

Frequently Asked Questions

ORDERING

How do I place orders?

Begin placing office supply orders by logging into the PeopleSoft e-Procurement system. This ensures that our organization takes full advantage of our discounted prices negotiated with Staples.

How do I access the Monogram Shop?

To access the Staples Promotional Products Monogram shop for custom BNY Mellon products, click on the Staples Promotional Products catalog link in PeopleSoft eProcurement or call 1-800-353-4004 to speak with your promotional marketing customer service agent.

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?

If you are not set up on PeopleSoft e-Procurement system, contact the BNY Mellon Global PeopleSoft Support Team.

Phone: 1-877-408-9578

Email: GlobalSourceToPaySupport@bnymellon.com

Is there a minimum order with Staples?

Our organization has established a minimum order of \$50. 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 your 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.

How do I know if I'm ordering a Contract Item?

Contract Items are identified in with a blue box indicating "BNY Mellon Preferred Product." Prices in the color section of the Staples catalog represent manufacturer's suggested retail prices not our organization's discounted prices. Staples offers our organization a significant discount for all purchases from their catalog.

What products are available to us and why?

In order for us to gain the maximum value of our relationship it is important that only our organization-preferred items (standardized products) be ordered. Ordering from a standard product portfolio will help us be more efficient in managing and maintaining our office supply inventory.

BNY Mellon and Staples have partnered together to develop a more effective catalog with a condensed selection of high-quality products. Periodic reviews will be done to look for changes in demand to add and delete items as needed.

How do I order an item that I cannot find?

If it is essential for your business to operate or the company would be at risk of financial loss because you cannot operate without an item not located in the Staples catalog, the special order process will need to be followed.

- Contact Staples Customer Service for item #, price and availability.
- Phone: 1-866-547-0198
- Email: bnymellonsupport@staples.com
- Complete a Non-Catalog requisition by going into your PeopleSoft e-Procurement system.
- Enter the Staples item# in the item description field of the non-catalog item.
- Make sure to enter the price as received from Staples Customer Service. If you do not enter the valid price, your order will be held until corrected.
- Select a Category using your best judgment.
- Select "Staples Contract & Commercial Inc." as the vendor, vendor id: 0000036521.
- Select default location id #2 Non Catalog Orders.
- All non-catalog requests are subject to review by Global Procurement. If an equivalent item is available in the Staples Catalog of approved BNY Mellon items, the request will not be approved.

If my team frequently uses an item that is not on our organization's contract list, will I be able to negotiate to get it added?

As part of a quarterly review process, Staples reviews comprehensive product usage with our organization's purchasing management. An analysis is conducted on all contract and non-contract items. The resulting decisions to add or remove items from the contract item list are made in the context of leveraging our overall spend for office supplies and related products.

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 you wish to cancel a backordered item, call Staples Customer Service at 1-866-547-0198.

What is a special order?

A special order is an item that cannot be ordered through the Staples catalog. An example of a special order is an item that does not appear in the Staples catalog or appears with the pricing grayed out as a restricted item and may require additional approvals to order.

DELIVERY

When can I expect delivery of my order?

All orders received by 5 PM will be processed on the day of receipt. Please note orders are not sent to Staples until the approval process is completed on your order. 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 1-866-547-0198. 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

Why do some items shown in the e-catalog have an "BNY Preferred Products" button next to them?

Our organization and Staples have identified hundreds of core items and flagged these in the electronic catalog as "**BNY Preferred Products**." On-Contract items represent the most commonly ordered products and/or the approved product standards for each category of products ordered by our organization. Staples has leveraged our organization's spend on these products with our suppliers to produce the lowest possible product costs. Employees will save our organization money by trying to purchase most of the products they need from the "BNY Preferred Products" list.

Why can I not choose everything from the Staples catalog?

Some items were consolidated in an effort to achieve greater cost savings while providing associates with high quality products.

How do I find what I'm looking for?

There are a few ways to navigate. One way is to type in the item in the "Search" field at the top of the site. Another way is to click on categories, such as "Office Supplies" or "Ink & Toner".

What if I can't find the product for which I'm looking?

Contact your dedicated Customer Service team at **1-866-547-0198**. 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."

Who can I contact for assistance?

For technical assistance, product inquiries, order status, or delivery information, call Staples Customer Service at 1-866-547-0198.

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, for pending orders and customer service issues, please call your dedicated Customer Service team **1-866-547-0198** or email at **bnymellonsupport@staples.com**. 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 1-866-547-0198.