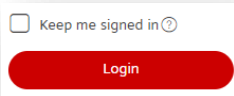
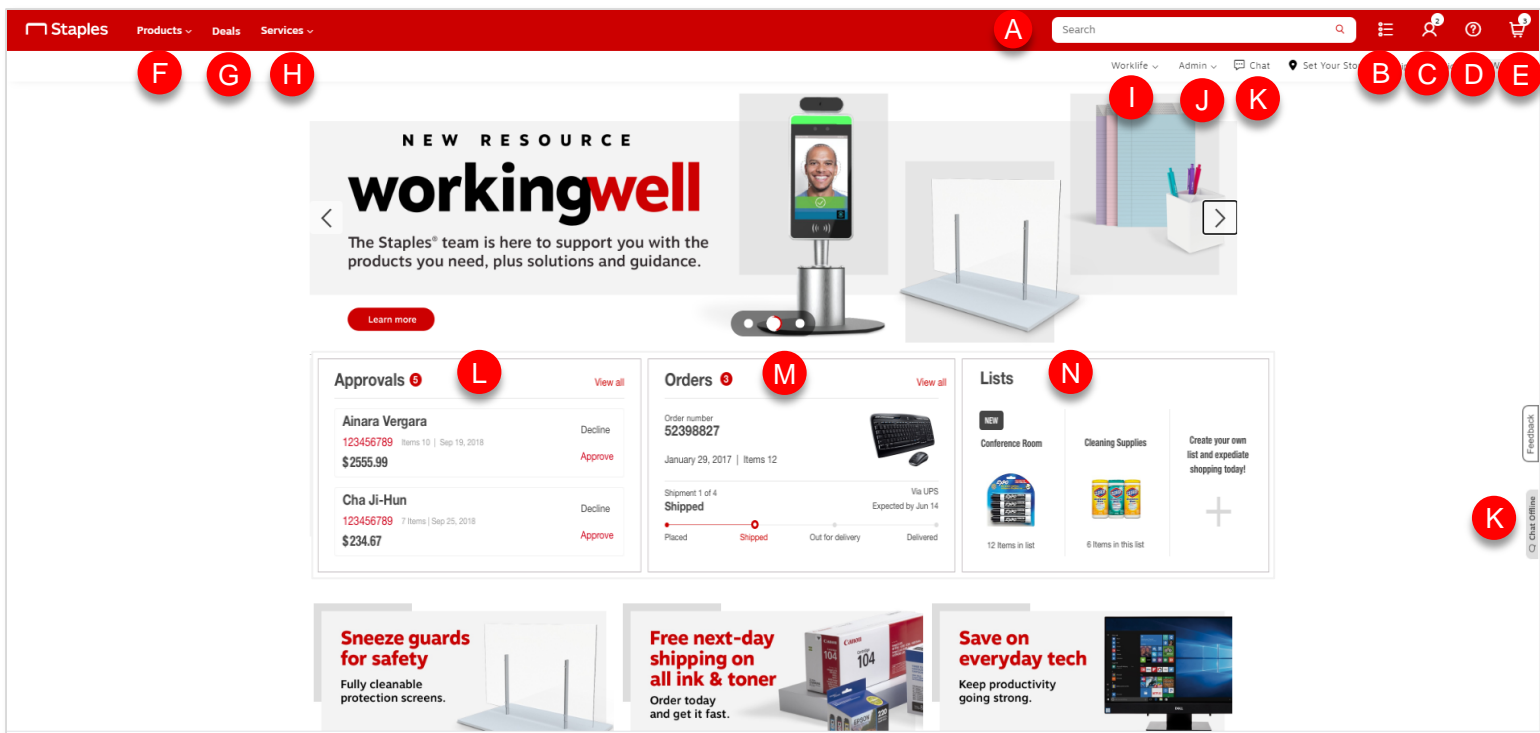


# StaplesAdvantage.com

## User Quick Guide



### Header Navigation

- A** Search
- B** Lists
- C** Account
- D** Help
- E** Cart
- F** Products
- G** Deals
- H** Services
- I** Worklife Center

### User Sign In

Type StaplesAdvantage.com in your browser, click "Sign In" to enter your login information. Check "Keep me signed in" to reduce the number of times you are asked to login. If you forget your Account Number or User ID, click on "Forgot your AccountNumberorUser ID?" If you can't remember your password, click on "Forgot your Password?" for assistance.

