



Staples Print Programs

What is the Staples Print Pick Up Program vs. the Staples Print Delivery Program?

Merck has negotiated aggressive pricing with Staples for all of your printing needs either in store for pick up or by delivery to your location of choice.

The **Staples Print Pick Up** program allows you to print in any of the 1200 Staples stores in the 48 continuous U.S. once you have registered your corporate card to automatically receive Merck's preferred pricing at check out. To ensure that you receive the contracted pricing, please do the following when using print/copy in store:

Identify yourself as a Merck employee and inform the Staples sales associate that you have a corporate account.

You can also provide the Merck Master Account #1026417

Request the Copy/Print associate to quote you the discount on the work/sales order. This will be shown to you, but not reflected on the receipt.

Please note that the Merck Master Account # 1026417 should also appear on the receipt denoting that the corporate account was verified.

You must register your American Express Corporate Card to receive these discounts.

The **Staples Print Delivery** program allows you to print all of your needs in any of the Staples closed door printing facilities throughout the U.S. and have your projects delivered to your location of choice.

How do I use the Staples Store Print Pick Up program?

For your convenience you can receive Merck's preferred pricing on print materials in any Staples store two different ways:

Walk in service to produce your print needs on site:

You can walk into any Staples store in the U.S., have your items reproduced, and when you use your pre-registered Merck Corporate card at check-out you will be recognized as a Merck associate and receive the Merck discounted copy & print pricing.

Your store receipt will show the regular price and your discounted Merck price work/sales order as the discount is applied at the point-of-sale. Always bring your pre-registered Corporate Card into the Store when you pick up your order – this is the only way the Store can recognize you as a Merck Associate.

Upload your print projects and send them to a Staples store to print:

- [Click here](#) to upload your print files and pick them up at your Staples store of choice at your convenience

To send your print project to a Staples Store for pick up, use the following login information:

User ID: your email

Password: staples (not bold and is case sensitive)

*If you receive an error message, click Register to become a new customer. You will receive an email with your login information within 24-48 hours.

Note – The price on StaplesCopyCenter.com reflects the Merck discounted price, however you will also need to use your registered corporate card when you pick up your order to complete the transaction. The discount is applied when you place your order online. Always bring your pre-registered Corporate Card into the store when you pick up your order – this is the only way the Store can recognize you as a Merck Associate.

How do I use the Staples Print Delivery program?

Go to www.StaplesAdvantage.com and use the following login information:

Company ID: 1026417NAT

User ID: your email address

Password: staples – (you will be prompted to change your password)

*If you receive an error message, click here to register: <http://register.staplesadvantage.com/c/s?RegFormId=DAnAbm>

You will receive an email with your login information in 2-3 business days.

How do I know what is the best and most economical way to print my job?

If you are uploading your file onto one of the two Staples ordering platforms, you will be able to play around with choices and see the cost associated with all options.

If you are in one of our retail stores placing an order, you will be able to discuss options with our trained copy specialist.

Please note: deepest discounts are given for 20# White (B&W) and 28# laser (color) prints.

Is there an order minimum when I place an order on StaplesAdvantage.com for print delivery?

No, there is not a minimum order amount required; however there is a preferred \$25.00 minimum when ordering through the Staples print delivery program.

Can I order office supplies when I place an order on StaplesAdvantage.com?

No, your office supply orders should continue to be placed with Guy Brown, Merck's preferred office supply provider.

Can I use my Staples Reward card when I place an order in a Staples store?

No, the Merck print program is for business purchases and cannot be combined with the Staples Reward program in Staples stores. Only personal purchases made in stores are eligible for the Staples Rewards program.

REGISTRATION

How do I register for the Staples Print Pick Up program?

For the Staples Print Pick Up Program you must register your corporate card to receive the Merck preferred pricing on print materials at checkout in any Staples store.

[Click here](#) to register your corporate card. Note, you will only need to register once.

You will receive 2 email confirmations:

- The first email will let you know your registration was successful
- The second email will let you know when your registered card is available for making print purchases in the Staples store

How do I register for the Staples store website to upload my print pick up projects?

- Staples has pre-registered the Merck sales force with the following login credentials:
User ID: your email
Password: staples (case sensitive)
- If you are unable to login with the above information, email merckprintescalations@staples.com with your email address and phone number with your request to register for the Staples retail ordering site.

How do I register for the Staples Print program?

To use the Staples Print Delivery program go to: StaplesAdvantage.com and use the following login information:
Company ID: 1026417NAT
User ID: your email address
Password: staples – (you will be prompted to change your password)

What if my address is incorrect when I login to StaplesAdvantage.com?

Please contact the dedicated Merck Customer Service team at (888) 535-1672 and they will submit a request to have your address updated.

Why do I need to register my corporate card for the Staples Print Pick Up program and provide it when placing an order for the Staples Print Delivery program?

This way Staples can provide you with the Merck Contract division negotiated pricing for all of your print needs. This ensures and allows you to take full advantage of Merck's discounted prices negotiated with Staples. Your compliance to the program, let's Merck maximize savings and value.

CREDIT CARD RECONCILIATION

How do I reconcile my expenses on print orders with Staples Business Advantage?

To reconcile your expenses for the Staples Print Delivery program:

Once your order is complete and shipped from StaplesAdvantage.com, you will be able to print an order receipt on the home page of StaplesAdvantage.com.

Click on the "My Orders" tab on the home page and then click "My Order Status."

To reconcile your expenses for the Staples Store Pick Up program:

You will use the receipt you receive at the Staples store when you pay for your order with your pre-registered corporate card.

DELIVERY

How do I get my print orders delivered?

Note, you can only use the Staples Print delivery program to have your print orders delivered. The Staples Store Print Pick Up program is for pick up in store only.

How much time will it take for my print delivery?

Your order will be shipped UPS residential from the closest Staples Digital Copy Center location. Special requests for overnight or 2nd day delivery will be an additional cost.

Will I be charged for shipping when I place an order for print delivery on StaplesAdvantage.com?

No, all deliveries are freight free unless you request overnight or 2nd day delivery.

CONTACT**What if I have a question about my order I submitted?**

After your order has been submitted on the website for the Staples Print Pick up program or the Staples Print Delivery program, you will receive an email confirmation with all of your order information and who to contact should you have any questions or concerns.

Who do I contact for Staples Store Print Pick Up program questions?

For Staples Store print questions, contact: merckprintescalations@staples.com

Who do I contact for Staples Delivery program questions?

For questions, contact Merck's dedicated Customer Service at: (888) 535-1672.