



Procedures for Ordering and Paying for Print-Related Supplies and Services

Centrally Managed Cost Pool (CMCP) for Print Services Detailed Procedure Document

Effective Date: April 1, 2014

Last Update: November 12, 2019





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Note:

For the purpose of this document, the term “client areas” means either CFOB Managed Services or Regional/Branch staff acting on behalf of delegated managers.

Background

IITB engaged Xerox to operate and manage the print environment of the Department through a formal services contract. Key elements of the contract include:

- Monitor and manage the fleet of print devices;
- Provides new/replacement print devices;
- Provides toner and other consumable supplies required to operate the print devices;
- Repairs and maintenance of all print devices.

Senior management has also made a decision to centralize the management of all expenditures related to print services under a single national Centrally Managed Cost Pool (CMCP) which is administered by IITB. This CMCP became effective April 1st, 2014 and covers the following expenditure items:

- Cost per impression (CPI) charges under the MPS services contract. (The CPI charge will cover all costs associated to the provision of new or replacement print devices, toner and other consumable supplies, as well as repairs and maintenance of the printer fleet);
- Paper;

This document outlines the operating model IITB had put in place as part of its responsibility in administering the CMCP on behalf of the Department.

Requests for Print Devices

Since April 1, 2014, all network-connected, CAWS, leased print/photocopy and approved desktop (local) print devices (excluding outreach/mobile and teleworkers that are to be covered by the branch) are managed and paid for through the CMCP. The following process and control measures have been put in place:

Process

1. A request must be submitted online to the [National Service Desk \(NSD\)](#) for all new print devices;
2. The request must be accompanied by the “[Request for Print Device](#)” form which highlights and justifies the requirement. This form needs to be approved by the Branch or Regional ADM;
3. All requests for print devices will be assessed by IITB and Xerox and must be approved by the CIO/ADM of IITB.

