

A person stands in silhouette at the entrance of a blue ice cave. The cave's interior is composed of translucent, layered ice formations that create a series of natural arches and tunnels. A bright light emanates from the opening at the end of the cave, casting a long, glowing path through the ice. The overall atmosphere is serene and majestic.

Canon

Canon Business Store

How to use the Canon Business store portal

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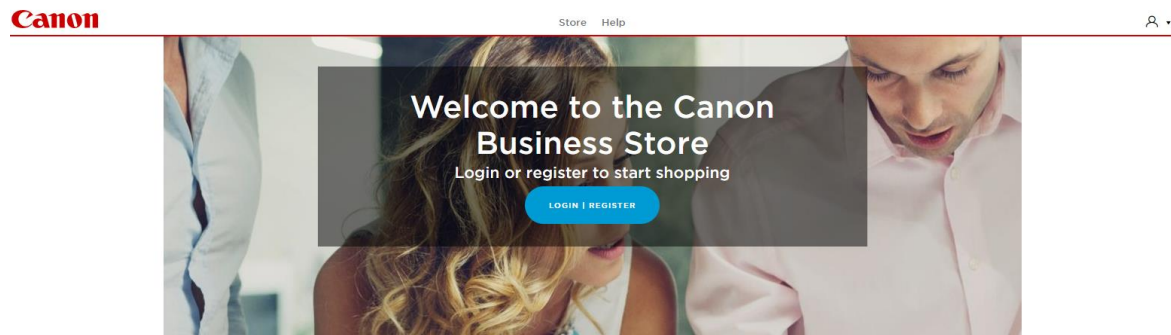
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Overview

The purpose of this guide is to help you get acquainted with the Canon Business Store portal and use it to place orders for your future printer purchases. If you have any questions or queries, please contact the Canon Helpdesk team on 0800 029 4981

Accessing the Canon Business Store

To log into the Canon Business Store you need to access the business portal. The URL for this is: <https://www.canon.co.uk/business/ccs/>



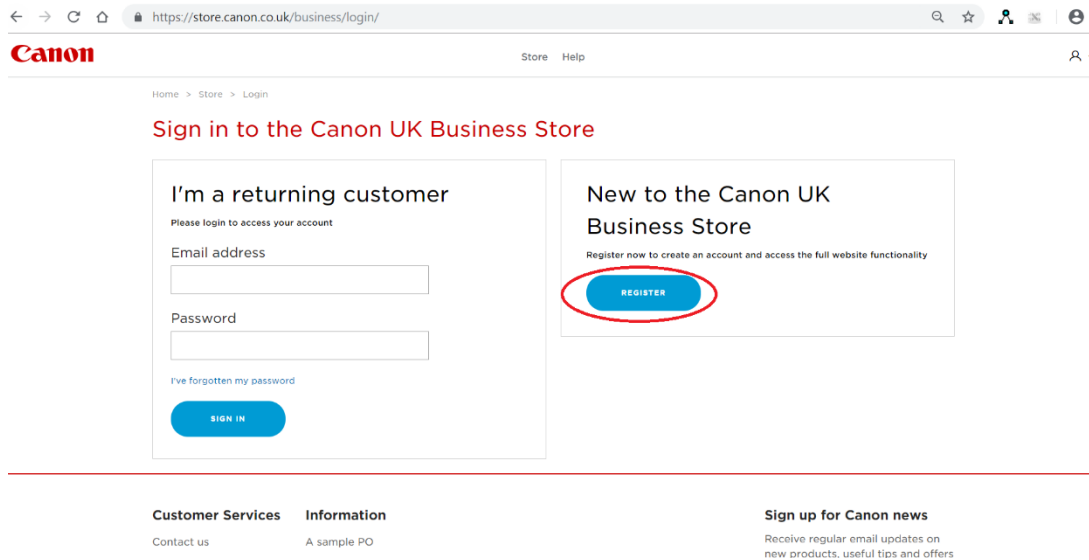
Registering as a Customer

To start purchasing from the Canon Business store, there is a 2-part process that needs to be completed. First is registering on the site and confirming your registration and the second is a verification process that is completed by the Canon business.

