Hamster

hamster.ca

Web Site User Guide 2021
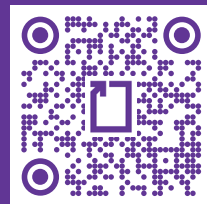
See who we are

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First Welcome Window

Your first contact with hamster.ca may be a connection window asking you to shop for yourself or login to the Commercial Zone. This is where you need to go. After a first login, this window will never prompt again.

Managing sessions

Now let's get started.

- Go to www.hamster.ca to open a session.

- Click on Connect here to open a session.

- Enter your email/password and click on Login.

- Check the Remember my email box to avoid entering your credentials every time.

- Check the Stay logged box if you want your session to remain open (4 hours max.)

- Close your session by clicking on the link at the top right

Lost your Password?

Sometimes, we just have too much on our minds.

If you have lost your password, enter your email address in the box and click the Send button. A new temporary password will be sent within minutes by email. This password is temporary and you will be prompted to change it immediately at the next login.

Change your password at any time by clicking on MY ACCOUNT / My Profile.

Search

You're looking for something, we'll find a way.

Well, you know what a search bar is... It's an intuitive tool but sometimes it returns too many products, and not the one you were really thinking of. We have so many products where general keywords can trick your search.

If your selection is too large, you may look at other advanced options below.

The search has multi-coding capabilities so you may find a p oduct using Hamster codes, but also manufacturers' and competitors' when the data is available.

It might be quicker than you think

- Hamster.ca has a trick to get your product to your cart in seconds. Enter a Hamster 6-digit inventory code in the search bar and it will immediately display your products with a quantity box. Nice!

Power Search tools

When things get serious, use our power tools

This multi-criteria search is particularly useful when you want to limit your search to products with known specifi ations (ex.: trademark, name, model, category, catalogue page number, even UPC codes).
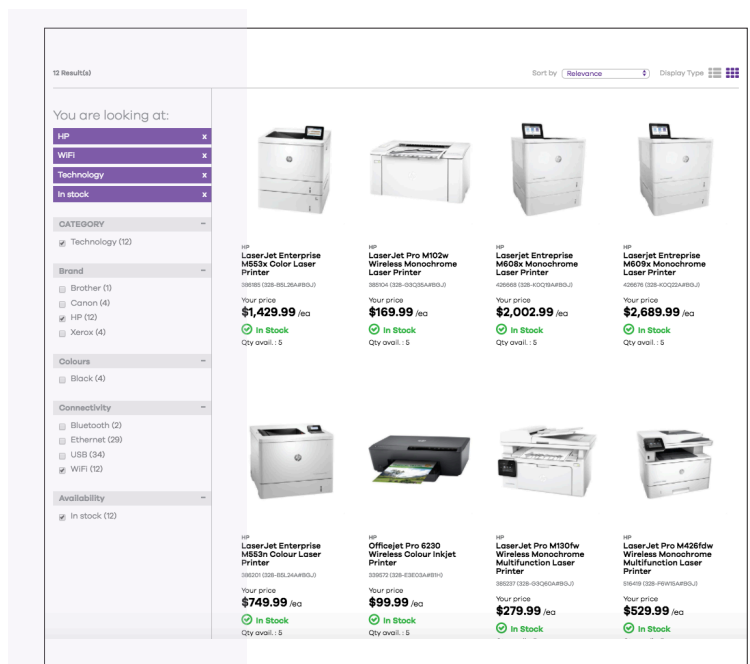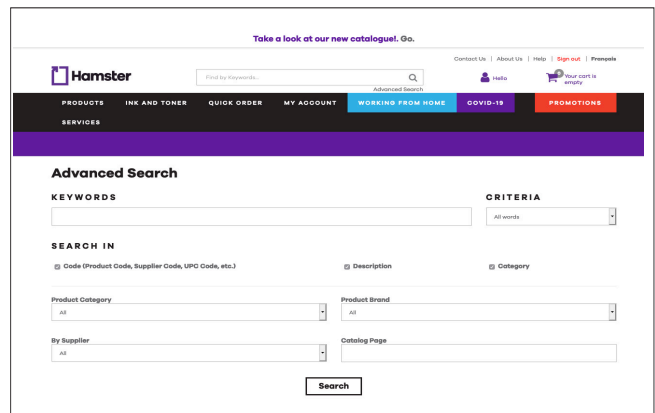
- Click More criteria link under the search bar.
- Select one or more of the criteria in the drop-down menus then click on the Search button.

