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**Legend:** Everything in «blue» is a website function.

**The office experts**
Throughout our website, the grid view will be enabled by default. You can also browse using the list view by clicking on it.

OPEN AN ACCOUNT

If you would like to open an account with Denis Office Supplies and Furniture, click on “Open an account” and simply download form in PDF format below, print and send us the completed form by fax at the number shown on it.

Your account number will be sent to you in the following days that your account is opened.

CREATE YOUR USERNAME AND PASSWORD

To order on the Denis Office Supplies and Furniture website you must have a username and password. Once your account is opened, you can apply for your access code to place your orders online.

- Open your Internet browser and go to www.denis.ca
- In the section “New client”, click “I want an access code”
• If you already have an account with Denis Office Supplies and you’re a new user, fill the text fields below “I already have a corporate account”. Your username and password will be sent by email.

![Access code request form]

Click “Submit” to complete the request.

• If you don’t have an account with Denis Office Supplies and you’re a new user, click below “I do not have a corporate account”. Your username and password will be sent by email.

![My Account form]

Click “Submit” to complete the request.

You should receive your username and password by email within a few hours of your request. (During business hours from Monday to Friday between 8am and 5pm)
OPEN A SESSION

- Open your Internet browser and go to denis.ca
- Enter the username and password you received
- Click on the red icon “Submit” to access your online account.

Once in your account, you have several options at your disposal:

- My favorites
- Contract Price Items
- Return Merchandise
- Order History
- Saved Orders

FOR YOUR INFORMATION

Please refer to the **legend symbols** below to identify the nature of a price or to identify an action to do with the product.

- Share
- Environmental products
- Flyer price
- Discounted price
- Contract price
- Remove from cart

The office experts
1. PLACE AN ORDER WITH THE OPTION “MY FAVORITES”

The favorites allows you to prepare different lists of products for your individual needs or departments (weekly purchases, paper, office supplies, furniture, etc.). These lists allow you to directly access all the products that you wish to order, either by category or by how you organize it.

- Click “My favorites” in the navigation bar of your account at the top of the page
  (The lists that are part of your shopping list will appear in the center of the screen.)

- To create your list, click on “New List”.
  - You simply have to give a name to your list and add a description. «Save my list»
  - Go back to the last page and click “Modify” to add your selected items.
  - Fill Product number to search to make your product search. Once you’ve found your product, tick the left checkbox and click “Add to my list”.

- To order the whole list, click on “Add all to cart” at the end of the list.
- To modify a list, click on “Modify”.
- To erase a list, click on “Remove”. This list will be permanently erased so it won’t be possible to get it back.

You can add products to your list from your shopping cart.
2. PLACE AN ORDER WITH THE OPTION “CONTRACT PRICE ITEMS”

The contract price items are the products that are on the price list that your representative gave you.

- Click “Contract price items” in the navigation bar of your account at the top of the page

- Enter a quantity for each desired product in the box at the end of each line.

3. PLACE AN ORDER WITH THE OPTION “Saved orders”

You can prepare for later purchase orders without placing your order immediately. By choosing “Saved orders” this option does not commit you to anything. To save the contents of your cart, click “Save my orders” from your shopping cart. All products in the basket will then be in the “Saved orders”.

- First choice, click on “Checkout”
• Second choice, click on the “My cart” icon and click on “Save my order”

TO ACCESS “Submitted orders”

• Click “Submitted orders” in the navigation bar of your account at the top of the page (The orders you’ve put in the saved orders will appear in the center of the screen.)

• Your saved orders are listed in chronological order. You can view the details of a saved order by clicking on it.

YOU CAN ORDER FROM THIS OPTION

• Click the order (invoice) you want to enable. (The articles it contains will appear on the screen)

• To transfer the contents of an order to the shopping cart, click “Transfer to my cart”.
• You can also completely delete the order by clicking “Remove this order”.
4. PLACE AN ORDER WITH THE OPTION “Quick order”

Quick order by product number allows you to quickly add products to your cart simply by entering the product number of the catalogue and the desired quantity, saving you from having to constantly go through the entire list of products.

- Click “Quick order” in the navigation bar on the left of the page.
- Enter the code and quantity of items desired
- To add items to your basket, click “Add to cart”

If you make a mistake in the code, an error message will appear at the top of the list and the current line will be red to correct it.
5. PLACE AN ORDER WITH THE OPTION «ORDER HISTORY»

This tab allows you to reorder items you have ordered previously, so you do not need to search our site for your favourite products

- Click “Order history” in the navigation bar of your account at the top of the page (Your previous orders and their details will appear in the center of the screen listed from the most recent to the oldest.)

