

# ATTENTION

The following contract is a Direct Online Order Contract, all orders should be placed through the contract vendor's online store.

## ATTENTION

**The following contract was awarded to provide an online marketplace for the purchase of transactional items, materials, products, and equipment.**

**The solicitation and awarded contracts do not limit or restrict which transactional items, materials, products, and equipment can be offered. You will be responsible to ensure all purchases made under this awarded contract meet your district's, agencies', or organization's procurement policies.**

**The only restriction placed on the awarded contracts is the prohibition of in-store purchasing and/or in-store pick-up.**



# Staples Inc. dba Staples Contract & Commercial, LLC.

Online Marketplace – Direct Online Order

## 24I-SPLO-0411

**MOHAVE EDUCATIONAL SERVICES COOPERATIVE INC.**

**211 N 7<sup>TH</sup> STREET, KINGMAN, AZ 86401**

**(928) 753-6945**

**[WWW.MESC.ORG](http://WWW.MESC.ORG)**

**REV 10/22/2024 MRN**

# General Information

- Member may obtain Mohave contract prices through the Staples Advantage account created for Mohave Cooperative members or contact Nicole Ortiz (Nicole.Ortiz@Staples.com).
- [CLICK HERE](#) to get your Organizations account set up (details on next page).
- Each member will have an assigned local Staples Territory Account Manager that will be your one POC once your account is set up.
- Include MESOC Contract 24I-SPLO-0411 on the purchase order.
  - Orders will be ordered online and shipped to each specified member location. Please note that in store purchases are not permitted under this contract.
- Member will address order concerns (missing items, damaged items, returns, substitutions, etc.) directly with Customer Service and all other account needs, special quotes, reporting etc. with their Account Manager.
- Member may use Pcards or Budget/Cost center codes, GL codes etc.
- Mohave's 1% admin fee is included in contract prices.
- Staples will remit admin fees to Mohave for all contracted items

Contact Customer Service:  
[support@staplesadvantage.com](mailto:support@staplesadvantage.com) or 877-826-7755  
M-F 8am - 8pm ET

# Staples Offering & Capabilities

- This is a full catalog offering without order restrictions on everyday needs.
- Staples is offering an opportunity for all Mohave Members to opt into receiving a rebate on all qualifying purchases.
  - Please visit [mesc.org](https://mesc.org) and refer to the pricing summary for specific information related to the rebate.
  - All accounts are eligible for an instant at point-of-sale rebate or by paper check annually.



# Staples Advantage Site Highlights

## Mohave BestValue Flag

- To help drive ordering and purchasing utilizing additional discounted pricing we have indicated special pricing with a notification flag “Mohave Best Value”. The Staples Advantage website clearly identifies the Staples/Mohave “Mohave Best Value” items making them easy to find.
- To make things even easier, your search results will be sorted with the “Mohave Best Value” items to appear at the top of your search.

## Bulk Paper – “Greyed out”- Manual Order Process

- Bulk Paper on the Mohave Cooperative Staples Advantage site will appear as "greyed out," meaning they cannot be added to the cart or purchased on the Staples Advantage site. There is a message indicating that the item has a manual order process & who to contact to order. Everything on the Staples Advantage site is eligible for purchase under the new Mohave Cooperative award.