You will not be able to view any products or make any purchase until these have been completed and acknowledged by the business teams at Canon.

First you need to register as a Company.

1. Click on the login/Register button on the homepage
2. This will bring up the Sign in to the Canon Business store page
3. Click on the New to the Canon UK Business Store 'Register' button



4. This will bring up the registration form
5. Enter your personal registration details as requested on the form
6. Make sure you use your company email address as personal addresses will not be accepted

7. Scroll down to the 'Company Billing Address details' section

Confirm Password*

Company Billing Address Details

- I have been provided with a company ID by Canon
- I don't have a company ID

Company Identifier*

- Yes I would like to receive email updates on new products and other useful information
- I agree to the Canon Business Store associated [Terms and conditions*](#)

REGISTER

Customer Services

Contact us

Information

A sample PO

Sign up for Canon news

Receive regular email updates

8. Select 'I don't have a company ID' and populate the rest of the address details

- I don't have a company ID

Company Name*

Work phone number*

Please provide your mobile phone number to allow us to give you essential delivery and order information.

Position*

Alternative phone number

Mobile phone

Country*

Postcode* **FIND ADDRESS**

Manually enter your address

9. Click on 'Find Address'. Additional fields will appear with the address populated

10. There is a section to add the Framework name. To register for this CCS RM3781, lot 1 Framework please enter "**CCS Lot1**" here as it speeds up the process of registration by the Canon Business team

Manually enter your address

Address 1*

Address 2

Address 3

Town/City*

County

Find a different address

If you know the name of the framework you are registering for, please add it here

- Yes I would like to receive email updates on new products and other useful information
- I agree to the Canon Business Store associated [Terms and conditions*](#)

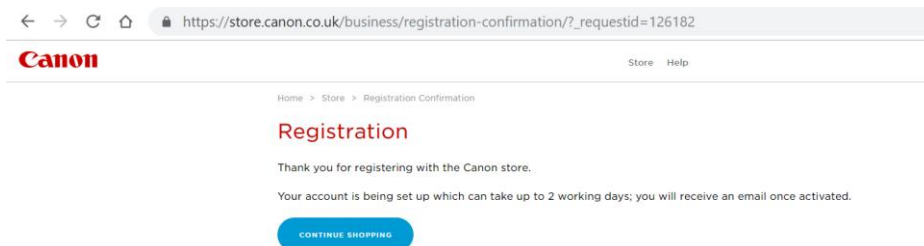
REGISTER

11. Once you have completed the whole form you need to agree to the terms and conditions

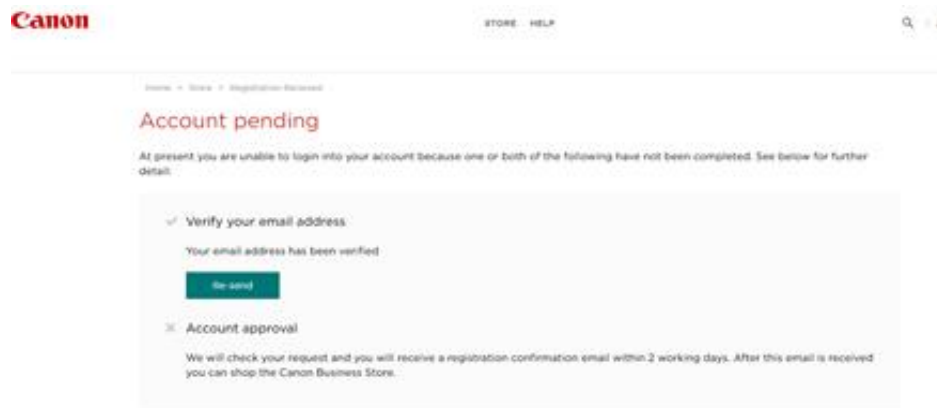
- Yes I would like to receive email updates on new products and other useful information
- I agree to the Canon Business Store associated [Terms and conditions*](#)

REGISTER

12. Once you have registered, you will see a 'Thank you for registering' page



13. The registration process will also trigger an email to your company email address (the email address you used to register on the Canon Business store with) with a link to 'Confirm your email'
14. Your details are now with the business teams at Canon who will verify your company details. Once the verification process has been completed by the business you will be able to start shopping.
15. If the account has not yet been verified by the Canon business team and you have verified your email address via the email you receive, then you will see the following page when you try and shop



16. If both the email has been confirmed by yourself and the Canon business teams have verified your account, then you can start shopping!

