



WEBSHOP USER MANUAL

How to order via the webshop
with perfect ease.

Imaging Supplies **webshop**

Canon

Webshop User Manual Content

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1. Register

1.1 Request an account



Email Address (User ID) Password **LOG IN**

[Reset your password? Unlock your account? >](#)
[Enter as guest >](#)

Welcome to our one-stop shop for print media & supplies

Sign Up

No Web Shop account? Register using the form below. If you already have a Web Shop account, you can login at the top right of the page. You do not have to fill in the form below.

Please note, your customer number will begin with 44 and will need to contain eight digits. I.e. if your customer number is 441234, you will need to insert two 0's to make 44001234.

Not a Canon supplies customer yet? [Request a customer number first >](#)

Customer Account Number* <input type="text"/>	Title* select options	Why create an account? Search and order approved media & consumables directly from the largest online media compatibility database
Company* <input type="text"/>	First name* <input type="text"/>	
City* select options	Last name* <input type="text"/>	one stop shop ...for all major brands, large and small format
E-mail* <input type="text"/>	How did you find us?	Find any media ...by article number, product name or printer model
Confirm E-mail* <input type="text"/>	<input type="radio"/> Through Google or another search engine	Repeat orders ...in just one click
Telephone* <input type="text"/>	<input type="radio"/> Via a Canon sales representative	Favourites lists ...for frequently ordered media
SUBMIT	<input type="radio"/> Via a Canon employee	Check stock ...before you place your order
	<input type="radio"/> Via an exhibition	
	<input type="radio"/> Other	
	If you select 'Other', please specify: <input type="text"/>	


No customer number?

You will need to request one first. Please click 'First request here your customer number' and fill in the form. You will be sent an email with your new customer number. Once received, please return to the webshop to fill in the registration form.

Canon PRODUCTS SERVICES AND SOLUTIONS KNOWLEDGE SUPPORT Business | Q

OFFICIAL STORE

For Business

My business	Request a customer number
Business services	For fast and easy ordering from the largest online media compatibility database please complete the form below and we will send your customer number as soon as possible.
Business products	
Media & consumables	Your details :
Case Studies	First name : <input type="text"/>
Partner programme	Last name : <input type="text"/>
	Email : <input type="text"/>
	Telephone : <input type="text"/>
	Fax : <input type="text"/>
	Company details :
	Company : <input type="text"/>
	Company email : <input type="text"/>
	Company telephone : <input type="text"/>
	Fax : <input type="text"/>
	Website : <input type="text"/>
	Address : <input type="text"/>
	Postal code : <input type="text"/>
	City : <input type="text"/>
	Enter the code from the image
	<input type="checkbox"/> I'm not a robot 
	Submit

2. Instructions



Welcome to our one-stop shop for print media & supplies

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Please note, your customer number will begin with 44 and will need to contain eight digits. I.e. if your customer number is 441234, you will need to insert two 0's to make 44001234.

Not a Canon supplies customer yet? Request a customer number first

Customer Account Number* <input type="text"/>	Title* select options
Company* <input type="text"/>	First name* <input type="text"/>
City* select options	Last name* <input type="text"/>
E-mail* <input type="text"/>	How did you find us?
Confirm E-mail* <input type="text"/>	<input type="radio"/> Through Google or another search engine
Telephone* <input type="text"/>	<input type="radio"/> Via a Canon sales representative
SUBMIT	<input type="radio"/> Via a Canon employee
	<input type="radio"/> Via an exhibition
	<input type="radio"/> Other
	If you select 'Other', please specify: <input type="text"/>

Why create an account?

Search and order approved media & consumables directly from the largest online media compatibility database

- one stop shop** ...for all major brands, large and small format
- Find any media** ...by article number, product name or printer model
- Repeat orders** ...in just one click
- Favourites lists** ...for frequently ordered media
- Check stock** ...before you place your order

Welcome to Web Shop

Email Address (User ID) <input type="text"/>	Password <input type="password"/>	LOG IN
---	--------------------------------------	---------------

Reset your password? Unlock your account? Enter as guest

2.1 Login

Login with your username and password. Change password at the first login (See page 14). Your personal email address is your username.