Use our power filters to narrow the selection the way you like

- Click any of the search fi ter to narrow your list, it will be automatically refreshed.
- You can remove fi ters by unclicking them or removing the labels at the top.
- Use contextual features to cross the products initially returned by categories, stock availability, specifi ations, even promotions.
- Contextual features are related to the products included in the search results. You will see a connectivity fi ter for printers, and a ring size fi ter for binders, for example.

Ink & Toner Reference Guide

Use the INK & TONER option in the menu bar and enter the information. This tool is now linked to an external database listing all printers listed in the market and matching them to our ink & toner selection.

The tool will return original, compatible and remanufactured cartridges.


Placing an order

You can put products in your cart in so many ways, then proceed to check out

Let's explore 4 different ways

From a product list

Product lists appear when you browse a category form the PRODUCTS menu or when you search using keywords in the search bar.

- Mouse over the products image to see the order box
- Add a quantity and hit the return key or click on the **Add** button.
- A temporary cart will appear, confirming our product has been added to the cart, then will disappear a few seconds after
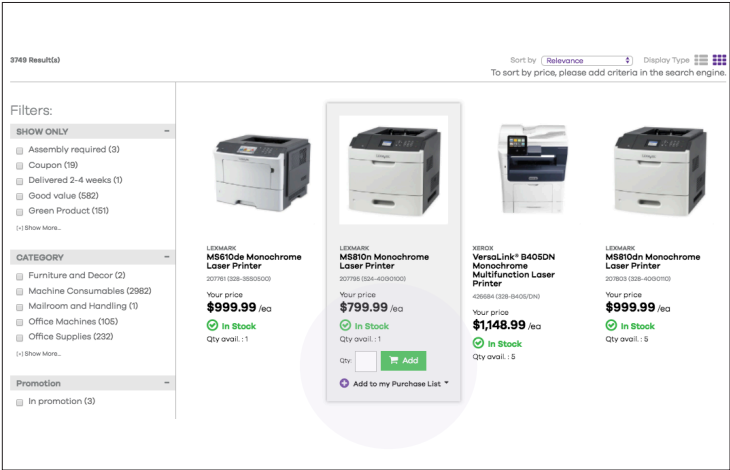
From a product page

This is where all the information dwells, including description and additional media content if available.

This page includes all the products of large families so that you can order other colours or sizes of the same product. The page is organized with labels representing all the other product options.

- Click on a label: a new photo, price, stock level and availability information will be displayed.
- Add a quantity and hit the return key or click on the button to add to your cart.
- A temporary cart will appear, confirming our product has been added to the cart.
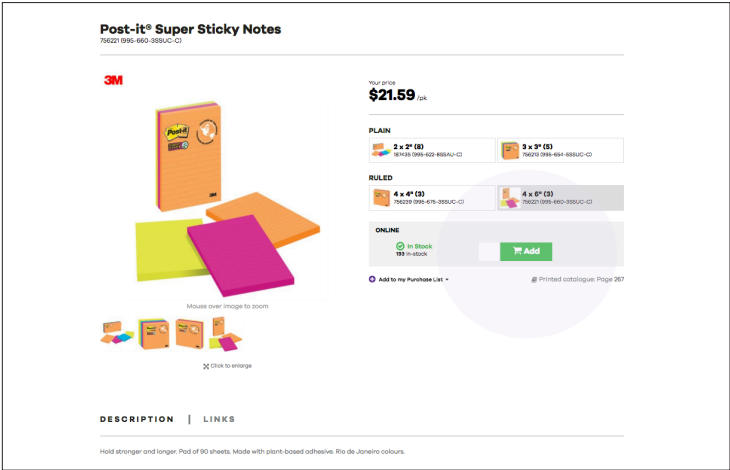
Using the Quick Order Form

The Quick Order form is meant for speeding order process by the use of a dynamic order review. It is particularly useful when you already know the product code. The Quick order form is now located on the menu bar.