### Home Page

#### Admin

If your user profile is set up as an administrator on your account, you can approve orders, manage users, approval roles, budgets and reporting.

#### Chat

With a knowledgeable representative while online

#### Approvals

If a user is set up as an approver for orders, details of pending orders will display to modify, decline or approve.

#### Orders

Active orders are presented with the date it was placed, # of items, shipping information and expected delivery date. If orders have all delivered, most recent orders will show.

#### Lists

Up to 3 active shopping lists display, based on the most recent ones you viewed.

#### System Requirements

For the best experience, use the following computer operating systems and the most up to date web browser.

#### Operating Systems

Windows 10, Windows 2000, Mac OS X

#### Web Browsers

Internet Explorer [latest version](#)

Google Chrome [latest version](#)

Mozilla Firefox [latest version](#)

Safari [latest version](#)



# Edit Your Profile, Set Your Password & Delivery Notifications



## Edit Your Profile

**A** Go to the Account icon and use the drop down menu to choose My Profile if you need to update your personal information

## Set Password

**B** Create a unique password that is a minimum of 8 characters that contain 3 out of 4 of the following:  
1 upper case letter  
1 lower case letter  
1 number  
1 symbol

**C** Click save

## Delivery Notifications

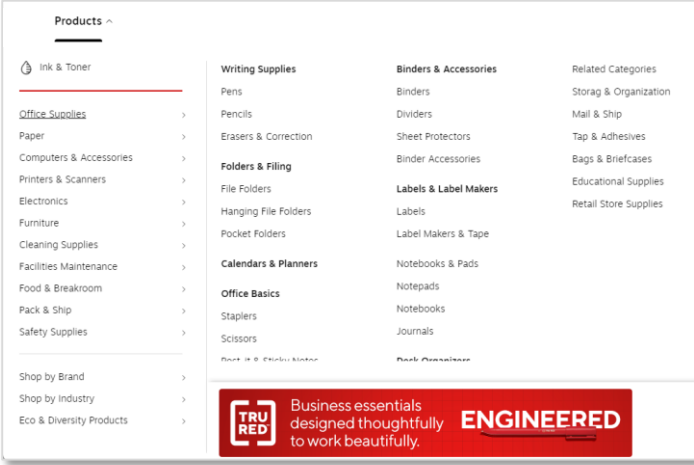
**D** Click notifications for insight on your order delivery every step of the way.

**E** Set your preference to receive texts or email notifications when:

- Your order has shipped
- Is out for delivery
- Has delivered

**F** Click save

# Product Search and How to Order



## Search Products

Easily search for a product by name and autosuggest terms populate in the search bar. Or search for products by category, product, industry, brand, eco & diversity products

## Ink & Toner Finder

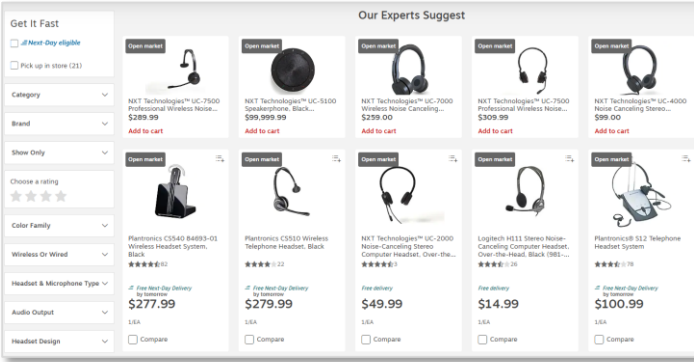
Access the ink & toner finder under Products

- Search by cartridge model number, printer model number, Past Purchases, popular brands or Add My Printer to quickly find the compatible ink and toner

