

STAPLES

Business Advantage®



Ordering just got easier.

A guide to your Staples Business Advantage program.

Staples Business Advantage Contact Information

Account Number:

1820778

Customer Service Email Address:

support@staplesadvantage.com

Customer Service Phone Number:

877-826 7755

Account Manager:

Marc Renee Stevenson

Account Manager Email:

marcrenee.stevenson@staples.com





Welcome to Staples Business Advantage.

This guide provides useful information and tips on how to place orders with Staples Business Advantage. With Staples in Top Shop 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
- 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 coworkers and pick a time of the day/week to place orders together.

Need help?

Contact Maxine Hardin

Phone: X5-4252

Email: maxine.hardin@wku.edu

Quick guide for users.

Easy ordering with Staples Business Advantage.

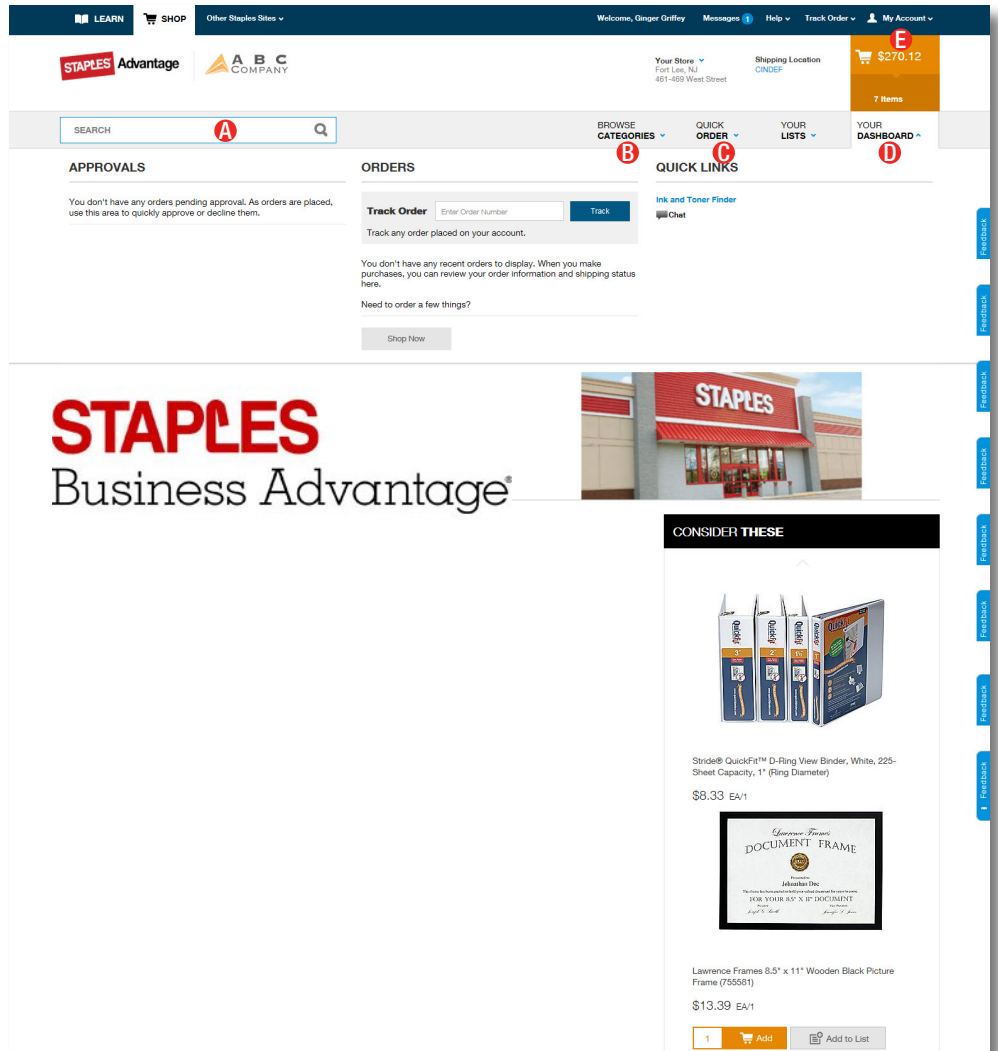
Login to TopShop

1. Click Marketplace
2. Select View Suppliers
3. Type "Staples" in the Supplier box
4. Click Search
5. Click Staples to go to website

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 *StaplesBusinessAdvantage* home page to confirm support for your system and browser.

