

StaplesAdvantage.com

Quick guide for users

User Sign In

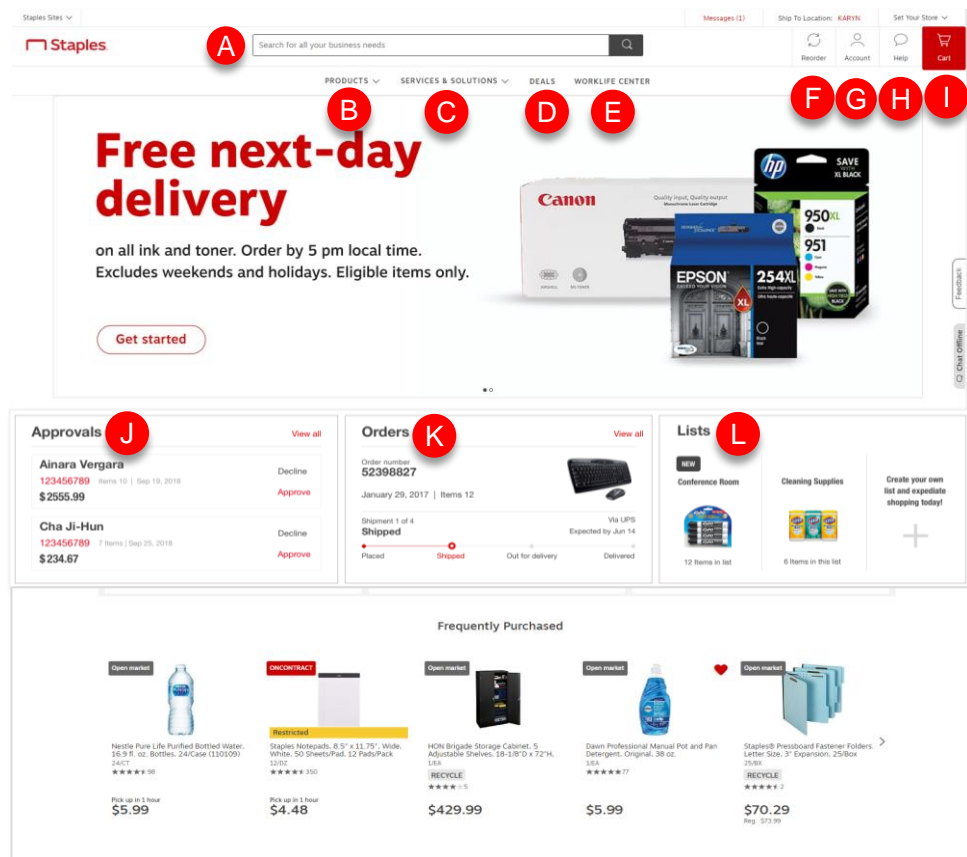
Type StaplesAdvantage.com in your browser,

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
- I** 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 [latest version](#)

Google Chrome [latest version](#)

Mozilla Firefox [latest version](#)

Safari [latest version](#)

Home Page

J Approve Orders

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

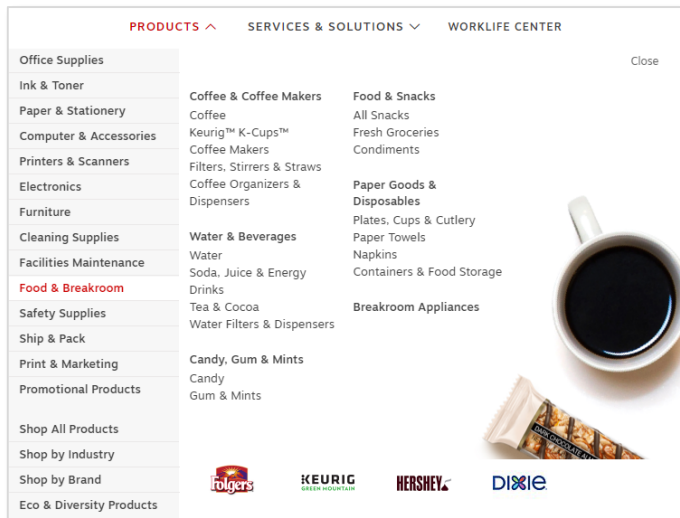
K Orders

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.