Forgot Password?

If you have forgotten your password, enter your username here and you will receive an email with a link to activate your new password.

canon.co.uk Welcome

Forgotten Password or Locked Account?

You can request a new password or unlock your account below. Simply fill in Web Shop user ID (often this is your email address). We will then send you an email with a link to confirm or reset your password.

Please type the characters below

2. Instructions

2.2 Imaging supplies webshop homepage



Shopping basket

Items	0
Subtotal	0.00

Search

- By Printer
- By Product Number
- By Product Features
- Our Product Catalogue
- Special Offers

Welcome to the Canon UK Web Shop



Click here for special offers selected for you

You can also quickly search via these categories:

- Printer / copier
- Article numbers
- Product features
- Your catalogue

Your recent orders		Favourites	
Order Date	Order number		
04.05.2017	6039841	£ 0,00	<input checked="" type="checkbox"/>
	1060083015 BOTTLE TONER, EUR VP95-105-120-135 2 BOTTLES PER BOX	3 BX	<input checked="" type="checkbox"/>
Add to Shopping Basket			
04.04.2017	6036644	£ 102,00	<input type="checkbox"/>
	96600553 A3 YELLOW LABEL STANDARD 80GSM 420 mm 297 mm 80 GM2 A3	20 PAC	<input type="checkbox"/>
Add to Shopping Basket			

Order not to your liking?
Place your comment here

Ordering via Shopping cart

Two Quick ordering methods from the homepage

Via "Your recent orders" and "Favourites"

Your recent orders		Favourites	
Order Date	Order number		
04.05.2017	6039841	£ 0,00	<input checked="" type="checkbox"/>
	1060083015 BOTTLE TONER, EUR VP95-105-120-135 2 BOTTLES PER BOX	3 BX	<input checked="" type="checkbox"/>
Add to Shopping Basket			

Quick ordering via "Your recent orders"

Select the items you wish to order and click "add to cart"

Your recent orders		Favourites		
No.	Description	Quantity	Add to Shopping Basket	Remove from Favourites
99814454	A4 RECYCLED WHITE ZERO 80GSM FSC 297 mm 210 mm 80 GM2 A4	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Quick ordering via "Favourites"

Set quantity and click "add to cart"

2. Instructions



Shopping basket

Items 1
Subtotal £ 0.00

Search

- By Printer
- By Product Number
- By Product Features
- Our Product Catalogue
- Special Offers

Welcome to the Canon UK Web Shop



Your recent orders

Favourites

✓ The product(s) have been added to your shopping basket. [View Shopping Basket](#)



Order Date	Order number			
04.05.2017	6039841		£ 0,00	<input type="checkbox"/>
	1060083015	BOTTLE TONER EUR VP95-105-120-135 2 BOTTLES PER BOX	3 BX	<input type="checkbox"/>
			Add to Shopping Basket	
04.04.2017	6036644	WE5106390	£ 102,00	<input type="checkbox"/>
	96600553	A3 YELLOW LABEL STANDARD 80GSM 420 mm 297 mm 80 GM2 A3	20 PAC	<input type="checkbox"/>
			Add to Shopping Basket	

After clicking "add to cart" you will get a confirmation in the green window. Click on "Look in the cart" or on the cart icon to place your order. (See page 12)

2. Instructions

2.3 Finding supplies

The screenshot shows the Canon website's search interface. At the top, there is a navigation bar with 'Home' and 'canon.co.uk' on the left, and 'Welcome Mr. Demosupport (44013005) | My Account | Log off' on the right. The Canon logo is prominently displayed on the left. A shopping basket icon in the top right corner shows '1' item and a subtotal of '£ 0.00'. Below the logo, a 'Search' section contains a vertical menu with options: 'By Printer' (highlighted in red), 'By Product Number', 'By Product Features', 'Our Product Catalogue', and 'Special Offers'. The main heading is 'Choose your Printer'. Below it, a message says 'Please use the three filters below so we can help with your search'. A search criteria dropdown is set to 'Printer'. Three filter dropdowns are visible: 'Media and Consumables' (Please select), 'Brand' (Please select), and 'Model' (Please choose previous option).

