

Frequently Asked Questions

ORDERING

How do I place orders?

Begin placing office supply orders by visiting EPROCUREMENT SYSTEM. This ensures that our organization takes full advantage of our discounted prices negotiated with Staples.

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.

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 "Contract Item." Prices in the color section of the StaplesAdvantage.com 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.

How do I order an item that I cannot find on the ordering site?

Call Customer Service at (866) 606-0421. 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". 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.

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 (866) 606-0421.

What is a special order?

A special order is an item that cannot be ordered through the orderings site. An example of a special order is an item that does not appear on the ordering site or in the Staples catalog and may require additional research 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. In-stock merchandise is typically delivered the next business day.

When I place an order on the Internet, 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 (866) 606-0421. 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 “On-Contract” button next to them?

Our organization and Staples have identified hundreds of core items and flagged these in the electronic catalog as “**On-Contract**.**”** 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 “On-Contract” 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.

ORDERING SITE

How do I use the Ordering 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. Visit www.staplesadvantage.com/information for video tutorials.

How do I find what I'm looking for on the ordering website?

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 on the ordering site?

Contact your dedicated Customer Service team at (866) 606-0421. 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 ordering site home page, go to “View All Lists” found on the lefthand side and click “Go.” Above all the lists, click on “Create New List.”

Can I save my personal credit card information through the ordering site?

Yes, for personal purchases only through the Thermo Fisher Scientific employee purchase program. Upon placing your first order through the ordering site, you will have the opportunity to securely save your personal credit card information to your profile. When completing the last step of submitting your order, you will be brought to the “Your Order: Purchase Information” page where you will verify the shipping information for your personal purchase. At the bottom of this page, you can enter and save your personal credit card information in the “Payment Method” section that will be saved for future personal purchases.

Note, you can save your personal credit card information without having to place an order. Under the “Administration” section on the ordering site home page, click on the “Edit My Profile” link and you have the opportunity to add or edit your personal credit card information.

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 (866) 606-0421.

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 (866) 606-0421.

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 (866) 606-0421.