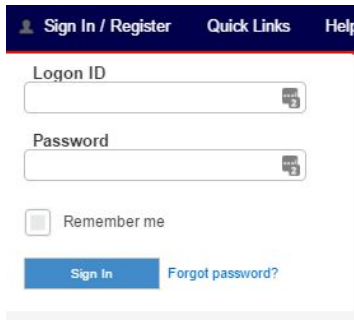


# Tips for ordering on the Mills web site

## Access from shop.mills.ca:



## Choose Shipping Account

If you have more than one shipping account, use a dropdown to choose the correct account:



## Quick Order form

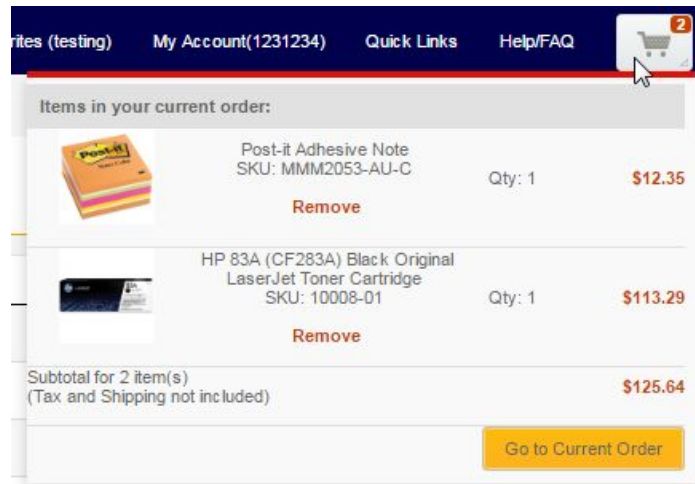
Using the Quick Order form is the fastest way to enter orders if you know what you want to buy.

In the Item Number box, you can enter the item number that you want to order. If you are ordering just one of an item, you don't need to fill in the quantity because that is the default. Any items entered incorrectly will have a red circle with a message saying "Incorrect item number". Once you have correctly entered all of the items that you want, scroll down and click the red "Add to Cart" button. . You will get a message saying, "Items added to shopping cart successfully!" .

### Quick Order Form

	SKU	Qty	Product
1.	<input type="text" value="23007-00"/>	<input type="text" value="1"/>	Basics Quick Setup Storage Boxes 12" x 15" x 10"
2.	<input type="text" value="55034-02"/>	<input type="text" value="1"/>	Paper Mate Write Bros Ballpoint Pen
3.	<input type="text" value="10081"/>	<input type="text" value="1"/>	<span style="color: red;">Incorrect item number</span>

To go to your cart, hover over the cart picture on the top right of the menu bar, Then click the “Go to Current Order” box.



Once reviewed, click the “Checkout” button. The new webpage will show taxes, shipping and handling charges, if any, on your order. Verify that all is correct on your order, and click the “Submit Order” button. Depending on whether your order needs to be approved or not, you will get one of these two messages:

**Thank You!**

We appreciate your business  
WCS Cart ID: 79694340927  
Order Number:  
Cart Name: 2017-06-12 15:41:16.691  
Order Date: June 12, 2017

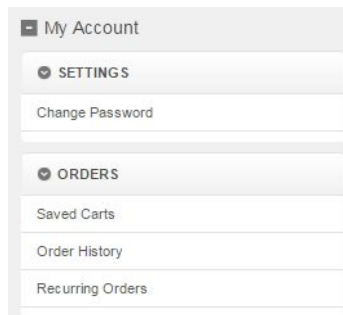
**Your order has been submitted for approval.**

You will receive additional confirmation via e-mail when your order is approved.  
WCS Cart ID: 63967469347  
Order Number:  
Cart Name: 2017-05-16 11:22:02.528  
Order Date: June 12, 2017

### Checking on your orders

If you click your account number at the top of the web page or choose “My Account” under “Quick Links” on the menu bar, it will take you to the account information page.

On left side of this page are links to view your Orders: Saved Carts, Order History and Recurring Orders.



On the right, you can see these.