## Search Results

Add an item to your cart from search results to save time

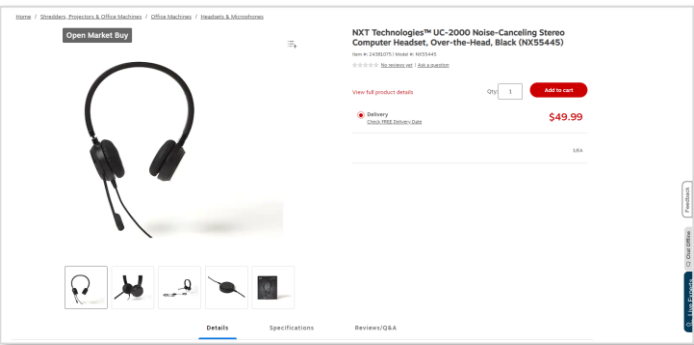
- Use the left-hand filter attributes to narrow your search results
- Check the “compare” box to do a side by side comparison of up to 4 items at a time
- Need it fast? Filter by “next-day eligible”



## Product Page

Access the product page through by browsing categories or through a search result.

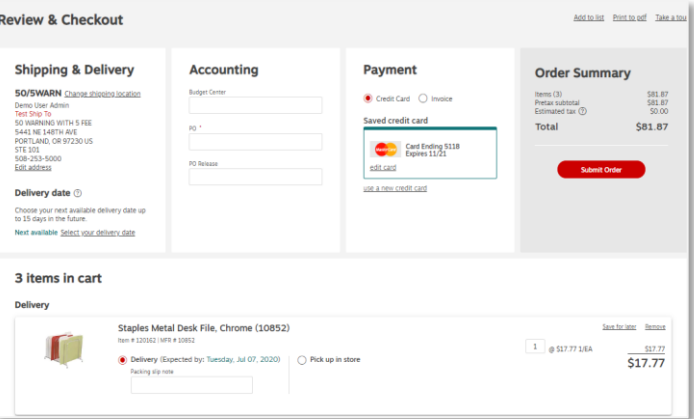
- Ability to add an item to your cart from search saves time
- To view product details, specifications and reviews, click “View Full Product Details”
- To add an item to your cart, enter quantity and click “Add, Review & Checkout” or “Continue Shopping”
- To check the expected delivery date, enter the quantity you want and click “Check Delivery Date”
- For 1 Hour Pick Up, click “Other Delivery Options” to pick up same day at a Staples retail store



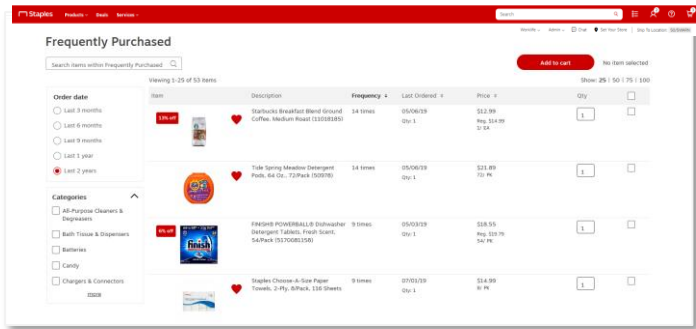
## Your Shopping Cart

Review your order before you click submit

- Review delivery date – if you want to change the date to up to 15 days in the future, click on “Custom Delivery Date”, pick a date and save
- Change quantities, add a packing slip note or remove an item
- If items in your cart have a quality lower-cost alternative, “Easy Savings Recommended Alternative” items will be presented – the choice is up to you
- Click “Save for Later” if you don’t want to purchase now but want to easily purchase an item at another time
- Click “Submit Order” to complete your transaction



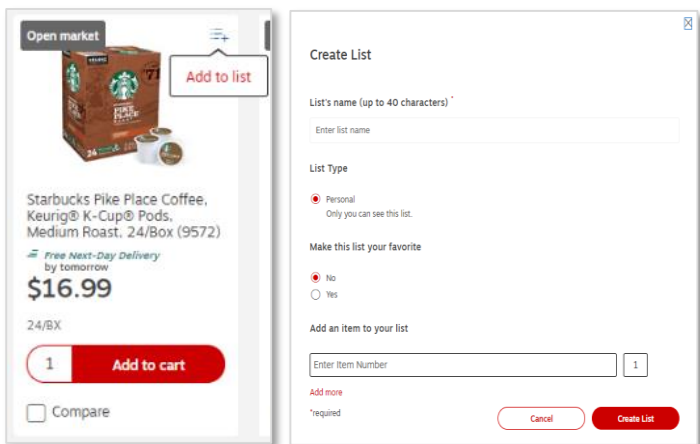
# Frequently Purchased, Shopping Lists, Quick Order & Auto Restock