Printer / copier

There are several ways to find a product or product information. One possibility is via “printer / copier”.

- Find supplies by selecting paper size, printer brand and model.

The screenshot shows the Canon website's search interface for article numbers or descriptions. The navigation bar and shopping basket are identical to the previous screenshot. The search menu is the same, but 'By Product Number' is highlighted in red. The main heading is 'Search by article number or description'. Below it, a message says 'Please use the filters below so we can help with your search'. There are three input fields: 'Article number', 'Article description', and 'Mercury Code'. A red 'SHOW RESULTS' button is located below the 'Article number' field, and a small 'i' icon is to its right.

Article number

Another way to find a product or product information is via “Article number”.

- Find supplies by article number, product description or mercury code.

2. Instructions

Home canon.co.uk

Welcome Mr. Demosupport (44013005) | My Account | Log off

Canon

Shopping basket

Items	1
Subtotal	£ 0.00

Search

By Printer
By Product Number
By Product Features
Our Product Catalogue
Special Offers

Make a selection

Search Criteria

Basic Colour **Length (mm)** **Width (mm)**

Select Option Select Option Select Option

Grammage (g/m2) **DIN formaat** **Flame retardancy**

Select Option Select Option Select Option

Grain Direction

Select Option

Environmental

Select All

Blaue Engel CO2 neutral ECF Eco Label

Emas FSC® FSC RECYCLED® Nordic Swan

PCF PEFC TCF

Archiving

NEN2728

SEARCH Clear all

Product features

Another possibility is via "Product features".

- Find supplies by selecting material colour, size, weight, fire resistance or environmental certificates.

2. Instructions



[Our product catalogue >](#)

[Shopping basket](#)

Items **1**

Subtotal **£ 0.00**

Search

- [By Printer](#)
- [By Product Number](#)
- [By Product Features](#)
- [Our Product Catalogue](#)
- [Special Offers](#)

Our Catalogue



Small format media - cut sheet

- [White Office Papers](#)
- [Satinated papers](#)
- [Machine coated papers](#)
- [Coloured papers SF](#)
- [Overhead films & polyester films](#)
- [Self-adhesive Labels](#)
- [Specialities](#)
- [Creative papers](#)



Large format (toner & Océ CrystalPoint®)

- [White & transparent papers](#)
- [Coloured papers LF](#)
- [Films](#)
- [Specialities Océ CrystalPoint®](#)



Large format media - water based

- [Uncoated & transparent papers](#)
- [Surface treated paper](#)
- [Coated & barrier coated papers](#)
- [Photo papers](#)
- [Proofing papers](#)
- [Fine Art Papers](#)
- [Films](#)
- [Backlit films](#)
- [Banners, textiles & canvas](#)
- [Self-adhesive specialities](#)
- [Sample rolls](#)



Large format media - solvent/uv curable

- [Coated paper and photo paper](#)
- [Films](#)
- [Backlit films](#)
- [Self-adhesive vinyls monomeric](#)
- [Self-adhesive vinyls polymeric](#)
- [Self-adhesive vinyls cast-coated](#)
- [Self-adhesive vinyls specialities](#)
- [Coated banners](#)
- [Laminated banners](#)
- [Mesh banners](#)
- [Textiles & canvas](#)



Small format toners and inks

- [Canon B&W - imagePRESS](#)
- [Canon B&W - imageRUNNER](#)
- [Canon B&W - imageRUNNER ADVANCE](#)
- [Canon B&W - i-SENSYS](#)



Small Format - other

- [Océ Bookletmakers](#)
- [Océ - DFS](#)
- [Staples](#)
- [Binding supplies](#)



Large format toners, inks, consumables

- [Canon Colour - IPFxxx](#)
- [Canon Colour - IPFxxxx\(5\)](#)
- [Canon Colour - LPxx](#)
- [Océ B&W - 7050/9xxx](#)
- [Océ B&W - TDS Series](#)




Large format - other

- [Laminates - Cold monomeric](#)
- [Laminates - Cold polymeric](#)
- [Laminates - Cold cast](#)
- [Laminates - Mounting Films](#)
- [Laminates - Cold specialities](#)

Your catalogue

You also can find product or product information via "Your catalogue". Here you will find an overview of all media and printer supplies sorted by media and printer type.

