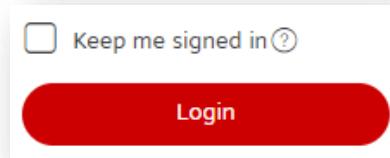


# StaplesAdvantage.com

## Quick guide for users

### 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 Account Number or User ID?" If you forget your Password click on "Forgot your Password?" for assistance.

### Header Navigation

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

### System Requirements:

For the best experience and interface StaplesAdvantage.com is supported on the following computer operating systems and the most up to date version of various web browsers.

### Operating Systems

Windows 7, Windows 2000, Mac OS X

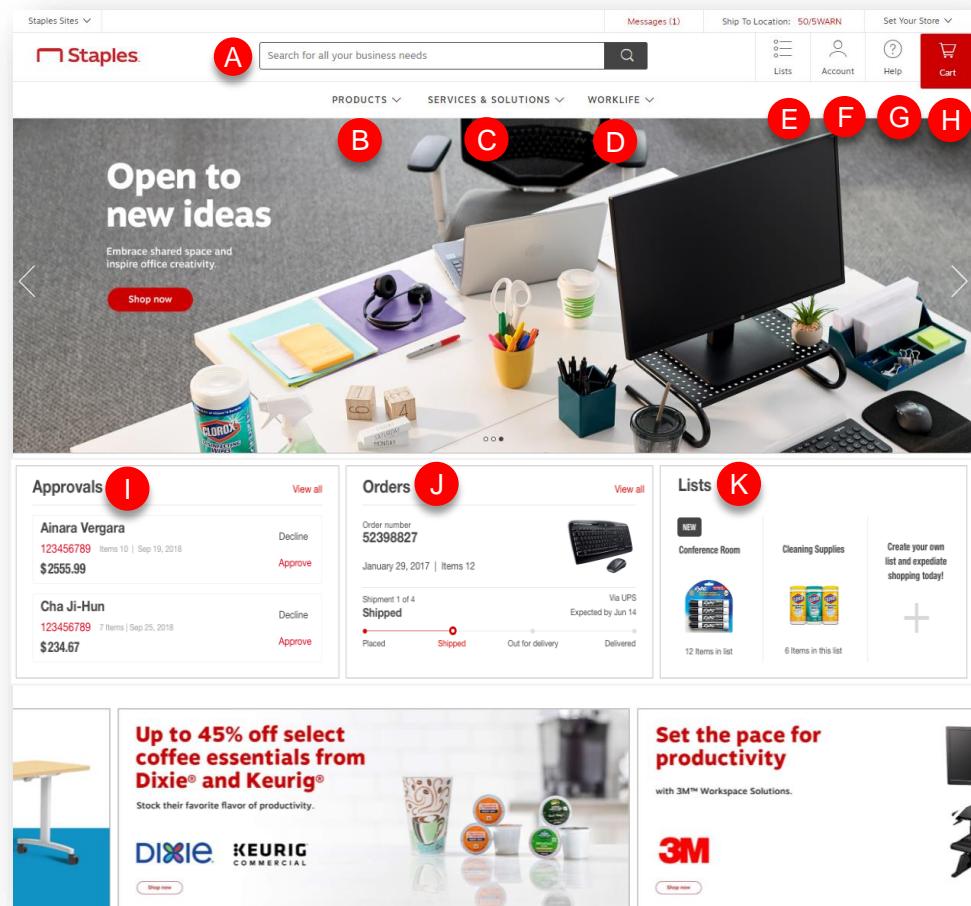
### Web Browsers

Internet Explorer [latest version](#)

Google Chrome [latest version](#)

Mozilla Firefox [latest version](#)

Safari [latest version](#)



