Need it today?

1hr Buy online, pick up in store in just 1 hour!

Order now with these simple steps.

1

Select Your Pickup Store

- Log into StaplesAdvantage.com
- Look for the set 'Your Store' in the header next to 'Shipping Location'
- You have the option to change your set store based on your own preference

2

Find Your Items

- Look for the 'Pick Up Today' button for select items
- Narrow your search results by selecting the 'Show Only: Pick Up in Store' checkbox at the top of the page

3

Complete Your Order

- If you cannot pick up your order yourself, designate an alternate pickup person to pick it up for you
- Select multiple store locations if needed
- Purchase delivery items and items for store pickup on the same order
- If you require order approval, your order for pickup must be fully approved prior to going to the store

Pick Up in Store

- Check your inbox for your 'Ready for Pickup' email
- Wait until you receive the email before heading to the store
- Bring the email (or show it on your phone) and a valid photo ID
- If you identified an alternate person to pick up your item, please forward the email to them
- Go to the designated pickup area by looking for the 'Online Pickup' sign
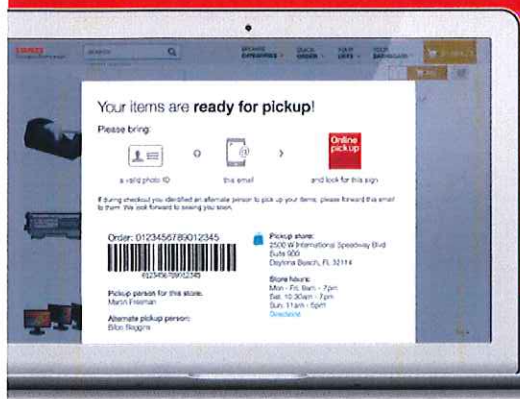
STAPLES
Business Advantage

Have questions?

Everything you need to know is answered here.

Ordering

Are all items on StaplesAdvantage.com available for same-day pickup?
Items that are available to buy online and pick up in a Staples® store will be designated with a 'Pick Up Today' button located beneath the orange 'Add to Cart' button. To view all items available for pick up on the search results page, select the 'Show Only: Pick Up In Store' checkbox located at the top of the search and browse gallery pages.

If an item is restricted for my program, will it be eligible for in-store pickup on StaplesAdvantage.com?
No, items for in-store pickup follow your program rules. Only items that are available on your company's negotiated contract are eligible for Buy Online, Pick Up In Store.

Can I order items with the Pick Up Today button and items for delivery on the same order?
Yes.

Can I order the same item for pickup in multiple Staples stores?
Yes. Simply add the number of items to pick up in the quantity box next to each location listed. The system will verify the total number of locations and items at the bottom of the screen.

Can I place an order for pickup in a state that is different from my logged-in shipping location?
If there are no tax exemptions associated with your account, you can select a pickup store in any state. However, if there are tax exemptions associated with your account, you will be limited to picking up in stores in the same state as your logged-in shipping location.

Do my pickup orders need approval?
Pickup orders follow your existing program rules and will route for approval if required. Orders must be fully approved before being available for pickup.

Pick Up

How is my pickup store determined?
The set 'Your Store' located in the header next to your shipping location is the closest store to your default shipping location. You have the option to change your set store based on your preferences. You may find a different store location by searching using another city, state or zip code.

How do I know when my order is ready?
When your item(s) are ready for pick up, you'll receive a 'Ready for Pick Up' email.

When I get to the store, where do I pick up my order?
Look for the red 'Online Pick Up' sign or ask an associate to point you to the right area.

What do I need to bring to pick up my order?
You or your alternate pickup person must bring a valid ID and your 'Ready for Pickup' email (you may also show the email on your phone).

Pricing and Invoicing

How long will my order be held at the store?
If your order is not picked up within 5 days, the items will be cancelled from the order and a cancellation email notification will be sent. Your account will not be charged for abandoned/cancelled orders.

Do I get my Staples Business Advantage contract pricing when I pick up in store?
Yes. Orders for store pickup must be placed online through your StaplesAdvantage.com account to receive your negotiated contract pricing.

If I have a minimum order requirement, how will it affect my pickup order?
If your order only contains items for store pickup, the order minimum requirement will be waived. If your order contains items for both delivery and in-store pickup, all items will count toward your minimum requirement.

How will I be invoiced?
Orders placed for in-store pickup will be invoiced as usual through your Staples Business Advantage account.

Will there be changes to my invoice?
Paper invoices have been enhanced to indicate which shipments have been picked up in store and will identify the proper tax rate based upon the store location.

Can I purchase additional items at my contract price when I pick up in store?
To purchase additional items at your contract price when in a Staples store, you must use a Staples-issued convenience card or a registered credit card. Contact your Account Manager for more details.