All product already placed in your shopping cart will be displayed.

- Enter a product code and a quantity to get the information.

- A picture, description and prices will show up.

- Complementary products and substitutes will appear at the top but won't be automatically added to your order.

- Click on the Title line to go to the product page for more information.

- The Note column allows you to add an internal note for each product ordered. This note will be posted on the packing slip and on the invoice.

- The available quantity will be displayed at the top right of the screen.

- Clicking **Place the order** will bring you to the checkout page.

- The total amount of your order is updated at any time, taxes included which lets you know instantly the total amount of the invoice.

- Replacement product (or substitution) will be suggested when the desired product is temporarily out of stock.

- To exit Quick order or at any time to return to the main menu, simply click on the Hamster logo at the top left of the screen or use the menu bar.

The Quick Order form is a different image of your cart with quick ordering capability. You can order on the site using multiple methods but the content of your cart will always reflected in the quick order.

Using Purchase Lists

Purchase list or Favourite list is composed of products that you ordered on a regular basis. That's the main purpose.

By creating a purchase list you will not have to look for products at each new order, it keeps your list in memory. Simply check the desired product and add it to the default or to a specific pu chase list. Let's see the main features of a purchase list.
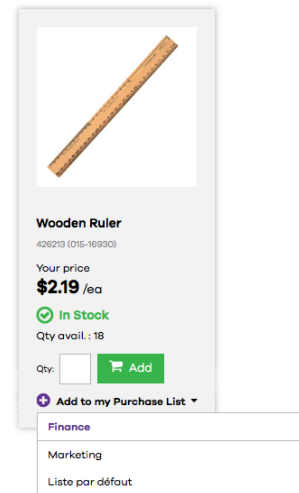
Creating a Purchase List

There are several ways to create one or multiple purchase lists.

Access My Purchase Lists from the MY ACCOUNT menu.

- Click on the MY ACCOUNT label in the menu bar

- Click on My purchase lists to access all the options.

- Click on Create a purchase list.

- Name your list.

- Once done, your list will appear in the service drop-down menu and will be an option when adding products from lists or product pages.

- A purchase list is not a shopping cart. You can adjust your quantities once a list, or part of your list, has been transferred in a shopping cart.

Using Excel copy-paste

That's an easy way to create long purchase lists.

If you can export your external purchase order in an Excel fi e, you then can copy /paste the product codes and quantities in the grid of the shopping list and in the Quick Order form. No need for column headers.
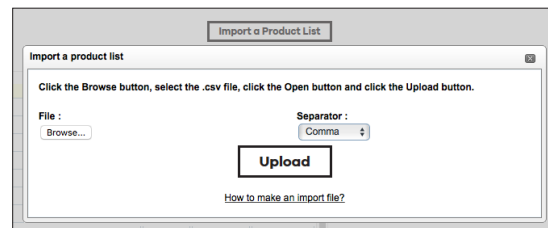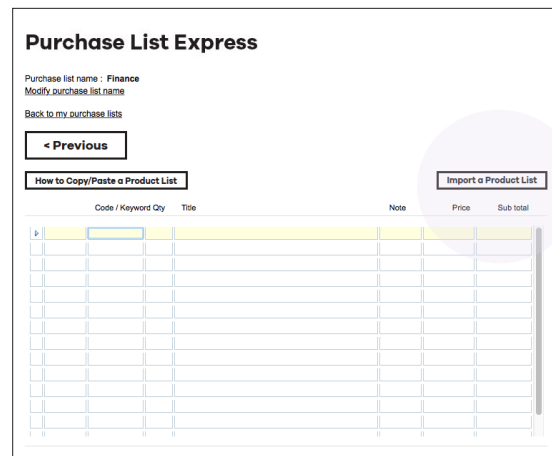
- Click on the name of the list, then select Quick Purchase List modifi ation

