



Staples Contract and Commercial, LLC. (Staples)

Office Supplies – Direct Online Order

23A-SPLS-0616

MOHAVE EDUCATIONAL SERVICES COOPERATIVE INC.

(928) 753-6945 KINGMAN, AZ

WWW.MESC.ORG

REV 11/3/2022 MSC

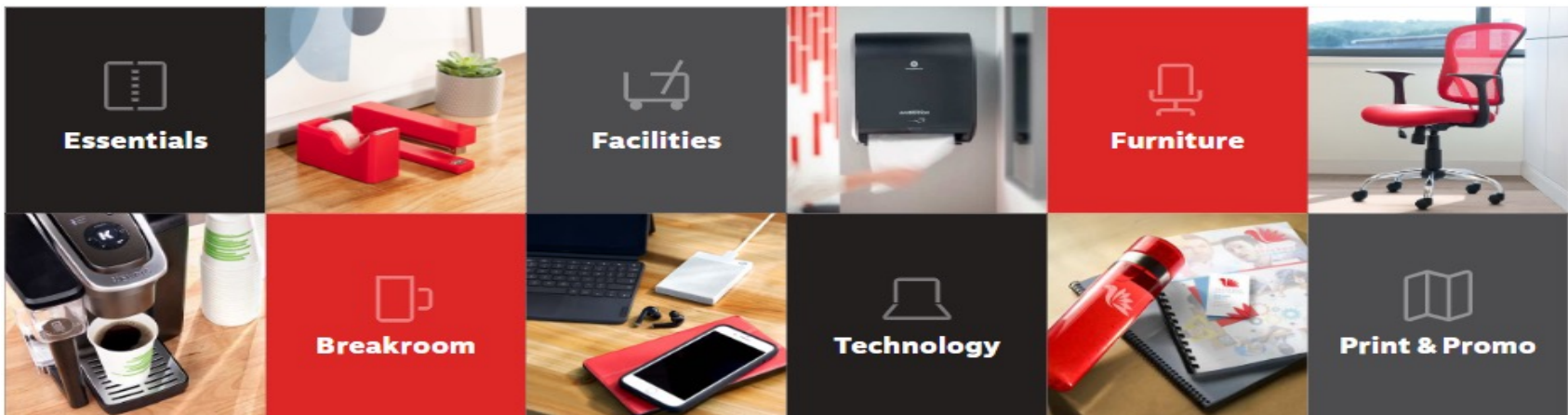
General Information

- Member may obtain Mohave contract prices through the Staples Advantage account created for Mohave Cooperative members or contact Heather Munstermann.
- Contact Heather Munstermann at Heather.Munstermann@Staples.com 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 MESC Contract 23A-SPLS-0616 on the purchase order.
- Orders will be shipped to each specified member location, ordered online and can be picked up at local store (where available).
- 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 or 877-826-7755
M-F 8am - 8pm ET

Staples Offering & Capabilities

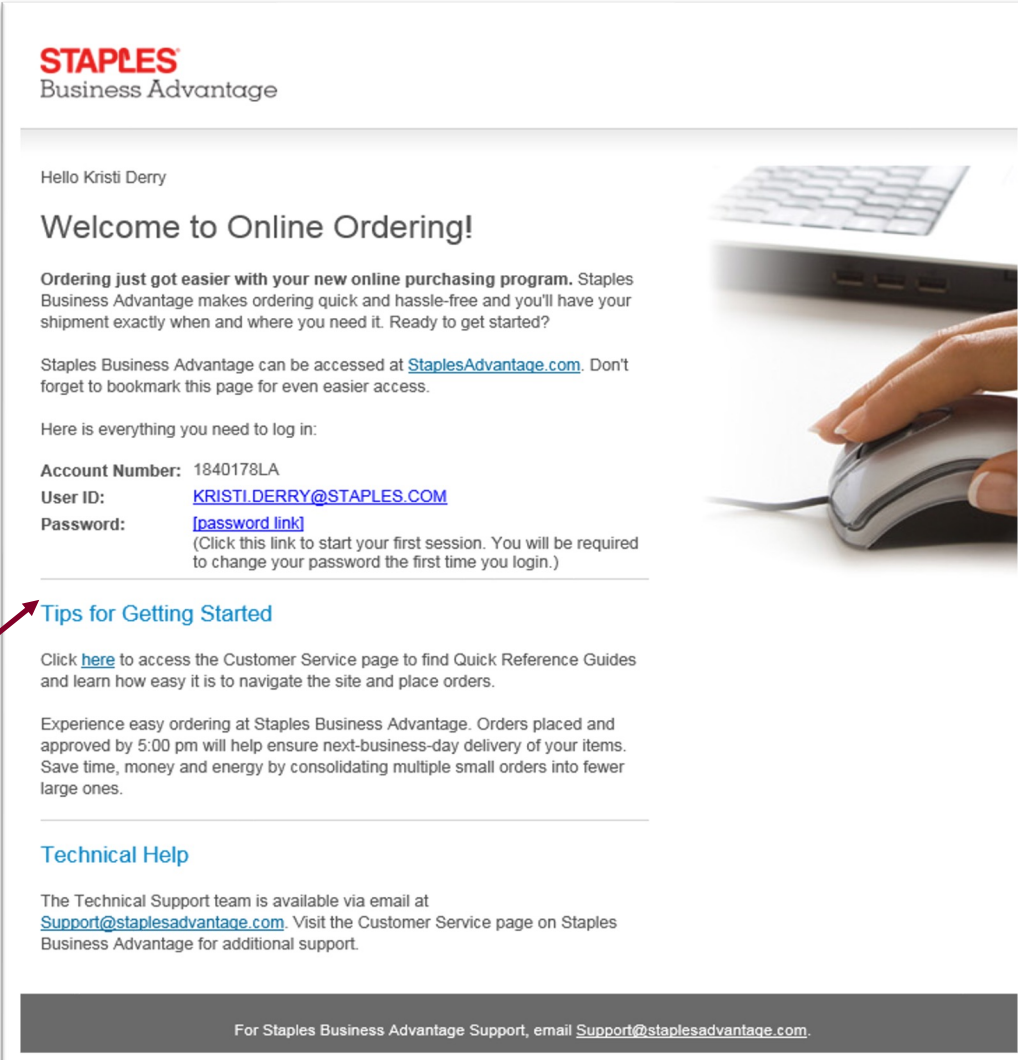
- This is a full catalog offering without order restrictions on everyday needs.
 - Bulk buys may be prohibited in certain categories, please reach out for details.
- Staples is offering an opportunity for all Mohave Members to opt into receiving a rebate on all qualifying purchases.
 - Please visit mesc.org and refer to the pricing summary for specific information related to the rebate, rebate information is also available by contacting Heather.Munstermann@staples.com or by calling Heather directly at 360-989-7422.



