



**STAPLES**  
Business Advantage®

# Ordering just got easier.

A guide to your  
Staples Business Advantage®  
program.

## Staples Business Advantage Contact Information

**Ohio University Staples Business Advantage Account Number: 1839202DET**

**Staples Customer Service Team:** 877-826-7755 or [Support@StaplesAdvantage.com](mailto:Support@StaplesAdvantage.com)  
**Available Monday-Friday 8AM - 8PM ET**

A knowledgeable representative is standing by to help you with a commitment to a one-call resolution. Their goal is to help keep your office running smoothly. They are available to provide assistance on any questions you may have including urgent inquiries, resolving escalated issues, expediting rush orders, billing and tax exemption, questions regarding your orders and anything else you need.

**Dedicated Staples Customer Success Specialist:**  
**Laura Courtney** | [Laura.courtney@Staples.com](mailto:Laura.courtney@Staples.com) |

Nicole is also available to assist you with answering questions about your unique program, resolving issues to your satisfaction, as well as assisting you with any projects and special requests. She is added support to handle your day to day issues, account maintenance, special requests and more. The Customer Success Specialist is a part of your unified support team to deliver additional program value.

**Staples Strategic Account Leader:**  
• **Lisa Deley** | [Lisa.deley@Staples.com](mailto:Lisa.deley@Staples.com) | 614-472-2132

Karie is your in-person connection to Staples Business Advantage. She will schedule on-site meetings to help you identify ways to take full advantage of your program, reduce costs and streamline processes. She will connect you with our specialists in breakroom, facilities, technology, furniture, print and promotional products to provide consultation and recommendations so you can excel at meeting your work goals. By partnering together, your unified support team will ensure that your business has everything you need to succeed.



# Welcome to Staples Business Advantage®.

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
- Special offers and incredible prices on must-have products
- Efficiency of online ordering through the BobcatBUY system
- A dashboard that has everything you need in one place
- An Ink & Toner finder to help you order the right product for your printer
- Product ratings
- Live chat

## 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.

**You can find Staples Business Advantage in the BobcatBUY system.**

## Need help? For online ordering technical support:

Phone: 1-877-826-7755

Email: [Support@StaplesAdvantage.com](mailto:Support@StaplesAdvantage.com)

# Quick guide for Users.

Easy ordering with Staples Business Advantage.

