

STAPLES

Business Advantage®

ORDERING JUST GOT EASIER.

A guide to the Mohave Educational Services Cooperative (MESC) Staples Business Advantage® program.



This handbook provides useful information and tips on how to place orders with Staples Business Advantage. With StaplesAdvantage.com, you'll find the widest assortment of products at your organization's own contract pricing.

Plus enjoy a simple online shopping experience with:

- A search function that finds product by keyword, item number, brand and more
- A "Shopping List" feature that shows favorite and frequently ordered products, so you get things done quickly
- A dedicated customer service team to assist you
- Online hassle-free returns in just a few clicks of your mouse
- Efficiency of online ordering
- A dashboard that has everything you need in one place
- Product ratings
- Live chat
- Special offers and incredible prices on must-have products

Ordering and consolidation tips.

Order once a week.

Determine how much you need to carry you through a full week.

Anticipate projects and events.

Think about projects or events that may require special or additional quantities of office products. Ordering in advance saves time and avoids frustration.

Order early in the day.

This helps ensure prompt delivery.

Consolidate to save time and money.

Whenever possible, consolidate orders with co-workers and pick a time of the day/week to place orders together.

Need help? See the next page for contact information.

DEDICATED TO YOUR SUCCESS.

As a Staples Business Advantage customer, you have access to intuitive, self-service online tools, a professional customer service team and a dedicated account manager.



Have questions or need help with an order or your account? Here's what to do.



Visit StaplesBusinessAdvantage.com

Online tools make it easy to:

- Track an order
- Set up notifications to be alerted when orders ship and are out for delivery
- View transactional summary details
- Make an online return
- Pay your bill online

Watch videos on these easy-to-use online tools at StaplesBusinessAdvantage.com/GetStarted.



Contact Customer Service

Your customer service team has access to all of your account details and can assist with:

- Escalations and urgent inquiries
- Expediting rush orders
- Verifying pricing
- Tracking back orders
- Billing and tax exemption



For fast answers, Chat Live on StaplesBusinessAdvantage.com (go to Help then click to chat)



Email: support@staplesadvantage.com



Call: 877-826-7755
Monday-Friday 8am – 8pm ET



Account Management

Once your account is set up, each member will be assigned a dedicated locally-based Territory Account Manager who will be available to answer questions about your program and make recommendations about maximizing program benefits.



Customer Support Specialist

Your dedicated Customer Support Specialist knows the specifics about your account, and can help with escalated service needs. Contact them for assistance with:

- Special product quotes. Example: bulk orders or non-stocked items
- Requests for access to StaplesAdvantage.com
- New user set-up, new ship-to locations or any other questions related to your account set up

Quick guide for Users.

Easy ordering with Staples Business Advantage.

User Login

Type **StaplesAdvantage.com** in your browser and click **LOG IN** to enter your login information.

If you forget your User ID or Password, click on **“Forgot your User ID or Password?”** for assistance.

Home Page

The Home Page gives you access to all of these features.

- A** Search
- B** Browse Categories
- C** Quick Order
- D** Dashboard
- E** My account

The screenshot shows the top navigation bar with 'LEARN', 'SHOP', 'Other Staples Sites', 'Messages', 'Help', and 'My Account'. Below this is the 'STAPLES Business Advantage' logo, store location (Kingman, AZ), and a shopping cart icon showing '\$0.00'. A search bar is prominently displayed with a magnifying glass icon. To the right of the search bar are navigation links: 'SPECIAL ORDERS', 'BROWSE CATEGORIES', 'QUICK ORDER', 'YOUR LISTS', and 'YOUR DASHBOARD'. A large banner below the navigation reads 'EASIER REORDERING. Check out our advanced Shopping Lists features today.' with a 'GO NOW' button. Below the banner is a 'RECOMMENDED FOR YOU' section featuring six product cards, each with a star rating, product name, price, and 'Add' or 'Pick up' buttons.

