

Login & Your Profile

Keep me signed in
Password reset
Delivery notifications

Quick Ordering

Shopping lists
Frequently purchased

Managing Orders

Track your order, cancel, or
make a return

Get Help

Live chat
Help center

StaplesAdvantage.com

Self-Service Online Time Savers for Users



Quick and easy ways to tackle tasks and get back to your to-do's.

StaplesAdvantage.com has convenient online tools that help you get more done in less time.

- Reset your password
- Set up delivery notifications on your orders
- Easily order using shopping lists and frequently purchased items
- Search, track, cancel or return an order all in your order history
- View and print transactional summary details to easily reconcile charges
- Get help fast

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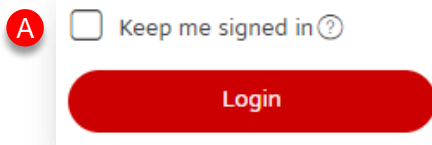
Get Help

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Set your password and delivery notifications on your orders

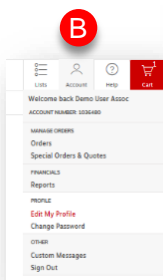
Login and keep me signed in

- A** Type StaplesAdvantage.com in your browser, click Sign In to enter your login information. Check Keep me signed in to reduce the number of times you are asked to login



Edit Your Profile

- B** Go to the Account tab and use the drop down menu to choose Edit My Profile if you need to update your personal information



Set Password

- C** Create a unique password that is a minimum of 8 characters that contain 3 out of 4 of the following:
- 1 upper case letter
 - 1 lower case letter
 - 1 number
 - 1 symbol

A screenshot of the 'Edit My Profile' form. The form has a header 'Edit My Profile' with 'Cancel' and 'Save' buttons. Below is the 'My Info | Notifications' section. The 'Edit User Info for "Demo User Assoc"' section contains fields for Company Name, First Name, Last Name, Job Title, Department, Email Distribution List, User ID, Password, Password Confirm, Days until password expires, Security Level, Phone #, Mobile Phone #, Supervisor/Approver, and Delivery Information. Annotations A through D are placed on the form: A is on the 'Keep me signed in' checkbox, B is on the 'Edit My Profile' menu item, C is on the password fields, and D is on the 'Save' button.

Delivery Notifications

- E** Click notifications for insight on your order delivery every step of the way.

- F** Set your preference to receive texts or email notifications when:

- Your order has shipped
- Is out for delivery
- Has delivered

- G** Click save

A screenshot of the 'Modify a User Profile' form. The form has a header 'Modify a User Profile' with 'Previous' and 'Save' buttons. Below is the 'Notifications Settings' section. The 'Email notifications' section contains an 'Email Distribution List' field. The 'Text notifications' section contains a 'Send Text Notifications To' field and a 'Subscribe' button. The 'Select your notifications' section contains a table with columns 'Email' and 'Text' and rows for 'Has shipped', 'Is out for delivery', and 'Has been delivered'. Annotations E through G are placed on the form: E is on the 'Notifications Settings' header, F is on the notification table, and G is on the 'Save' button.

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Quick ordering with shopping lists and frequently purchased items

Shopping Lists

A Go to Lists and use the drop down menu to choose My Lists to create a new list, add, edit or modify an item to a list