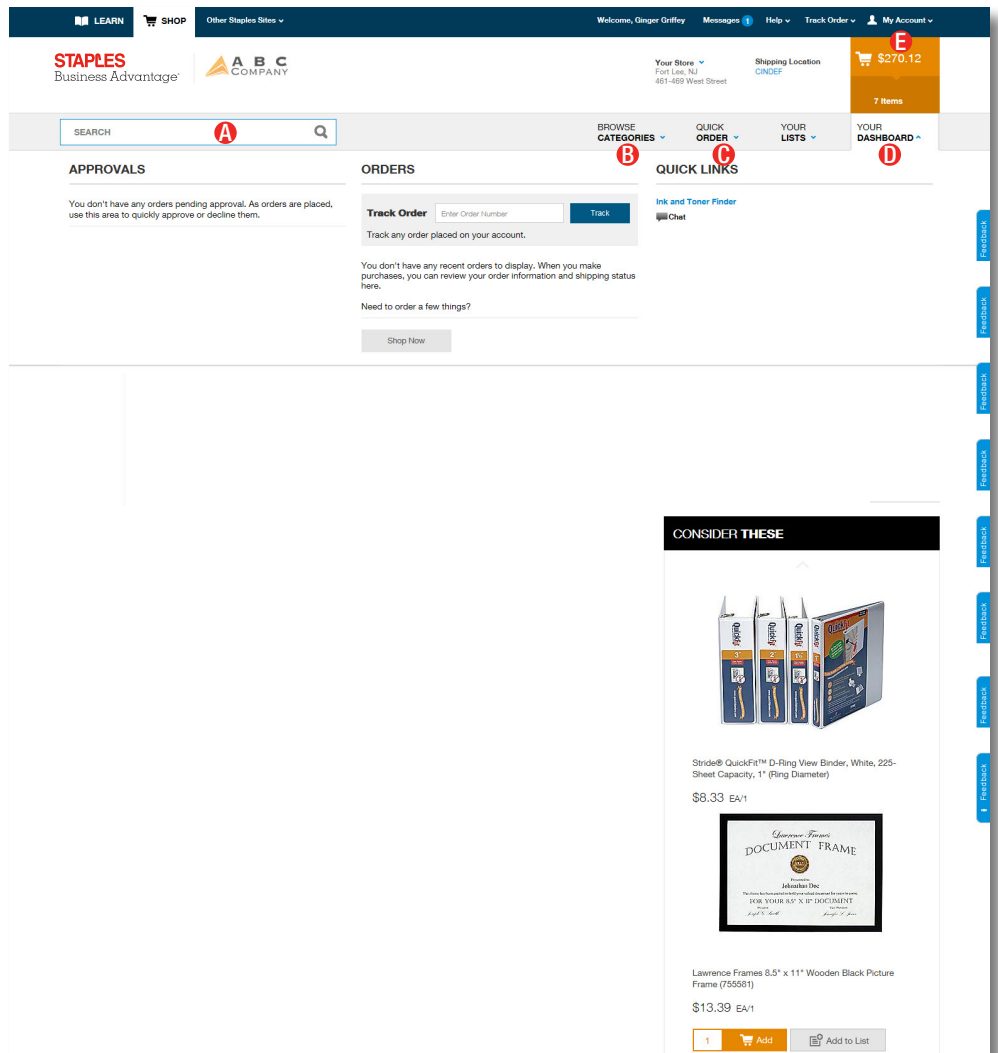
## Accessing the Catalog

Find **Staples Business Advantage** in the **BobcatBUY** system and click the link.

## 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



## Operating System and Browsers

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

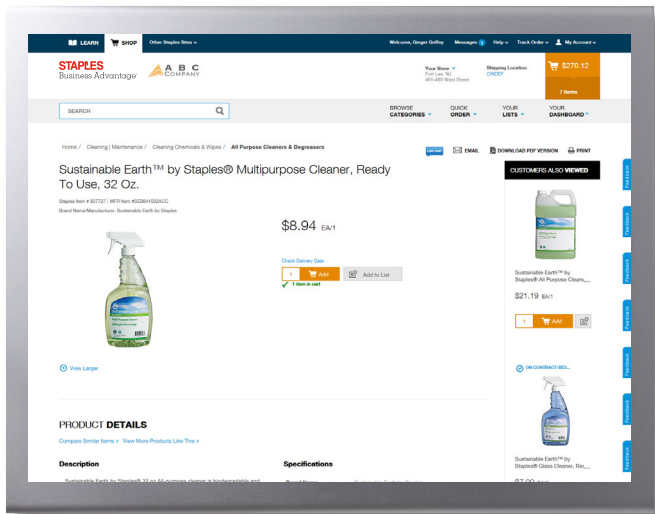
## Add items to your order

- **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 Ink & Toner Finder, 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

Customer Support: [Support@StaplesAdvantage.com](mailto:Support@StaplesAdvantage.com)

# Quick guide for Users.

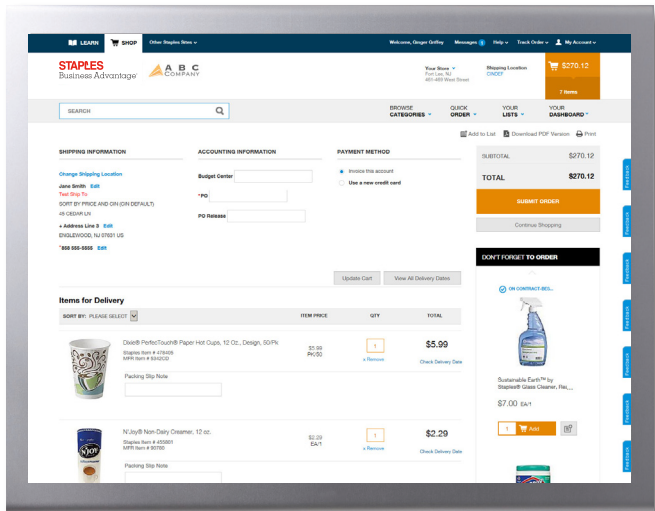
Easy ordering with Staples Business Advantage.



