

**STAPLES**  
Business Advantage<sup>®</sup>

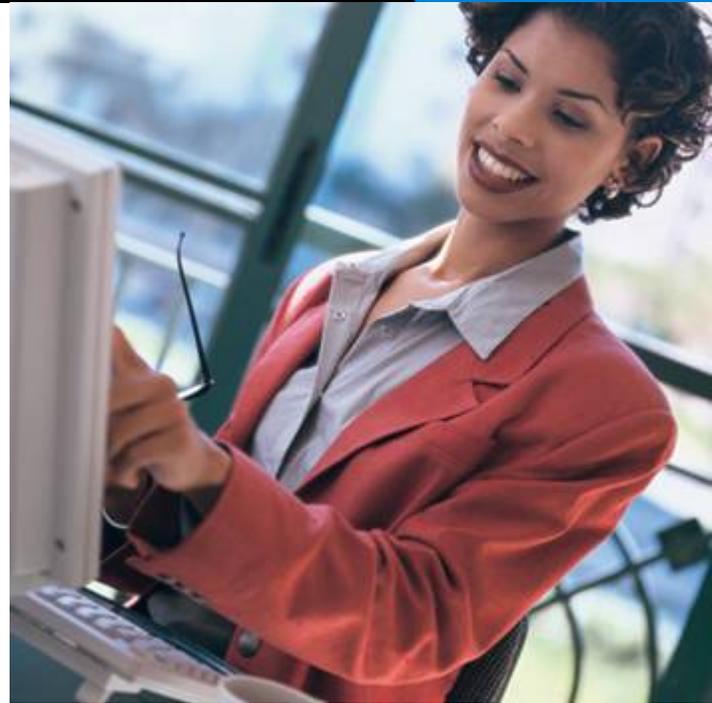
# Office Products Ordering Handbook



STAPLES CONTRACT DIVISION

that was easy.™

This handbook was designed to help you place orders and answer any questions you may have about your program. In it, you'll find useful information and "how to's" on each step in the procurement cycle, as well as tips that will make your ordering experience easy, efficient and economical.



## General tips

### Establish a one week supply

Determine how much of each item you need for the next two weeks. Use any existing surplus (beyond the two week's supply) before you re-order.

### Consider special projects

Anticipate projects, proposals, and events that may require special supplies or a higher volume than you normally stock. Ordering in advance will save you time and frustration.

### Group orders

Consolidate orders with your co-workers: Pick a time of the day/week to place orders and remind co-workers of this deadline. This will encourage people to be proactive about ordering supplies and will save you time and money.

### Save money

Ask your Account Manager to review your current ordering procedures — s/he will be happy to suggest cost-efficient alternatives.

### Order early

Order as early in the day as possible to ensure prompt delivery. **Orders submitted by 4PM** will deliver the next day to your assigned department.

## Staples commitment

### Delivery

Your general supplies will be delivered the next day. Certain items may require longer shipping lead times. Please allow sufficient time for delivery on those items checking the "Delivery Date" online.

### World-class Customer Service

**Our Dedicated Customer Care Team can answer your questions on order status, delivery information, returns, stock checks and credit information.** Staples is the only office supply provider certified by J.D. Powers and Associates for providing an "outstanding customer service experience" for four consecutive years.

**Customer Service Phone: 1-877-826-7755**

### Dedicated Account Management

Your Account Manager is a great source for information on your Staples program. In fact, we aim to know your business like you do.



## Logging In

1

To log on to the website, please log on to [www.StaplesLink.com](http://www.StaplesLink.com) and enter in your custom log on information