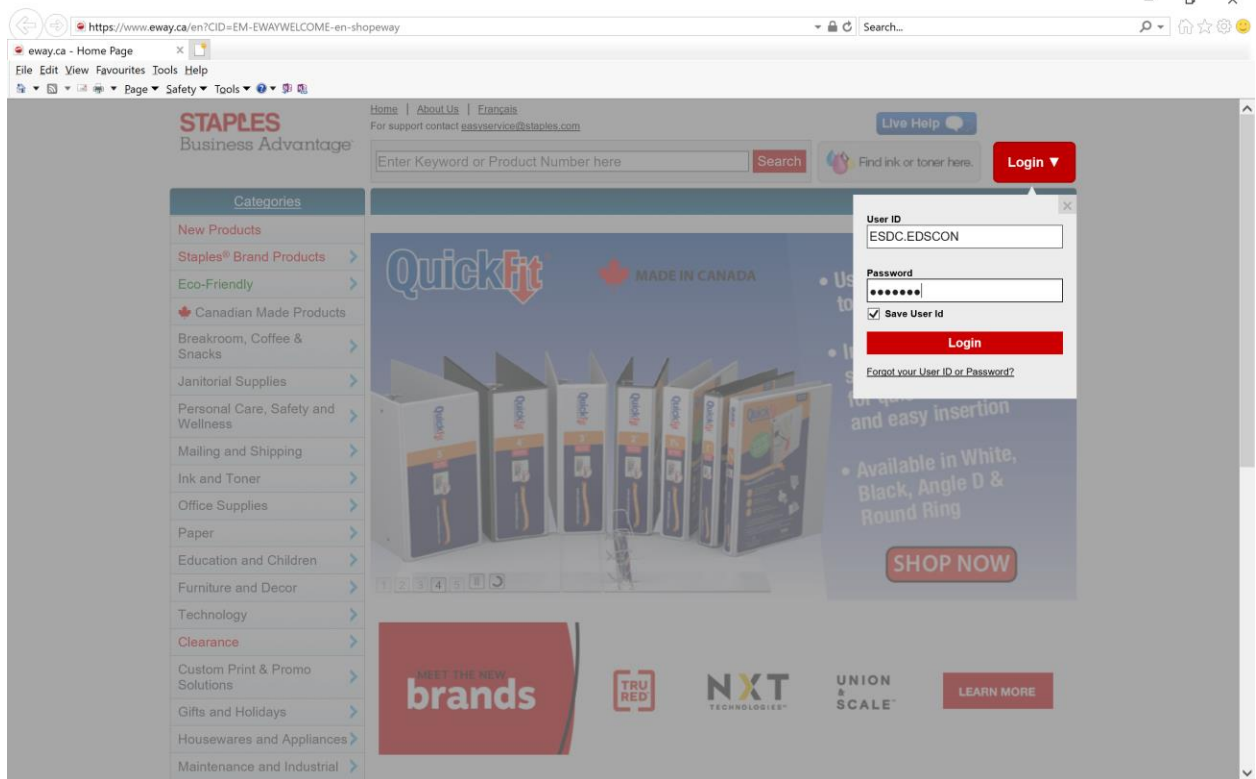
Copy Paper

Paper Purchased Through Staples

IITB has been working in collaboration with the new Standing Offer supplier, Staples to develop a standard approach that will allow for the purchase and payment of paper through the national CMCP. Effective November 12, 2019, persons responsible for paper ordering who purchased through the Grand and Toy (G&T) website will now purchase paper through the new Standing Offer Supplier, Staples.

1. Within the NCR, standard paper (i.e. 8½X11, 8½X14 and 11X17) is purchased centrally by IITB. For all other specialty paper purchase requirements, Acquisition Card holders must contact IITB at the following email EDSC.NA.DGIIT.BSI-PSO.IITB.NA.ESDC@hrsdc-rhdcc.gc.ca in order to request access to the Staples “paper only” account.
2. To order from the new Standing Offer Supplier, Staples, you must login and use one of the five regional Staples accounts set up for paper purchase. **Please note that the password for the Staples account is the same as the password that was used on the G&T site.** The Staples (Eway) login page can be found at the following URL: <https://www.eway.ca/en?CID=EM-EWAYWELCOME-en-shopeway> . The login is on the top right of the website. See screenshot below.

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- To login, users are asked to enter one of the following account names, depending on their region of work, along with the password (the usernames are case sensitive)

ESDC.EDSCATL
ESDC.EDSCNCR
ESDC.EDSCON
ESDC.EDSCQC
ESDC.EDSCWEST

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The screenshot shows a web browser window with the URL <https://www.eway.ca/AccountActivation/ShipToSelection.aspx>. The page header includes the Staples Business Advantage logo, navigation links (Home, Logout, Français), and a search bar. The main content area is titled "Ship to Selection" and displays the following information:

You are currently shopping under ship to account :

1024159 - ESDC / EDSC

ESDC / EDSC
SERVICE CDA
200-274 MACKENZIE AVE
AJAX ON
L1S2E9
Cost Center :

If you would like to change your ship to selection [Click Here](#)

Why am I seeing this screen?

The ship to address that you have selected can impact the distribution center and availability that is shown during your shopping experience.

Do not show this page for future sessions.

[Continue](#)

The footer contains links for Contact Us, Terms and Conditions, Privacy Policy, and Staples Business Advantage, along with social media icons and an eSSential Accessibility logo.

4. A regional office will be presented to the user. If you wish to order for a different office, you must click to change the shipping selection.

If you would like to change your ship to selection [Click Here](#)

5. Users will then type the city in the **Enter Keywords** box and select **Search**. All the accounts for the city will be displayed. The user selects the office they want the paper to be shipped to. Please note that only one location can be chosen at a time.

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The screenshot shows a web browser window with the URL <https://www.eway.ca/AccountActivation/ShipToSelection.aspx?Language=en-CA>. The page title is "FIND ACCOUNT". The search criteria are: Enter Keywords: toronto; Look In: All fields; Sort by: Acct. Number. The search results are displayed in a table with the following columns: MARK AS FAVOURITE, ACCOUNT #, COST CENTER, ADDRESS, CARE OF, and SELECT.