- Click on the How to do a copy / paste to see the requirements.
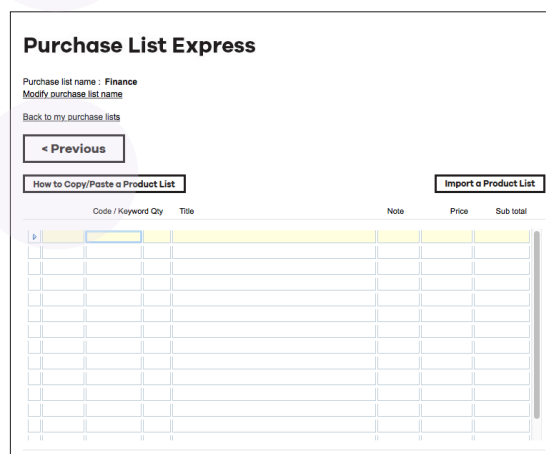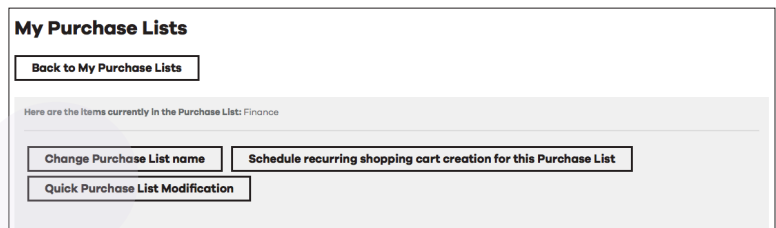
Using a .CSV file

If you can create a .csv fi e format (Comma Separated Values) from your internal purchase order, you can download the list of products and their quantities in the grid of the Purchase list express.

- Click on the name of the list, then select Quick Purchase List modifi ation

- Click Import a product list

- Click on Browse to access your operating system and click Upload.

- Click on the How to make an import fi e link to view the requirements and procedures of an import fi e.

Programming a List into a Scheduled Cart
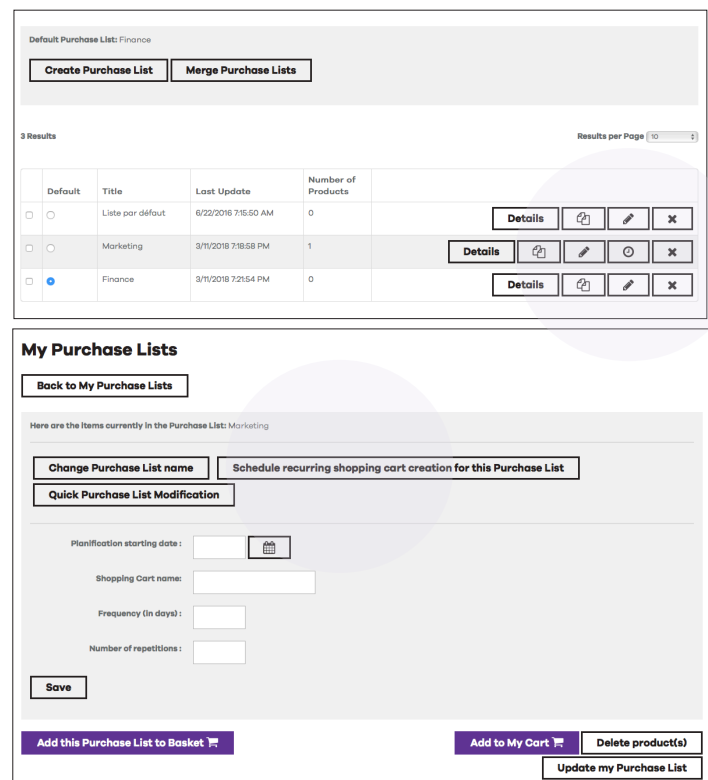
This advanced feature allows you to generate an automatic order (not finali ed) according to the desired frequency of purchase. You will receive an automatic email notice advising you that it's time to order.

Programming a cart is very useful when you want to order the same products several times over several weeks. You can add products at anytime in your list: the programmed cart will update automatically. The cart will be deleted once the sequence is completed.

The screen on the right appears when you select the Schedule shopping cart icon

Enter the information in the required fie d:

- Starting date: date the fi st order is generated.

- Shopping cart name: enter the name of the new cart.

- Frequency (in days): number of days between automatic orders.

- Number of repetitions: indicates the maximum number of orders generated automatically.

The Shopping Cart

A shopping cart is the content of your selected items ready to be ordered. The current cart will be reset to zero after you confirm the o der.

