

# Table of Contents

MDA Contacts .....	Inside Front Cover
Thousands of Solutions – helping you work better! .....	2
Agency Services .....	3
Catalogues and Flyers .....	3
Storage .....	3
Goods Management .....	3
Disposal and Moving .....	3
Transportation, Moving and Office Relocation.....	3
Materials and Equipment Disposal .....	3
Used Furniture .....	3
Furniture Repair .....	3
Mail and Printing Business Solutions.....	4
Mail Services Contact Information .....	4
Interdepartmental Mail (IDM) .....	4
IDM Signature.....	4
Federal Mail Through MDA .....	4
Mail Finishing .....	4
Courier Contract Management.....	4
Digital Variable Data Printing.....	4
MDA and Sustainability .....	5
Toner Recycling Program .....	6
Ordering Methods.....	6
Ordering Through SAP.....	7
Product Delivery .....	8
Product Return and Restocking Policy .....	8
Manitoba Branded Products.....	9
Paper.....	13
Toner Cartridges & Computer Accessories.....	19
Labels   Filing   Storage.....	35
Binders & Presentation .....	55
Office Essentials.....	65
Writing Instruments.....	95
Moving   Shipping   Mailroom .....	107
Government Forms.....	117
Furniture.....	119
Workstations.....	135
Cleaning Products & Supplies.....	147
Floor Care .....	155
Catering & Kitchen .....	163
Restroom Supplies .....	173
Personal Care .....	185
Alphabetical Index.....	199
Green Choice Index.....	208
SAP Index.....	211

## WATCH FOR THESE HELPFUL SYMBOLS THROUGHOUT THE CATALOGUE...



New products



Important notes



Item to be discontinued



Environmentally responsible,  
preferable, safe and sensitive



Guarantees the forest products you purchase  
come from responsibly managed forests and  
verified recycled sources

# Thousands of Solutions – helping you work better!



Materials Distribution Agency (MDA) operates as a Special Operating Agency (SOA) under the Manitoba Government.

- Offers province-wide services to government and government-funded organizations
- Takes pride in providing outstanding customer service
- Carries brand-name products at competitive prices
- Complies with all government procurement policies
- Employs experienced and knowledgeable staff

MDA sources and bulk purchases a variety of commonly used brand-name products. These items are sold in smaller units allowing clients to purchase products in the most cost-effective manner. Product pricing is similar throughout the province — whether an item is ordered in Winnipeg or Thompson.

MDA is committed to providing its customers with quality products. If an item you purchased or received from MDA does not perform to your expectation, contact MDA Client Services at [mda@gov.mb.ca](mailto:mda@gov.mb.ca) or **204-945-3000**.

Provide the following information:

- invoice number
- item name
- SAP number
- detailed description of the concern

**If you require a product MDA does not carry, please let us know. MDA evaluates each product suggestion for cost and volumes. To request a new product for consideration, email details to [mdamarketing@gov.mb.ca](mailto:mdamarketing@gov.mb.ca). You can also download a New Product Suggestion form at [www.mda.gov.mb.ca/new-products-services.html](http://www.mda.gov.mb.ca/new-products-services.html)**



**Important! Product brands and/or prices are subject to change without notice. We apologize for any inconvenience, errors or omissions.**

# Agency Services

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## CATALOGUES AND FLYERS

**204-945-3000**

The **MDA Products & Services Catalogue** features stationery products, janitorial supplies and office furniture. Subscribe to our monthly flyer, **MDA Connected**, to keep informed of new and discontinued products, price changes and news.

The **MDA Medical Products Catalogue** features medical supplies and equipment, with a quarterly **Medical Updates** flyer.

To request your free catalogue, or to subscribe to our flyers, please send your request to **mdamarketing@gov.mb.ca**.

Catalogues and flyers are available on **mda.gov.mb.ca**.

## STORAGE

**204-945-7479**

MDA offers secure storage solutions to meet your short or long term storage requirements.

## GOODS MANAGEMENT

**mda@gov.mb.ca or 204-945-8661**

MDA specializes in the management and distribution of its clients' goods. If you don't have the staff or space or both, let us help and work with you to ensure your specific needs are met.

As logistics professionals we:

- procure products
- establish delivery and distribution requirements
- provide inventory services
- prepare project summary reports, when required

## DISPOSAL AND MOVING

**Phone: 204-791-0978**

**Fax: 204-948-2724**

**Email: mdatransportation@gov.mb.ca**

## TRANSPORTATION, MOVING AND OFFICE RELOCATION

Whether you are moving across the province or down the hall, our experienced staff will work closely with your office to tackle all of your moving needs. MDA is responsible for all government moving and office relocations and works with Accommodation Services, ICT Services, Bell MTS and workspace renovations to make your relocation as effortless as possible.