- You can reorder the items desired by specifying the desired amount and clicking on the red icon “Add” found at the end of each line.
- You can choose multiple products on multiple invoices and click the red icon “Add all to cart” to order everything.

Prices may be adjusted to your new bill based on current prices.
6. PLACE AN ORDER BY “Ink & Toner Finder”

This tab allows you to order the right cartridge that goes to your printer using the printer model search.

- Click “Ink & Toner finder”

Once the company is selected, a list of all models sold by this company will be displayed. (The number next to the model is the number of cartridge listed for this model.)

- Click on your model of printer. (A list with all cartridges listed for this model will be displayed.)
You can then choose the cartridge that you need and add it to your cart by changing the desired quantity, or even add it to your list (shopping/favourites) using the icon “Favorite”.

You can also search for a cartridge directly by entering your cartridge number in the search engine of the section “Search a cartridge model”.

---

**Dell Laser Cartridge 3K Pages, Black**

Item No.: 75740-80 · Supplier No.: J3815

For printer 1700, 1710, 3000 pages, black.

Page 0 of the Denis catalog
Limited quantity
(on hand quantity 2 only) *Physical inventory may be different

$119.99

Suggested price: NET

1

Add to cart!
7. PLACE AN ORDER BY: PRODUCT SEARCH BY COMPLETE LIST
(by product category)

You will always find in the left navigation bar the following tabs “Office supplies”, “Office furniture”, “Cartridges”, “Technology”, “Paper”, “Clearance” and “Quick Order”.
(You can click on these menu at any time.)

- When you click on one of the seven options, the categories of these options will appear on the screen.

- Once you have selected a category of articles, the site will present you a list of products with prices.

- You can enter the desired quantity next to each item in the box at the end of each line
- To add items to your basket, click “Add to cart”
- To add items to your list (shopping/favourites), click “Favorite”.

You can add other products by repeating the procedure.

You will notice a suggested retail price and discounted price. The suggested price is the market value of the product and the price below is your price including your allowed discounts.
8. PLACE AN ORDER WITH: SEARCH FOR PRODUCTS BY PRODUCT CODE OR KEYWORD

In the search engine you can search a product by the Denis product code, by the provider code or by using keywords. Just enter the information in the search engine at the circled location below and a list of products will be displayed.

When searching for a product with a key word, in our search engine, a list of suggested products appear under the search bar. To select a product in the proposed list, click on the product with your mouse or scroll down with the cursor.

TO ACCEPT AN ORDER

From the moment you have added items to your cart, they will be displayed in the navigation bar at the top right. When you’re done selecting the products you want and you want to see your order, click the orange basket in the top right corner.

A window will appear with a list of your products.

To accept your order you can click on "My cart" or "Proceed to checkout". Both options will take you to the same place: in your cart. See image below.
1. At this stage you can still change your order. You can still add, delete or modify the quantity of a product. If you want to delete an item from the basket, you just have to click the blue bin. Once verified, click “Next step”.

2. You must enter the delivery address to which you want to receive your merchandise, if different from the billing address. Once the information is entered, click “Next step” to continue.
3. You must then choose the desired payment method *(Charge to your account, Master Card, Visa)*. When your payment method is selected, click “Process order”.

4. Your order is completed. You can print an order confirmation by clicking “Print this page”. You will receive a confirmation by email.
THE OPTION “SHARE”

At any time, you can share an item with your friends.

• Simply click on the “Share” icon.

THE OPTION “ORDER HISTORY”

Your orders are listed from the most recent to the oldest. You can view your past orders and also reorder items that are found on these orders.

To access it:

• Click “Order history” in the navigation bar of your account at the top of the page

(The orders that you have made will appear in the center of the screen)

To view the contents of an order, click the invoice number.

You can search for one of your orders using “Search for one of my orders”.

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The Office Experts
You can reorder an item on an old invoice.

- Specify the desired quantity and then click the red icon “Add”

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**THE OPTION “RETURN MERCHANDISE”**

Your order history is classified in chronological order. To return a product more than 30 days, please contact your sales rep. (For our return policies click on the menu “Return policy” at the bottom of the page.)