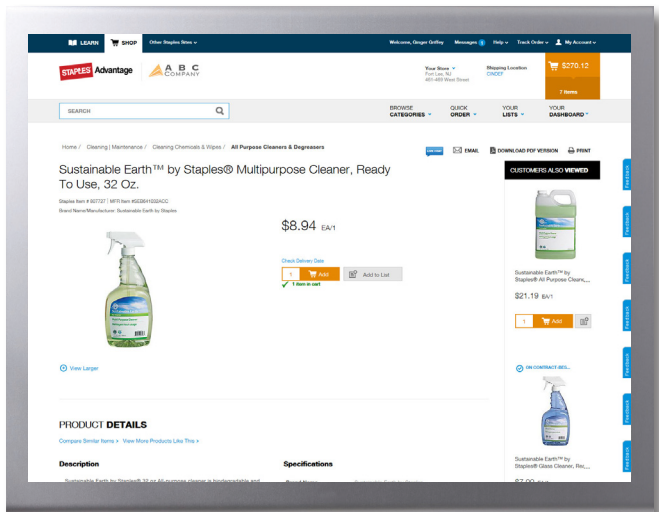
Add items to your order

- **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

Quick guide for users.

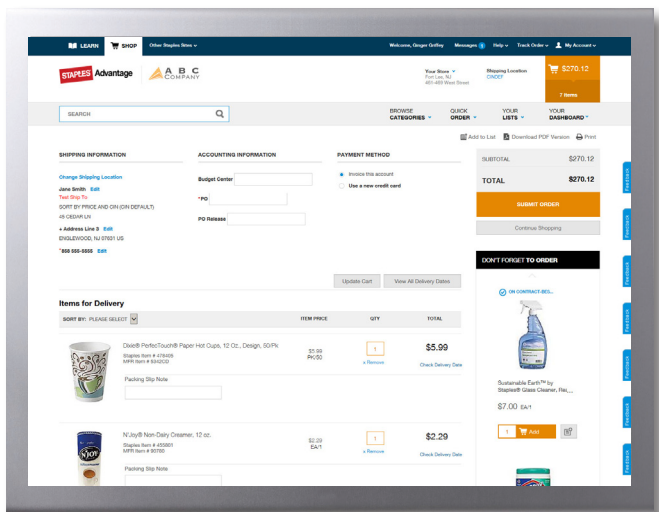
Easy ordering with Staples Business Advantage.



Product Page

Access the product page either by browsing categories or through a Search.

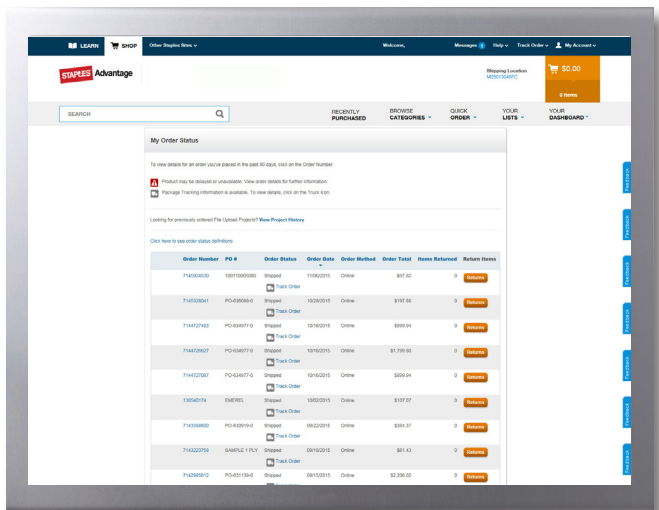
- To add an item to your cart, enter quantity and click **Add**.
- To add an item to a list, click **Add to List**.
- To check the expected delivery date, enter the quantity you want and click **Check Delivery Date**.
- Click **Chat** to get more information about the product.



Your Shopping Cart

Click the **Cart** icon 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.

Get the Staples Advantage mobile app to place orders on the go.
[StaplesAdvantage.com/app](https://www.staplesadvantage.com/app)

What to expect.