Registering for an Online Ordering Account

1. To register for an online account, please contact Heather Munstermann at; Heather.Munstermann@staples.com
2. Heather will 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.
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:



STAPLES
Business Advantage

Hello Kristi Derry

Welcome to Online Ordering!

Ordering just got easier with your new online purchasing program. Staples Business Advantage makes ordering quick and hassle-free and you'll have your shipment exactly when and where you need it. Ready to get started?

Staples Business Advantage can be accessed at StaplesAdvantage.com. Don't forget to bookmark this page for even easier access.

Here is everything you need to log in:

Account Number: 1840178LA
User ID: KRISTI.DERRY@STAPLES.COM
Password: [\[password link\]](#)
(Click this link to start your first session. You will be required to change your password the first time you login.)

Tips for Getting Started

Click [here](#) to access the Customer Service page to find Quick Reference Guides and learn how easy it is to navigate the site and place orders.

Experience easy ordering at Staples Business Advantage. Orders placed and approved by 5:00 pm will help ensure next-business-day delivery of your items. Save time, money and energy by consolidating multiple small orders into fewer large ones.

Technical Help

The Technical Support team is available via email at Support@staplesadvantage.com. Visit the Customer Service page on Staples Business Advantage for additional support.

For Staples Business Advantage Support, email Support@staplesadvantage.com.

Contact Customer Service:
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M-F 8am - 8pm ET

Ordering Overview (Direct On-Line Order)

- Once your account is created, member logs on to StaplesAdvantage.com using the username and password for your organization. If using a purchase order:
 - Member creates purchase order for products.
 - Include MESC Contract # 23A-STAPLES-0616 on the purchase order.
- Member creates order or an on-line quote for products.
- 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.

Contact Customer Service:

support@staplesadvantage.com or 877-826-7755

M-F 8am - 8pm ET

On-Line Order, 1 hour Pick-Up in Store



- 1 Select your pickup store**
 - Log into StaplesAdvantage.com
 - In the header, select Your Store
 - You have the option to change your store
- 2 Find your items**
 - While searching for your items, selecting the Show Only filter and check the box for Pick Up in Store
 - Add the item to your cart from search results or on the product page select View More Purchasing Options and then Pick Up in Store
- 3 Complete your order**
 - To designate someone else to pick up your order, check the Add a Pickup Person box
 - You can purchase delivery items and store pickup items on the same order. You can also select multiple store locations for pickup if needed
 - If you require approval, your pickup order must be fully approved prior to going to the store



SWING BY AND PICK UP YOUR ORDER.

- Wait until you get your Ready for Pickup email before heading to the store
- Show your email —either a printout or on your phone —and a valid photo ID
- If someone else is picking up your order, please forward the email to them
- Go to the designated pickup area by looking for the Online Pickup sign



log on to StaplesAdvantage.com using the username and password for your organization. The order **MUST** be placed online

Please include if needed PO information in shopping cart

Shipping method will be selected as Pick-Up in store.

Member selects store items will be picked-up at.

Staples receives order or makes ready member order.

Staples notifies member when order is ready for pick-up.

Member picks-up order at store within 5 days

Member will address order concerns (missing items, damaged items, returns, substitutions, etc.) with customer service or account management. Please see next slide for quick tips on order tracking & returns

*** Please note that in-store purchases are not included in Staples Mohave contract.**

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

Order Tracking & Returns

- How to track or find the status of my order on 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 & Contacts

- For Mohave questions, contact Michael Carter, CPPB at michael@mec.org or (928) 718-3222
- To get set up on the Staples Advantage Mohave account, please contact Heather Munstermann at heather.Munstermann@staples.com or call Heather's direct line at: 360-989-7422.
- Upon working with Heather 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.