

Frequently Asked Questions

ORDERING

How do I place orders?

Begin placing office supply orders by visiting MIT's eCAT or B2P system. Look for the Staples icon to access the catalog. This ensures that our organization takes full advantage of our discounted prices negotiated with Staples.

What's the best way to order from Staples?

Ordering through MIT's eCAT punchout catalog to Staples or the B2P system Staples catalog insures the total lowest costs for MIT. 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.

How often should I place orders?

To continuously maintain cost effective office products, StaplesAdvantage.com 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.

What is a special order?

A special order is an item that cannot be ordered through StaplesAdvantage.com. An example of a special order is an item that does not appear on StaplesAdvantage.com or in the Staples catalog and may require additional research to order.

How do I order an item that I cannot find on StaplesAdvantage.com?

Call Customer Service at (800) 353-9518. 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" on StaplesAdvantage.com. 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 you have additional questions, contact your Account Manager.

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.

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 (800) 353-9518. 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.
 3. Please call your Customer Service team to return damaged or defective products.
 4. Unopened software may only be exchanged or returned within 30 days of receiving the product
 5. Custom products are not returnable unless damaged or defective within 30 days
 6. 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.

ECAT and B2P PUNCHOUT TO STAPLESADVANTAGE.COM

What is StaplesAdvantage.com?

StaplesAdvantage.com is the online ordering platform for Staples accessible through MIT's ECAT or B2P systems. Through the Staples punch-out catalog, you are able to access the special rates your organization can receive from Staples.

With Staples, you can order supplies electronically from your computer anytime. The site provides immediate access to more 30,000 products, with new products added daily.

StaplesAdvantage.com has several features you will enjoy, including:

- Easy online ordering
- Easy "Search" function allowing you to find product items by keywords, item number, brand and more.
- Easy identification of your organization contract items with blue box noting "Contract Item"
- Easy to update and view Shopping Lists of your organization's contract items
- Dependably low contract pricing and high quality contract items
- Dedicated customer service team to assist you with any questions
- Resource Center for the most up to date and latest program information

How do I find what I'm looking for on the StaplesAdvantage.com 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".

How do I create a shopping list?

From the StaplesAdvantage.com home page, go to "View All Lists" found on the middle right side and you will have the option to create a list. You can also click on the "List" icon in the upper right red menu bar.

EMPLOYEE PURCHASE PROGRAM

How do I register to take advantage of the personal purchase program?

Want Staples for your own personal purchases? Easy

Just register and order direct through StaplesAdvantage.com (not the punchout version through eCAT or B2P) to enjoy your organization's negotiated pricing on the products you need for your home or personal use.

Your items will be delivered to your home. Even better, all orders ship prepaid via UPS® Ground at no charge to you!

[Click here](#) to register for this great benefit.

Can I save my personal credit card information through StaplesAdvantage.com?

Yes. Upon placing your first order, 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 purchases.

Do I need to place an order through StaplesAdvantage.com to save my personal credit card information?

No. Staples provides users an opportunity to save their personal credit card information without having to place an order. Under the "Administration" section on the StaplesAdvantage.com home page, click on the "Edit My Profile" link and you have the opportunity to add or edit your personal credit card information.

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 Staples help desk at **(800) 633-6080**. For Staples Orders and Customer Service issues, please call your dedicated Customer Service team at **(800) 353-9518**. You may also access the “Contact Us” page on this site for contact information.