MARK AS FAVOURITE	ACCOUNT #	COST CENTER	ADDRESS	CARE OF	SELECT
☆	1024121	25 ST CLAIR AVE E	ESDC / EDSC 25 ST CLAIR AVE E ARTHUR MEIGHEN BLDG TORONTO ON M4T3A4	SERVICE CDA	SELECT
☆	1024169	31 TAPSCOTT RD	ESDC / EDSC 31 TAPSCOTT RD MALVERN TOWN CTR TORONTO ON M1B4Y7	SERVICE CDA	SELECT
☆	1024172	4900 YONGE ST SUITE 380	ESDC / EDSC 4900 YONGE ST SUITE 380 JOSEPH SHEPARD BLDG TORONTO ON M2N6A8	SERVICE CDA	SELECT
☆	1024174	1000 GERRARD ST E	ESDC / EDSC 1000 GERRARD ST E TORONTO ON M4M3G6	SERVICE CDA	SELECT

6. You will be redirected back to the shipping selection page and should click on **Continue**.

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Browser address bar: <https://www.eway.ca/AccountActivation/ShipToSelection.aspx?ShipTo=1024121>

STAPLES Business Advantage

Home | Logout | Français | All Products | Standing Offer Products | Live Help

For support contact easy@staples.com

Search [] [Search] Find ink or toner here. Order Number: EW79568469 Lines in cart: 0 \$0.00 View Cart

Show All Categories Hello ESDC EDSC PAPIER... Shopping Orders Help

Ship to Selection

You are currently shopping under ship to account :

1024121 · ESDC / EDSC

ESDC / EDSC
SERVICE CDA
25 ST CLAIR AVE E
ARTHUR MEIGHEN BLDG
TORONTO ON
M4T3A4
Cost Center :

If you would like to change your ship to selection [Click Here](#)

Why am I seeing this screen?

The ship to address that you have selected can impact the distribution center and availability that is shown during your shopping experience.

Do not show this page for future sessions.

[Continue](#)

Contact Us Terms and Conditions Privacy Policy Staples Business Advantage

bullfrogpowered | [in](#) [t](#) [f](#) [v](#) [i](#) | eSSENTIAL Accessibility

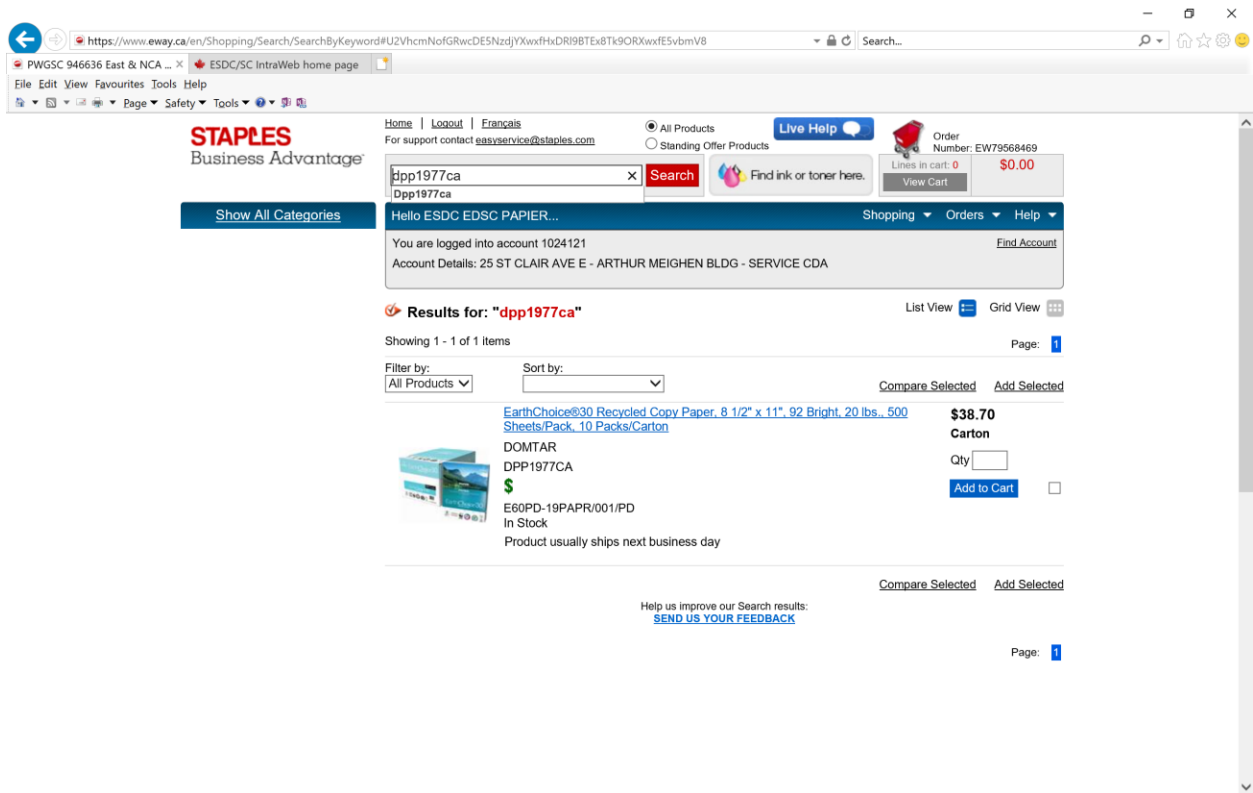
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- 7. The list of standard paper available for order are found at the end of this document in [Appendix A](#) or you can go in the standing offer and find the paper you wish to order.