Recent Order History						
Submitted	Cart Name	Sales Order #	P.O.	Amount	Status	
2017-06-12	2017-05-16 11:22:02.528		APPRVL	89.34	Awaiting Approval	
2017-05-11	Edit test		test	122.44	Order Received	
2017-05-11	Edit order		test	62.27	Order Received	
2017-05-11	2017-05-11 16:36:19.715		test	30.55	Order Received	
2017-05-11	DeclineTest		test	122.44	Rejected	
2017-05-11	2017-05-11 16:36:52.401		test	87.64	Order Received	

This is a real-time view of the status of your orders. When you have submitted your order, the status will read “Order Received” or “Awaiting Approval”

You can view invoices by clicking the “My Invoices” link on the left.



Click on an underlined link to see the items charged on that invoice.

All Invoices

Show 10 entries Search:

Invoice #	Date	P.O.	Sales Order	Total
201706-50992	2017-06-09	N/A	201706-50992	78.93
201706-51571	2017-06-09	N/A	201706-51571	32.20
201706-52340	2017-06-09	N/A	201706-52340	164.00
201706-52350	2017-06-09	N/A	201706-52350	111.79
201706-52361	2017-06-09	N/A	201706-52361	115.54
201706-49049	2017-06-02	N/A	201706-49049	151.29
201706-49072	2017-06-02	N/A	201706-49072	9.13
201706-49332	2017-06-02	N/A	201706-49332	88.28
201706-49370	2017-06-02	N/A	201706-49370	83.71
201706-49410	2017-06-02	N/A	201706-49410	150.08

Showing 1 to 10 of 886 entries

Previous 1 2 3 4 5 ... 89 Next

**Note: If your online profile is set up as a Shopper, you will be able to view the invoices for orders that you have placed. If you are set up as an Administrator, you will see all invoices for the account regardless of who has placed the order.**

There is a search function to find invoices. Type in the P.O. invoice or sales order number in the “Search” box.

Invoices can be printed by clicking on the printer icon once the invoice has been selected. Click on the “Print” link.

INVOICE DETAILS

Invoice\_Details

Invoice #: 201706-51796  
Account: 115745A  
Cost Center: 115745R-IMPERIAL  
OFFICE PRODUCTIVITY  
Shipping Method: :MILLS

Invoice Amount and Date

Amount: \$295.00  
Date: 2017-06-08

Shipping Address

IMPERIAL OFFICE  
PRODUCTIVITY,IMPERIAL,PO BOX  
510,8510 MAIN  
STREET,OSOYOOS,BC,V0H 1V0,  
CAN.

Billing Address

MILLS PRINTING & STATIONERY  
COADMIN 1111 CLARK  
DRIVE,VANCOUVER,BC,V5L 3K5,  
CAN.



Transaction Summary

<input type="checkbox"/> Select All	Item description	UOM	Price	Quantity	Invoice Total
<input type="checkbox"/>	Sunscrm Sprt Spray SPF30 177mL 46228-00 Ngst [25321]	N/A	5.32	21.0	111.72
<input type="checkbox"/>	SunZone SPF 60 Work Lotion - Tube 86230-00 Ngst [EMP25242]	N/A	8.09	8.0	64.72
<input type="checkbox"/>	Sunscrm Sprt Spray SPF45 177mL 46233-00 Ngst [25331]	N/A	5.46	4.0	21.84
<input type="checkbox"/>	SunZone SPF 50+ Kids Continuous Spray Irg 86233-00 Ngst [25438]	N/A	8.06	12.0	96.72

## Reorder entire orders

When reviewing an invoice, customers can reorder an entire order from a previous invoice by clicking the box to the left of "Select All", then click on the red "Add to Cart" box.


Transaction Summary

<input checked="" type="checkbox"/> Select All	Item description
<input checked="" type="checkbox"/>	Sunscrm Sprt Spray SPF30 177mL 46228-00 Ngst [25321]
<input checked="" type="checkbox"/>	SunZone SPF 60 Work Lotion - Tube 86230-00 Ngst [EMP25242]
<input checked="" type="checkbox"/>	Sunscrm Sprt Spray SPF45 177mL 46233-00 Ngst [25331]
<input checked="" type="checkbox"/>	SunZone SPF 50+ Kids Continuous Spray Irg 86233-00 Ngst [25438]

Add to Cart Add to Favorites

You can also re-order an entire order by viewing the order history and clicking Re-Order in the right hand column.