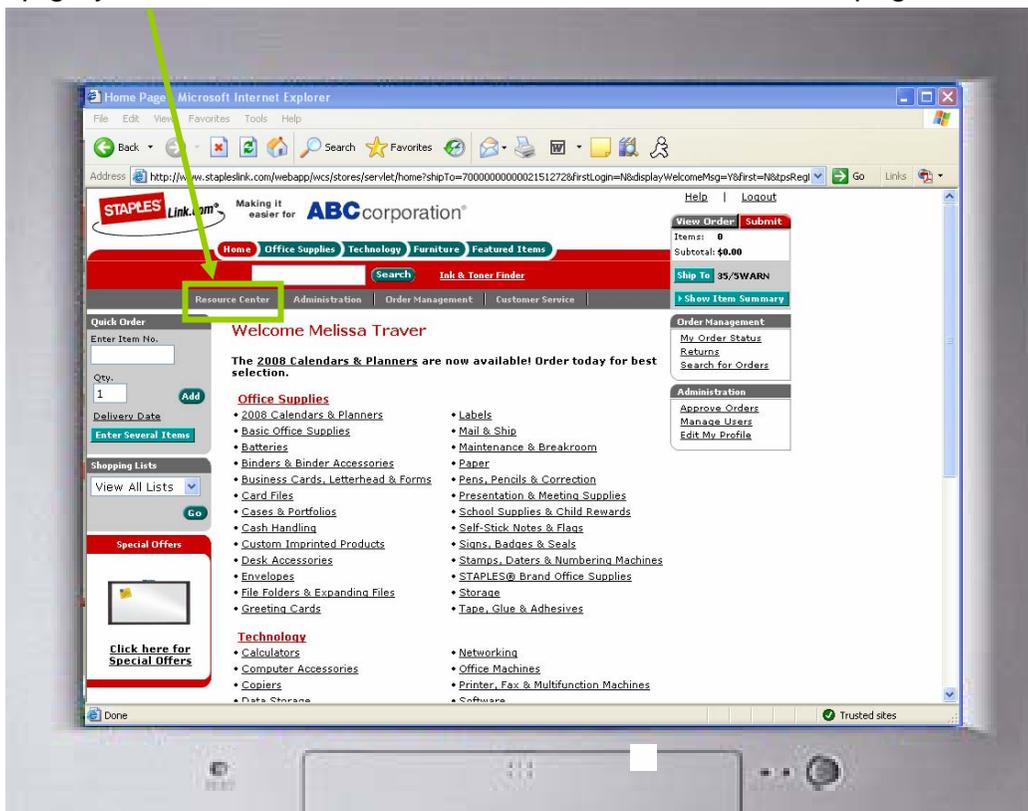
- Company ID: #####DET
- User ID: FIRST INITIAL, LAST NAME  
(EX: jsmith)
- Password: STAPLES (this is temporary)

2

This then takes you to the Ship To Location page which will default to your designated location and department. You can click "OK" to go to the Home Page.

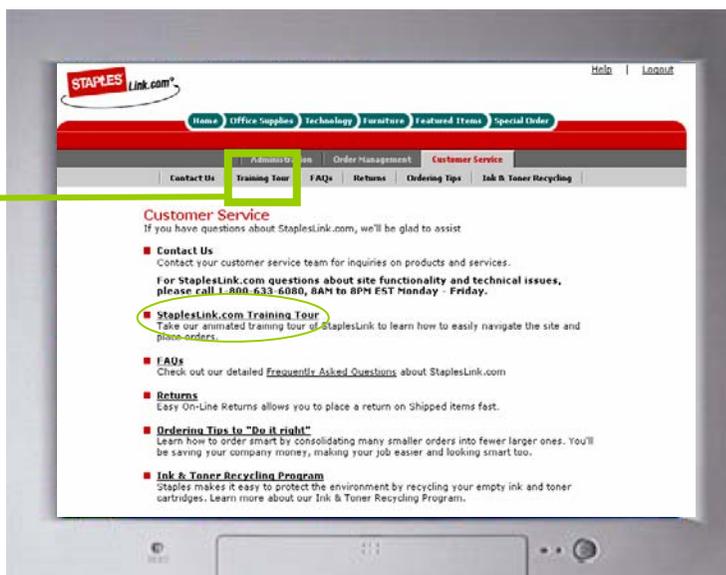
## The Homepage & Training

Once on the StaplesLink Home Page, please review the new Resource Center on the top gray toolbar for additional information and a Who To Call page.



## Training Tour at your fingertips on StaplesLink.com

A training tour of StaplesLink can be found on the **Home Page**, under the **Customer Service** tab. If you are unable to view the tour, you may not have Macromedia Flash player installed on your computer. This is a free download available at <http://www.adobe.com/products/flashplayer>. The tutorial will open in a separate window and can be viewed in sections, or all at once. You will need speakers on your computer in order to use the tutorial.