Registering on the site with a company ID

1. Click on the Register button, in the 'New to the Canon Business store' section highlighted below

Sign in to the Canon UK Business Store

2. The registration page will be displayed
3. Enter your personal details at the top of the form followed by the Company ID that Canon provide to you in the 'Company ID' field

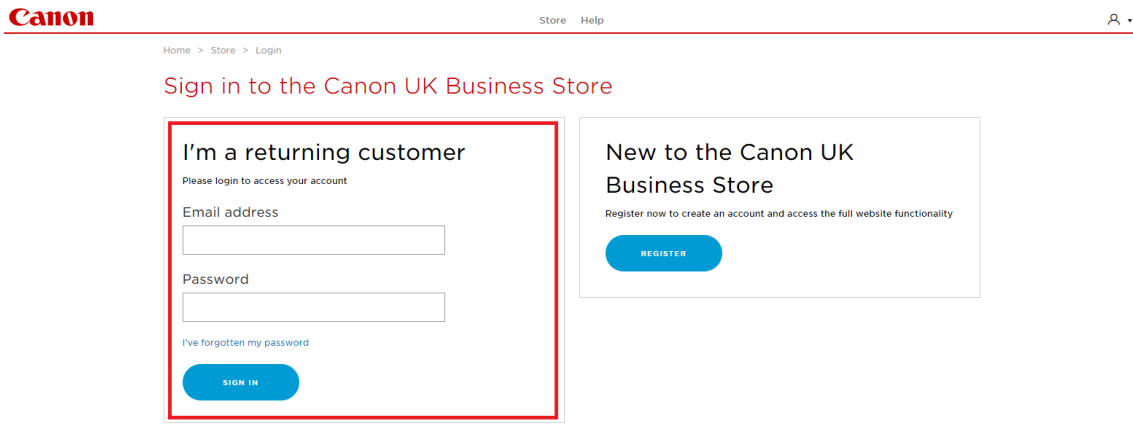
Company Billing Address Details

4. Agree to the terms and conditions
5. Click 'Register'
6. You are now registered and can browse the online store and shop.

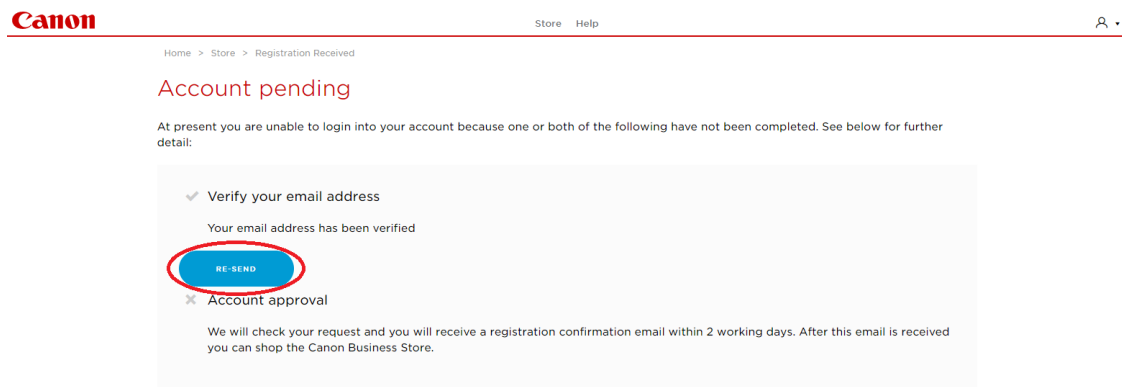
Not received the email to Confirm your email address?

If you have not received an email to confirm your email address within 24 hours of registering, you can go back on to the site and re-send the email to your account.