Operating System and Browsers

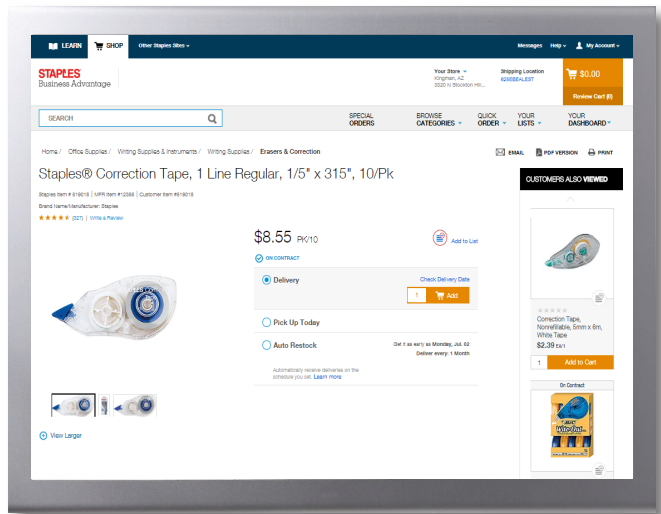
- Click **Help** from the *StaplesAdvantage home page* to confirm support for your system and browser.

Add items to your order

- **Search:** Search by keyword or item number. Search will display a summary of matching categories and top-ranking items that match your criteria. Narrow the results by product attributes, change the sort by option or compare items.
- **Browse Categories:** Browse the online catalog to find the products you need. Includes Eco and Recycled, Minority-Owned Business products, and recently purchased.
- **Quick Order:** Enter up to 10 item numbers and quantities and click **Add**.
- **Dashboard:** Quick access to view order history, shopping lists and frequently ordered items

Quick guide for Users.

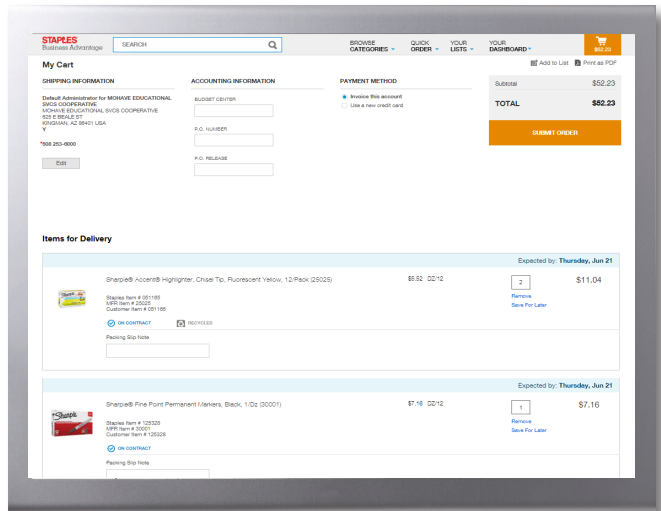
Easy ordering with Staples Business Advantage.



Product Page

Access the Product Page either by Browsing Categories or through a Search.

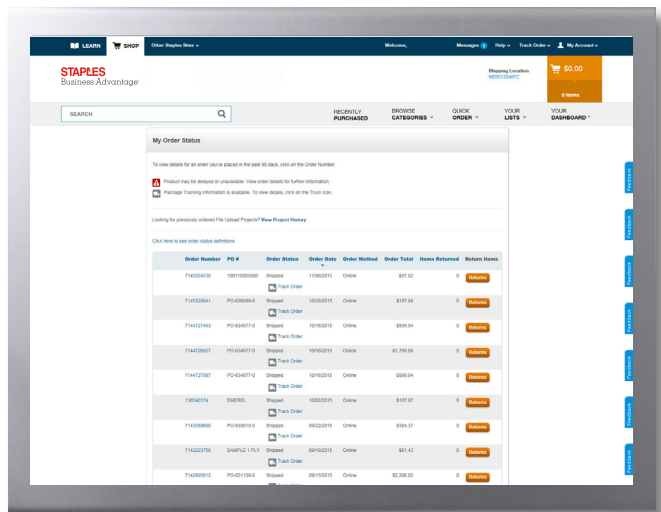
- To add an item to your cart, enter quantity and click **Add**.
- To add an item to a list, click **Add to List**.
- To check the expected delivery date, enter the quantity you want and click **Check Delivery Date**.
- Click **Chat** to get more information about the product.



Your Shopping Cart

Click the **Cart** icon or to see items in your current order. Click **Review & Checkout** to edit your cart.

- Review and complete your **Shipping and Payment** method information.
- Click **View All Delivery Dates** to view expected delivery dates for all items in your order.
- **Change quantities** add **Packing Slip Notes** or **Remove an item**, then click **Update Cart**.
- **Submit Order** to complete your transaction. Click **Continue Shopping** to add more items.



My Order Status and Tracking

To check the status of your submitted orders, click **Dashboard** to review **Orders**.