## Product Page

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

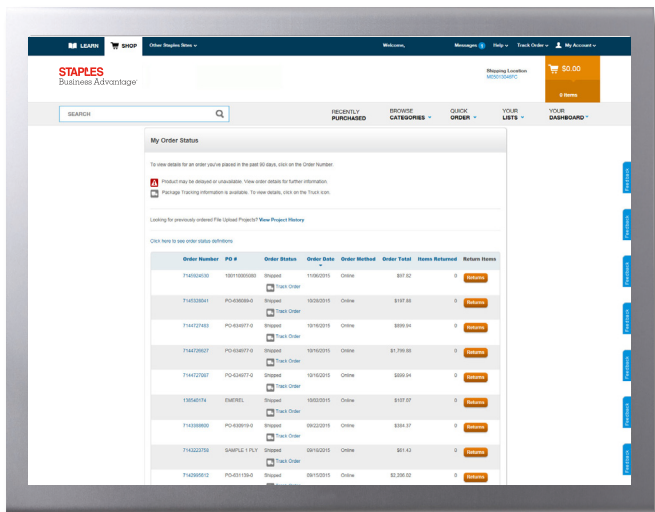
- To add an item to your cart, enter quantity and click **Add**.
- To add an item to a list, click **Add to List**.
- To check the expected delivery date, enter the quantity you want and click **Check Delivery Date**.
- Click **Chat** to get more information about the product.



## 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.

# 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

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

<b>K</b> ITEM NUMBER	<b>L</b> ITEM DESCRIPTION / MODEL NUMBER	<b>M</b> UNIT MEAS.	<b>N</b> QTY ORDERED	<b>O</b> 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](http://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.

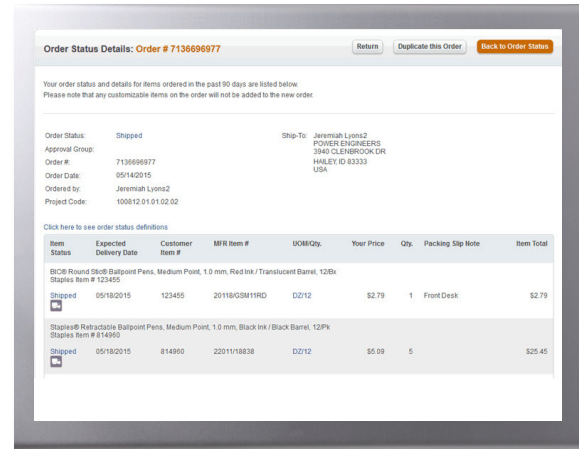
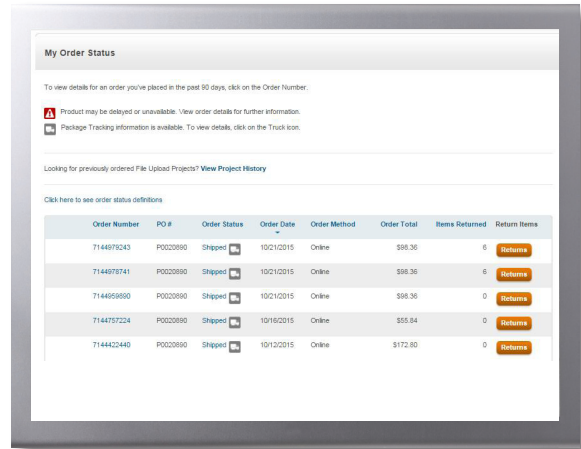
Sample Packing Slip

# 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.

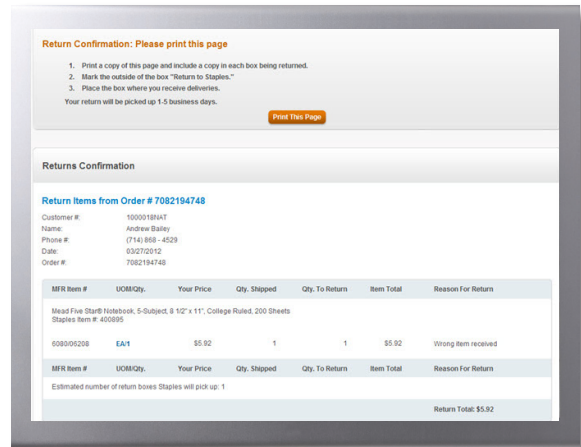


## Return Items: Order Information

- 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.