## Frequently Purchased

Easily reorder items by viewing your Frequently Purchased items from the “Account” icon in the header navigation:

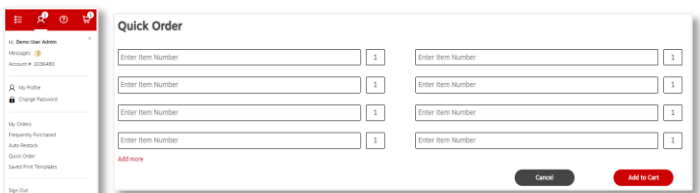
- Click “Frequently Purchased”
- Easily sort and filter items by order date or category
- Click on the items you want to order and add to cart
- Even add an item to your shopping list by clicking on the list icon



## Shopping Lists

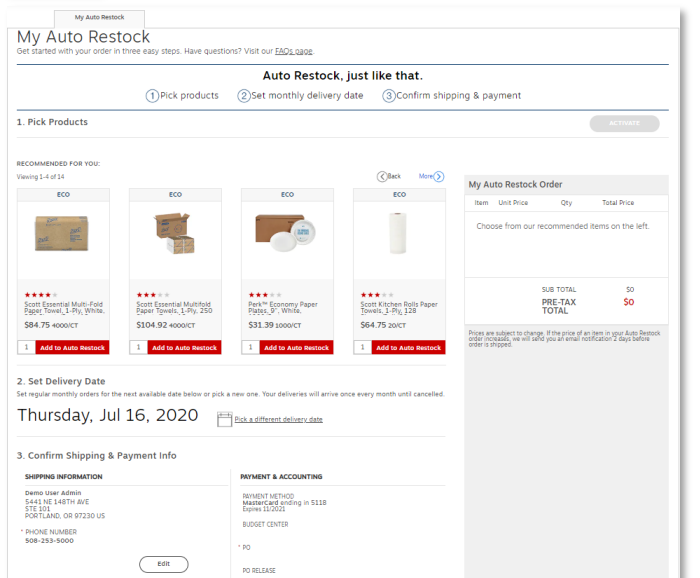
Create shopping lists for fast ordering from the Lists tab, product search results, product pages or your home page:

- Click lists or the list icon to create a list
- Create a name for your list
- Select personal or shared
- Determine if it should be a favorite
- Add items and click “Create List”



## View Lists

- Search for a list by name in the search bar or sort and filter lists by list name, modified date or list type



## Quick Order

Quick order up to 50 items at a time

- Go to the “Account” icon in the header navigation and click on “Quick Order” from the drop-down menu
- Enter the item numbers of the products you want to purchase, add to cart and submit

## Auto Restock\*

Set up items for monthly automatic delivery – pause, skip or cancel anytime.

If an item is available to Auto Restock, it will be presented on the product page as another purchasing option or you can go to the “Account” icon in the header navigation and click on “Auto Restock” from the drop-down menu

- Pick products and set monthly delivery date
- Confirm shipping & payment

# My Orders Search, Status, Tracking, Cancel or Return

**My Orders**  
 Need to approve orders? [View Approve Orders list](#)  
 You can view orders for all users by clicking here

Quick search [Print This Page](#)

Submitted Orders  
 My Pending Approval

Viewing 1-25 of 71 orders Show: 25 | 50 | 75 | 100

Order #	Date	Total	Status	PO #	Ship-to	Actions
731127203	08/18/20	\$5.51	Cancelled		KARYN	
731108112	08/11/20	\$18.82	Partially Sh...		KARYN	<a href="#">Return</a> <a href="#">Reorder (add)</a>
731109276	08/10/20	\$0.00	Cancelled		KARYN	
731141266	08/06/20	\$0.00	Cancelled		KARYN	
731141260	08/06/20	\$53.39	Delivered		KARYN	<a href="#">Return</a> <a href="#">Reorder (add)</a>