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To make a return:

- Click on “Return merchandise” in the navigation bar of your account at the top of the page. (Orders less than 30 days will appear in the center of the screen.)

- Search the invoice desired and/or click on the invoice number which is the product to return. (The details of the invoice will be displayed.)
• Select the products to return.
• Enter the quantity that you wish to return.

My Account
Home / My Account / Return Merchandise / Order: 856121

Return Merchandise > Step 2

<table>
<thead>
<tr>
<th>Product</th>
<th>Description</th>
<th>Quantity</th>
<th>City to return</th>
<th>Reason for return</th>
</tr>
</thead>
<tbody>
<tr>
<td>19082-00</td>
<td>PELICULE CORR CORRECTIT 2 LIGNES</td>
<td>1</td>
<td>1</td>
<td>PROCESSING ERROR</td>
</tr>
<tr>
<td>70371-00</td>
<td>COLLE EN BATON BASICS 20GR.</td>
<td>1</td>
<td>1</td>
<td>Note</td>
</tr>
</tbody>
</table>

• Select the reason for the return among the following choices:
• If you wish, you can enter a note in the provided space.

• Click “Complete the transaction”.

A return merchandise confirmation page will appear. You can print a copy by clicking “print”.

Your return number is found on this page, it is very important to take note.

To complete your return, you must follow the next two steps:

Step 1: Place the product in a bag or a box.
P.S. It is very important not to write the return number directly on the product.

Step 2: Write down the return number and include it in the bag or the box.
P.S. For this step, it is also possible to use the printable version available on our website.

We will come and pick up the merchandise within 24 to 48 open hours.
TECHNICAL SPEC

For electronic products, if technical specs are available, you will be able to consult them directly from our website by clicking on “Technical spec”.

**Brother HL-3170CDW Colour LED Laser Printer**

Item No.: 42025 00 - Supplier No.: HHL3170CDE

23 ppm black, 23 ppm colour, 2400 x 600 dpi, 100 MHz processor, USB 2.0, network and wireless, 128 MB, 250 sheet letter/legal tray, 1-year limited warranty.

Page 93 of the Bens catalog
In Stock

$389.99
Suggested price: NET
Ecofee: 1.25 $

1
Add to cart

**HL-3140CW Wireless digital colour printer**

OUTPERFORM WITH COLOUR.

Fast, impactful colour printing for the small office.

- Fast high quality colour printing up to 19 pages per minute
- Mobile Device Printing: Works with AirPrint™, Wi-Fi Direct™, Google Cloud Print™ and Brother™ iPrint&Scan
- Easy Wireless setup

THE OFFICE EXPERTS
CLOSE A SESSION:
This option allows you to end your session; this prevents someone from using your account if you’re not at your computer.

Click "Logout" in the top right of the navigation page.

OVERVIEW OF THE ICONS/MENU ON DENIS.CA:

Delivery:
For details of our delivery service, click on “delivery”.

Catalogue:
If you want to order our catalogue, click the icon “Get your free catalogue” and complete the requested information. Then press send at the bottom of the form.
It is now possible to browse our full catalogue by clicking “View The Catalogue”.

**Our history:**

To learn more about Denis Office Supplies and Furniture click on “About us” located at the bottom of the page.

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**Careers:**

For information on career opportunities at Denis Office Supplies and Furniture, click on “Careers” at the bottom of the page.
All positions available will be displayed. You can apply for the job of your choice online.

Our locations:

For details of our various branches and their opening hours, click on “Our locations” located at the bottom of the page. A window will appear with all the information.

My account:

You can change certain information about your account by clicking on “My account” at the bottom of the page.
Or by clicking on “My account” at the top right of the page

Contact us

Let us know your views and comments by contacting us by email or by contacting one of our customer service advisors. To do this, click on “Contact us” at the bottom of the page.

All information will appear.

Questions:

If you have questions, click on “Customer service” at the bottom of the page. You will have access to the answers of the most frequently asked questions.
Flyer:

To access our online promotional flyer, click “Online flyer” at the bottom of the page.

Mail-in rebate

Click on “Mail-in rebate” if you want to know the valid coupons and those which have expired.

- See current rebate coupons: A window will appear and tell you all the products for which you can receive a mail-in rebate and the expiry date.

Thanks for making denis.ca your favourite destination for your purchase of office supplies. It always a pleasure for us to serve you by telephone at 1 800-338-5567 or/and at one of our 14 stores.

Have a nice day!