### Home Page

#### Approvals

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

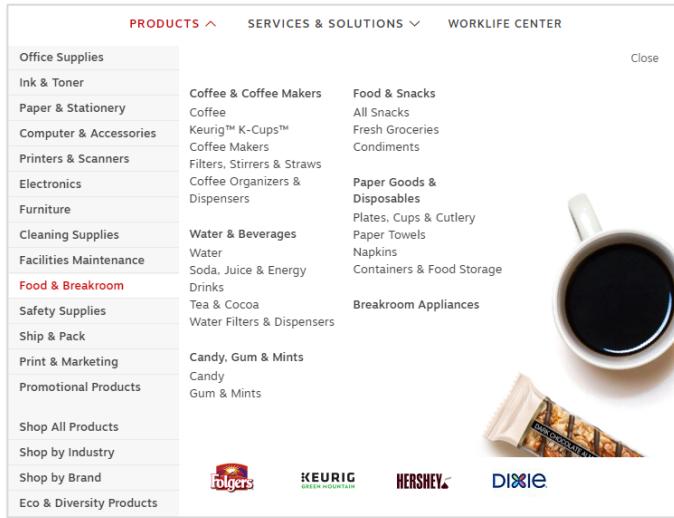
#### Orders

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 with the ability to create a new list.

# Product Search and Ordering



The screenshot shows a search interface with three main categories: PRODUCTS, SERVICES & SOLUTIONS, and WORKLIFE CENTER. Under PRODUCTS, the 'Office Supplies' section is expanded, showing categories like Ink & Toner, Paper & Stationery, Computer & Accessories, Printers & Scanners, Electronics, Furniture, Cleaning Supplies, Facilities Maintenance, Food & Breakroom, Safety Supplies, Ship & Pack, Print & Marketing, and Promotional Products. The 'Food & Snacks' section is also expanded, showing categories like All Snacks, Fresh Groceries, Condiments, Paper Goods & Disposables, Plates, Cups & Cutlery, Napkins, Containers & Food Storage, and Breakroom Appliances. A search bar at the top is populated with 'coffee & snacks'. Below the search bar, there are several product images: a Folgers coffee cup, a Keurig coffee maker, a Hershey's candy bar, and a Dixie paper cup.

## 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

## Product Page

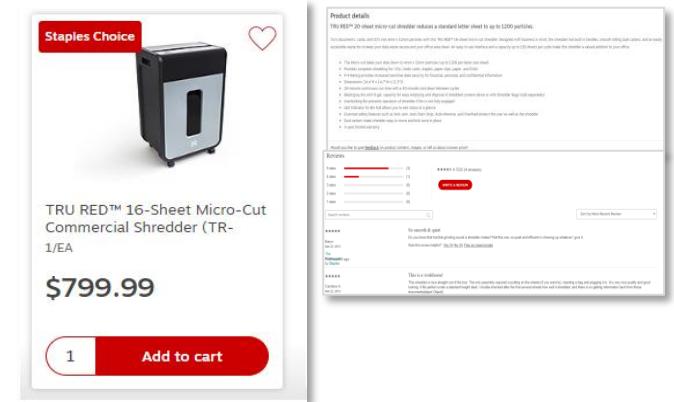
Access the product page through by browsing categories or through a search.