## Search, Shopping Lists, Ink & Toner Finder...

When it comes to ordering, you want a fast, easy, secure, and cost-effective way to purchase office supplies. That's why we've created **StaplesLink.com**, our business-to-business Internet ordering solution exclusively for our corporate customers.

The **StaplesLink.com Home Page** gives you access to the online catalog as well as other features that help you quickly and easily find what you need — all from one page.

### Time Savers

#### Search

Find products quickly by entering a keyword or item number.

#### Ink & Toner Finder

Finds supplies for business machines.

#### Quick Order

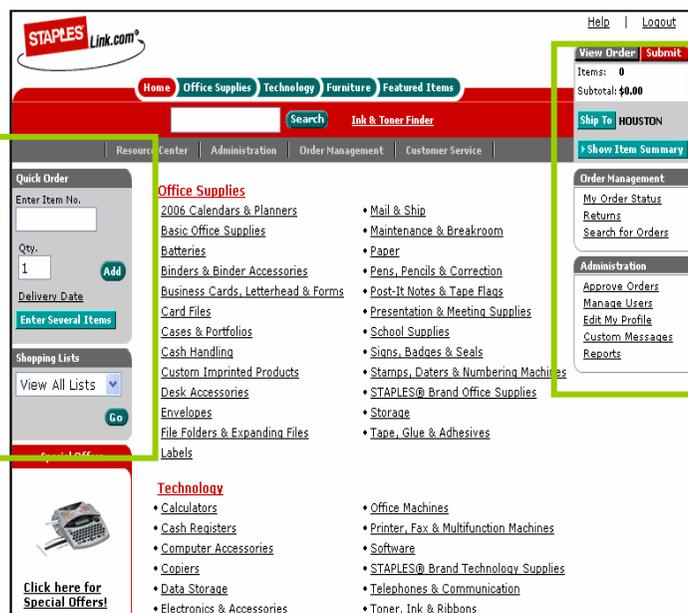
Add an item immediately to your order.

#### Enter Several Items

Enter up to 20 different items at once.

#### Shopping Lists

Create and view lists of your frequently ordered items.



### Easy Order Management

#### View Detail & Submit

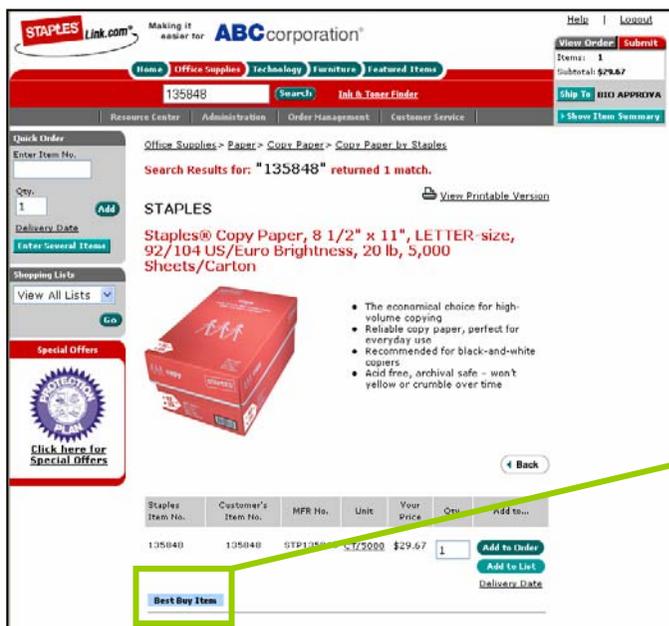
View full details of your order or submit your order for processing.

#### Order Management

View order status or search for an order.

#### Returns

Process returns for orders placed online, by phone, fax, or other methods.



### The StaplesLink.com Product Pages

give you all the information you need to find the right product for you!

#### Product Details

Find the right products easily with color photos and detailed product descriptions.

#### Your Price

The price you see is your company's specific price.

#### Delivery Dates

View the expected date of delivery for any item.