Looking for previously ordered items? [Click here](#)

## “My Orders” to search, track, check the status, cancel an order or make a return

Go to the “Account” icon and use the drop down menu to choose “My Orders” or “View All” from your home page Orders

## Order Search, Status & Tracking

Search for an order by order number, ship to, date range, budget center or PO, item number, submitted or pending approval

- Choose the order you wish to view
- Cancel an item in your order up to 30 minutes after its been placed if you need to make a change

**Order# 7300081888**  
 Order placed: July 02, 2019 at 11:33 AM

Total Items: 3  
 DELIVERIES: Jul 3, 2019 - 1 item  
 RETURNS: Jul 18, 2019 - 1 item (return initiated)  
 Jul 3, 2019 - 2 items (estimated delivery) Jul 11, 2019 - 1 item (return initiated)  
[View full tracking history](#)

Delivered to: Shrewsbury, MA 01545

**Items for delivery** 1 item in 1 box  
 Delivered on: Jul 3, 2019  
[View tracking](#)

**On Contact**  
 Scotch® Heavy Duty Shipping Packing Tape with Dispenser, 1.88"W x 22.2 Yards, Clear (142)  
 Item: 824219 | Model: 142 | CID: 824219  
 \$3.09

**Deliver to:** Shrewsbury, MA 01545

**Items for delivery** 2 items in 2 boxes  
[View tracking](#)

Apple EarPods with Lightning Connector Headphones, White (MMTNZAMA)  
 Item: 2452820 | Model: MMTNZAMA | CID: 2452820  
 \$36.19

**Returned**

**On Contact**  
 Hershey's Nuggets Chocolate, Variety, 31.5 oz. (HECO1878)  
 Item: 2411693 | Model: HECO1878 | CID: 2411693  
 \$12.59

**Returned**

**Items for return** 1 item  
 Refund will post to your account in 3-5 business days after your package is received.

Refund issued  
 Jul 11  
 Return Initiated  
 Processing return  
 Refund issued

You do not need to return the following item(s). You will receive a credit email with your refund details.  
 Please feel free to:

- Keep product and use at your discretion or
- Donate the product to a worthy cause or
- Discard the product, if recyclable please dispose of correctly

Hershey's Nuggets Chocolate, Variety, 31.5 oz. (HECO1878)  
 Item: 2411693 | Model: HECO1878 | CID: 2411693  
 \$12.59  
 Total refund: \$12.59

**Items for return** 1 item  
 Refund will post to your account in 3-5 business days after your package is received.

Refund issued  
 Jul 11  
 Return Initiated  
 Processing return  
 Refund issued

We will be sending a driver to collect your items. The driver will arrive soon as the next business day from when you placed your return or upto 5 business days. [View full return instructions](#)

Apple EarPods with Lightning Connector Headphones, White (MMTNZAMA)  
 Item: 2452820 | Model: MMTNZAMA | CID: 2452820  
 \$36.19  
 Total refund: \$36.19

## Order Details

- Click on “View Tracking” to see details at the summary level as well as the shipment level
- View delivery progress on the delivery tracker with the number of items in a box
- Easily reorder or make a return by clicking on “Return an Item” or “Duplicate Order”
- View order summary with accounting information, payment method and billing

## Special Orders & Quotes

Can't find what you need? From the ordinary to the extraordinary, our sourcing team will find and order it within your existing account, without a new vendor set up or rogue spend.

- Go to the “Help” icon and click “Special Orders & Quotes”
- Submit a “Special Order” request by filling out the form or call 1-844-FIND-ALL
- We'll get back to you quickly with a quote
- Order, modify or change your request

**Special Orders** [See benefits](#)

Need something beyond your typical order?  
 If you search our site and don't find it, just ask us! Ordinary or extraordinary, we'll find it!