The screenshot shows the Staples Business Advantage website interface. At the top, there is a navigation bar with 'Home', 'Logout', and 'Français' options. A search bar contains the text 'dpp1977'. Below the search bar, a dropdown menu lists 'Dpp1977', 'Dpp1977ca', and 'Dpp1977pa'. To the right of the search bar, there is a 'Search' button and a 'Find ink or toner here.' link. Further right, there is a 'Live Help' button and a shopping cart icon showing 'Lines in cart: 0' and '\$0.00'. Below the search bar, there is a 'Shopping' dropdown menu and a 'Help' dropdown menu. The main content area features a 'STANDING OFFER NEWS' banner with the text: 'We have been awarded a National Master Standing Offer supplying office paper in Canada for all regions.' Below this text is the product code 'SO#E60PD-19PAPR/001/PD' and a 'SHOP NOW' button. To the right of the text is an image of two boxes of EarthChoice 30 paper. Below the banner is a red bar with the text 'Standing Offers & Supplier Arrangements'. Below this bar is another 'Office Products' banner with a 'SHOP NOW' button and an image of office supplies.

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The screenshot shows the Staples Business Advantage website interface. At the top, there is a navigation bar with the Staples logo and 'Business Advantage' text. A search bar contains the text 'dpp1977ca'. To the right of the search bar, there is a 'Search' button and a 'View Cart' button. The cart shows 'Lines in cart: 0' and '\$0.00'. Below the search bar, there is a navigation menu with 'Shopping', 'Orders', and 'Help' options. A user is logged in, with account details: '1024121' and '25 ST CLAIR AVE E - ARTHUR MEIGHEN BLDG - SERVICE CDA'. The search results for 'dpp1977ca' show one item: 'EarthChoices®30 Recycled Copy Paper, 8 1/2" x 11", 92 Bright, 20 lbs., 500 Sheets/Pack, 10 Packs/Carton'. The price is '\$38.70 Carton'. There is a 'Qty' input field and an 'Add to Cart' button. The page number is '1'.

8. Enter the **Quantity** of paper and click on **Add to Cart**.
9. You can view your cart at any time by selecting **View Cart** at the top right of the screen or you can **Check Out**.

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The screenshot shows the Staples Business Advantage website interface. At the top, there is a navigation bar with the Staples logo and 'Business Advantage' text. A search bar contains the text 'dpp1977ca'. To the right of the search bar, there is a shopping cart icon with a red circle around it and an arrow pointing to it. The cart summary shows 'Order Number: EW79568469', 'Lines in cart: 1', and a total of '\$43.74'. Below the search bar, there is a 'Search' button and a 'Find ink or toner here.' link. The main content area shows a message: 'Hello ESDC EDSC PAPIER...' and 'You are logged into account 1024121'. Below this, a green banner indicates 'Item "DPP1977CA" has been successfully added to the cart.' The search results for 'dpp1977ca' are shown, including a product image of a box of paper, the product name 'DOMTAR DPP1977CA', and the price '\$38.70 Carton'. There is an 'Add to Cart' button next to the product. At the bottom right, there is a 'Page: 1' indicator.

