Account Manage Orders Help To Get Answers Fast

StaplesAdvantage.com Quick guide for users

User Sign In

Type StaplesAdvantage.com in your browser,

Click Login to enter your login information.

If you forget your Account Number or User ID, click on "Forgot your Account Number or User ID?" If you forget your Password click on "Forgot your Password?" for assistance.

Header Navigation

A Search
B Products
C Services & Solutions
D Deals
E Worklife Center
F Reorder
G Account
H Help
Cart

System Requirements:

For the best experience and interface StaplesAdvantage.com is supported on the following computer operating systems and the most up to date version of various web browsers.

Operating Systems

Windows 7, Windows 2000, Mac OS X

Web Browsers

Internet Explorer <u>latest version</u> Google Chrome <u>latest version</u> Mozilla Firefox <u>latest version</u> Safari <u>latest version</u>



Home Page

Approve Orders

If a user is set up for approvals, order details will display to modify, decline or approve.

Orders

Active orders are presented with the date it was placed, # of items, shipping information and expected delivery date. If orders have all delivered, most recent orders will show.

Lists

Up to 3 active shopping lists display with the ability to create a new list.

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Home Page

Reorder Quick Tools

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Product Search and placing orders







Search Products

Easily search for a product by name and autosuggest terms populate in the search bar. Or search for products by category, product, industry, brand, eco & diversity products

Ink & Toner Finder

Access the ink & toner finder under Products

Search by cartridge model number, printer model number, Past Purchases, popular brands or Add My Printer to quickly find the compatible ink and toner

Product Page

Access the product page through by browsing categories or through a search.

- Ability to add an item to your cart from search saves time
- To view product details, specifications and reviews, click
 View Full Product Details
- To add an item to your cart, enter quantity and click Add, Review & Checkout or Continue Shopping
- To check the expected delivery date, enter the quantity you want and click Check Delivery Date.
- For 1 Hour Pick Up, click Other Delivery Options to pick up same day at a Staples retail store

Your Shopping Cart

Review your order before you click submit

- View expected delivery date for items in your cart or select a custom delivery date up to 15 days in the future by clicking on Custom Delivery Date, pick a date and save
- Change quantities, add a packing slip note or remove an item
- If items in your cart have a quality lower-cost alternative, Easy Savings Recommended Alternative items will be presented – the choice is up to you
- Click Save for Later if you don't want to purchase now but want to easily purchase an item at another time
- Click Submit Order to complete your transaction



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Reorder quickly





Quick Order Exter Item Number 1 Exter Item Number 1

(1)Pic		thly delivery date (3)	that. Confirm shipping & payment
L. Pick Products			ACTIVATE
ECOMMENDED FOR YOU: lewing 1-3 of 5		⊘ Back More	My Auto Restock Order
_		٩	Item Unit Price Qty Total Price Choose from our recommended items on the left.
★★★★ Dixie® Medium-Weight Polystyrene Plastic	★★★★ KIND© Bar, Blueberry Vanilla & Cashew, 1,4 Oz.,	**** Staples Polystyrene Soup Spoons. Heavy-Weight.	SUB TOTAL 50 PRE-TAX SO TOTAL
\$33.39 1000/CT 1 Add to Auto Restock	\$16.69 519.89 12/BX	\$4.39 100/8X	Prices are subject to change. If the price of an item in your Auto Restor order increases, we will send you an email notification 2 days before o is shipped.
rrive once every month until ca	ne next available date below or pick a ncelled. , 2019 Pick a different d		

Frequently Purchased

Easily reorder items by viewing your Frequently Purchased items from the Reorder navigation:

- Click Frequently Purchased
- Easily sort and filter items by order date or category
- Even add an item to your shopping list by clicking on the heart icon

Shopping Lists

Create shopping lists for fast ordering from the Reorder navigation, product search results, product pages or your home page:

- Click lists or the list heart icon to create a list
- Create a name for your list
- Select personal or shared
- Determine if it should be a favorite
- Add items and click Create List

Quick Order

Quick order up to 50 items at a time

Enter the item numbers of the products you want to purchase, add to cart and submit

Auto Restock

Set up items to automatically deliver – pause, skip or cancel anytime

If an item is available to Auto Restock, it will be presented on the product page as another purchasing option or you can go to Reorder in the header navigation and click on Auto Restock