2. Instructions



Our product catalogue > Small format media - cut sheet > White Office Papers > Recycled White Zero

Search

- By Printer
- By Product Number
- By Product Features
- Our Product Catalogue
- Special Offers

Shopping basket

Items	1
Subtotal	£ 0.00

Recycled White Zero

Recycled White Zero is a 100% recycled, CO2 neutral paper. The paper contains optical whiteners to achieve its high white colour. The paper is suitable for further recycling into new paper. Because of its modern production method a white shade can be obtained. The production method is Processed Chlorine Free (PCF). This high white recycled paper is designed for a broad range of applications such as house style, reports, presentations, daily communication and other applications.



- Climate neutral paper
- High white, 100% recycled paper
- For memos and reports

Add to shopping basket Compare Add to Favourites

A4 RECYCLED WHITE ZERO 80GSM FSC 297 mm 210 mm 80 GM2 A4
99814454

Price **£ 7.27** Quantity PAC

See more prices

A3 RECYCLED WHITE ZERO 80GSM FSC 420 mm 297 mm 80 GM2 A3
99814453

Price **£ 14.54** Quantity PAC

See more prices

Products Per Page

Product overview

On the product overview pages you can compare products, see discount prices or add product to favourites by clicking the star icon. From this page you can also specify the amount and add it to your cart. As an example we have chosen Recycled Label.

By clicking on the product photo or name you can view specified information about that product. (See page 11)

Compare Products

You've selected these items to compare

	WOP613 Recycled White Zero 80 A4 800 FSC 99814454	WOP613 Recycled White Zero 80 A3 800 FSC 99814453
Width (mm)	210	297
Usage	500	500
Pallet quantity	200	100
R/S Mail Priv Group	99	99
DIN format	A4	A3
Sheet quantity	500	500
Usage UOM	sh	sh
Grammage (g/m2)	80	80
Length UOM	mm	mm
Minimum Order Quantity	5	5
Length (mm)	297	420
Basic Colour	White	White
Substance UOM	g/m2	g/m2
Grain Direction	Long grain	Short grain
Productgroup	WOP613	WOP613
Width UOM	mm	mm
Environmental	CO2 neutral;Eco Label;FSC RECYCLED®;PCF	CO2 neutral;Eco Label;FSC RECYCLED®;PCF
Delivery Unit	5	5

2. Instructions



Shopping basket

Items 1
Subtotal £ 0.00

Search

By Printer
By Product Number
By Product Features
Our Product Catalogue

Special Offers

Return to Recycled White Zero

A4 RECYCLED WHITE ZERO 80GSM FSC 297 mm 210 mm 80 GM2 A4

99814454



Price Add to Favourites

£ 7.27

Quantity 1 PAC

Add to Shopping Basket

Quantity	Price (per PAC)*
5 PAC	£ 7.27

*Due to discounts, rounding on the unit price is possible

Product details

Product ID	99814454
Description	A4 RECYCLED WHITE ZERO 80GSM FSC 297 mm 210 mm 80 GM2 A4
Pallet quantity	200 PAC
Minimum Order Quantity	5 PAC
Delivery Unit	5 PAC
Basic Colour	White
Length (mm)	297 mm
Width (mm)	210 mm
Grammage (g/m2)	80 g/m2
DIN formaat	A4
Productgroep	WOP613
Grain Direction	Long grain
Environmental	CO2 neutral;Eco Label;FSC RECYCLED®;PCF
Usage	500 sh

Product specifications

On this page you will find a larger picture and the product specifications. Find discount prices, specify order quantities and add it to your cart. As an example we have chosen for Recycled Label.