- Click **View all** to display all orders in the past 90 days.
- Click the **Order #** to view order details and to check Package Tracking.
- Track your orders by clicking the **Truck** icon.
- Click **Return an item** to process an online return.


Quick guide for Users.

Easy ordering with Staples Business Advantage.

Home / Office Supplies / Folders & Filing / Filing / File Folders

Staples 3-Tab File Folders, Letter, Assorted Position, Manila, 250/Box

Staples Item # 221689 | MFR Item #221689 | Customer Item #221689
Brand Name/Manufacturer: Staples
★★★★★ (258) | Write a Review



\$22.95 EA/1

ON CONTRACT BY 25% [Add to List](#)

Delivery [Check Delivery Date](#)

Pick Up Today

Auto Restock Get it as early as Wednesday, Jul. 11
Deliver every: 1 Month

Automatically receive deliveries on the schedule you set. [Learn more](#)

RECYCLED WOMEN OWNED BUSINESS

[View Larger](#)

On Contract Items

Since you don't always have time to search for deals, we make our best values easy to find. When you shop on StaplesAdvantage.com, look for your "On contract" items. They'll be easily identified with a blue checkmark symbol. These items are a part of the Mohave Cooperative contract.



To make things even easier, your search results will be sorted with the "On Contract" items at the top of the results.

"HL-2320 Series" returned 4 matches

Recycle your ink and toner cartridges. [Learn how](#)

SHOW ONLY: AUTO RESTOCK

VIEW RESULTS BY: ON CONTRACT

Items 1 to 4 of 4

NARROW BY:

- Brand
- Show Only
- Filing
- Cartridge Yield Type
- Ink And Toner Compatibility
- Ink Or Toner Cartridge Type
- Ink Or Toner Color
- Ink Or Toner Pack Size
- Page Yield Per Package Up To
- Printer Compatibility
- Supply Type
- View Format
- Compatibility

Per your organization's request this item is blocked. [Learn more](#)

Brother (TN660) Black Toner Cartridge, High Yield
Staples Item # 1005409 | MFR Item # TN660

\$53.99 EA/1

ON CONTRACT [Add to List](#)

Delivery [Check Delivery Date](#)

Pick Up Today

Auto Restock Get it as early as Wednesday, Jul. 11
Deliver every: 1 Month

Automatically receive deliveries on the schedule you set. [Learn more](#)

Will this work with my printer? [Check Compatibility](#)

RECYCLED WOMEN OWNED BUSINESS

[View Larger](#)

Blocked Items

Some items that are not on the Mohave Cooperative contract will appear as "greyed out," meaning they cannot be added to the Cart or purchased. There is also a message indicating that the item is blocked. This will help your organization with contract compliance.

However, if your organization would like the ability to purchase any of these items, please contact your Account Manager and they can add them to your custom catalog.


Home / Ink & Toner Finder

ON CONTRACT

This item is restricted. [Learn more](#)

Brother (TN660) Black Toner Cartridge, High Yield

Staples Item # 1005409 | MFR Item # TN660
Brand Name/Manufacturer: Brother



\$53.99 EA/1

ON CONTRACT [Add to List](#)

Delivery [Check Delivery Date](#)

Pick Up Today

Auto Restock Get it as early as Wednesday, Jul. 11
Deliver every: 1 Month

Automatically receive deliveries on the schedule you set. [Learn more](#)

Will this work with my printer? [Check Compatibility](#)

RECYCLED WOMEN OWNED BUSINESS

[View Larger](#)

Your Staples Business Advantage delivery.

What to expect.

Receiving your order.

Your Packing Slip. When you receive your merchandise, it will come with a packing slip; please retain this for your records.

Back-ordered Items. If the packing slip shows a quantity in the "QTY B/O" column, this means an item has been back-ordered. There is no need to reorder. Back-ordered items will be shipped as soon as they are available. You will be notified of any extensive delay.

Contact your Staples Business Advantage® Customer Service Team if:

- There is an item that does not appear on the packing slip but was on the original requisition. (It will need to be reordered.)
- The packing slip does not match the quantities you received.

Reading your Packing Slip.