View Lists

B Search for a list by name in the search bar

Sort and filter lists by list name, modified date or list type

Create a New List

C Click create list

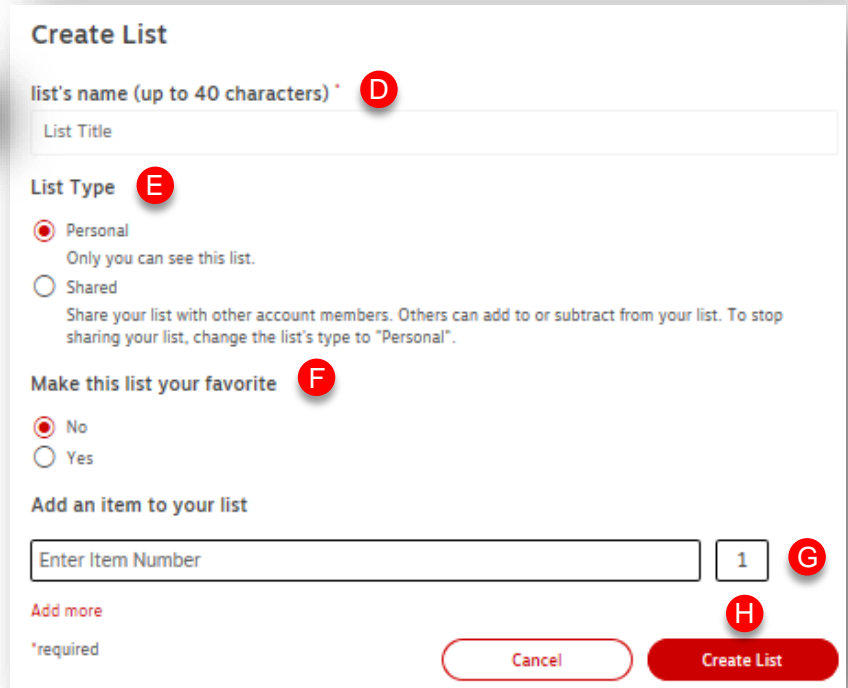
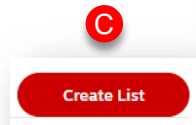
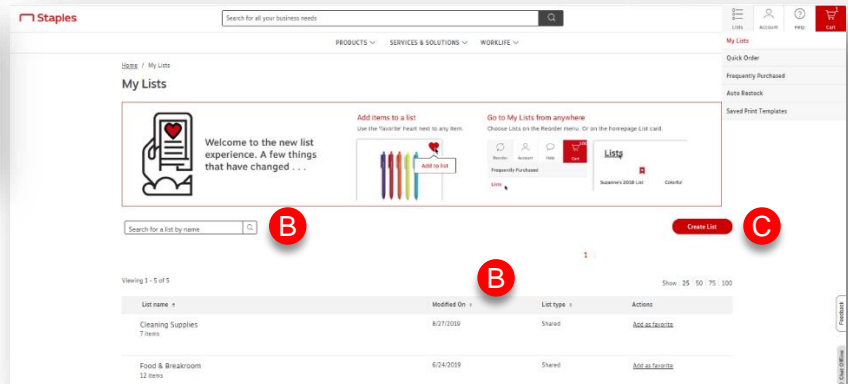
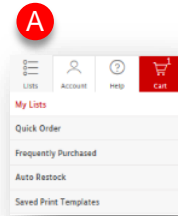
D Add a list name

E Pick a list type: personal or shared

F Make list a favorite: yes or no

G Add an item to your list

H Click create list to save

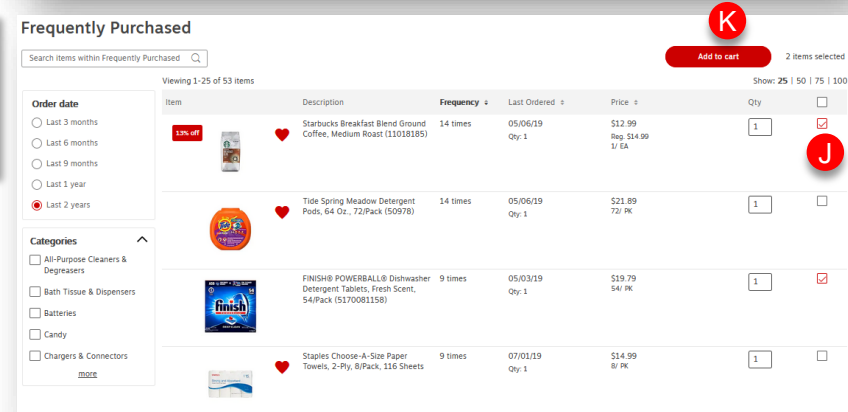
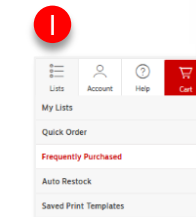