Favourites

Materials that you frequently order can be highlighted by clicking the star icon. The selected materials can then be viewed from your favourites overview on the home page.

2. Instructions

2.4 Shopping cart

Home canon.co.uk Welcome Mr. Demosupport (44013005) | My Account | Log off

Shopping basket Shipping and delivery Confirm your order

Shopping basket

Items 1
Subtotal £ 0.00

Search

By Printer
By Product Number
By Product Features
Our Product Catalogue
Special Offers

Shopping basket

Here is the list of items added to your shopping basket.

Number	Description	Remove	Quantity	Stock Info	Price
1060083015	BOTTLE TONER EUR VP95-105-120-135 2 BOTTLES PER BOX	⊖	3	BX	£ 0.00

product code Enter product number to add a product to your shopping basket. Quantity

Update

Total Price: £ 0.00
Taxes: £ 0.00
Order Total: £ 0.00

NEXT
◀ continue shopping

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Send order (I)

In the shopping cart you will see the materials and quantities that you ordered, together with the costs and the final invoice amount. The exclamation mark under the column 'stock info' tells you if the product is in stock. Green means it is in stock, red means the product is only partially available or out of stock.

2. Instructions

Home canon.co.uk Welcome Mr. Demosupport (44013005) | My Account | Log off

Canon 1 Shopping basket 2 Shipping and delivery 3 Confirm your order

Shopping basket
Items 1
Subtotal £ 0.00

Search

- By Printer
- By Product Number
- By Product Features
- Our Product Catalogue
- Special Offers

Completing your order

View/Edit Shipping and Delivery address details

Details Choose delivery address

Delivery Type: *i*

standard

Orders placed before 4pm will be delivered the next working day

Requested Delivery Date: 16.06.2017 *i*

Your order reference: * *i*

Delivery address/Invoice address

	Deliver to:	Invoice to:
Company Name	LONDON BOROUGH OF HOUNSLOW CIVIC CENTRE	LONDON BOROUGH OF HOUNSLOW CIVIC CENTRE
E-mail Address		
Contact Number	020 8583 2000	020 8583 2000
Street Number	LAMPTON ROAD	LAMPTON ROAD
City	HOUNSLOW	HOUNSLOW
Post Code	TW3 4DN	TW3 4DN
Country	GB	GB

Add Additional Details Add Additional Details

Ship to address Edit Address Details *i*

[return to shopping basket](#) **CHECK OUT**

i Or continue shopping

Send order (II)

Before you submit the order, you must select your shipping method: standard or express. (next business day 12 hours). Note, with express shipments additional shipping cost will be calculated. Next check the delivery address and adjust if necessary. Finally, add any additional transport or delivery information and submit the order. You will receive an order confirmation via email.

2. Instructions

2.5 My account



Shopping basket

Items 1
Subtotal £ 0.00

Search

- By Printer
- By Product Number
- By Product Features
- Our Product Catalogue
- Special Offers

My Account

Favourites My Orders **My Details**

My Details

Change your account details here.

Title	Mr.
First Name	UK
Last Name	Demosupport
E-Mail	mischa.tissen@canon-europe.nl
Telephone	
Fax	
Company	STANDING STONE DRAWING OFFICE

Save

Change your password here

Old Password

Password

Verify Password

Save Password

Change password

If you want to change your delivery address, please contact 0800 623 623 or email SuppliesAdmin@cuk.canon.co.uk

Display Shipping Address

Choose your company delivery address	LONDON BOROUGH OF HOUNSLOW
Company Name	LONDON BOROUGH OF HOUNSLOW
Company Name	CIVIC CENTRE
Street name/House number	LAMPTON ROAD
Postal Code/City	TW3 4DN

Display Invoice Address

LONDON BOROUGH OF HOUNSLOW
CIVIC CENTRE
LAMPTON ROAD
TW3 4DN HOUNSLOW

Account details

Under "My Account" which can be found via the link at the top you can change your personal data or password.