- Submit a special order request
- We'll get back to you quickly
- Order, modify or change your request

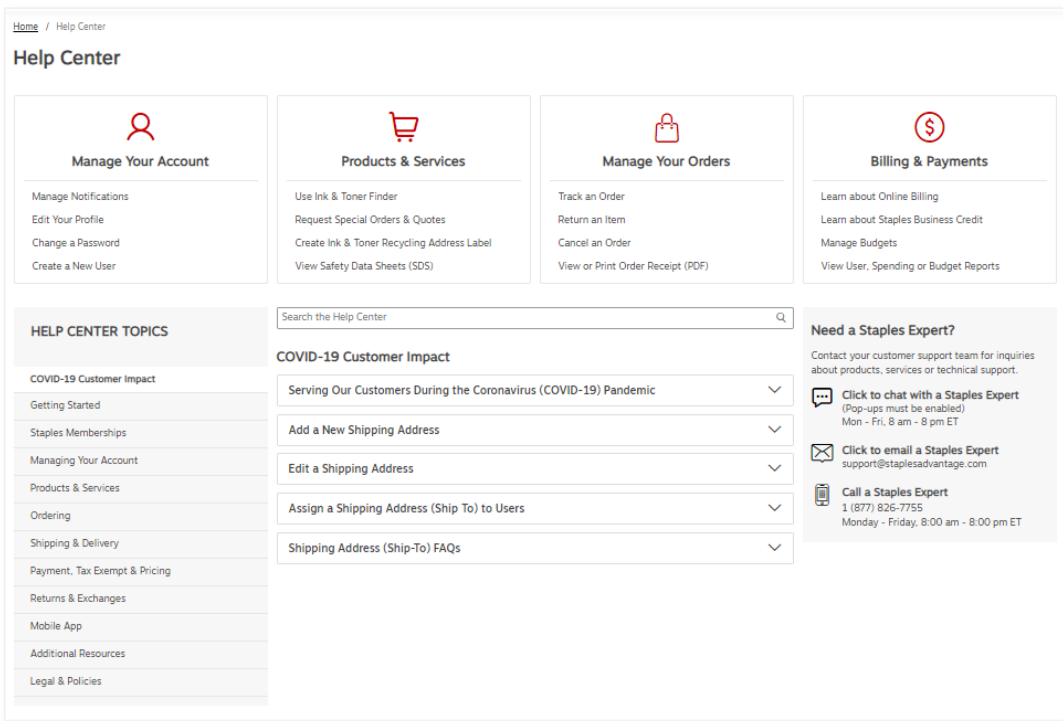
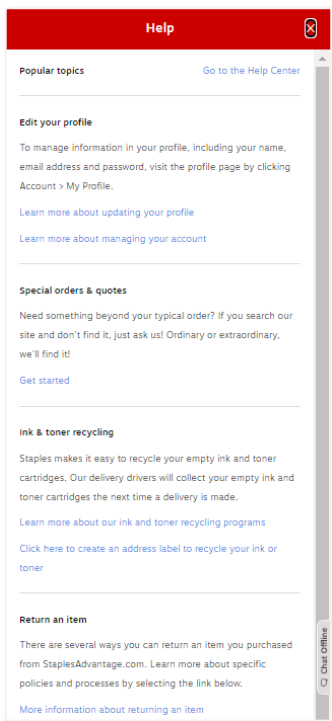
[Get started](#)

Quote History  
 You currently have no special order requests. [Get started](#) by requesting a quote today!

# Help to Get Answers Fast

## Find everything you need in the Help Center

- Under Help click “go to the Help Center” or use the short cuts within the Help menu
- View “Help Center Topics,” use quick links or simply use the search bar to type in a search term and find answers to your questions



### Manage your Account

- Set up or change your delivery notifications under Edit Your Profile
- Change your password
- Create a new user

### Products & Services

- Ink & toner finder
- Request a Special Order
- Ink & toner recycling label
- Safety data sheets

### Manage your Orders

- Track an order
- Return an item
- Cancel an order
- View or print order receipt

### Billing & Payments

- Online billing
- Manage budgets
- View spend or budget reports

Dedicated resources are standing by to help via chat, email or phone

For questions, contact Customer Support at [support@StaplesAdvantage.com](mailto:support@StaplesAdvantage.com).