Contents

PNC Marketingplace Ordering Information

Do I have to procure items from PNC Marketplace?
Yes. The two main buy options are Catalog and Non Catalog

Who is PNC's current office products supplier?
Staples Advantage (also listed as Staples, Inc, Staples Business Advantage, Staples Office Products US)

What's the difference between Catalog and Non Catalog?
Catalog – high usage and/or core business items for PNC LOBs. Items already pre-approved for PNC and included in the contract.

Non Catalog –
quote process to be use when you can find an item in the catalog or (2) ordering process if you already obtained a quote from the supplier (3) ordering process for fixed quotes (i.e. valid until mfg item cost increases and is passed on to PNC)

Are there Best Practice Guidelines?
Yes.

- Consolidate smaller or multiple orders into larger orders
- Plan ahead to avoid last minute purchases
- Use the Staples Catalog Shopping List for easy access to frequently ordered items
- Contact Staples Support Team if you need a global shopping list (i.e. viewed by all)
- Contact customer service team if the requested item is for an urgent need and the item appears not to be in stock. Do not assume it can't be sourced by PNC's prreferred office products supplier. Estimated Delivery Date and/or backorder notices are generic / system generated date. Contact Staples Support Team if you need Help.

How do I change the ship to address and/or cost center in PNC Marketplace?
Go to News Online > Tools & Resources > Expense, Purchase & Travel > SCM Knowledge Center. Select PNC Marketplace to access all the guides and look for Ship To Maintenance, or Search for "Ship To" to located the ship to maintenance guide

How do I add an item to the catalog?
Start the process by submitting a PNC Marketplace non catalog request. Include in the title or comment box "Request to Add Item to PNC Marketplace catalog"   Include item detail, business justification, target price, estimated usage within the comment box before you select submit. A member of the PNC Proocurement or Office Producrts team will contact you.

Does Staples Inc read and/or see my comments?
No. High transaction / low dollar orders are 100% automated. Transmitted PO drops direclty into the pick and pack process and shipped same day.

May I purchase items from Amazon?
No

May I receive the invoices direclty?
No. All POs and Invoices transmits daily through PNC Marketplace

May I ship items to my home address
If your home address is added to PNC Marketplace, you may select that address. Supplier will ship to the address listed on PO (ie. header level). Cost Center manager has final approval regarding these orders. Additional references include Expense Policy
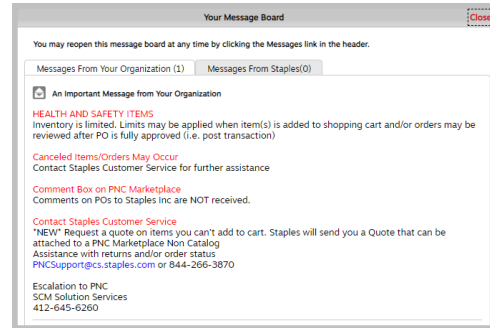
Staples Catalog

May I procure office products outside of PNC Marketplace?

- No

Home Page

- The Staples Home page allows you to access all parts of the site. You can reach the Home page by clicking the Staples logo
- You will see the following on the *Home* page:

- Messages - will display messages that contain Staples important announcements or communication from PNC .
- The **Search** field at the top of the page is where you can enter words or item numbers for items you are looking for.
- The **Browse Categories** drop down menu helps you browse the online catalog by category or industry. You can also Browse your recently purchased items
- **Quick Order** will let you up to 10 item numbers at a time to your cart.
- **Dashboard** will give you all of your need to know info including access to your recently placed orders (i.e. if you were listed as the Requestor) with order status. If you are the preparer and you created the order on behalf of someone. The on behalf of is the Requestor and will have access to the order history
- The **Cart** icon appears in the top right corner of the page and displays a summary of the number of items in your cart and your subtotal.
- Links in the footer of the page contain information for all Staples clients and may not be applicable to PNC.

Finding Items

- To search for an item within Staples catalog
- Type a search term or item number in the Search field.
- Click the magnifying glass, or the Enter key on your keyboard to perform a search.
- If more than one product matches the term, the Search Results page displays a list of matching items. Use the Filters at the top of the page to narrow down your results based on the criteria that are important to you.
- If only one product matches the term, the *Product Detail* page displays.

Who do I contact if I can't find an item?

Staples Support Team at pncsupport@cs.staples.com / 844-266-3870

What does this system message mean and how can I order the item? "Item you have selected is restricted by PNC Procurement. Please submit a quote request with your Staples dedicated care team at; PNCSupport@cs.staples.com"
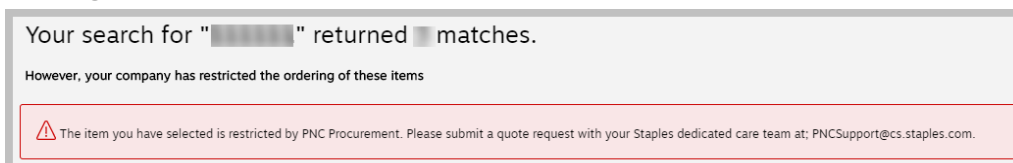
How do I order an item(s) that is not offered and/or restricted on PNC Marketplace Staples (Office Products) catalog?