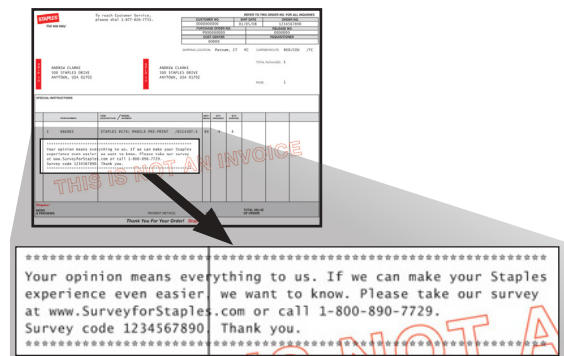
## Returns Confirmation Page

- 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.



# Savings, every which way.

At Staples Business Advantage®, we understand that sometimes you need something right away, so we've made it easy with our retail program.

Use your pre-registered credit card to pay for everything from last-minute supplies to copy & print services at any Staples® retail location across the country.

Be sure you are getting your company's discounts in store:

- Register your credit card online using the link below
- You'll receive an email in 24 to 48 hours detailing that your card is ready to use for shopping
- Use that registered credit card when shopping at any Staples location in the U.S., including Copy & Print centers

You'll pay either your company's discounted price with Staples Business Advantage or the in-store sales price – whichever is lowest at the time of purchase. Discounts will occur after your registered credit card is swiped and your final amount will be charged. All discounts are displayed on your receipt.

[Register your card here](#) to use it in any Staples retail location.

If you have any questions, contact your Nicole Ray at [Nicole.Ray@Staples.com](mailto:Nicole.Ray@Staples.com).



# Focused on your needs.

Staples Business Advantage® is known for its leadership in office supply procurement, but that's just the beginning. Our comprehensive offering provides organizations around the world with a full complement of products, services and product experts in just about every business function. Plus your Account Manager will help oversee your program and can answer any questions you may have.

Office Products. From the basics to the unexpected, we have everything you need.

Facility Solutions. Our experts can recommend the maintenance products, cleaning systems and cafeteria and janitorial supplies that are right for your business.

First Aid & Safety Solutions. We've got employee and customer safety covered, from first aid kits and safety cones to specialty products like hard hats, safety gloves and more.

Coffee & Breakroom Solutions. We have everything you need to stock your breakroom, from coffee and energy drinks to healthy snacks and supplies.

Technology Solutions. Ready to help you find the hardware and software you need for the office, telecommuters or a mobile workforce.

Furniture Solutions. With Workplace Studio, you'll have access to a wide selection of high-quality, commercial-grade furniture, ready for delivery where and when you need it. For bigger projects, count on our team of designers and space planners to get the job done on time and on budget.

Promotional Products. With customized managed programs, special-order services and more than 700,000 high-quality promotional items to choose from, we help get your brand noticed.

Print Solutions. We can provide you with every solution, including digital copy & print services, print management, labels and flexible packaging, and more.

Staples Business Advantage also provides you with:

- The national brands you prefer, plus value-priced options
- Pricing tailored to your organization's needs
- An Account Manager to help you maximize your program
- National coverage for product consistency across all your locations
- Customized reporting so you'll see what you're buying and saving
- Targeted communications to help enforce compliance
- Easy online ordering
- Fast, free delivery on all your supplies



Now that you have everything you need to get started, visit [StaplesAdvantage.com](https://www.staplesadvantage.com) and browse our wide assortment of business essentials, create shopping lists and get to know our easy ordering system.

**For more information, or with any program questions, contact your Strategic Account Leader today or visit [StaplesAdvantage.com](https://www.staplesadvantage.com).**

**Thanks, and welcome to Staples Business Advantage!**