

myCLIPS Tip Sheet

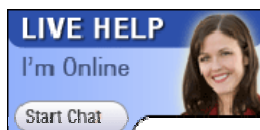
Go to this Web address to log-in> <http://myclips.monk.ca>

(please note there is no "www" in this Web address)

- Keep your log-in User Name and Password here.
- **REMEMBER, THEY ARE CASE AND SPACE SENSITIVE. ALL UPPER CASE AND NO SPACES.**
- User Name: _____
- Password: _____

Change Location

- As soon as you have logged in, if you place orders for multiple locations (ship-to addresses), click **CHANGE LOCATION** at the top right of your screen. Use the drop-down menu to choose the shipping location for your order from the line saying "Select a location"
- Click **Continue Shopping** to continue.



- Also in the top right corner of your screen you will see we have set up a Help chat line. You can click on the "Start Chat" button to be connected directly with our Customer Service Centre in an Instant Messaging format (Just like Skype)

Product Search

- Finding the right products is easy with our new **PRODUCT SEARCH** box in the left-hand menu bar at the top
- You can search by product number, description or keyword; click **Go** for your search results
- Click on the linked **ITEM DESCRIPTION** to access the full product description and larger image of the product
- You can also find items by using **BROWSE BY CATEGORY** at the bottom of the left-hand menu bar
- Search boxes are also located within certain key areas of the site – **CURRENT FLYER**, **FAVOURITES**, **PURCHASE HISTORY** and **BEST VALUE** where you can search within these areas only.

Adding Items to Your Shopping Cart

- You can add items to your shopping cart from either the short or long description of the product you require by entering your desired quantity and clicking **Add Item(s)**
- Your shopping cart will automatically be updated with each addition
- At the right of each ordered item, you can place a short note as reference when the order is received. Notes are printed on the invoice. Be sure to click the **Change Order** button to save these notes.
- Alternatively, if you have item numbers, choose **QUICK ORDER ENTRY** under the **E-Z ORDER MENU**
- You can quickly and easily **SHOP FROM FAVOURITES** or **SHOP FROM PREVIOUS HISTORY** using the **E-Z ORDER MENU**
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Adding Items to Your Favourites List

- To the right of your product description, click **Add to Favourites** to add this item to your Favourites List
- If it is indicated as **-FAV**, this item is already in your Favourites List and you can remove it by clicking on it

- You can change the description of the item to any description that is easier for you to look up. Favourites sort by their description in alpha order
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Viewing Your Order

- On your left hand side menu, there is a **SHOPPING CART** heading. If you have an open shopping cart, the number of items and current total will be displayed here.
 - Click the **View Cart** prior to sending your order if you wish to make any changes to the item quantities or add "Line comments".
 - To delete an item from the order, type the number '0' into quantity and click **Change Order**. The item line will disappear.
 - If you want to go directly to the end of your order, click the **Check Out** tab instead
 - You can also click the **Continue Shopping** tab if you do not want to view your entire order or check out until you have shopped for additional product.
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Saving Your Order

- When you are in your shopping cart it is in Auto-Save mode so you can complete it at a later time.
 - You can also give your shopping cart a name (today's date works well in most cases) and click **Save**
 - Shopping carts will automatically be saved using the date and time if you close your browser or log out prior to finishing your order.
 - Once you have saved your order, your current shopping cart will be empty
 - Saved orders can be accessed under the **E-Z ORDER MENU** by clicking on the **SAVED SHOPPING CARTS** tab the next time you log-in.
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Sending Your Order

- Click **View Cart** to view your order and confirm desired quantities
 - When you are sure all is correct, click **Check Out**
 - You will see a red error message if not all required fields have been completed. One of the required fields is the **P.O.** field. We suggest you put the date in this space as it becomes a unique identifier for your order.
 - Directly below the **P.O.** field you can change your shipping location if you did not do so right away at log-in using the "Change location" tab.
 - Below **SHIPPING INFORMATION** is a **DELIVERY COMMENTS** field. The comments are for shipping information only such as "We are closed after 4:00 p.m. Please deliver before 3:00 p.m. **NOTE:** the **DELIVERY COMMENT** field is not for such things as product related questions, back order enquiries, product errors, or invoicing issues
 - Below Shipping Information is **PAYMENT INFORMATION**. Be sure to put a checkmark in the box "**CHECK HERE TO APPLY ORDER TO YOUR ACCOUNT**".
 - Now click **Check Out**
 - If a hard copy is required click on **PRINT A COPY OF YOUR ORDER** to open a printer-friendly version of your order (opens in a new window)
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Log Out