10. The following screenshots demonstrates the **Check Out** steps.

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The screenshot shows a web browser window with the URL <https://www.eway.ca/Shop/PWGS/ProfileInformation.aspx>. The page title is "Order Checkout Process" and it has two tabs: "1. Profile Information" (active) and "2. Transaction Information". Below the tabs are "Return To Cart" and "Next" buttons. The "Profile Information" section is titled "Please confirm your profile information" and includes a "General Information" sub-section. The fields are: First Name (Isabelle), Last Name (Roux), Title (Manager), Email Address (izzy.roux@hrsdcc-rhdcc.gc.ca), and Phone Number (819-654-0412) with an empty Extension field. A red arrow points to the "Authority Confirmation" section, which contains the text: "Please confirm that you have the authority to commit funds pursuant to section 32 (1) of the Financial Administration Act (FAA)." and two radio button options: "I certify that I have the authority to commit funds pursuant to section 32 (1) of the Financial Administration Act (FAA)." (selected) and "I do not have the authority to commit funds pursuant to section 32 (1) of the Financial Administration Act (FAA)". At the bottom of the form are "Return To Cart" and "Next" buttons.

11. Review the General Information (make sure your email address is properly entered) and ensure to select "I certify that I have the authority to commit funds pursuant to section 32 (1) of the Financial Administration Act (FAA)". Click **Next**.
12. Verify the information on the next screen and make sure to select the bullet in Section 4, which specifies "Place this order on account." Please do not modify the billing address information.

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Transaction Information

You are currently logged into account # 1024121 .
If this account number is incorrect, please [Click Here](#) to access the list of available accounts.
If this account number is correct, please review and confirm the transaction information listed below.

1. Billing Address

The original Billing Address for account # 1023392 is listed below. If the Billing Address is incorrect, select the checkbox below to override the address.

Override my Billing Address

Department/Agency (Name)
DEPT EMPLOY & SOCIAL DEV CDA

Attention
FORECAST & PROCUREMENT SUPPORT

Address
140 PROMENADE DU PORTAGE

Address 2
PHASE IV

City, Province
GATINEAU QC

Postal Code
K1A0J9

I certify that the Billing and Delivery Address is correct

2. Delivery Address

The original Delivery Address for account #1024121 is listed below. If the Delivery Address is incorrect, select the checkbox below to override the address.

Override my Delivery Address

Department/Agency (Name)
ESDC / EDSC

Attention
SERVICE CDA

Address
25 ST CLAIR AVE E

Address 2
ARTHUR MEIGHEN BLDG

City, Province
TORONTO ON

Postal Code
M4T3A4

3. Order Information

Ordered by
ESDC EDSC PAPIER PAPER

Email Address
izzy.roux@hrsdc-rhdcc.gc.ca

Phone Number
819 - 654 - 0412

4. Payment Method

Place this order on account. Payment will be made according to the previously established Terms.

Set As Default. The default payment method may not be available in all accounts.

13. In the next screen, confirm the information is correct and check the two (2) boxes under **Section 5. Transaction Confirmation.**

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Delivery Instruction¹

¹ DO NOT use to specify alternate address location or for Special Delivery products

5. Transaction Confirmation

Split Order, Standing Offer

Call-up Number : 99568469

The standing offer(s) referred to herein is hereby accepted as follows: Staples Business Advantage is required to supply the goods and/or services requested hereto at the prices and in accordance with the other terms and conditions stated in the standing offer. Only goods and services included in the standing offer shall be supplied against this call-up.

I certify that I possess or have obtained the appropriate authorities to enter into the contract resulting from this call-up.

QUANTITY	PRODUCT NUMBER	DESCRIPTION	YOUR PRICE	UOM	TOTAL
Order 1 Ship 1	DPP1977CA	EarthChoice®30 Recycled Copy Paper, 8 1/2" x 11", 92 Bright, 20 lbs., 500 Sheets/Pack, 10 Packs/Carton	\$38.70	Carton	\$38.70
		E60PD-19PAPR/001/PD In Stock			
PRODUCT TOTAL					\$38.70
DELIVERY AREA SURCHARGE					\$5.00
HST					\$5.04
TOTAL					\$48.74

[Return To Cart](#) [Previous](#) [Submit Order](#)

[Contact Us](#) [Terms and Conditions](#) [Privacy Policy](#) [Staples Business Advantage](#)

14. If all the information is correct, you can proceed and click on **Submit Order**.

[Home](#) | [Logout](#) | [Français](#) | [All Products](#) | [Live Help](#)

For support contact easyService@staples.com | [Standing Offer Products](#)

Enter Keyword or Product Number here [Find Ink or Toner here.](#)

Order Number : EW79593910
Lines in cart: 0 **\$0.00**
[View Cart](#)

[Show All Categories](#) [Hello Lance Hinton!](#) [Shopping](#) [Orders](#) [Help](#)

You are logged into account 1024516
Account Details: 165 DUCKWORTH ST - 165 DUCKWORTH ST - SIR HUMPHREY GILBERT BLDG - SERVICE CDA

Ship To Account [Find Account](#)
165 DUCKWORTH ST (1024516)

Thank you for ordering from Staples Business Advantage !