L Lists

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

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

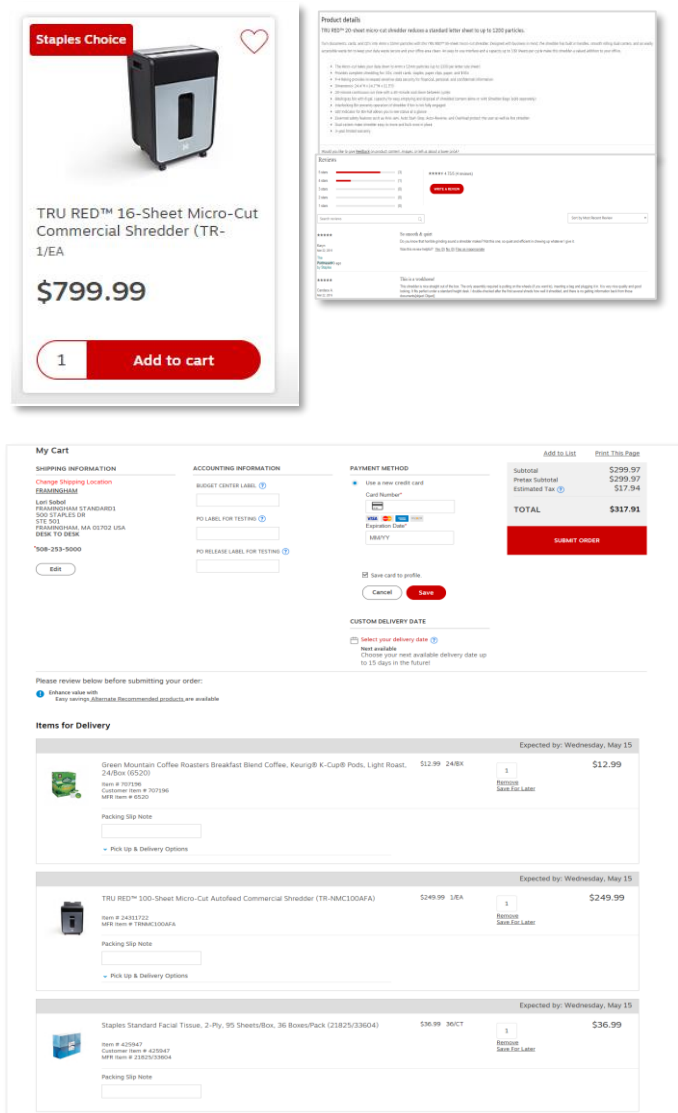
Access the product page through by browsing categories or through a search.

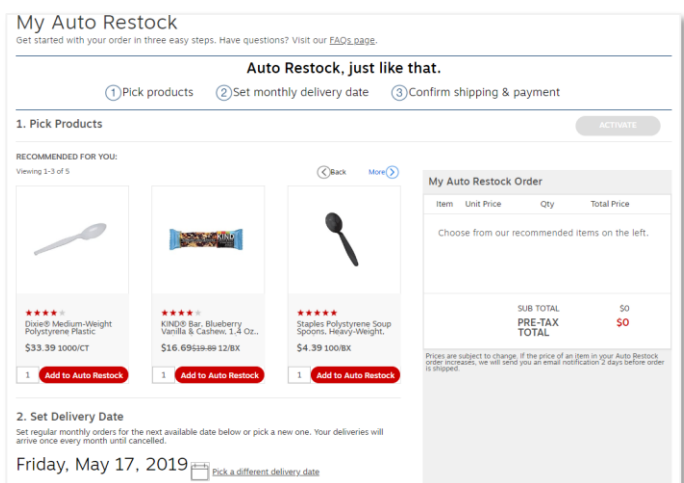
- Ability to add an item to your cart from search saves time
- To view product details, specifications and reviews, click View Full Product Details
- To add an item to your cart, enter quantity and click Add, Review & Checkout or Continue Shopping
- To check the expected delivery date, enter the quantity 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





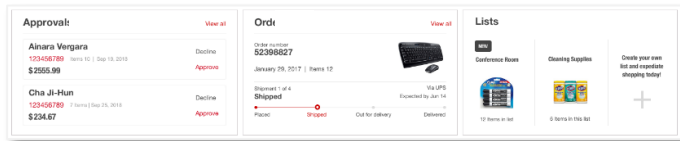
- Click Frequently Purchased
- Easily sort and filter items by order date or category
- Even add an item to your shopping list by clicking on the heart icon