1. Click on login and register on the home page
2. Complete the 'I'm a returning customer' login details.



3. Sign In
4. The following page will be displayed

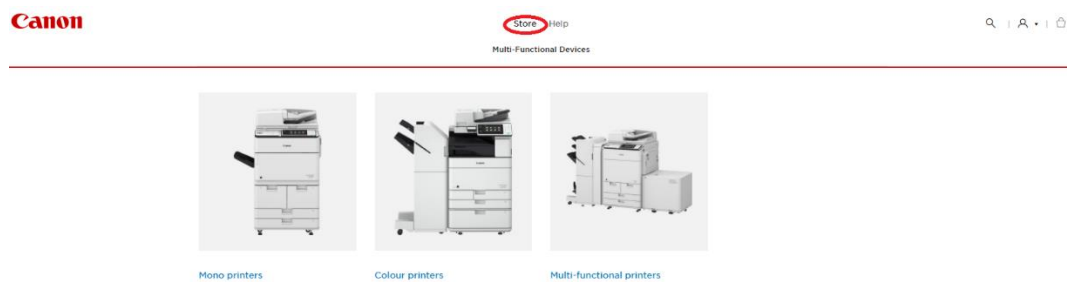


5. Click on the 'Re-send' button for the email to be resent to your email address
6. Once you receive the email you can click on the 'Confirm your email' link to verify your account. Please note, depending on to your organizational IT security settings this email may not get through to you. If this is the case, you will need to contact the helpdesk team and this will be managed for you.

How to make a purchase on the store

Once your account has been verified by the Canon Business and you have confirmed your email address via the link sent to you, you should now be able to view products and start making purchases.

1. Click on 'store' (highlighted below), a menu bar will drop down which displays tiles for 'Mono printers' 'Colour printers' 'Multi-functional printers'. Select the tile that you want to view/browse or purchase from



2. A list of printers will be displayed. Select the printer that you want.

Filter by:

Category

Mono printers (8)

Colour printers (7)

Paper Size Clear

A3 (11)

A4 (15)

Print Speed Clear

Up to 30 ppm (4)

31 - 40 ppm (5)

41 - 50 ppm (1)

51 - 60 ppm (2)

Over 61 ppm (3)

Monthly Print Volume Clear

0 - 3,500 (3)

3,501 - 6,500 (2)

3,501 - 10,000 (1)

15,001 - 27,500 (2)

15,001 - 30,000 (2)

27,501 - 40,000 (2)

[View All](#)


Finishing Clear

Booklet (8)

Hole Punch (11)


Grid List Sort By New In

1 2




Canon imageRUNNER 1435i
Mono A4 multifunctional device for cost conscious businesses

Lease per qtr from
£ 11.97
5 year plan
Other purchasing options available




Canon imageRUNNER 1435iF
Mono A4 multifunctional device for cost conscious businesses

Lease per qtr from
£ 17.54
5 year plan
Other purchasing options available




Canon imageRUNNER 2530i
Mono A3 multifunctional device with mono output up to 30 ppm/cpm

Lease per qtr from
£ 30.74
5 year plan
Other purchasing options available




Canon imageRUNNER ADVANCE C3525i
Compact Colour A3 multifunctional device with powerful end-to-end document capabilities.

Lease per qtr from



Canon imageRUNNER ADVANCE C3530i
Compact Colour A3 multifunctional device with powerful end-to-end document capabilities.