- 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.

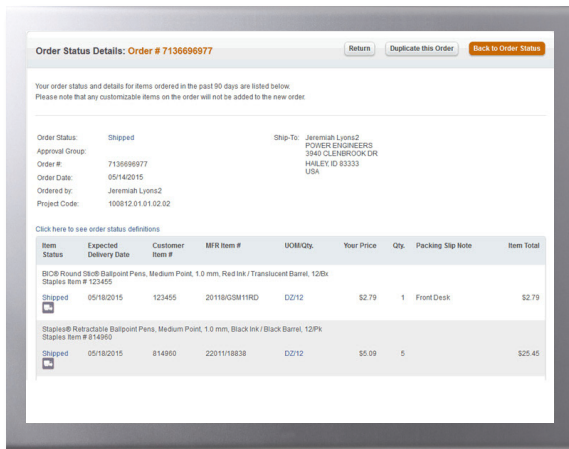
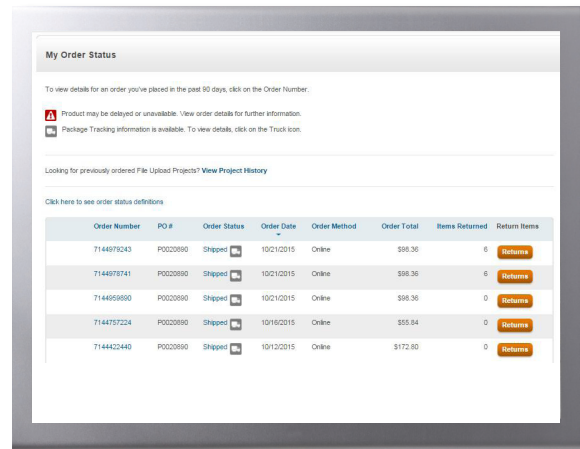
Sample Packing Slip

Save time on your next return.

Just follow this quick guide.

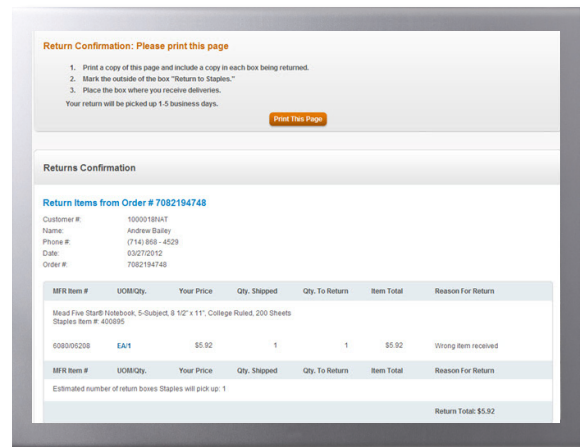
Returns: My Shipped Orders

- 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.

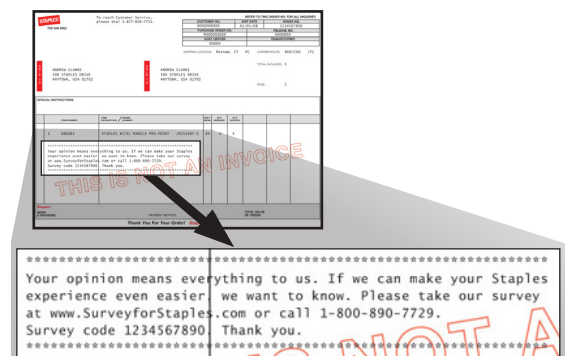


Returns Confirmation Page

- Print a copy of this page and include one copy in each box being returned.
- Get return items to WKU Shipping & Receiving by submitting a pick up request or by taking them to their office in the Supply Service building.

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.



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.

Real bottom-line impact.

Negotiate low pricing on your members' behalf

Buying power.

Put Staples' corporate discounts and services to work for your members.

Flexible shopping options.

Your members can shop online and get fast, free delivery with no order minimums.

Expertise.

Members rely on a dedicated Account Manager and product experts who will work to find efficiencies and savings.



Now that you have everything you need to get started, visit StaplesAdvantage on Top Shop 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 Account Manager today or visit StaplesAdvantage on Top Shop.

Thanks, and welcome to Staples Business Advantage!