- 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

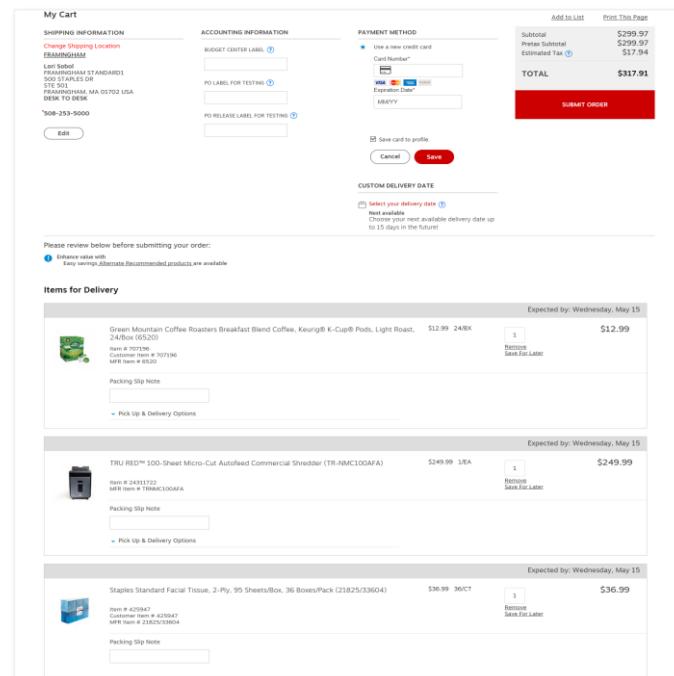
## Your Shopping Cart

Review your order before you click submit

- View expected delivery date for items in your cart or select a custom delivery date up to 15 days in the future by clicking 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



The screenshot shows a product page for the 'Staples Choice TRU RED™ 16-Sheet Micro-Cut Commercial Shredder (TR-1/EA)'. The price is listed as \$799.99. Below the price is a red 'Add to cart' button. To the right of the product image is a detailed product description and a 'View Full Product Details' button. The product description highlights features like a micro-cut shredder, a 16-sheet capacity, and a 100% jam-free performance.



The screenshot shows the 'My Cart' page with a list of items for delivery. The items include:
 

- Green Mountain Coffee Roasters Breakfast Blend Coffee, Keurig K-Cup® Pods, Light Roast, 24/Box (65205) - \$12.99
- TRU RED™ 100-Sheet Micro-Cut Autofeed Commercial Shredder (TR-NMC100AFA) - \$249.99
- Staples Standard Facial Tissue, 2-Ply, 95 Sheets/Box, 36 Boxes/Pack (21825/33604) - \$36.99

 Each item has a 'Remove' button and a 'Save for Later' button. Below the cart table, there are sections for 'Items for Delivery' and 'Items for Pick Up'.

# Order Quick Tools

Green Mountain Coffee Roasters Breakfast Blend  
24/BX  
Pick up in 1 hour  
**\$12.99**

1 **Add to cart**

**Create List**

List's name (up to 40 characters):  
List Title

Privacy Settings  
 Personal  
 Shared  
 Share your list with other account members. It will appear as an option among their lists. Others can add to or subtract from your list. To stop sharing your list, change the list's privacy setting to "Personal".

Make this list your favorite  
 No  
 Yes

Add an item to your list  
 Enter item Number  
 Add more  
 \*required  
 Cancel **Create List**

**Quick Order**

Enter Item Number  1 Enter Item Number  1

Add more

Cancel **Add to Cart**

**My Auto Restock**  
Get started with your order in three easy steps. Have questions? Visit our [FAQs](#) page.

**Auto Restock, just like that.**

① Pick products ② Set monthly delivery date ③ Confirm shipping & payment

**1. Pick Products**

RECOMMENDED FOR YOU: Viewing 1-3 of 5

Item	Unit Price	Qty	Total Price
Dixie® Medium-Weight Polystyrene Plastic	\$33.39 1000/CT	1	\$33.39
KIND® Bar, Blueberry Vanilla & Cashew, 1.4 Oz.	\$16.69 \$16.69 12/BX	1	\$16.69
Staples Polystyrene Soup Spoons, Heavy-Weight	\$4.39 100/BX	1	\$4.39

SUB TOTAL: \$0 PRE-TAX TOTAL: \$0

Prices are subject to change. If the price of an item in your Auto Restock order increases, we will send you an email notification 2 days before the item is shipped.

**2. Set Delivery Date**  
Set regular monthly orders for the next available date below or pick a new one. Your deliveries will arrive once every month until canceled.