- A** Your **account number**
- B** **Date your order shipped** from our fulfillment center
- C** Your unique **order ID number**
- D** Your **purchase order/requisition number**
- E** Your **release number**
- F** Your **Cost Center number**
- G** The **fulfillment center** from which your order shipped
- H** Your delivery **information**
- I** Your **corporate billing** information
- J** **Notations** regarding your order will appear here
- K** **Item number** identifies item ordered
- L** **Item description** with manufacturer's number
- M** **Unit of measure** that we stock/ship
- N** **Quantity** you ordered
- O** **Quantity** we shipped
- P** **Customer satisfaction survey**

STAPLES that was easy: To reach Customer Service, please dial 1-877-826-7755.

REFER TO THIS ORDER NO. FOR ALL INQUIRIES

A CUSTOMER NO. 000000000	B SHIP DATE 01/05/08	C ORDER NO. 1234567890
D PURCHASE ORDER NO. P000000000	E RELEASE NO. 00000000	
F COST CENTER 00000	F REQUISITIONER	

G SHIPPING LOCATION: Putnam, CT FC CARRIER/ROUTE: RED/COU /TC

H ANDREW CLARKE
500 STAPLES DRIVE
ANYTOWN, USA 01702

I ANDREW CLARKE
500 STAPLES DRIVE
ANYTOWN, USA 01702

TOTAL PACKAGES: 1
PAGE: 1

J SPECIAL INSTRUCTIONS

K ITEM NUMBER	ITEM DESCRIPTION / L MODEL NUMBER	M UNIT MEAS.	N QTY ORDERED	O QTY SHIPPED				
1	486083	STAPLES #174; MANILA PRE-PRINT /B3143DT-S	BX	4	4			

P Your opinion means everything to us. If we can make your Staples experience even easier we want to know. Please take our survey at www.SurveyforStaples.com or call 1-800-890-7729. Survey code 1234567890. Thank you.

THIS IS NOT AN INVOICE

Staples® NEWS & PREVIEWS PAYMENT METHOD: TERMS: TOTAL VALUE OF ORDER:

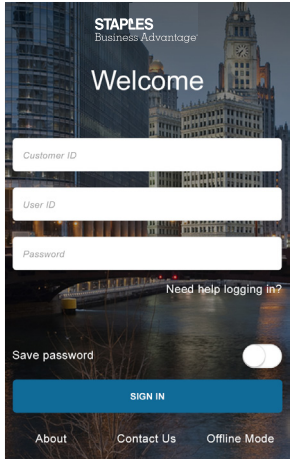
Thank You For Your Order! Staples, Inc.

Sample Packing Slip

Setup for success.

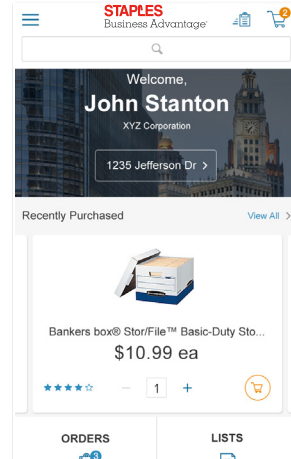
Get to know your Staples Business Advantage® Mobile app.

Visit StaplesAdvantage.com/app for more information or to download today.



Log In

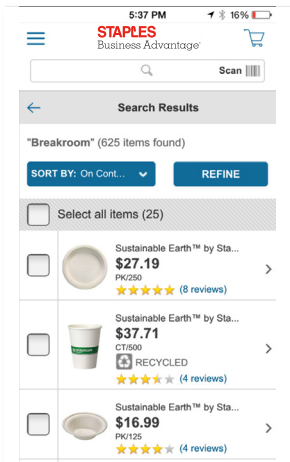
Once you've downloaded and started the app, you can log in with your credentials, just like on the desktop ordering site.



Home Screen

Get the most important information on your personalized home screen.

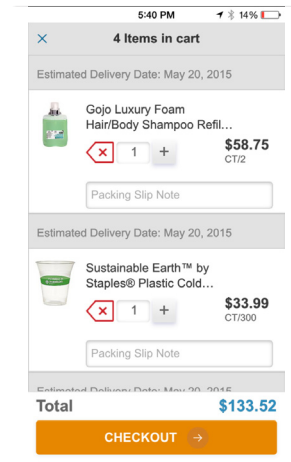
- Recent orders.
- Orders awaiting approval.
- Restock reminders.
- Quick Order features.



Search Results

Type a name or product in the search box and the app will bring up an assortment of options.

