

Frequently Asked Questions

ORDERING

How do I place office supply orders?

The preferred method of ordering office supplies is online via SRM. Remote users and maintenance personnel can directly order office supplies at StaplesAdvantage.com. This ensures that BASF takes full advantage of our discounted prices negotiated with Staples.

How do I place business stationery, letterhead, envelopes, business forms and any other copy and print service orders?

Go to www.StaplesEasyPrint.com to place your custom and copy and print services orders.

Why do I need to order using Staples?

Purchasing at an office supply store or other retailer on behalf of our organization results in a lost opportunity to leverage the discounted prices we negotiated with Staples.

How do I get set up with Staples?

Corporate users can access the Staples Advantage site online via SRM. Remote or maintenance personnel should [click here](#) to fill out the electronic registration form. You will be sent your account information within 48 hours of submitting the form.

Is there a minimum order with Staples?

Our organization has established a minimum order of \$25. This minimum was implemented to consolidate orders and improve operational efficiencies for program savings.

To assist you in consolidating orders and making sure you meet this minimum, Staples has listed five tips to make this easy for you.

- **Order once a week:** Determine how much of each item is needed to carry you through a full week. Use up any present supplies of each item until more items are needed at the end of the week.
- **Anticipate projects and events:** Anticipate projects, proposals and events that require special or additional quantities of office products that are normally stocked. Ordering in advance will save you time and frustration.
- **Order early:** Order as early in the day as possible to ensure prompt delivery.
- **Group orders:** Whenever possible, consolidate orders with coworkers. Pick a time of the day/week to place orders and remind coworkers of your deadline.
- **Save money:** Consolidating your smaller orders into fewer larger ones saves our organization time and money.

How often should I place orders?

To continuously maintain cost effective office products, users should order efficiently by eliminating small orders, except in the case of an emergency.

- Consolidate smaller or multiple orders into larger orders
- Plan ahead to avoid last minute purchases
- Use the Shopping List for easy access to frequently ordered items.

What products are available to us and why?

In order for us to gain the maximum value of our relationship it is important that we utilize our Staples contract for all of your business needs - office supplies, custom print, promotional products, furniture and facility solutions.

How do I order an item that I cannot find?

Call Customer Service at 877-826-7755. They will attempt to find you a compatible item that Staples stocks, if one is available. If it is an item that Staples does not stock, you will need to create a "non-catalog item order" on StaplesAdvantage.com. Customer Service will provide you with detailed item information. You MUST provide that information when you place your non-catalog order or your order will not be processed.

What do I do if I have a backorder?

Please do not reorder if your packing slip indicates an item is on backorder. Your item(s) will be shipped as soon as it is available. If

DELIVERY

When can I expect delivery of my order?

All office supply orders received by 5 PM will be processed on the day of receipt. In-stock merchandise is typically delivered the next business day.

When I place an order, how will I know the expected delivery date?

You can view the expected delivery date of a particular product by entering the item number in the Quick Order box on the Home Page, entering the quantity required and clicking **Delivery Date**. The expected delivery date for the specified quantity will be displayed.

What do I do if I did not receive an item that is listed on my packing slip?

If the quantity of an item on your packing slip does not match the quantity of the items received, call Staples Customer Service at 877-826-7755. After researching your claim, Staples will issue a credit to your account. Reorder the item through the same method you used to place the initial order.

RETURNS

What is the Returns Policy?

If for any reason you are not completely satisfied with a product purchased from Staples, you may return it within the applicable time frame. The product must be returned to Staples with its complete and original packaging intact (original UPC code, packaging materials, instructions, manuals, etc.). A restocking fee may apply.

- General office supplies must be returned within 30 days of receiving the product.
- Furniture must be returned within 30 days of receiving the product.
 1. Must be unassembled *** Assembled Furniture can not be returned***
 2. Must be in original packaging in sellable condition.
- Please call your Customer Service team to return damaged or defective products.
- Unopened software may only be exchanged or returned within 30 days of receiving the product
- Custom products are not returnable unless damaged or defective within 30 days
- Items must be ready when the driver arrives to do the pick-up
- Your account will be credited when returned merchandise is received back into inventory.

How can I Return products?

To return an item in your order, please do the following within 30 days of delivery to ensure that you receive proper credit.