- Pick products
- Set monthly delivery date
- Confirm shipping & payment



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Account order management



Orders								
Quick search	Vie	wing 1-25 of 5	54 orders					Show: 25 50 75 100
By order number	0	Order # 4	Date +	Total +	Status	PO # 4	Ship-to V	Actions
Order number	Apply 2	200017318	04/11/19	529.21	Back Ordered	NEW RULE 2	LINKTEST7	
Idvanced search Expand.all		(6)						
By ship-to & ordered by	✓ 2	900017252	04/11/19	\$23.80	Processing	NEW RULE 2	LINKTEST7	
By date range	~							
By total	✓ 2	900017250	04/11/19	\$31.82	Processing	NEW BULE 2	LINKTEST7	
By accounting info	~	8						
By item	✓ 2	900016890	04/10/19	\$56.30	Processing	NEW RULE 2	LINKTEST7	
Submitted Orders Pending Approval		-						
sinat.al Appl		990016571	04/09/19	\$40.05	Processing	NEW RULE 2	LINKTEST7	
Looking for previously ordered print projects?								



Home Page

Displays up to 3 recent orders placed and/or delivered and the ability to View All orders on the orders detail page

- View orders in progress on the delivery tracker or details on orders that have delivered
- Click View All to see additional orders and to go to the order details page

Order Status & Tracking

Order status and order search are all on one page with advanced search

- · Go to Account and click Orders
- Search and filter by Order #, Ship to, Ordered by, Date Range, Total, Accounting Info or Item
- Review up to 2 years of order history

Order Details

- Click on View Tracking to see details at the summary level as well as the shipment level
- View delivery progress on the delivery tracker with the number of items in a box
- Easily reorder or make a return by clicking on Return an Item or Duplicate Order
- View order summary with accounting information, payment method and billing

Special Orders & Quotes

Can't find what you need? From the ordinary to the extraordinary, our sourcing team will find and order it within your existing account, without a new vendor set up or rogue spend.

- Go to Account and click Special Orders & Quotes
- Submit a special order request by filling out the form or call 1-844-FIND-ALL
- We'll get back to you quickly with a quote
- Order, modify or change your request

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Help to get answers fast

Find everything you need in the Help Center

- Under Help click Help Center
- Simply search to find answers to your questions
- Or view Help Center topics

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Manage Your Account	Products & Services	Manage Your Orders		Billing & Payments		
nage Notifications	Use Ink & Toner Finder	Track an Order	Le	arn about Online Billing		
t Your Profile	Request Special Orders & Quotes	Return an Item	Le	arn about Staples Business Credit		
ange a Password	Learn about Staples Ink & Toner Recycling	Cancel an Order	Ma	inage Budgets		
ate a New User	View Safety Data Sheets (SDS)	View or Print Packing Slip	Vi	ew User, Spending or Budget Reports		
	Search the Help Center	Search the Help Center Q				
lp Center Topics				act your customer support team for inquiries t products, services or technical support.		
	Getting Started		0	Click to chat with a Staples Expert		
ting Started	System Requirements	~ ~	Pop-ups must be enabled Monday - Friday, 8:00 am - 8:00 pm ET			
ples Memberships						
naging Your Account	Email Verification	\sim \boxtimes	Click to email a Staples Expert Support@staplesadvantage.com			
ducts & Services	Using the Message Board	< □ □	Call a Staples Expert 1 (877) 826-7755			
ering	osing the message bound					
oping & Delivery	Most Common Troubleshooting Steps	\sim	Monday - Friday, 8:00 am - 8:00 pm ET			
ment, Tax Exempt & Pricing	View User's Quick Reference Guide (PDF)		\checkmark			
urns & Exchanges						
bile App	View Supervisor's Quick Reference Guide (P	\sim				
litional Resources	View Administrator's Quick Reference Guide	\sim				
al & Policies	View Time Saving Ting (DDE)	\sim				
View Time-Saving Tips (PDF)						

Manage Your Account

- Set up or change your delivery notifications under Edit Your Profile
- Change your password
- Create a new user

Products & Services

- Ink & toner finder
- Request a Special Order
- Ink & toner recycling
- Safety data sheets

Manage Your Orders

- Track an order
- Return an item
- Cancel an order
- View or print packing slip

Billing & Payments

Online billing

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- Manage budgets
 - View spend or budget reports

Dedicated resources are standing by to help via chat, email or phone

For questions, contact Customer Support at support@StaplesAdvantage.com.