Contact Staples Inc. at **PNCSupport@cs.staples.com** and request a quote on the item(s) you are looking to procure

I received a verbal quote when I called Staples customer service. How do I order the item?

Contact Staples at PNCsupport@cs.staples.com and request quote to be emailed. If the quote is not attached to the PNC Marketplace requisition, the Purchasing Agent will decline and ask you to attach the quote and re-submit.

I received a quote from Staples. How do I order the item?

The Staples quote will include basic PNC Marketplace ordering instructions. Step by Step insstruction for "Creating a non Catalog Requisition" can be found on the SCM Knowledge Center (https://newsonline.pnc.com/EPT/KC/Pages/Home.aspx).

Browsing the Catalog
- You can browse the Staples catalog by using the Browse Categories menu at the top of any page. From this menu, you can Browse by category
- When you select a product category, you will see a list of subcategories displayed to the right in an expanded menu. Click a subcategory to view all of the results for that subcategory.
- You can click the Add to Cart button to add the product to your shopping cart or click the Add to List button to add the product to a shopping list.
- If you want more details about an item, click on the item image or description to display the Product Detail page. You can also click Quick View below the product image to get additional information about the product without leaving the search results page.

Can I see retime inventory status?

No. Staples utlizes multiple Fullfillment Centers/Distriubtion Cetners to fulfill PNC orders. If the closest FC/DC doesn't have the item on your order it will automatically route to next nearest FC/DC

Is there anyway to check inventory before my PO transmits to Staples?

Yes. Click on the "Check Delivery Date" befor you add item to cart. The result will show you the "expected by date"

Using the Ink and Toner Finder
- The Ink & Toner Finder allows you to easily find the right ink and toner for your business machines and equipment.
- Click Browse Categories, and then click My Ink & Toner on the left.
- Use the search box to enter your cartridge number or printer model number.
- You will also see recently purchased ink & toner in this section and can add to cart or list from here.
  Note: Xerox and Ricoh items are covered by another PNC 3rd party supplier. Items will not be offered in the catlaog andor quoted

Viewing PNC Global Shopping Lists
- To view all of the shopping lists, select Dashboard on your home page. You can see all of your lists in a scrolling window, or click the View All link to access the Lists page with all of your previously created lists.
- To view the items in a shopping list or to add the shopping list to your cart, click the shopping list name to go to the Shopping List Detail page.
- To add multiple quantities of an item to your list, put the quantity in the box next to the add to cart button, and click Add to list

Creating a New Shopping List
- To create a new shopping list:
- Click the Add to list button from anywhere on the site.

- A window will pop up, click "Create new list".
- Type a name for the list in the List Name field.
- Personal: Only you can see and use the shopping list.
- Provide a Shopping List Description. You may want to use this option to provide information about what the shopping list is for.

Submitting an Order

- Once you have all the items in your cart that you need, and you have made any necessary modifications, you are ready to submit your order. Follow these steps to submit an order:
- Click the Shopping Cart icon in the top right corner of the page
- Click the Review & Checkout button
- Review all information
- Click Submit Order
- After you submit the order, it will be added to your PNC Marketplace shopping cart. Submit at any time and it will route for approval
- Staples will send the requestor (not preparer) an email confirmation once they receive the approved PO.

Order Acknowledgment Email

- Requestor will receive email order acknowledgemtn (i.e. within 2 hours), and other updates regarding this order.
- Contact Stapples Support Team at pncsupport@cs.staples.com / 844-266-3870 for additional information on regarding your Purchaser order.

Order Status

- To check the status of your submitted orders click the Dashboard on the home page and view the Orders section. This section displays your 3 most recent orders. To see all of your orders, click on the View All link. You may also check order status by going to My Account and clicking on My Order Status in the drop down menu.
- The Order Status page lists orders you placed within the last 90 days.
- The following information displays for each order:
- Order #: The order number. Click the order number to see the details of the order and the status of each item or shipment.
- PO #: The Purchase Order number you assigned to the order, if applicable.
- Order Status: The status of the order or return. To see definitions for all order statuses, click the Click here to see order status definitions link.
- Package Tracking: A Track Order link in the Order Status column indicates that packing tracking information is available. Click the link to view package tracking details for the order.
- Return Status: A View Returns link in the Order Status column indicates that multiple returns have been submitted. Click the link to view the status of each return.
- Order Date: The date the order was submitted.
- Order Method: The method used to place the order. Orders can be placed Online, by Phone, by Fax, by EDI, or Other.
- Order Total: The cost of the order.
- Quantity Ordered: The total quantity of all items ordered. If a return has been submitted, the quantity returned will display below the quantity ordered.
- Return Items: Provides a link to the online return form, when available. Items can be returned once they are in a Shipped status.