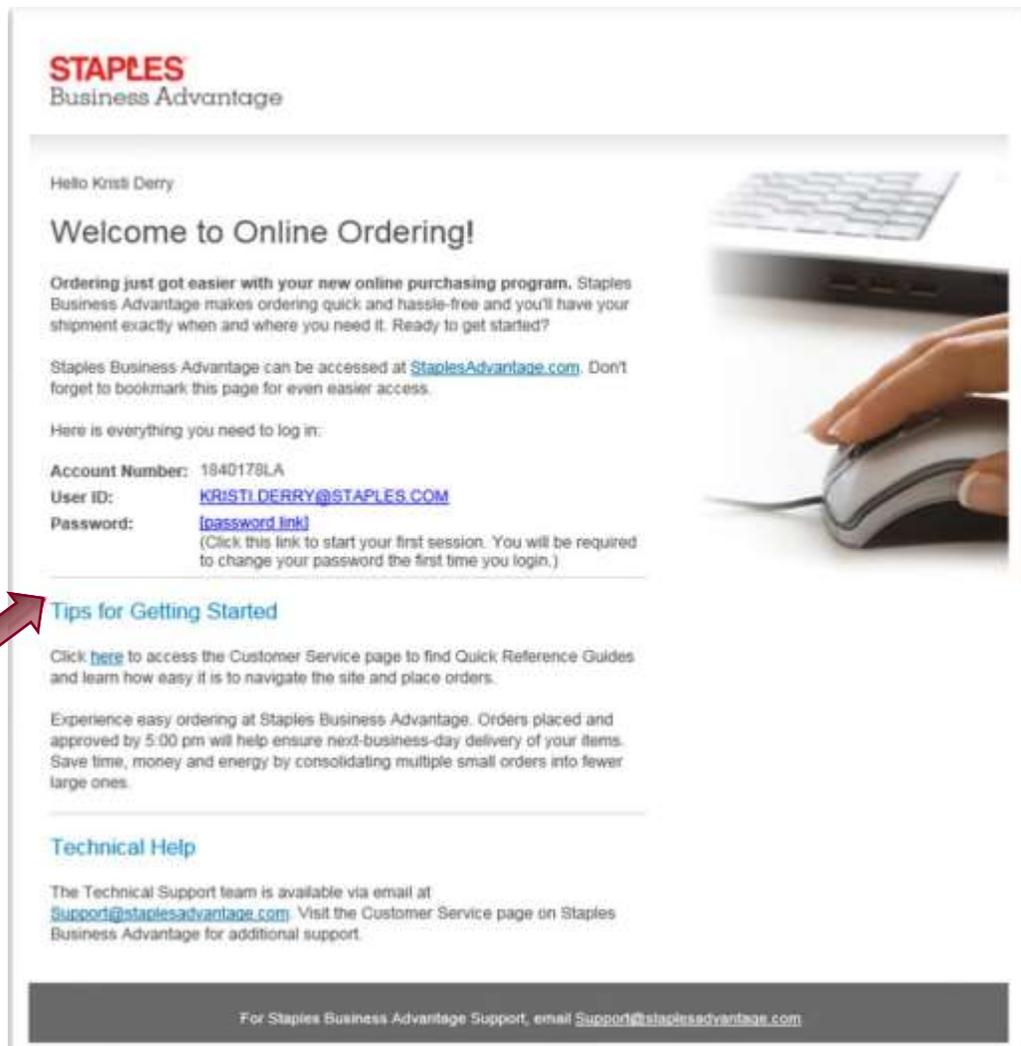


**Everything on the Staples Advantage site is eligible for purchase under the new Mohave Cooperative award.**

# Registering for an Online Ordering Account

1. To register for an online account, please [CLICK HERE](#).
2. A Staples representative work with each member to set up their account under the Mohave Cooperative.
3. Information needed includes; List of end users/buyers, any approval routings, ship-to locations, billing and invoice preferences. Please also specify that you are using contract# 24I-SPLO-0411
4. Once your account is set up, the Staples team will provide an overview of the online ordering site, helping your end users become familiar with Staples Business Advantage.
5. Your end users will receive a welcome email with their account login information. Click the password link to change your password.

**Quick Reference Guides** are on the Customer Service page on StaplesAdvantage.com or you can access directly on the Mohave website under the Staples vendor program



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# Ordering Overview

Once your account is created, member logs on to StaplesAdvantage.com using the username and password for your organization. Browse and add desired items to shopping cart. This cart can be converted into a quote if needed prior to submitting order online.

## If using a purchase order:

- Member creates purchase order for products using the shopping cart quote.
- Include MESC Contract # 24I-SPLO-0411 on the purchase order.
- Approved purchase order number can be entered on checkout screen
- **Prior to online checkout please select contract #24I-SPLO-0411 in the drop down field titled "Award#".**
- Orders will be shipped to the specified location. If special shipping instructions (expedited shipping, multiple ship-to locations) are required, contact your Staples Account Manager.
- Member will address order concerns (missing items, damaged items, returns, substitutions, etc.) directly on StaplesAdvantage.com or by contacting Staples Customer Service.
- Member may use Pcards.
- Mohave's 1% admin fee is included in contract prices.
- Staples will remit admin fees to Mohave.

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# Order Tracking & Returns

- How to track or find the status of my order on [www.Staplesadvantage.com](http://www.Staplesadvantage.com)?
  - Homepage
    1. If you've placed an order recently, you can view the status directly on your home page.
    2. Click on the 'Orders' box to view the 'Orders Details'.

Top navigation

    1. Visit 'Orders' by clicking on the 'Account' icon > 'My Orders' in the top-right navigation.
    2. The status of your order is displayed under 'Order Status'. Click the 'Order Number' to view more information about each item.
    3. You can also view the status of all order shipments, reships, returns and exchanges.
  
- How do I return an item?
  - Please note: You cannot combine items from multiple orders in the same box. Also, if we did not provide you with a shipping or return label, please simply include a copy of the packing slip inside the box for pick up.
    1. Go to the Account icon > My Orders in the top-right navigation.
    2. Click Return next to the order you would like to return.
    3. Enter the quantity in the box next to the item you would like to return. Then, click Select reason for return.
    4. Select a reason for return. Click Continue.
    5. Enter the number of boxes to be picked up.
    6. Click Submit return.
    7. You will see a return confirmation on the next page notifying you that your return is processing and will be reflected on your order details shortly. You will also receive an email about your return and refund information.

**\* All new accounts have live training (optional) available during implementation**

# Questions

- For Mohave questions, contact Melissa Jimenez at [melissa@mesc.org](mailto:melissa@mesc.org) or (520)-888-9357
- Upon working with a Staples Representative to get your account set up, you will be assigned a local Staples Account Manger that supports other Staples customers within your zip code.
- Once your Staples account is set up, your assigned Account Manager will be your point of contact supporting your account. For any questions related to Quotes and Orders, Reporting, Business Reviews, Managing end-users or other account needs, you will contact your Assigned Account Manager.

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