

# Frequently Asked Questions

## ORDERING

### What is my customer ID?

The customer ID for Columbia University is: 70001773NYC

### What is the easiest way to place an order with Staples?

The easiest way to place an order would be to use Staples Advantage ordering site at [www.staplesadvantage.com](http://www.staplesadvantage.com).

### Can I save multiple orders (carts) under my account?

No. In the Staples Advantage site, your order is saved automatically. There's no need to "Save Cart" as your items will be saved and will remain intact until you are ready to submit your order. Because of the auto-save functionality, you will not be able to store multiple carts (orders) in StaplesAdvantage.com. To start a new cart, you must either submit your current order or clear your cart.

### How can I register to obtain a user account for Staples?

If you need to register for an account, or need to add an additional speed chart, please use this [click here](#).

### How can I change my default ship-to (delivery) location?

Your default shipping location is displayed upon logging on. **Clicking "Change" and selecting another ship-to will change your shipping location FOR THAT ORDER ONLY.** Your ship-to will revert back to your default upon next log on.

To change your default ship-to, please contact Customer Care by Phone: 1-800-328-9555 or

E-mail: [ColumbiaUnivSupport@staples.com](mailto:ColumbiaUnivSupport@staples.com)

### What do I do if I don't know my Speed Chart number?

Please note that **Purchasing does not set up speed charts.**

If you need to obtain a speed chart number, your first point of contact should be your Departmental Administrator. If they are unable to help, then your Department's Finance Area should know how to obtain or create the speed chart.

If you need to create a new speed chart, Columbia's policy is that each of its Departments opens an incident with the Financial Service Center. **You can open an incident by [clicking here](#)** or by calling (212) 854-2122. The Financial Service Center can help you create, add or delete a speed chart.

### Can I choose more than one approver?

Yes, you may be able to consider more than one approver. Please make sure you pick an approver that has a relationship with your assigned speed chart. Approvers are listed in alphabetical order. **If you have multiple approvers, and you do not immediately see the approver you would like to select, please click on the drop down to see additional approver names .**

### What do I do if the Speed Chart I want to use cannot be viewed or is invalid?

If you need to register for a StaplesAdvantage.com account, or need to create a new Speed Chart, please [click here](#).

### How long does it take for Staples to activate a speed chart?

Once a user profile has been added to StaplesAdvantage.com, Staples requires a 48-72 hour timeframe to activate a new speed chart.

### How do I check to see if my application has been approved by my department?

Please use **Service Now** to check on the status of your application.

### I received a communication indicating that my application has not been completed ("Closed Incomplete"), what should I do?

Read the accompanying notes in **Service Now** which detail errors that may have occurred with your application.

### Once I have completed the application, can I begin placing orders?

Once your user profile has been created in ARC, it will take approximately 48-72 hours before you will be able to begin placing orders. Once your user profile is complete, you will receive a welcome email from [Orders@staplesadvantage.com](mailto:Orders@staplesadvantage.com) with your

username and password.

**What happens if I don't receive my Staples Advantage site username and password within 48-72 hours?**

First, check your spam folder for your welcome email from Staples Business Advantage. Once you confirm that you haven't received an email, please contact Staples customer service by phone at 1-800-328-9555 or by email at: [ColumbiaUnivSupport@staples.com](mailto:ColumbiaUnivSupport@staples.com)

**How do I reset my Staples Advantage site account password?**

You can click on the "Forgot your User ID or Password?" hyperlink on your Staples Advantage login page. If you need personal assistance, you can contact Staples Tech Support by phone at 1-800-633-6080 or by email at [Support@staples.com](mailto:Support@staples.com)

**Do I need approval for my orders?**

Yes. All orders will route to your chosen and/or selected approver to review and submit. Approvers will automatically receive an email notifying them that an order in Staples Business Advantage is waiting for their approval. Once they have approved and submitted your order, you will receive an email notification.

**My approver isn't listed in the drop-down box. What do I do?**

First, confirm that a Service Now ticket was sent to your approver as an attachment to the Speed Chart. If you have sent a **Service Now** ticket, please check to see if the ticket has exceeded the required 48-72 hour response timeframe.