Orders Waiting for Approval

Order History 

Show  entries Search:

Submitted	Cart Name	Sales Order #	P.O.	Status	Amount	Action
2017-06-09	2017-06-09 17:31:24.476		7100773558	Order Received	242.95	<a href="#">Re-Order</a>
2017-05-25	2017-05-25 14:01:38.405	201705-45646	7100773558	Shipped	141.03	<a href="#">Re-Order</a>

Showing 1 to 2 of 2 entries

[Previous](#) [1](#) [Next](#)



## Reorder partial orders

Select products can also be reordered from an invoice by clicking the box beside the products you wish to reorder and then click “Add to Cart”.

Transaction Summary

Select All

	Item description
<input checked="" type="checkbox"/>	Sunscrm Sprt Spray SPF30 177mL 46228-00 Ngst [25321]
<input checked="" type="checkbox"/>	SunZone SPF 60 Work Lotion - Tube 86230-00 Ngst [EMP25242]
<input type="checkbox"/>	Sunscrm Sprt Spray SPF45 177mL 46233-00 Ngst [25331]
<input type="checkbox"/>	SunZone SPF 50+ Kids Continuous Spray Irg 86233-00 Ngst [25438]

 [Add to Cart](#)  [Add to Favorites](#)

**Note:** The same process can be followed to add products from previous invoices to a “Favourites” list.

## Changing Delivery Date

There are two different options that are found at the bottom of the page where you “Verify and Submit” your order. To use these features, you must do this just before you submit the order.

### 1) Future Ship Date

Change the delivery date by clicking in the circle to the left of “Hold Order and Place”, then clicking on the calendar. Choose the date which is one day before you want delivery. (Use the blue right arrow to the right of the month name to move to the next month.)

The screenshot shows a form with the following sections:

- Shipping Method:** A dropdown menu with "Our Truck" selected.
- Shipment Schedule:** Three radio button options: "Place Order Now", "Place Order Now and Repeat", and "Hold Order and Place". The "Hold Order and Place" option is selected.
- Calendar:** A calendar for June 2017. The date June 12 is highlighted in yellow.

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

### 2) Repeating Orders

Place an order today and have it repeat at designated intervals by clicking on the circle to the left of “Place Order Now and Repeat”, then click on the down arrow to see the options: Every day, Every week, Every 2 weeks, Every 3 weeks, Every month.

The screenshot shows the "Shipment Schedule" section with the "Place Order Now and Repeat" radio button selected. The dropdown menu is open, showing the following options:

- Every day
- Every week
- Every 2 weeks
- Every 3 weeks
- Every month

## Changing Shipping Address

Most of the time you will not have to change your shipping address. The shipping address will be the one we have on file for the account you are ordering for.

To change an account's address permanently, email [bos@mills.ca](mailto:bos@mills.ca) with the address change.

To ship to a location which is not the usual place of business, click in the circle next to "Create Shipping Address":

Shipping Address

---

dcimino@mills.ca-115745A-S1  
ADMIN.  
1111 CLARK DRIVE  
VANCOUVER , BC V5L 3K5  
6042547211

+ Create Shipping Address

The street address should be entered in the Address 1 field unless you want to indicate the department or floor for delivery. Then put that in Address 1, and put the street address in Address 2. You do not need a Company Name because that is attached to the account number.

### Create Shipping Address

First Name: \*

Last Name: \*

Company Name:

Address 1: \*

Address 2:

City: \*

Province / State: \*

Alberta ▼

Postal / Zip: \*

Country:

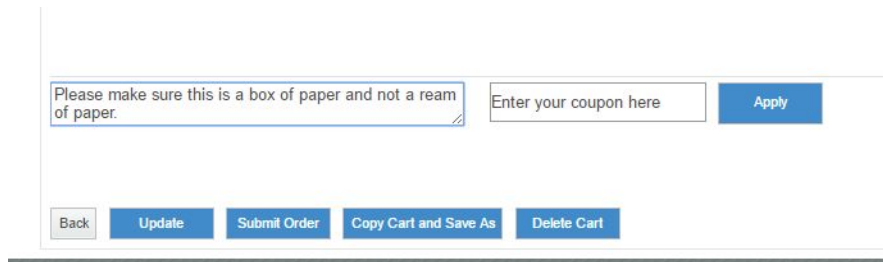
Canada ▼

Phone: \*

Save

## Special order items and messages

There is a spot to enter special order items. When you go to the “Checkout” screen, scrolling down a bit will reveal the “Order/Shipping Comments” box. This is where you can put those items that you couldn’t find on the online system.