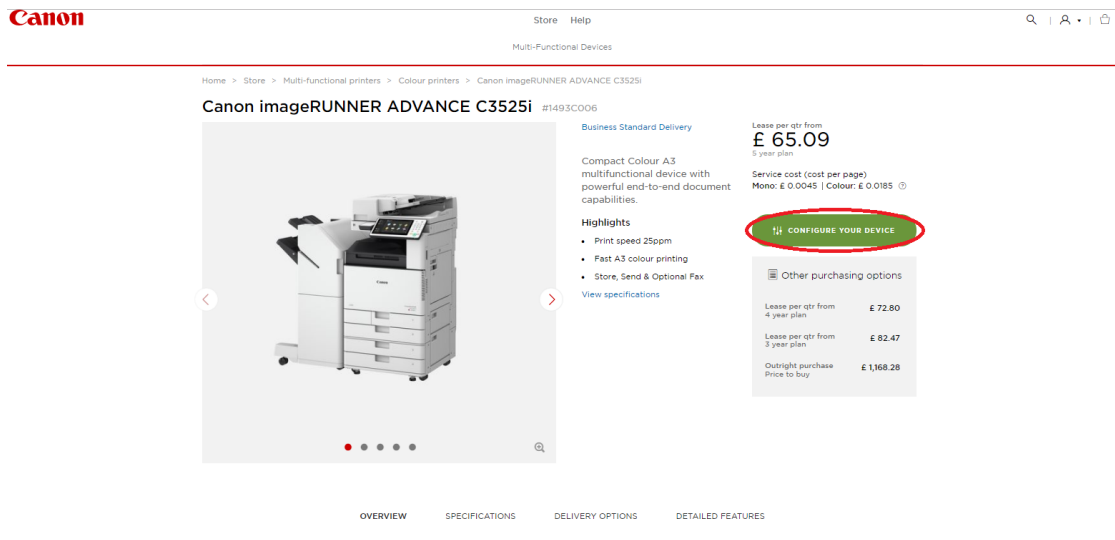
Lease per qtr from



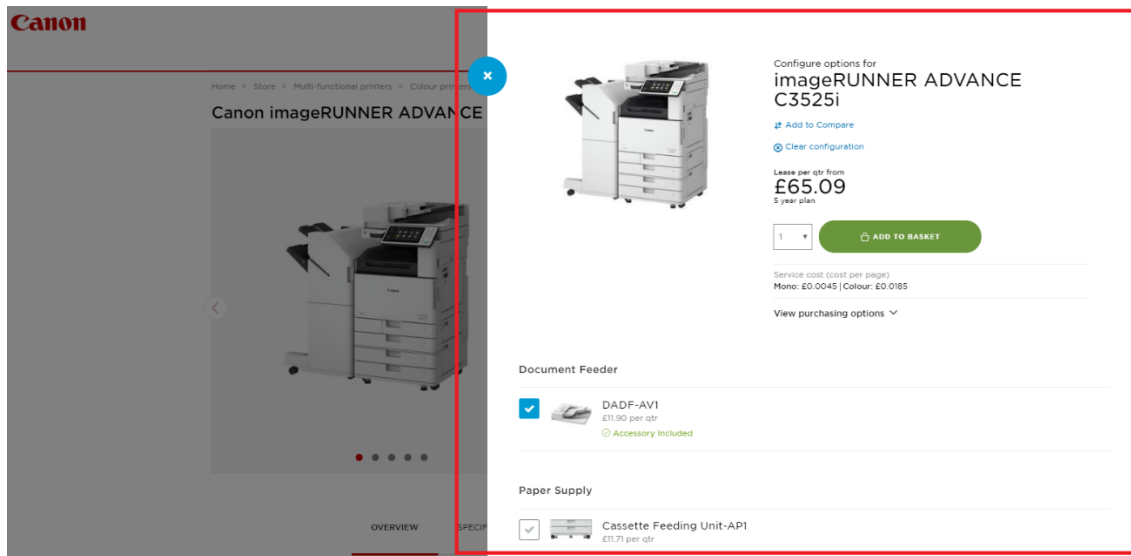
Canon imageRUNNER ADVANCE 4525i
A robust Mono A3 multifunctional device that will improve day-to-day workflows.

Lease per qtr from

3. Click on the image of the printer you want to purchase; this will open the product details in a new page. Here you can read through all the printer specific data
4. Once you are settled on the printer you want to buy, click on 'Configure your Device'



5. A configurator will slide out on to the right side of the page



6. For this printer, there are mandatory components that have been added to the configuration selection.
7. Business rules have been applied to each printer configuration to check if the selection is plausible. This eliminates the chances of putting together a printer configuration that would not work.
8. The price of the printer is updated based on the additional components you add to your configuration.