**If the response time is past the 48-72 hour response window, contact Columbia Purchasing**, Tanya Frasier, by phone at 1-212-854-2331 or by email at [tf2325@columbia.edu](mailto:tf2325@columbia.edu)

**What happens if I call an order into Customer Care?**

Columbia University has requested that Staples instruct all users order online via StaplesAdvantage.com. Phone orders can be placed using your departmental P-card.

**What do I do if I see a "Restricted Item" message appear when I order an item?**

Please contact Columbia Purchasing, Tanya Frasier, by phone at 1-212-854-2331 or by email at [tf2325@columbia.edu](mailto:tf2325@columbia.edu)

**How do I order stamps and nameplates?**

Stamps and nameplates are located on the left navigation panel (side of the screen) in StaplesAdvantage.com. Simply click on the "Custom Imprint | Stamps" hyperlink and follow the step-by-step ordering instructions.

## DELIVERY

**What if my order has a damaged item and/or is missing an item?**

Contact Customer Care for assistance. They will arrange to have the damaged item returned and/or the additional missing item re-shipped out immediately.

Contact Customer Care by phone at 1-800-328-9555 or by email at [ColumbiaUnivSupport@staples.com](mailto:ColumbiaUnivSupport@staples.com)

**How late can I place an order to receive it the next day?**

Orders that are *submitted and approved* by 4:00 pm EST are eligible for next-day delivery.

**How can I change my delivery address for an order?**

While logging into the Staples Advantage site, you have the option to change your delivery address by clicking the "Change" button and selecting a new "Ship To" location from the drop down menu options by highlighting the "Ship To" you wish to receive the order at and then clicking the "Select" button, and then Clicking the "Ok" button to confirm the new address.

If wish to change your address after you've logged in, simply click on the "Change" link underneath the Checkout Button and then follow the instructions in Option 1.

**How do I add a specific floor, room and/or suite for delivery?**

1. Go to "My Accounts",
2. Edit my Profile,
3. Underneath your phone number, in the "Delivery Information", Open Box,
4. Type the specific delivery information (i.e. 7FL RM 712 or STE 6513),
5. Click "Save"
6. Note: You will have to re-enter this information each time to change your to "Ship To" information.

Alternative method for entering specific delivery information:

1. After you have "Checked Out" of your chart and have reached the "Your Shopping Cart

2. On the "Purchase Information" Screen, under Shipping Information, in the "Address #3"
3. Open Box and type in the specific delivery information ( i.e. 7FL, RM 712 or STE 6513)
4. Click "Submit Order" button

**What should I do if my shipping location/address does not appear?**

Please contact Columbia Purchasing: Tanya Frasier by phone at 1-212-854-2331 or by email at [tf2325@columbia.edu](mailto:tf2325@columbia.edu)

## RETURNS

**What is the return policy?**

Catalog products - with the exception of Furniture - are returnable in saleable condition, within 60 days of the original delivery. Special-order items may not be eligible for return and/or may have restocking charges applied.

## CONTACT

**Whom should I call if I have questions?**

Customer Care is there to answer any questions you have about products, returns, order status, special delivery requirements, information about a specific order or about a damaged product. **Contact Customer Care by phone at 1-800-328-9555 or by email at [ColumbiaUnivSupport@staples.com](mailto:ColumbiaUnivSupport@staples.com).**

**Whom can I call if I want to meet with a Staples Account Manager?**

There are three ways to contact your Account Manager:

1. Call customer care at 1-800-328-9555
2. Contact your Customer Success Consultant, Tina Curry, by email at [Tina.Curry@staples.com](mailto:Tina.Curry@staples.com).
3. Contact your Key Account Manager, David Post, by email at [David.Post@staples.com](mailto:David.Post@staples.com)

## CATALOG

**How can I receive a copy of the Staples Catalog?**

When using Staples you can view the "Full Line" catalog. If you require a physical catalog, you can call Customer Care at 1-800-328-9555 to have one delivered to you. You may also have a physical catalog shipped to you by adding it to your order. Simply enter the search term "Full Line Catalog" in the catalog browser and click the catalog icon to add it to your shopping cart.