The screenshot shows a checkout interface. At the top, there is a text input field containing the message: "Please make sure this is a box of paper and not a ream of paper." To the right of this field is a smaller input field labeled "Enter your coupon here" and a blue "Apply" button. Below these fields is a row of five buttons: "Back", "Update", "Submit Order", "Copy Cart and Save As", and "Delete Cart".

This box can also be used to add any shipping comments such as “Deliver to reception on the 20th floor”.

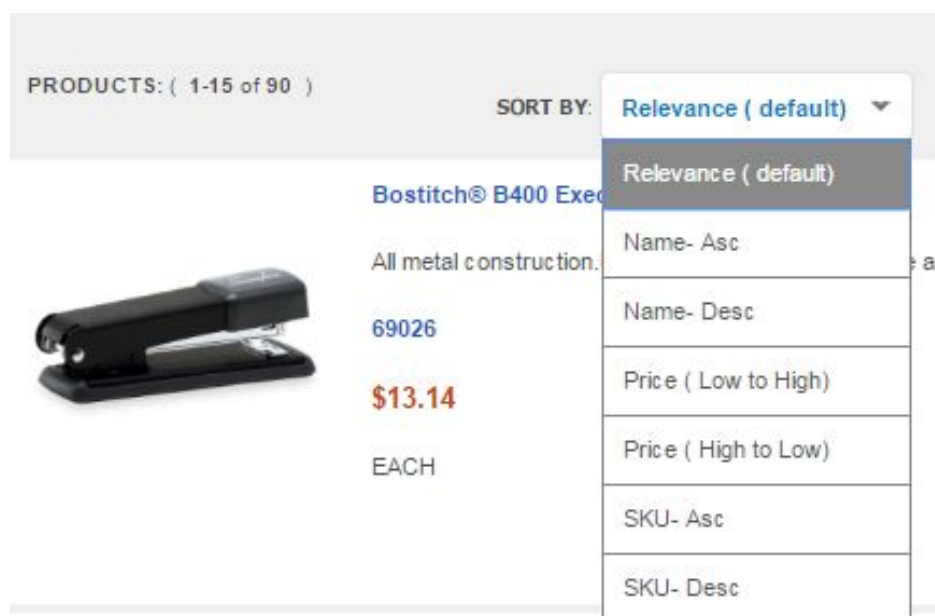
## Search for items using the Search Products box

Enter the type of item you are looking for in the “Search Products” box, and click the “Search” button.




The screenshot shows a search bar with a dropdown menu set to "All" and the text "staple" entered. A magnifying glass icon is visible on the right side of the search bar.

From the search results, you have a number of options for sorting the results including Price, SKU, and Name.

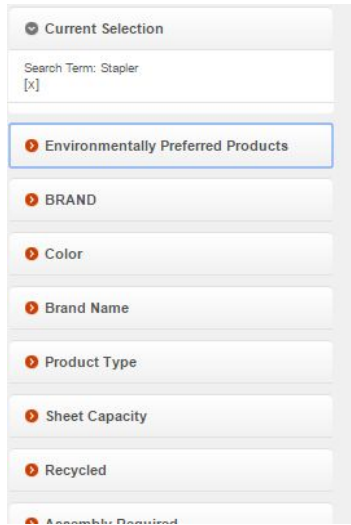


The screenshot shows search results for "staple". The results are displayed in a table format. The first product is a Bostitch® B400 Executive stapler. The table includes columns for the product name, description, SKU, and price. A dropdown menu is open over the "SORT BY:" field, showing various sorting options.