Note that the current cart is directly associated with the Quick Order form so all items added to the cart will also be found in Quick order.

There are two ways to access carts:

- View your current cart by clicking the cart icon at the top right of the screen. The current cart is the one where the selected items will be added while you are browsing our site.
- Click My Shopping Carts from the MY ACCOUNT menu

You can maintain multiple shopping carts. This option is convenient for managing orders with different purchase order numbers or to group purchases by departments or by product types.

Creating and managing carts

- Click on MY ACCOUNT , then My shopping carts.
- Click on Create a new shopping cart and enter the cart name. A cart will be created automatically and added to your cart list.
- Click on Select to change the current cart.

Note: Adding an item to your cart doesn't mean that the quantities are reserved for you. The quantities will be reserved only upon confirmation f the order.

If there is a delay between the time of creation of the order and the confirmation,   e suggest you to update your cart in order to match our real inventory.

Other options

From the My Shopping Carts pages, you can perform many actions to manage multiple carts

- Duplicating carts
- Merging carts
- Viewing cart
- Editing cart
- Deleting cart

| About Us | Help | Close your session | **Français**

Hello Stéphane!

4 items in your cart

MY ACCOUNT	STAMPS

My Account

My Cart

Customer Service

Order / Invoice / Credit / Return tracking

My Homepage

Quick Order

My Frequently Ordered Products

My Purchase Lists

---- Finance

---- Marketing

---- Liste par défaut

My Shopping Carts

Download Center

Merchandise Return

Consumption Reports

B/O Management

My Shopping Carts

Select the shopping cart you want to use from the list below. You can also create a new shopping cart by clicking on the button.

MY SHOPPING CARTS

| Create New Shopping Cart | Merge Shopping Carts |

	Title	Last Update	Number of Products	Subtotal					
☐	Finance	3/11/2018 7:56:48 PM	5	$2,337.23	Select	⧉	👁	✏	✗
☐	Marketing	3/11/2018 7:56:48 PM	0	$0.00	Select	⧉		✏	✗
☐	Default shopping cart	3/11/2018 7:43:50 PM	5	$2,337.23	Select	⧉	👁	✏	✗

Select	⧉	👁	✏	✗
Select	⧉	👁	✏	✗

FINANCE

	Description	Quantity	Price	Subtotal
	WorkFit-TL Sit-Stand Workstation	2	$862.84	$1,725.68
	Flexsor™ 76-400 Gloves	3	$23.19	$69.57
	Enviro™ Copy Multipurpose Paper	7	$25.49	$178.43
	Remanufactured Toner Cartridge (Alternative to HP 131A)	2	$94.49	$188.98
	Bonus Pack of Scotch® Magic™ Tape and C-17 Dispenser	3	$58.19	$174.57

| **5** Item(s) | | Total: CAD $2,337.23 |

Tracking Orders, Invoices & Credits

You can use Order Tracking to determine the status of your orders, invoices, credits or returns.

- To search for an order, click on MY ACCOUNT, then Order/ Invoice/Credit/Return Tracking
- You can search by period, by reference number or by status.
- Click on Order number or Web order number to view and/or print your invoices, credits and packing slips.

Note: Your last orders will be automatically displayed when you login.

MY ACCOUNT	STAMPS
My Account	
My Cart	
Customer Service	
Order / Invoice / Credit / Return tracking	
My Homepage	
Quick Order	
My Frequently Ordered Products	
My Purchase Lists	
---- Finance	
---- Marketing	
---- Liste par défaut	
My Shopping Carts	
Download Center	
Merchandise Return	
Consumption Reports	
B/O Management	

Order / Invoice Tracking

MY ORDERS | MY INVOICES

SEARCH BY

Period | Advanced Search

Search by Period
1 Month

From
2/11/2018

To
3/11/2018

Reference Number

Status
All

☐ Include special orders (Tags, Dropships, etc.)

Search

We are here to take care of you!

Our customer service and web support agents can help you in having a great web experience. Do not hesitate to contact us should you experience any issue on the web site. We try to answer within 24 hours or less.

Customer Service

1 877 597 3261

Web Support

websupport@hamster.ca

Online Chat

Please login then click the Chat icon

Chat