9. Click on 'show all purchasing options' to display all the price plan options available

The screenshot shows the product configuration page for the Canon imageRUNNER ADVANCE C3525i. The main heading is "Configure options for imageRUNNER ADVANCE C3525i". Below this are links for "Add to Compare" and "Clear configuration". The lease price is displayed as "Lease per qtr from £65.09" for a "5 year plan". A quantity selector is set to "1" and an "ADD TO BASKET" button is visible. The service cost is listed as "Mono: £0.0045 | Colour: £0.0185". A dropdown menu titled "Hide purchasing options" is open, showing four options: "Lease per qtr from (5 year plan)" at £65.09, "Lease per qtr from (4 year plan)" at £72.80, "Lease per qtr from (3 year plan)" at £82.47, and "Outright purchase" at £1,168.28. The "Document Feeder" section shows the "DADF-AV1" accessory is included for £11.90 per quarter.

10. Select the price plan you want

11. Click 'Add to basket'

12. The configurator will slide away


13. Click on the mini basket icon on the top right hand corner of the page

The screenshot shows the footer of the Canon website. It includes the Canon logo on the left, "Store Help" in the center, and a search icon, a user profile icon, and a mini basket icon on the right. Below the footer, a breadcrumb trail reads: "Home > Store > Multi-functional printers > Colour printers > Canon imageRUNNER ADVANCE C3525i".

14. This will open the basket page

Your Basket

CHECKOUT SECURELY

Item	Item price	Quantity	Subtotal
 <p>Canon imageRUNNER ADVANCE C3525i #1493C006 • DADF-AV1 • FLANK PREDESTAL TYPE-S1 Service cost (cost per page) Mono: £ 0.0045 Colour: £ 0.0185 ⓘ</p> <p>Print detailed configuration</p>	<p>Lease per 100 from £ 65.09 5 year plan</p>	<p>1 ⊖ Remove</p>	<p>Lease per 100 from £ 65.09 5 year plan</p>
<p>Delivery options Business Standard Delivery</p>			
<p>Delivery details Business Standard Delivery Free</p>		<p>Business Standard Delivery ⓘ FREE</p>	
		<p>Total lease costs* £ 65.09 <small>*Not including service cost (cost per page)</small></p>	

What about software for your devices?

Entry level management software is available for purchase with your order however your specific needs and network compatibility should be assessed before including. If management software is required please select the check box below and we will contact you to discuss the specifics of your software.

Software cost estimate based on uniFLOW	
<input type="checkbox"/> Enterprise license per year	£ 5,552.39

15. The basket page will display the item(s) you have purchased along with details of the configuration, the quantity and the lease plan and costs.
16. There is an option to speak to an agent regarding software for your printer(s).
17. If you select the check box before placing the order, then an agent will contact you in due course.
18. There is also a link (circled above) which allows you to print a detailed configuration of the items in your basket.
19. Click on the 'Checkout securely' button
20. Select your delivery address and click on the 'Continue to payment' button
21. This will display the payment page
22. You need to enter your purchase order number in the 'Enter purchase order number' field and make sure you email this purchase order to ccslot1@cuk.canon.co.uk **NB** without this your order **will not** be processed
23. A purchase order (circled below) can be printed at the end once the transaction has been completed and submitted to the email inbox given. Please note, this can be printed on your company letter head and then signed, scanned and emailed to us so we can process their order.
24. Agree to the terms and conditions and select 'Submit Order Request'
25. An order acknowledgement page will be displayed showing your Order Number
26. The items you have requested and expecting to be delivered will be displayed along with delivery details and your payment and billing summary

Home > Store > Orders > Order Details

My Account

- My Account
- Address Book
- Orders
- Personal Details
- Account Settings

Order details

Print

Order number: 024230003TEST

Ordered on: 04/07/2017

Order status: Processing

Print your Purchase Order

Items to be delivered



5 x Canon imageRUNNER 1435iF

#95078004

Service cost (cost per page)

Mon: € 0.0042

Lease per dt: from
£ 87.70
5 year plan

Re-order

Delivery details

You have qualified for FREE delivery

FREE

Amanda Brown

Canon CCS RM3781 Lot 1 Store FAQs

How can I contact your CCS Customer Services Team?