1. On the My Order Status page, locate the order number you wish to place a return against.
2. Click the **Returns** link to view the online Returns form.
3. Complete the Returns form and click **Submit**. You will receive a confirmation notice and it will automatically issue a Returns Authorization to arrange for a pick-up of the product. Print the confirmation page and enclose it in each box that you return.
4. Write 'Staples Return' on each carton.

How can I exchange products?

To exchange an item, call your Customer Service Team to request a return authorization and to order another item. They will arrange to pick up the item and ship out your replacement.

CATALOG

Who do I contact if I need a product that is not in the catalog?

If you are unable to find a product that is needed in the online catalog, Staples will help you find it for you. Contact Customer Service at 877-826-7755.

STAPLESADVANTAGE.COM

What is StaplesAdvantage.com?

StaplesAdvantage.com is the online ordering platform for Staples. Through our online ordering website, you'll receive your organization's special Staples prices and immediate access to more than 30,000 products, with new products added daily. The StaplesAdvantage.com ordering website has several features you will enjoy, including:

- Easy online ordering
- Easy "Search" function allowing you to find product items by keywords, item number, brand and more.
- Easy identification of your organization contract items with blue box noting "Contract Item"
- Easy to update and view Shopping Lists of your organization's contract items
- Dependably low contract pricing and high quality contract items
- Dedicated customer service team to assist you with any questions
- Resource Center for the most up to date and latest program information

How do I use the StaplesAdvantage.com Website?

It's EASY! If at anytime you are unable to find what you are looking for, click on "HELP" found in the upper right hand corner of the Web site to find answers to any questions you might have. To learn more about the site, visit www.StaplesAdvantage.com/information.

What if I can't find the product for which I'm looking on StaplesAdvantage.com?

Contact your dedicated Customer Service team at 877-826-7755. They will assist you in obtaining the products you need. You can reach Staples Customer Service Monday–Friday, **8:00 am–5:00 pm** local time.

How do I create a shopping list?

From the StaplesAdvantage.com home page, go to "View All Lists" found on the lefthand side and click "Go." Above all the lists, click on "Create New List."

How do I register for all of the different Staples programs?

Office Supplies

- Corporate users preferred method of ordering is online via SRM
- [Click here](#) to register if you are a remote or maintenance employee to be able to order directly online at StaplesAdvantage.com

Print Solutions

- [Click here](#) if your p-card is not registered

Promotional Products

- [Click here](#) to sign up as a new customer if you don't already have an account set up

Who can I contact for assistance?

For technical assistance, call the Technical Support Line at (800) 633-6080. For product inquiries, order status, or delivery information, call Staples Customer Service at 877-826-7755.

Staples Stores

Can we receive the BASF negotiated price in a Staples® store on business purchases?

Receive the lowest price available when you use your registered p-card in any of the 1500 Staples stores in the U.S. - the BASF negotiated price or in-store sale price, whichever is lower at time of purchase. Price adjustments and correct billing occur at point of sale.

Employee Personal Purchase Programs

What is the BASF Staples employee personal purchase program and how do I get started?

Staples provides you two ways to receive the BASF negotiated price on your personal purchases - online or in-store.

Shop online at StaplesAdvantage.com

- Register to make personal purchases online at StaplesAdvantage.com
- Only your personal credit card may be used for payment
- All orders must ship to a residential address
- All orders ship prepaid via UPS ground at no charge to you
- \$25 order minimum

[Click here](#) to register for the Staples online personal purchase program.

Shop at any Staples Retail Store

- Register your personal credit card and receive savings at any of the more than 1500+ Staples stores
- Use your registered credit card at check out, and automatically receive BAS's negotiated pricing or the retail promotional price – whichever is lowest at time of purchase
- Receive an automatic 10% discount at all Copy & Print centers

[Click here](#) to register your personal credit card for use in any Staples store.

CONTACT

Who do I contact if I have questions?

Many questions about the ordering process can be answered on this site. For help ordering office supplies, please call the Help Desk at (800) 633-6080. For Staples Orders and Customer Service issues, please call your dedicated Customer Service team at (877)-826-7755. You may also access the "Contact Us" page on this site for contact information.

Who do I contact with questions regarding order status, delivery information and credit information?

Our organization's dedicated Customer Service team can answer these and many more questions and can be reached at 877-826-7755.