2. Instructions

Home canon.co.uk

Welcome Mr. Demosupport (44013005) | My Account | Log off

Canon

Shopping basket

Items	1
Subtotal	£ 0.00

Search

- By Printer
- By Product Number
- By Product Features
- Our Product Catalogue
- Special Offers

My Account

Favourites **My Orders** My Details

Your recent orders

Here you can search your previous orders

Search For: Orders | Status: Open | Creation Date: Since Yesterday

Type: Transaction Number | Number: [input field]

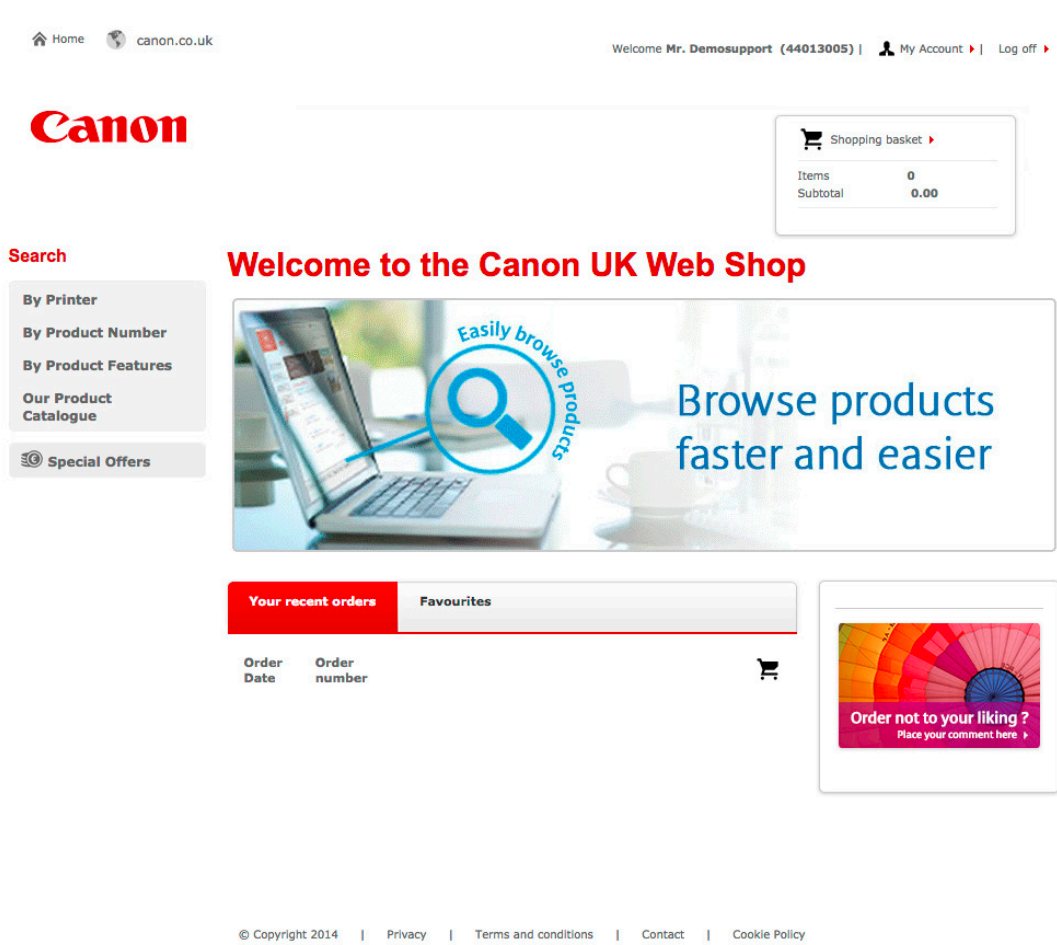
SEARCH

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Orders

Under “My Account” which can be found via the link at the top, you can find all information about your recent orders by clicking the tab “Orders”.

3. Need help?



Contact

Click Contact to find our contact details.

Canon (UK) Ltd
Chatham Way
Brentwood
CM14 4DZ
Phone: 0800 623 623
SuppliesAdmin@cuk.canon.uk
Fax: 01277 846 630
Webshop: <http://suppliesshop.canon.co.uk>

Canon