Your E-Way order EW79593070 has been received and is being processed.

An email confirmation was sent to lance.hinton@servicecanada.gc.ca.

Please feel free to contact us at 1-877-272-2121 if you have any questions regarding your order.

[Continue](#)

[Contact Us](#) [Terms and Conditions](#) [Privacy Policy](#) [Staples Business Advantage](#)

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15. Once the order is submitted, a confirmation email is sent . Keep your invoice order in case you are asked to provide it or in case you do not receive the goods as expected.
16. Staples will ship the order to the “ship-to” location.
17. When the goods are received, those individuals responsible for signing the packing slip or waybill must retain the original copy for audit purposes.
18. At the end of each month, Staples will consolidate regional orders into a single invoice and forward it to IITB for payment through the CMCP.
19. The CMCP acquisition card holder will validate that the invoice amount corresponds with the number of orders made and received, and will obtain Section 34 approval from the delegated manager responsible for the CMCP prior to initiating payment.

Locally connected devices

In order to ensure that Xerox can properly support your local printer and be reimbursed for the costs associated with providing this service, employees using locally connected devices are asked to follow the [meter reading procedures](#).

Contact Information

Please direct any questions or issues about any of these processes and procedures to the Print Services Office: EDSC.NA.DGIIT.BSI-PSO.IITB.NA.ESDC@hrsdc-rhdcc.gc.ca.

Appendix A




Staples Eway October 30/2019-October 29/2020 is the ONLY National Master Case Paper Standing Offer Agreement partner

Search on-line for these numbers, 30 % recycled copy paper

DPP1977 is for one ream (500 sheets)

DPP1977CA is one case (10 Reams)

DPP1977PA is for a pallet (40 cases=400 reams)


		
Domtar EarthChoice®30 Recycled Copy Paper, 8 1/2\" data-bbox="122 468 366 514"/>	EarthChoice®30 Recycled Copy Paper, 8 1/2\" data-bbox="378 468 602 514"/>	EarthChoice®30 Recycled Copy Paper, 8 1/2\" data-bbox="632 468 856 514"/>
DPP1977	DPP1977CA	DPP1977PA
\$	\$	\$
E60PD-17PAPR/001/PD	E60PD-17PAPR/001/PD	E60PD-17PAPR/001/PD

Legal:

DPP1978 is for one ream of legal

DPP1978CA is one case (10 reams)

DPP1977PA is for one pallet (30 cases =300 reams)





		
Domtar EarthChoice@30 Recycled Copy Paper, 8 1/2\" x 14\", 92 Bright, 20 lbs., 500...	Domtar EarthChoice@30 Recycled Copy Paper, 8 1/2\" x 14\", 92 Bright, 20 lbs., 500...	Domtar EarthChoice@30 Recycled Copy Paper, 8 1/2\" x 14\", 92 Bright, 20 lbs., 500...
DPP1978	DPP1978CA	DPP1978PA
\$ 	\$	\$
E60PD-17PAPR/001/PD	E60PD-17PAPR/001/PD	E60PD-17PAPR/001/PD

Ledger:

DPP1343 is for one ream of legal

DPP1343CA is one case (5 reams)

DPP1343PA is for one pallet (40 cases =200 reams)

		
Domtar EarthChoice@30 Recycled Copy Paper, 11\" x 17\", 92 Bright, 20 lbs., 500...	Domtar EarthChoice@30 Recycled Copy Paper, 11\" x 17\", 92 Bright, 20 lbs., 500...	Domtar EarthChoice@30 Recycled Copy Paper, 11\" x 17\", 92 Bright, 20 lbs., 500...
DPP1343	DPP1343CA	DPP1343PA
\$ 	\$	\$
E60PD-17PAPR/001/PD	E60PD-17PAPR/001/PD	E60PD-17PAPR/001/PD