Order Status Definitions

- An order can have any one of the following statuses, however all statuses may not apply to all customers.
- Shipped: Your order has been fulfilled by Staples and is on its way to you.
- Delivered: All items on your order have been delivered.
- Processing: We're investigating the availability of at least one item in your order. Review the order details for the current status of each item.

- Cancelled: Your order has been cancelled.

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 PNC Marketplace, how will I know the expected delivery date?

You can view the expected delivery date of a particular product by entering the quantity required and clicking **Delivery Date** after you select and item. The expected delivery date for the specified quantity will be displayed. In addion, the order emailed order acknowledgment from Staples could contain additional information

Missing items

Contact Staples Support Team at pncsupport@cs.staples.com / 844-266-3870

Returning Items

- The Online Returns form makes it easy to return items to Staples.
- To display and fill out the returns form:
- From the Dashboard, click Return an item under the Orders.
- Or Click the Online Returns option in the My Account drop down in the main menu. You will see the Online Returns: My Shipped Orders page listing the orders that have been shipped to you within the last 90 days.
- Click the Returns button for the order that includes the items you are returning.
- Enter the Qty. to Return.
- Select a Reason for Return from the drop down list.
- Enter the Number of return boxes Staples will pick up.
- Click Submit.
- You will receive a Returns Confirmation page with further instructions and a Returns Authorization will automatically be issued to arrange for a pick-up of the product(s). On the Returns Confirmation page, click the Print This Page button and enclose a copy in each box that you are returning to ensure that your order is properly credited.

- You can also return items from the My Order Status page.
- Click the My Order Status option in the My Orders drop down in the main menu. You will see the My Order Status page listing the orders that you have placed within the last 90 days.
- Click the Returns button for the order that includes the items you are returning.
- Enter the Qty. to Return.
- Select a Reason for Return from the drop down list.
- Enter the Number of return boxes Staples will pick up.
- Click Submit.
- You will receive a Returns Confirmation page with further instructions and a Returns Authorization will automatically be issued to arrange for a pick-up of the product(s). On the Returns Confirmation page, click the Print This Page button and enclose a copy in each box that you are returning to ensure that your order is properly credited.

Contact Us

- Contact customer support team for inquiries about products, services at pncsupport@cs.staples.com / 844-266-3870

Coffee Program Service Request and/or Replacement

EQUIPMENT NOT WORKING PROPERLY?

- Call 888-438-4773 or email cecfacilities@staples.com.
- You will be asked to provide the following:
- Company Name and full address
- Contact Name
- Phone number
- Type of brewer and model #
- Issue with brewer
- You are not required to submit a PNC Marketplace PO for machine service on Brewers provided by Staples. If it is determined on-site service is needed, a coffee service representative will arrive on location within 24-72 hours. Service hours are Monday through Friday, 8:00 am to 5:00 pm local time
- Note: if on-site service is required, please check with PNC Physical Security about escorting the 3rd party supplier once inside a PNC building.

REPLACING A COFFEE BREWER and/or ASSISTANCE WITH SETUP?

- Call 888-438-4773 or email cecfacilities@staples.com.
- You will be asked to provide the following:
- Company Name and full address
- Contact Name
- Phone number
- Type of brewer and model #
- Issue with brewer
- A member of the Coffee Service team will advise if a new brewer is required. Do not dispose of the old brewer until you have received authorization (in writing) from the Coffee Service team.
-
- Contact SCM Solution Services for assistance if you assistance with an unresolved issue. The following information will be required to ensure this issue is revolved in a timely manner
- include the falling information when escalating an issue

Information	Response
Brief description of the issue	
Include documentation (i.e. copies of emails, screen shots, PO #, confirmation #, etc.)	
Is this unresolved issue impacting PNC employees or PNC customers or Both?	
Not knowing all the details at this point and assuming there could be multiple issues what immediate action should be the first priority	

Contact Us – Coffee Program

- Coffee Brewer Repair   888-438-4773 or cecfacilities@staples.com
- New Coffee Setup/Inquiries   breakroomhelp@staples.com
- Finding the Right Brewer   breakroomhelp@staples.com

Ink & toner recycling

Staples makes it easy to recycle your empty ink and toner cartridges. Our delivery drivers will collect your empty ink and toner cartridges the next time a delivery is made.
Click here to create an address label to recycle your ink or toner

Speciality Items

PNC Certified Headsets

Go to SHARED LISTS (look for this icon in upper righ corner); PNC certified items

(001) Skype Headset,Speakerphone, Webcam

Hand Sanitizer

Go to SHARED LISTS

(0) InStock Purell HandSanitizer PNC only

Keurig K-Cups

Go to SHARED LISTS

(12) K-Cups

Furniture Items

Contact Realty Services

Technology Items

Submit request through Powerlink

Change Management

1/13/21   Ink & Toner Recycling added