#### Best Buy Items

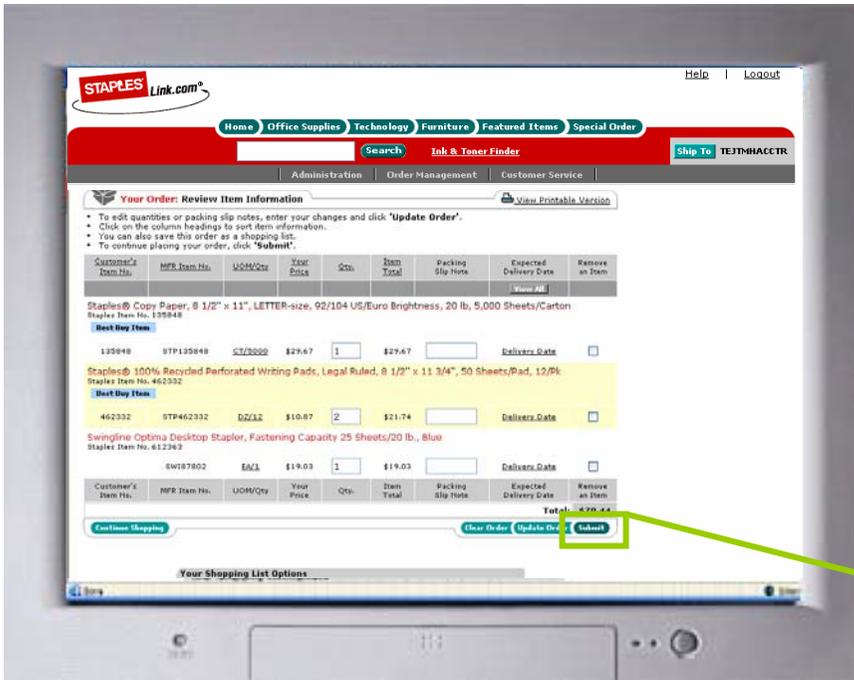
Core list items are designated by a blue bar under each item.



### Do It Right — Save time and money!

To control costs and ensure maximum savings, Your organization would like your assistance with this initiative. StaplesLink easily allows you to accumulate items in your order box throughout the day or week allowing you to consolidate your order and submit when ready. Please try for a minimum order amount of \$25 before submitting. Thank you!