- To exit MYCLIPS, click **Log Out** at the top right of your screen
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Help

- Detailed online help information on **myCLIPS** ordering is available in the centre of the first screen after log-in
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Privacy Policy

- Your privacy is important to us. We do not sell, rent or share your private information. Visit this page for more information on our privacy policy.

E-Z Order Menu

Saved Shopping Carts

- You can access your saved shopping cart(s) from here

Quick Order Entry

- If you know the product number and quantity of the item you wish to purchase, use **QUICK ORDER ENTRY**
- There are 20 spaces for ordering. After looking at what you ordered in **View Cart** you can add more by clicking Quick Order Entry again.
- Click **Validate / Add Item(s)** to add items to your shopping cart.

Shop from Favourites

- Your Favourite items are displayed here
- Favourite lists are individual to each purchaser.
- You can rewrite item descriptions in the Description field of the Favourites list for easy recognition and ordering.
- Use your Favourites to make up your complete order instead of looking each item up individually. There is a **SEARCH** field at the top of the Favourites list

Reorder from Purchase History

- This is a list of all the items you have purchased for your specific cost centre within the past 24 months making it an easy way to re-order items. There is a **SEARCH** field at the top of the Purchase History list.

Additional Catalogues

Special Order

By clicking this check box, the search engine will include **SPECIAL ORDER** items (i.e. items that are not available in our warehouse).

Only Art and Education

By clicking this check box, the search engine will only include **ART AND EDUCATION** catalogue products.

Only Environment Friendly

By clicking this check box, the search engine will only include **ENVIRONMENTAL FRIENDLY PRODUCTS**.

Best Value

See the topic "On Your Order" below

After log-in, directly below the **Welcome** message, you will find three tabs:

Current Flyer

- This is a link that will take you to a listing of our current flyer items.

Best Values

- This is a list of the complete contract we provide to VIHA

Order Inquiry

- Search your orders by **ORDER TYPE** or **ORDER STATUS** by date

Browse by Category

Miscellaneous / Janitorial

- Includes clickable links to sub-categories such as Janitorial and Cleaning Supplies, Kitchen and Lunchroom Supplies

Office Furniture

- Includes clickable links to sub-categories such as Cabinets and Filing, Seating

Stationery

- Includes clickable links to sub-categories such as Binders and Accessories, Paper and Pads

Technology

- Includes clickable links to sub-categories such as Computer Accessories, Printing Supplies

All items in the myCLIPS database are tagged with one of the following symbols. When searching for a product these symbols will help you quickly identify a product type.

Here are some of the new features you'll find in *myCLIPS*®

- Fewer clicks to place an order
- You can choose to shop only for Environmentally Friendly products
- View our flyers electronically - now that's environmentally friendly
- MY CLIPS® provides the security of VeriSign's Green Bar that signals safe online ordering
- Now you can reorder from your purchase history and can search through your purchase history
- We show you the actual, live quantity on hand - not just "in stock"
- With one click, you can now see complimentary items for convenience
- With one click, you can now see substitute items if your first choice isn't currently in stock on hand
- We'll show you when the item is due to arrive if it is out of stock
- You can now search by product numbers, categories, product description, and of course the product name, by favourites, purchase history -- and through all of our stock and special order catalogues together or separately
- Place your order by noon and receive it the same day (usual restrictions apply)
- Changes to your user profile happen immediately - no more waiting until the next day
- If you choose, you can have your Accounts Payable information included with your profile
- If you choose, in addition to buyer's authorization, certain products and items can be restricted from purchase
- Web 2.0 compliant shopping cart
- MY CLIPS® connects you to live data 24/7
- You can now place special order items and stock items on the same order
- You'll now see an easy guide to what's on sale, what's a special order, what's in stock and what's environmentally friendly
- New, simplified login
- Credit card management is built right in.