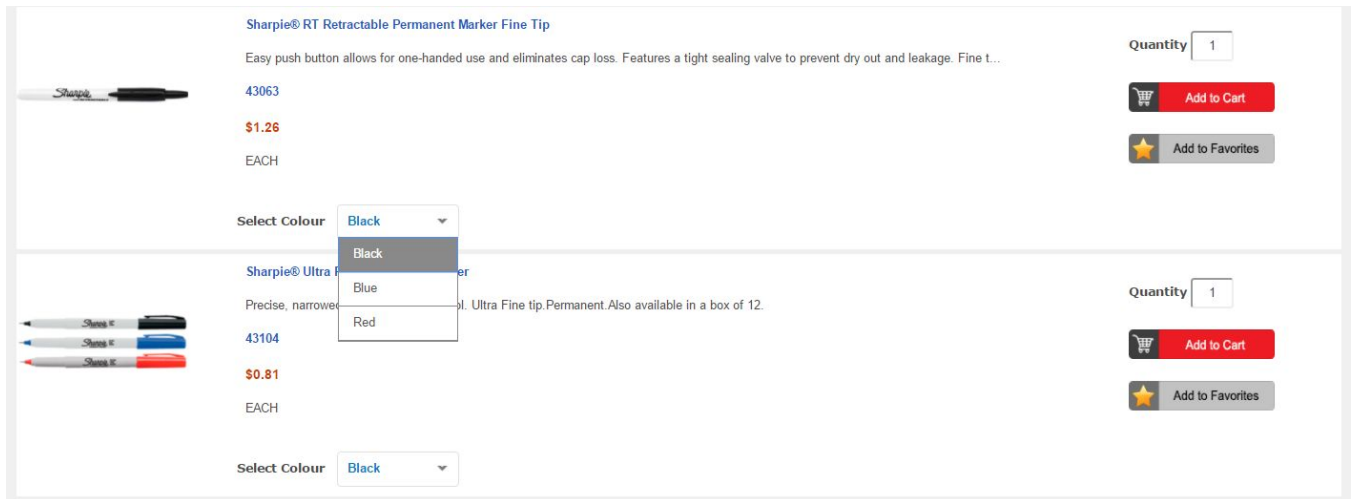
PRODUCTS: ( 1-15 of 90 )	SORT BY:
	Relevance ( default) ▼
Bostitch® B400 Executive Stapler	Relevance ( default)
All metal construction. Heavy duty. 150 sheets. 1/2 inch staples. 1/2 inch staples. 1/2 inch staples.	Name- Asc
69026	Name- Desc
<b>\$13.14</b>	Price ( Low to High)
EACH	Price ( High to Low)
	SKU- Asc
	SKU- Desc



You can also use the Selection column on the left to narrow the results by categories like Environmentally Preferred Products or Brand).



From the search results, you may also need to select the colour or other distinguishing type of item from the dropdown before clicking on the Add to Cart button.

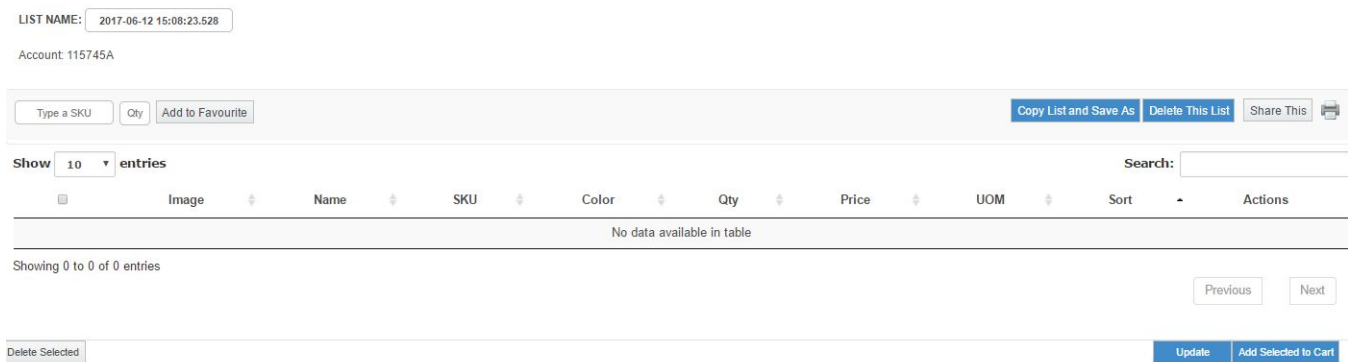


## Create a Favorites List

On the menu bar, hover over My Favorites option, and choose “New Favorite” from the dropdown box.