**To use this service:** Complete the **Transportation Request (TR)** Form from the Downloads page of the MDA website at **mda.gov.mb.ca**. MDA will contact you to review the details and provide a quote.

## MATERIALS AND EQUIPMENT DISPOSAL

MDA is mandated by the provincial government for all disposals. MDA redistributes usable materials to other government departments and sends unusable items to a recycling company.

**To use this service:**

- Decide what items you no longer require
- Complete the **Transportation Request (TR)** Form on the Downloads page of the MDA website at **mda.gov.mb.ca**
- MDA will contact you to finalize details and arrange for disposal

## USED FURNITURE

Help reduce the negative impact on the environment. Purchase gently pre-owned office furnishings from MDA.

We carry a generous supply of boardroom chairs, filing cabinets, desks and tables. Call today to find out if we have what you're looking for!

**To use this service:**

- Contact MDA at 204-791-0978 for the latest inventory of used furniture available
- Complete the **Transportation Request (TR)** Form on the Downloads page of the MDA website at **mda.gov.mb.ca**
- MDA will deliver the furniture and will invoice your office

## FURNITURE REPAIR

Do you have a favourite chair or desk in need of repair? Contact MDA and have your favourite item restored.

# Mail and Printing Business Solutions

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## MAIL SERVICES CONTACT INFORMATION

**Phone:** 204-945-2820  
**Fax:** 204-945-5753  
**Email:** 1290mdams@gov.mb.ca

- Call to obtain your MDA Client Number.
- Email MDA for your copy of the Mail Services Guide.

## INTERDEPARTMENTAL MAIL (IDM)

IDM is the fastest, most reliable and cost-effective way to send internal mail. MDA delivers to more than 1000 client offices throughout Winnipeg and rural Manitoba.

IDM is collected each business day for next business day delivery in Winnipeg and most rural locations.

Custom IDM envelopes (page 109) and prepaid labels (page 115) are used for IDM.

## IDM SIGNATURE

Receive confirmation that your IDM package arrived at its destination! Booklets of Signature Service Delivery Slips are found on page 115.

Simply fill out a Signature Slip and retain the originator portion. Next, affix the remaining three copies to the item. Place the item in your IDM pickup area. Once your item is delivered, the signed "Proof of Delivery" portion is returned to you.

## FEDERAL MAIL THROUGH MDA

No need to buy stamps or have your own postage equipment! MDA can process, weigh and send federal mail for you – cost effectively. You bundle your mail with your client number and send to MDA via IDM. We will do the rest and bill you direct. It's that easy!

## MAIL FINISHING

Mail Services provides secure and expedited service to ensure your mail arrives safe, correct and on time. We can help you with:

- Addressing
- Folding
- Inserting
- Sorting
- Matching

## COURIER CONTRACT MANAGEMENT

Save time and money by shipping documents or parcels right from your office. Over 900 offices are already saving with MDA's Courier Contract Rates.

- Call MDA to obtain your Courier Agreement Number
- Arrange for pick up from Purolator or Canada Post
- Complete a bill of lading
- Contact Purolator or Canada Post for pick up

## DIGITAL VARIABLE DATA PRINTING

MDA uses digital black and white printing technology to print. Send us your file and we'll complete a merge, format, and print.

- Cost per impression on our machines is significantly lower than the costs of running your own printer
- Our machines process a single document 112 pages per minute: that's 6,720 copies in an hour
- Customized double or single-sided printing, with staple, collate and paper size options

# MDA and Sustainability

## SUSTAINABILITY CONTACT INFORMATION

**Phone:** 204-945-4668  
**Email:** [mdamarketing@gov.mb.ca](mailto:mdamarketing@gov.mb.ca)

MDA promotes a healthy environment through the products and services offered. Sustainably responsible purchasing is an important component in the Manitoba Government's *Sustainable Development Act*.

