$1,466.08	CA\$0.00	CA\$1,466.08		Processing		
QBD000000417		17 Oct 2019	17 Oct 2019	MACISAAC &...	20	CA\$10,290.78	CA\$0.00	CA\$10,290.78		Processing		
QBD000000430		21 Oct 2019	21 Oct 2019	MACISAAC &...	5	CA\$1,475.95	CA\$0.00	CA\$1,475.95		Processing		
ORD000000433		21 Oct 2019	21 Oct 2019	MACISAAC &...	10	CA\$649.05	CA\$0.00	CA\$649.05		Processing		
ORD000000434		21 Oct 2019	21 Oct 2019	MACISAAC &...	10	CA\$0.00	CA\$32.37	CA\$32.37		Shipped		
WEB0000074		22 Oct 2019	22 Oct 2019	MACISAAC &...	1	CA\$57.43	CA\$0.00	CA\$57.43	on_account	Back Order		

Back Orders

Any backorders will appear here.







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Order Again

You can find all your previous orders here and add to your cart.

Order Again

These are products that you have previously ordered.

Item	QTY	QOH	UNIT	UNIT PRICE	ACTION
 <p>384-B MAPSIC FOLDED MONIALLY 4.50 QTY Last Ordered: 1 Date Last Ordered: 15/02/2019</p>	1	0 (EA)	EA (3)	CAS4.95	Add to Cart
 <p>/INSTALL INSTALLATION CHARGE FURNITURE QTY Last Ordered: 1 Date Last Ordered: 28/10/2019</p>	1	0 (EA)	EA (3)	CASCALL MOHK	Add to Cart
 <p>AERONIRMACRON AERON A REMAST DARK CARBON AER QTY Last Ordered: 2 Date Last Ordered: 07/03/2019</p>	1	0 (EA)	EA (3)	CAS1,209.00	Add to Cart
 <p>302975 4GB MODULE DDR3 1600MHZ QTY Last Ordered: 1 Date Last Ordered: 15/02/2019</p>	1	0 (EA)	EA (3)	CAS59.00	Add to Cart

Transaction History

Here, you can view and print your previous transactions/invoices.

Transaction History

Print [Pay Invoice](#)

Transaction # DIR000074						
Date	28-01-2020					
Status	Open					
Order #	ORD00000135					
Shipment #	SHPDC3120010011					
Item Code	Item Desc	Unit Price	Qty	Discount	Ext price	
MIRRA TWO	MIRRA TWO FULLY LOADED	CA\$ 1059.00	1.00		CA\$ 1059.00	
SAN86001	DRY-ERASE MARKER FINE BLACK	CA\$ 2.09	2.00		CA\$ 4.18	
SAN86003	EXPO MARKER II FINE BLUE	CA\$ 2.09	1.00		CA\$ 2.09	
				Sales Tax	CA\$127.08	
				Shipping	CA\$0.00	
				Total	CA\$1186.08	

Billing
MACISAAC & MACISAAC LAWYERS
NO RETAIL PURCHASES
2227 SOOKE ROAD
VICTORIA
V9B1W8
BC
CA

Shipping
NO RETAIL PURCHASES
2227 SOOKE ROAD
~
VICTORIA
V9B1W8
BC
CA

My Credit Cards

You can manage and find all your saved credit cards here.

Manage saved cards

Credit Card	Expiration Date
No saved credit cards found.	
Back	

User Preferences

You can change your email and your password here.

User Preferences

CHANGE EMAIL

Email *

jessica.croft@monk.ca

Change Email

CHANGE PASSWORD

Username: JESSICA.CROFT@MONK.CA

Password *

Confirm Password *

Change Password

Questions?

If you have any questions about your order, delivery, returns or any other questions please reach out to our Customer Experience Team and they will be happy to assist you. Our Customer Experience Team is available Monday to Friday from 8:00 a.m. to 5:00 p.m.

Email: hello@monk.ca

Tel: 1-250-384-0565 or 1-800-735-3433

Live Chat on our Website.