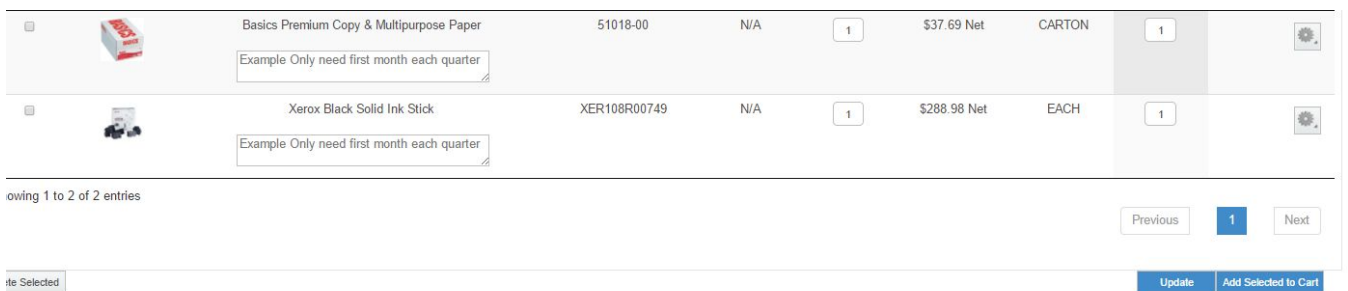
Your Favorites List is automatically named as the date and time. To change the name of the list, click the new list that was auto generated, and it will take you to the admin page of the list. You can edit the list by renaming it in the top left corner.



See something while browsing that you would like added to your Favorites List? Before clicking the “Add to Favorites” button, please ensure that the correct Favorites List is selected in the dropdown box at the top of the screen.

## Shopping from a Favorites List

On the Favorites List, click the empty box to the left of the item you wish to order.



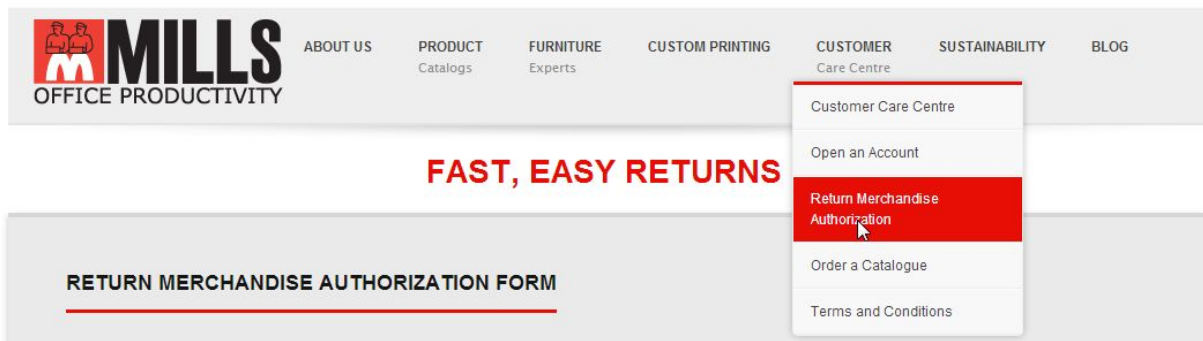
When you finish selecting from your Favorites List, click the “Add Selected to Cart” button at the bottom right hand of the screen.

Continue shopping by browsing for additional items or using the Quick Order form and adding them to

your cart.

## Returning Goods

On the [www.mills.ca](http://www.mills.ca) website, there is a menu item under Customer Care Centre called “Return Merchandise Authorization” which will take you to a webpage to fill out called “Fast, Easy Returns”.



Once your RMA request is received and authorized by our staff, you will get an email acknowledging our receipt of your request. If there are goods to return, a driver will pick them up and will sign and leave a copy of our “Return Merchandise Pickup Request” for your records. If you have any special instructions, please add to the “Reason for Return” section.

**Need Help? Call Customer Service at 604.254.7211 or 1-800-665-6457 (8am-5pm, M-F)**

**You can also ask a question in an Online Chat by clicking this box:**



**We would be happy to assist you!**