- 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

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

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

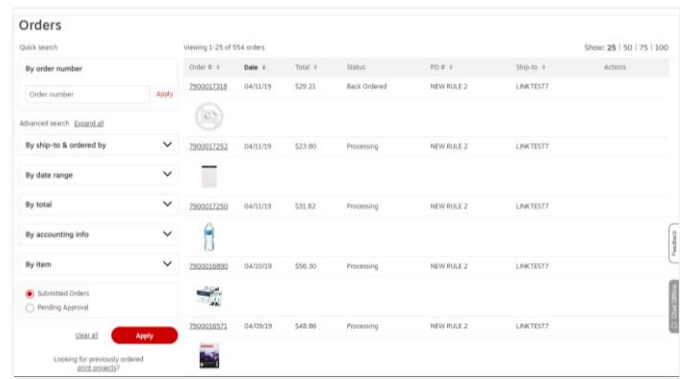
Account order management



Home Page

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

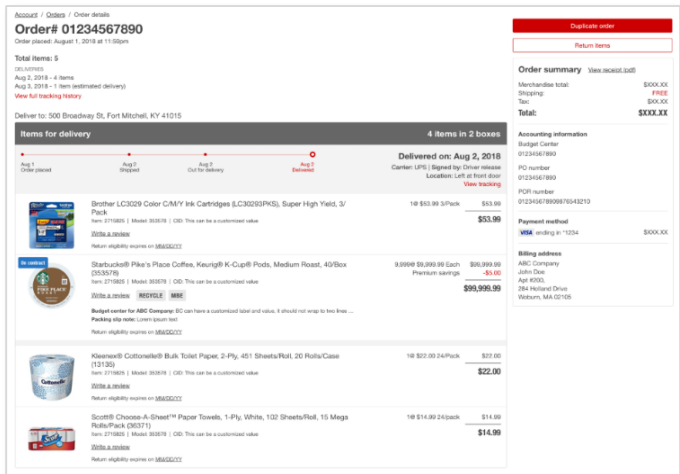
- View orders in progress on the delivery tracker or details on orders that have delivered
- Click View All to see additional orders and to go to the order details page



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



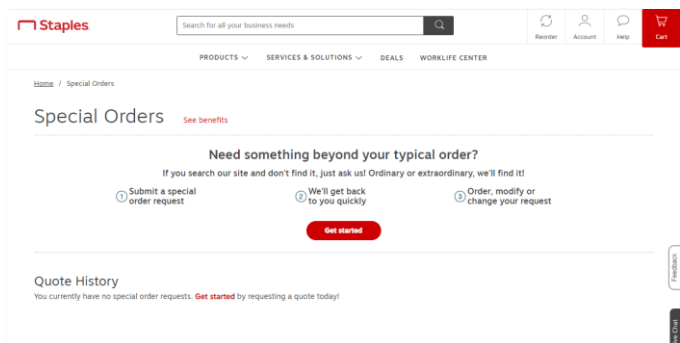
Order Details

- 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



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

Help Center

Manage Your Account

- Manage Notifications
- Edit Your Profile
- Change a Password
- Create a New User

Products & Services

- Use Ink & Toner Finder
- Request Special Orders & Quotes
- Learn about Staples Ink & Toner Recycling
- View Safety Data Sheets (SDS)

Manage Your Orders

- Track an Order
- Return an Item
- Cancel an Order
- View or Print Packing Slip

Billing & Payments

- Learn about Online Billing
- Learn about Staples Business Credit
- Manage Budgets
- View User, Spending or Budget Reports

Search the Help Center

Help Center Topics

- Getting Started
- Staples Memberships
- Managing Your Account
- Products & Services
- Ordering
- Shipping & Delivery
- Payment, Tax Exempt & Pricing
- Returns & Exchanges
- Mobile App
- Additional Resources
- Legal & Policies

Getting Started

- System Requirements
- Email Verification
- Using the Message Board
- Most Common Troubleshooting Steps
- View User's Quick Reference Guide (PDF)
- View Supervisor's Quick Reference Guide (PDF)
- View Administrator's Quick Reference Guide (PDF)
- View Time-Saving Tips (PDF)

Need a Staples Expert?
Contact your customer support team for inquiries about products, services or technical support.

- Click to chat with a Staples Expert**
Pop-ups must be enabled
Monday - Friday, 8:00 am - 8:00 pm ET
- Click to email a Staples Expert**
Support@staplesadvantage.com
- Call a Staples Expert**
1 (877) 826-7755
Monday - Friday, 8:00 am - 8:00 pm ET

Feedback

Live Chat

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
- 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.