## Final Review & Approved Orders

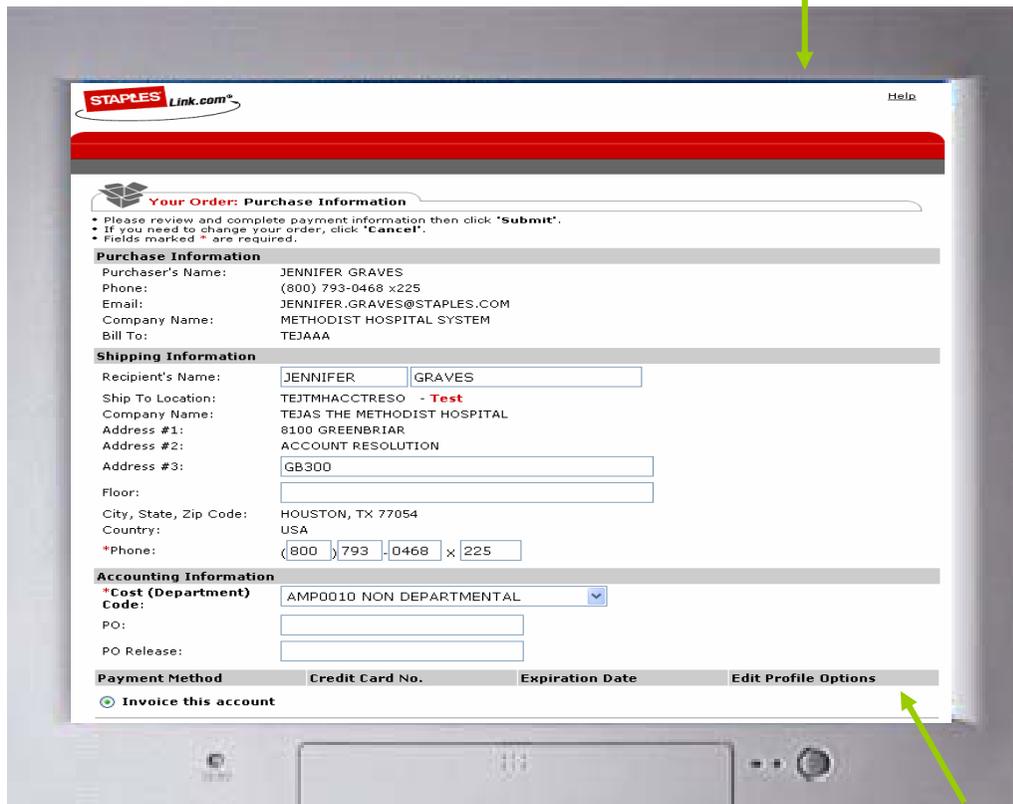


1

This screen shows the View Order page ready for submission on StaplesLink.com. At this point you can change quantities, add or delete items, or make packing slip notes.

2

Once you hit the submit button, it will take you to another order confirmation page giving you one more opportunity to review and make changes.



3

At this point of order submission, you should review your shipping address and department to confirm that all of the information is correct. The payment method defaults to "Invoice this account" so you will leave that as is. Once you click "Submit Order" it will do one of two things. If all of your items are approved, the order will go directly to Staples for fulfillment. If there are non-approved items in your order, it will route to your manager or director for approval. Please make note of your order number for future reference.

## Your Packing Slip

When you receive your merchandise, it will come with a **packing slip** - please retain this for your records. Please note: Wholesaler items do not come with a packing slip. If you need a copy of these items in your order, you can refer back to Order History on StaplesLink.com.

### 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 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

Sample Packing Slip

The image shows a sample Staples packing slip form. It includes a header with the Staples logo and a reference to the order number. The form is divided into several sections: a top header with fields for Customer No., Ship Date, Release No., and Requisition; a middle section for Shipping Location, Carrier/Route, Total Packages, and Page; a large section for Special Instructions; a table with columns for Item Number, Item Description, Unit of Measure, Quantity Ordered, and Quantity Shipped; and a bottom section for Payment Method, Total, and Total Value of Order. A large watermark 'THIS IS NOT AN INVOICE' is overlaid on the table. Callouts A through O are placed throughout the form to identify specific fields.

- A** Your **account number**
- B** **Date your order shipped** from our fulfillment center
- C** Your unique **order ID number**
- D** Your **purchase order/requisition #**
- 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

## No Hassle Returns!

All returned merchandise must be in resalable condition, in the original packing and returned within **30 days** of purchase. There are 2 ways to return an item.

1. You can **process returns online** under the Order Management tab in StaplesLink.com. (see more detailed information below.)

2. Or you can contact **Customer Service at 1-877-826-7755**. Have your order number ready when placing your call.

Pickups of returned merchandise can occur as early as the next business day.

### Shortages

To receive credit for shortages or to make a replacement order, please call Customer Service at 1-877-826-7755.

## Processing a return online

### 1. Process your return online.

- Log into StaplesLink and go to Order Management on the Home page. Then click on Returns.
- You'll be taken to a page listing 'My Shipped Orders'.
- Click on the order number to review line item order details and make a return, or simply click 'Returns'. Please remember to choose a reason for your return.

You'll then be able to complete and submit your return electronically.

### 2. Print authorization and prepare your package.

- Place a copy of your Return Authorization in each box being returned.
- Prepare package(s) for pickup.
- Driver will come by as early as the next business day.

### 3. Pickup is automatic.

That's it — there's no need to call customer service. Just wait for pickup, or you can hand the filled out packing slip to the driver on his next delivery. What could be easier than that?



## Processing a return manually

When returning an item manually, please do the following to ensure that you receive proper credit:

1. Call Customer Service to start processing the necessary paperwork.
2. Complete the Hassle Free Returns form on the reverse side of your packing slip.
3. Place the completed Hassle Free Returns Form (the original form —no copies please!) inside the shipping carton **and** include a copy taped outside the box of the merchandise being returned. Failure to complete and enclose this form may result in delays.
4. Please write "Staples Return" on the carton and forward to your receiving area.