Frequently Purchased

I Go to Lists and use the drop down menu to choose Frequently Purchased

J Check items you would like to order
Add or modify quantity

K Click add to cart



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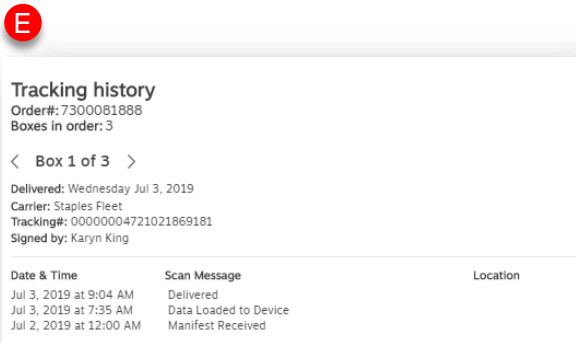
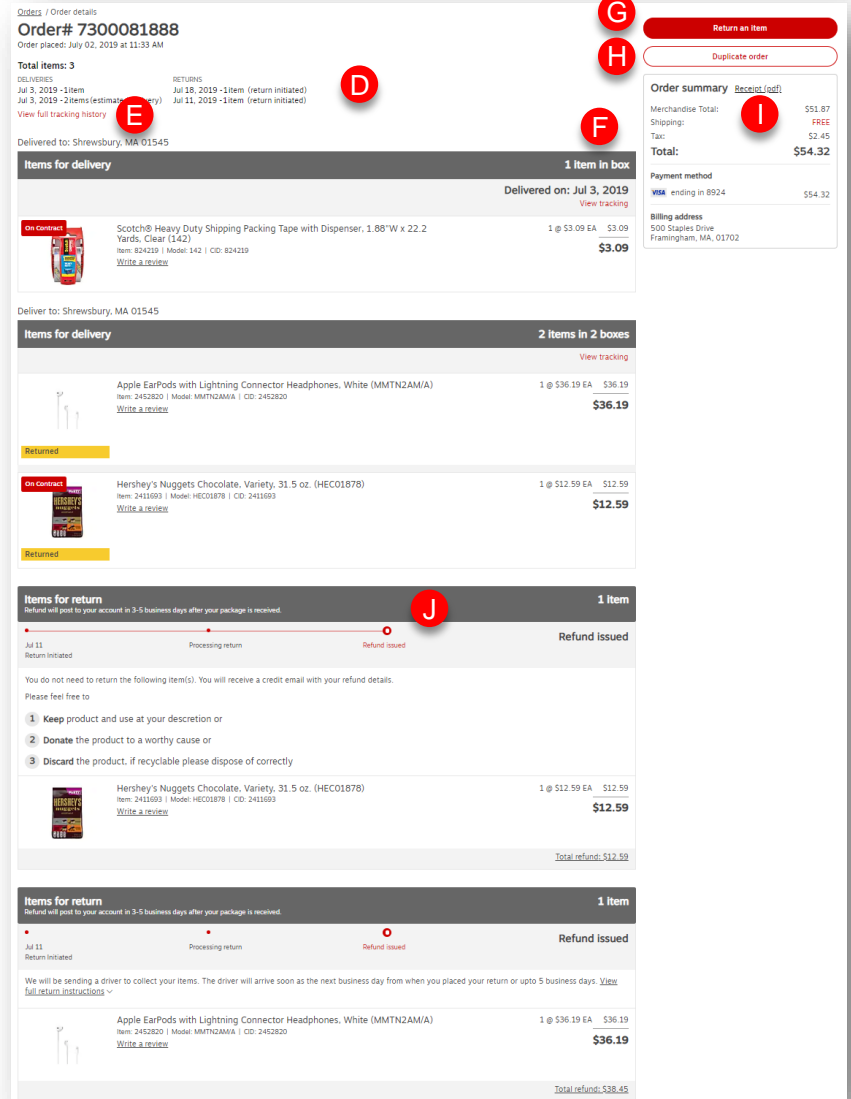
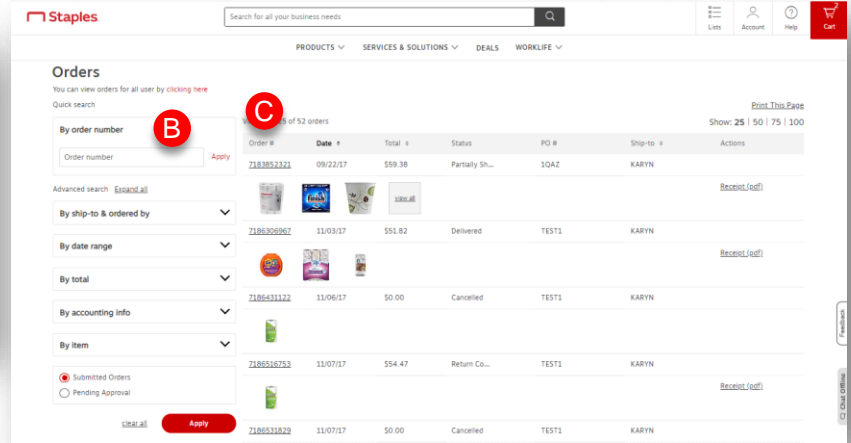
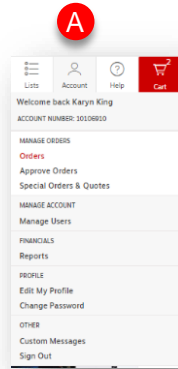
Managing Orders
 Track your order, cancel, or
 make a return

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Track order status, cancel an order, or make a hassle free online return