- Email us at: ccslot1@cuk.canon.co.uk
- Or call us on: [0800 029 4981](tel:08000294981)

Our Customer Service helpdesk is open Mon-Fri 09:00 – 17:00 (Excluding Bank Holidays)

How much does UK delivery cost and how long does it take?

We offer free delivery on all standard orders, which can take up to 21 working days.

More details can be found at the footer section of our website of our [delivery service available](#)

How can I track my order?

You can sign in to your Canon account to track your order. However, if you do not have an account, please contact our [CCS Customer Services Team](#)

I have not received my item/s, can I check the status of my order?

As an account holder you can check your order status simply by signing in to your account. Alternatively, please contact our [CCS Customer Services Team](#)

How do I place an order?

If you have any difficulties placing an order, please contact our [CCS Customer Services Team](#).

How do I get the details needed to submit with my Purchase Order?

Please see the website footer which has a link to a sample purchase order containing the necessary information

I'm trying to configure a product and when I click on certain accessories other items are automatically added – why does this happen?

This happens because with certain items you need other items to make them work correctly. This automation avoids ordering a machine that will not work correctly. If you need any assistance configuring your products, then please contact our [CCS Customer Services Team](#).

Why can I only see a small number of products from which to order?

The products contained within this site are limited by the scope of the RM3781 Framework, Lot 1. If you require a product that is not listed on this site, then please contact our [CCS Customer Services Team](#), who can assist you further.

I would also like to buy some software: can I do this on the site?

There is basic print management available through this site, but due to the complexities involved, please contact our [CCS Customer Services Team](#) and they can advise you further.

I'm having problems installing my product, can you help?

Yes, please contact our [CCS Customer Services Team](#) for help troubleshooting the issue.

Do you offer international delivery?

We can offer international delivery as part of the RM3781 Framework agreement. If you need this service, please email us at ccslot1@cuk.canon.co.uk.

Can I arrange to have my old machines collected when my new machine is delivered?

We would recommend you contact your current provider to collect your existing equipment, as this service may be chargeable from us. If you are replacing existing equipment provided by us, then we can arrange this but will need to be notified of this requirement at the time of placing your order via email, or by phone.

Do you deliver to multiple addresses?

Yes, if this is a requirement please let us know when you are placing your order in the delivery details section and we will contact you to make sure this is handled correctly.

If an item is out of stock online, can I order it over the phone?

Yes, please contact our Customer Service team at ccslot1@cuk.canon.co.uk and they will be able to assist you.

Can I cancel an online order?

Yes, if you wish to cancel an order, you may do so before the order status becoming "Order Placed", which is normally about 48 hours after your order has been submitted. If you wish to cancel your order, please email our sales team at ccslot1@cuk.canon.co.uk to discuss this with them as soon as possible.

What payment options do you accept?

Payments are made by BACS, but we will send you an invoice outlining how the charges have been calculated before any payment is necessary.

When will I be charged for my order?

Upon delivery of your new product(s), we will then send you an invoice via an agreed method outlining your charges and when they need to be paid.

Do I need to create an account to buy something?

Yes, as the RM3781 Framework is only available to Public Sector Organisations, we must validate any new accounts to ensure compliance.

How can I change my name, email address or address?

To change any of your details, simply log into 'my account' found at the top right-hand side of our Canon Store homepage, click on the personal details section and update the information as needed.

I've forgotten my password, how can I re-set it?

To re-set your password, go to 'Sign in' at the top of our Canon store homepage, enter your email address where requested and click on the 'I've forgotten my password' link. We will email further instructions on how to re-set your password.

Please remember to check your junk folder, in case it ends up in there.

What are your terms & conditions?

The terms and conditions are governed by Crown Commercial services RM3781 Framework agreement and can be accessed on the website

What if I don't have a Purchase Order number?

If you do not have a purchase order number contact the sales team on 0800 029 4981

Can I add printers with different price plans on the same order?

No, you can only purchase printers on the same price plan on one order. If you require printers on different price plans, then you need to complete separate orders for these.