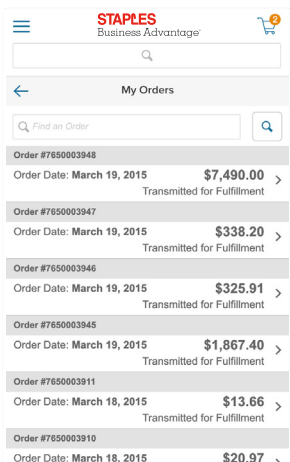
- Select one or multiple items.
- Filter and sort results.
- Tap the right arrow for product details.
- Tap Add to Cart to include selected items in your order.



Cart & Checkout

See items in your cart with estimated delivery dates, and confirm your ship-to location.

Checkout is as easy as reviewing your cart and placing your order.



My Orders

Check your recent orders, track shipments and more.

- Review your desktop and mobile order history.
- Search by order number.
- See full order details, including tracking information.
- Create duplicate orders to restock on products.



Other Convenient Features

Get more done on the Staples Business Advantage app with features like:

- Barcode scanner.
- Shopping Lists.
- And more.

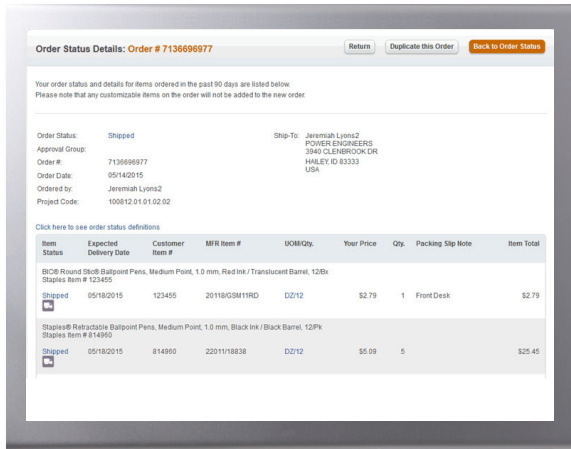
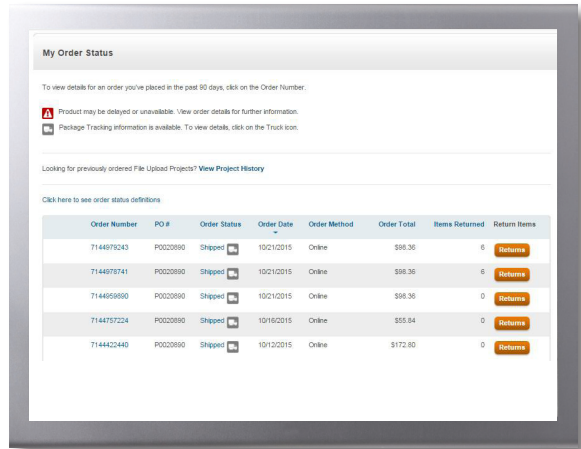
Questions? Email support@staplesadvantage.com for assistance.

Save time on your next return.

Just follow this Quick Guide.

Returns: My Shipped Orders

- Returns can be accessed through the Dashboard by clicking on the Return an Item link.
- My Shipped Orders page displays orders that have been shipped.
- Click on Order # to review line item detail.
- Click on Returns to process a return for an order.

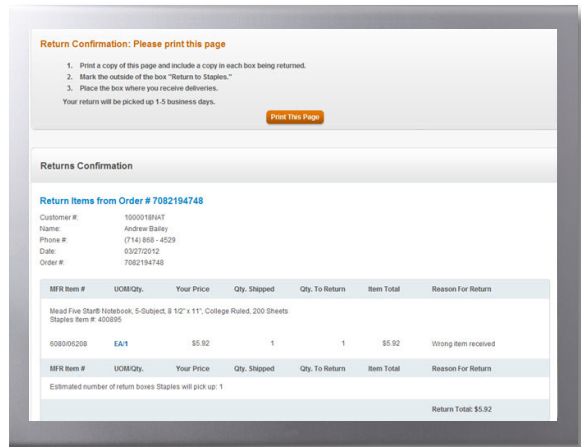


Return Items: Order Information

- Your user and shipping information automatically populates.
- Enter Quantity of specific item(s) to be returned.
- Select Reason for Return.
- Indicate the number of boxes to be picked up.
- Click Submit to complete online return.

Returns Confirmation Page

- Print a copy of this page and include one in each box being returned.



How can we make it even easier for you?

We're always looking for ways to make your Staples experience even easier. Please let us know how we're doing by filling out our customer satisfaction survey online. Your invitation is on the packing slip with every order, as well as in your packaged order. Thank you for helping us give you the best service possible.