Friday, May 17, 2019

## Frequently Purchased

Easily reorder items by viewing your Frequently Purchased items from the Lists tab 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 heart 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 heart 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

## Quick Order

Quick order up to 50 items at a time

- Go to the Lists tab in the header navigation and click on Quick 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 Lists tab in the header navigation and click on Auto Restock from the drop down menu

- Pick products
- Set monthly delivery date
- Confirm shipping & payment

# Account Order Management

This screenshot shows the 'Approvals' section with two items: 'Alinara Vergara' and 'Chia-Ji-Hun'. It also shows the 'Orders' section with a recent order for 'Order# 75000017318' and the 'Lists' section with categories like 'Conference Rooms' and 'Cleaning Supplies'.

This screenshot shows the 'Orders' page with a table of recent orders. Filters include 'By order number', 'Advanced search', 'By ship-to & ordered by', 'By date range', 'By total', 'By accounting info', 'By item', and 'Submitted Orders' or 'Pending Approval'. A red 'Apply' button is visible.

This screenshot shows the detailed view of Order# 01234567890. It includes sections for 'Order summary', 'Accounting information', 'Payment method', 'Billing address', and a list of items with their details, including 'Brother LC3029 Color Ink Cartridges (LC3029PKS), Super High Yield, 3/Pack'.

This screenshot shows the 'Special Orders' section on Staples.com. It includes a search bar, navigation links for 'PRODUCTS', 'SERVICES & SOLUTIONS', 'DEALS', and 'WORKLIFE'. Below this, there's a 'Special Orders' section with a 'See benefits' link and a 'Need something beyond your typical order?' section with three options: 'Submit a special order request', 'We'll get back to you quickly', and 'Order, modify or change your request'.

## Home Page

Displays up to 3 recent orders placed and/or delivered and the ability to View All orders on the orders detail page

- View orders in progress on the delivery tracker or details on orders that have delivered
- Click View All to see additional orders and to go to the order details page

## Order Status & Tracking

Order status and order search are all on one page with advanced search

- Go to Account and click Orders
- Search and filter by Order #, Ship to, Ordered by, Date Range, Total, Accounting Info or Item
- Review up to 2 years of order history

## 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 Account 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

# Help to Get Answers Fast

## Find everything you need in the Help Center

- Under Help click Help Center
- Simply use the search bar to type in a search term and find answers to your questions
- Or view Help Center topics

**Help Center**



### Manage Your Account

Manage Notifications  
Edit Your Profile  
Change a Password  
Create a New User



### Products & Services

Use Ink & Toner Finder  
Request Special Orders & Quotes  
Learn about Staples Ink & Toner Recycling  
Download Staples W-9



### Manage Your Orders

Track an Order  
Return an Item  
Cancel an Order  
View or Print Order Receipt (PDF)



### Billing & Payments

Learn about Online Billing  
Learn about Staples Business Credit  
Manage Budgets  
View User, Spending or Budget Reports

**Help Center Topics**

- Getting Started
- Staples Memberships
- Managing Your Account
- Products & Services
- Ordering
- Shipping & Delivery
- Payment, Tax Exempt & Pricing
- Returns & Exchanges
- Mobile App
- Additional Resources
- Legal & Policies

Search the Help Center



**Getting Started**

- System Requirements
- Email Verification
- Most Common Troubleshooting Steps
- View User's Quick Reference Guide (PDF)
- View Supervisor's Quick Reference Guide (PDF)
- View Administrator's Quick Reference Guide (PDF)
- View Time-Saving Tips (PDF)

**Need a Staples Expert?**  
Contact your customer support team for inquiries about products, services or technical support.

 **KARYN2**  
KARYN2@STAPLES.COM

 **KARYN3**  
KARYN3@STAPLES.COM

 **Click to chat with a Staples Expert**  
(Pop-ups must be enabled)  
Monday - Friday, 8:00 am - 8:00 pm ET

 **Click to email a Staples Expert**  
support@staplesadvantage.com

 **Call a Staples Expert**  
1 (877) 826-7755  
Monday - Friday, 8:00 am - 8:00 pm ET

## 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
- Safety data sheets

## Manage your Orders

- Track an order
- Return an item
- Cancel an order
- View or print packing slip

## 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).