All Order Essentials

- A** Go to Account and use the drop down menu to choose Orders to search, track, cancel an order or make a return
- B** Search for an order by order number, ship to, date range, budget center or PO, item number, submitted or pending approval
- C** Choose the order you wish to view
- D** Order Details
- E** View full tracking history
- F** See number of items per box
- G** Make a return
- H** Duplicate order
- I** View receipt for transactional summary to easily reconcile charges
- J** Review return details



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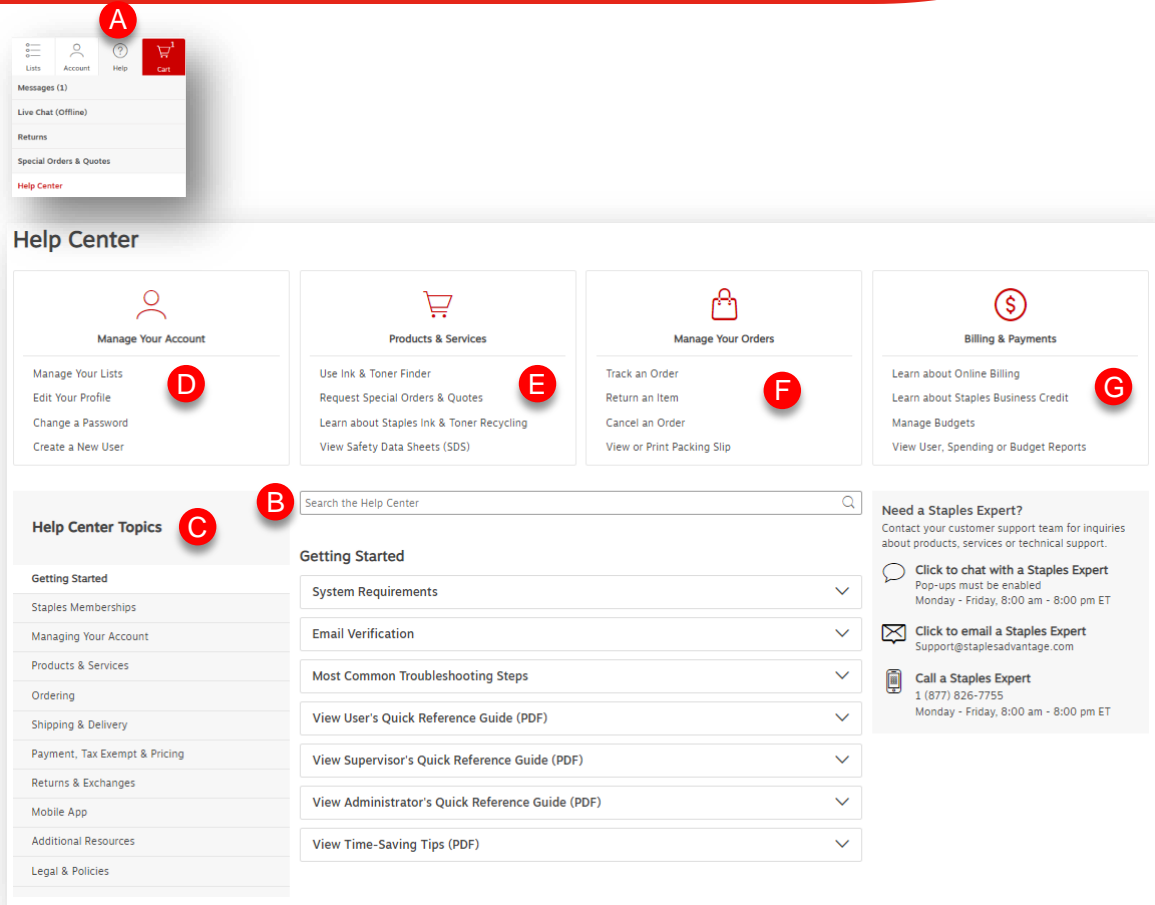
Short cuts to online self-service tools or search help topics to get answers fast

Find everything you need in the Help Center

A Under Help click Help Center

B Simply search to find answers to your questions

C Or view Help Center topics



Manage your Account
Manage your lists
Edit your profile
Change a 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

NEED ADDITIONAL HELP? CUSTOMER SERVICE IS STANDING BY

Help Center: Search help topics, manage your account, manage your orders and more

Chat: Live Chat with a knowledgeable representative

Email: Support@StaplesAdvantage.com

Phone: 877-826-7755, Monday–Friday, 8 am–8 pm ET

Get started at StaplesAdvantage.com