## MDA SUSTAINABILITY INITIATIVES

- **Battery Recycling.** Recycling batteries used during internal operations through the Call2Recycle Program.
- **Equipment Rental Program.** Ensures the safe and cost-efficient reuse of medical equipment.
- **Interdepartmental Mail (IDM) Service.** Internal mail services reuse envelopes and delivery bags
- **Lean and Sustainability.** Provides MDA's internal Lean process with a sustainability component.
- **MDA Calendars.** Two-year, double-sided calendars printed on Forest Stewardship Council (FSC) paper.
- **MDA Catalogues.** Printed on Forest Stewardship Council (FSC) paper and are recyclable.
- **Minimum Orders.** Consolidating small orders and ordering less frequently reduces packaging and carbon dioxide emissions.
- **Small Electronics Recycling.** Recycling small electronics such as cell phones, cords, headphones and cables.
- **Storage and Shipping.** Recycled cardboard and wood pallets reused for storage and shipping packages.
- **Surplus Furniture Program.** Gently pre-owned office furniture is resold, reducing landfill disposals.
- **Toner Recycling Program.** Returning used cartridges helps reduce plastic and metal waste.

## GREEN CHOICE PRODUCTS

MDA Green Choice products have recycled content, can be reused or disposed of in a responsible manner. These include stationery, kitchen and restroom supplies.

## GREEN CHOICE TOOLBOX

### • GREEN CHOICE SYMBOL

This symbol is located throughout the catalogue and indicates a Green Choice product or service.



### • UL ECOLOGO CERTIFICATION

Products and services bearing the mark meet stringent environmental standards verified by UL (Underwriters Laboratories), a third-party certifier.



### • FOREST STEWARDSHIP COUNCIL (FSC) CANADA

An international certification guaranteeing the forest products come from responsibly managed forests and verified recycled sources.



### • GREEN INDEX

Index is located at the back of the catalogue.

### • NEW PRODUCT SUGGESTION PROGRAM

MDA encourages suggestions for environmentally friendly products. Email [mdamarketing@gov.mb.ca](mailto:mdamarketing@gov.mb.ca).

## SUSTAINABILITY RESOURCES

### • SUSTAINABLE PROCUREMENT OF MANITOBA (SPM)

SPM provides Manitoba public sector organizations with sustainably responsible resources. Please visit [manitobasustainableprocurement.com](http://manitobasustainableprocurement.com).

### • MANITOBA'S CLIMATE CHANGE AND GREEN ECONOMY ACTION PLAN

Manitoba's plan outlines forward-looking greenhouse gas reduction targets working towards the goal of becoming a carbon-neutral province. Please visit [www.gov.mb.ca/sd/climate/pdf/mb-climate-change-green-economy-action-plan.pdf](http://www.gov.mb.ca/sd/climate/pdf/mb-climate-change-green-economy-action-plan.pdf)

# Toner Recycling Program

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It is easy to return and recycle your empty cartridges after use.

## RETURN OPTIONS AND TIPS

When you are returning used MDA toner cartridges, please reuse the original packaging including the plastic bag and box.

DO NOT place used toner cartridges directly into mail bags, as residual toner may leak onto the mail. If you require additional plastic bags, MDA carries an assortment, see pages 170-171.

### HP toner cartridges:

- Go to website: [hp.com/recycle/supplies](http://hp.com/recycle/supplies)
- Complete request to receive free shipping label
- Place label on each used toner cartridge container
- Take to Canada Post retail office for free shipping

### Interdepartmental Mail (IDM) Clients ONLY:

#### HP and/or Canon toner cartridges

- Include alongside your IDM mail bag for pickup
- DO NOT place inside IDM mailbag

#### Winnipeg IDM Clients:

If you have more than three used toner cartridges to return, please call the Mail Client Services Representative at 204-945-2820 one day prior to your mail pick-up time to make special arrangements.

If you require additional information please visit the manufacturer's website:

- [canon.ca](http://canon.ca)
- [hp.com/recycle/supplies](http://hp.com/recycle/supplies)

## Ordering Methods

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MDA provides the following convenient ordering methods to help meet your department's ordering requirements.

- SAP (for Manitoba Government 4600016364)
- Purchase Order (submit by fax 204-945-0293 or email [mda@gov.mb.ca](mailto:mda@gov.mb.ca))



## Minimum Orders

In an effort to reduce processing costs, increase order efficiency and lessen our environmental impact, MDA strongly encourages replacing frequent small orders with fewer large orders. Fewer orders means less packaging material, fewer processing steps and a reduction in carbon dioxide emissions related to shipping.

Help reduce our footprint on the environment while keeping Manitoba cleaner and greener.

MDA reserves the right to charge a minimum order fee of \$15 on orders less than \$40.

# Ordering Through SAP

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The Outline Agreement to obtain products for stationery, janitorial, furniture or government forms is available in SAP. All departments are under the same Outline Agreement. The Outline Agreement number is 4600016364.

**The procedure for creating a Release Purchase Order from an Outline Agreement is documented in chapter 5 of the STEM Basic Requisitioning Course. See the Downloads section at [www.mda.gov.mb.ca](http://www.mda.gov.mb.ca).**

## Creating a release purchase order against an MDA Outline Agreement

1. Review the MDA catalogue and make a shopping list of your required products. The shopping list should include the SAP numbers and the quantity needed for each product.

**NOTE:** The Outline Agreement item number is the same as the MDA catalogue item number.

2. Create a Release Purchase Order for Outline Agreement 4600016364.

**NOTE:** To quickly display specific products on the Outline Agreement, follow the menu path document overview on **>Selection Variant >MDA Contract**. Click on the multiple selection arrow to the right of the Material Number field and create a list of the items you want to copy from the Outline Agreement. These would be the same numbers you selected from the MDA catalogue. **>Select Copy >Execute**. Click on the triangle next to the Outline Agreement number to display the items you have selected. Highlight the items and click **>Adopt**. The items will be copied into your Release Purchase Order.

3. Enter the appropriate quantity for each item. The prices appear after you copy the Outline Agreement items to your Release Purchase Order. **Be sure to watch the unit of measure – Are you ordering an “Each” or a “Case”?**

### 4. IMPORTANT INFORMATION REQUIRED

Enter your name, phone number and MDA customer number\* in the Leading Document Text using the menu path **>Header >Texts >Text Overview**. Be sure to indicate the delivery address, contact name and phone number. Also include the invoice address, contact name and phone number. Enter your MDA customer number in the Collective Number field on the Header Additional Data tab. To transmit the Purchase Order to MDA, click **>Messages** and change **Print Output** to distribution **ALE**.

**Please note: Contact and delivery information is important in case there is a problem with your order and we must contact you.**

5. Have an approver release your Release Purchase Order in SAP.
6. Transmit your PO order to MDA using transaction ME9F.
7. To receive a verification by email that MDA has received your order, contact us at 204-945-3000 with your email address and Customer ID#.

**For SAP Help Desk Support,  
please contact the ICT Service Desk at  
204-926-3400 or 1-888-281-1139.**

### \*Need an MDA customer number?

If you are a government department or public sector organization looking for value and reliable service:

1. Complete the *Client Application Form* at [www.mda.gov.mb.ca/downloads.html](http://www.mda.gov.mb.ca/downloads.html) or email [mdamarketing@gov.mb.ca](mailto:mdamarketing@gov.mb.ca).
2. You will be assigned an MDA Client Number for placing an order for products or services.

### Can't find your existing customer number?

Please contact MDA Client Services at 204-945-0570 or 204-945-1614.

# Product Delivery

Service	Delivery Time	Additional Charge
Standard Delivery in Winnipeg	2 business days from receiving order	No charge
Urgent Delivery/Pick Ups in Winnipeg	Within 24 hours	\$20
Outside of Winnipeg	3-5 business days	Dependent upon location and product Delivery dates may vary

## DELIVERY TIME SPECIFICATIONS WHEN ORDERING ON SAP

When you place an order using SAP, MDA will process the order for delivery within 48 business hours of receiving it. However, delivery times are affected by the following:

- If you indicate a requested date on your order, MDA will deliver on the day requested.
- If your order takes more time at the approval level in your department before it arrives at MDA.

## URGENT ORDERS

For urgent orders, contact MDA at 204-945-3000. Include item number 50003253 on your order.

## ORDER NOTIFICATION

If MDA has your email address on file, you will be notified that your order was received. If you do not receive this notification, contact MDA at 204-945-3000 or [mda@gov.mb.ca](mailto:mda@gov.mb.ca) with your email information.

# Product Return and Restocking Policy

MDA wants you to be completely satisfied with the products or services you receive. If you have a concern, please contact Client Services at 204-945-1614, 204-945-0570 or [mda@gov.mb.ca](mailto:mda@gov.mb.ca).

Most items may be returned for refund within 30 days of purchase. Items must be in saleable condition, in the original package, and accompanied by proof of purchase (packing slip or invoice).

To facilitate the credit process, a Return Authorization Number is required. Contact Client Services at 204-945-1614 or 204-945-0570 to obtain a Return Authorization Number and further instructions. Products cannot be returned without a Return Authorization Number.

Items returned due to a malfunction or defect will be returned to the manufacturer for credit.

MDA is not responsible for shipping costs associated with returned products. Under certain conditions, restocking and/or delivery charges may be applied.

Special order and non-stock merchandise, including furniture items, are not returnable.

A 15% restocking fee may apply to orders that are returned to MDA due to the order not being accepted at point of delivery. To avoid this charge, please ensure someone is available to accept delivery during standard business hours.