Returns

How do I return an item picked up in a Staples store?
Items ordered online and picked up in store must be returned online through your Staples Business Advantage account. Visit StaplesAdvantage.com for return instructions.
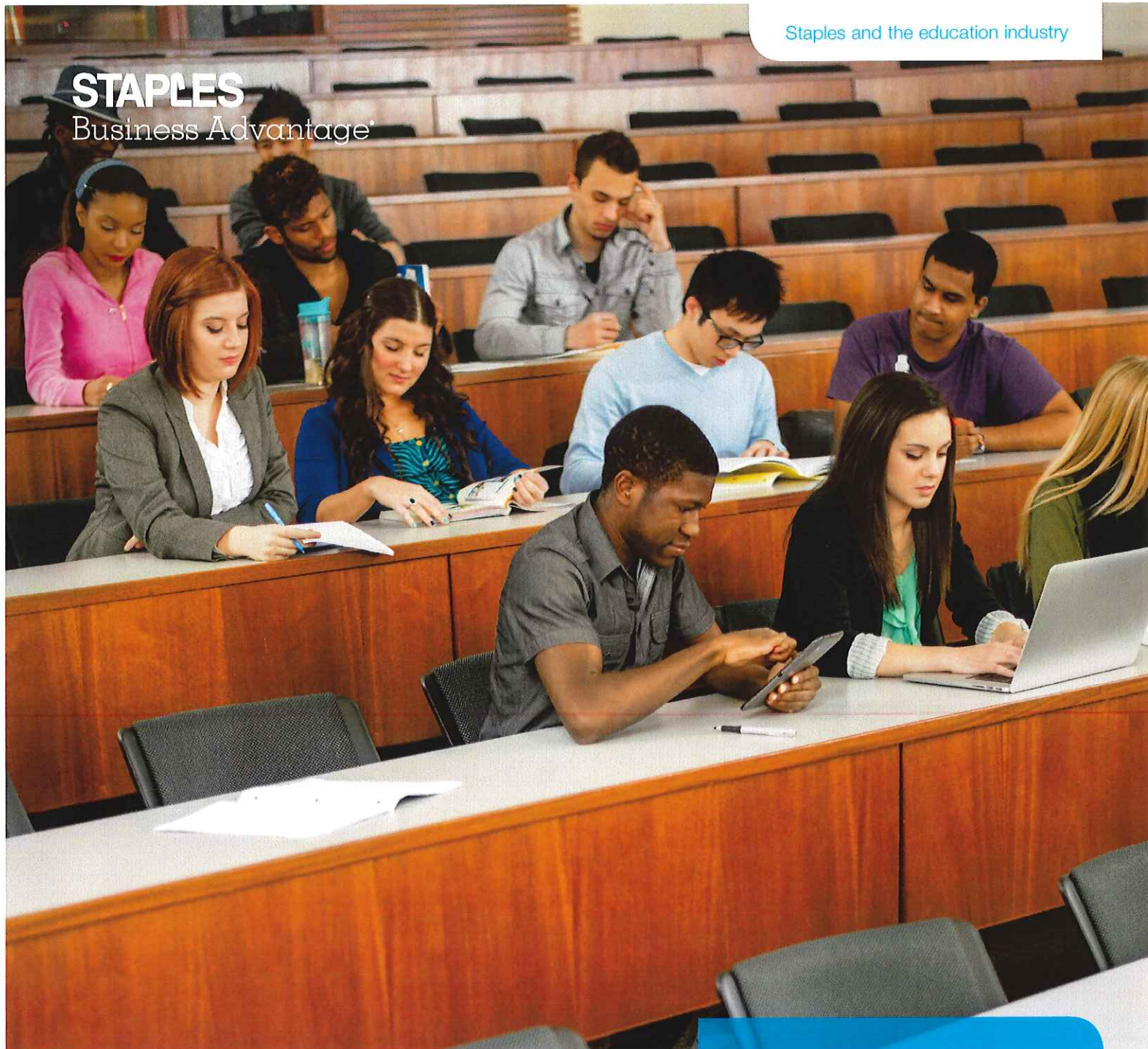
Where will my return be picked up?
Your item will be picked up at the shipping location associated to the order at the time of placement. Please provide a box for your item to be returned.

Contact your Account Manager for more information.

STAPLES
Business Advantage

STAPLES
Business Advantage®

Valuable education.

Learn how you can save with a customized print program.

When it comes to a print provider that understands the world of higher education, look no further than Staples.

Our team can develop a customized program for your institution that will streamline your process and reduce costs. We'll analyze your print production workflow and provide cost-effective products and services that meet your needs. You'll also consolidate and save by getting your office supplies and print products from one provider.

> " Consolidating the vast needs of an institution to a single source for print **can result in real savings.** "
>
> — Susan, Account Representative

One source for all your printing needs.

With products that cover multiple print categories and nationwide distribution, we can handle your entire print program — from direct mail to registrar forms.

Expertise

Get an entire team of passionate professionals with over 60 years of experience on your side.

Marketing Collateral

From pamphlets and flyers to postcards, newsletters and direct mail, we craft polished materials that reach all your targets.

Custom Print

Letterheads and envelopes, dining cards w/photo ID, athletic schedules and business cards.
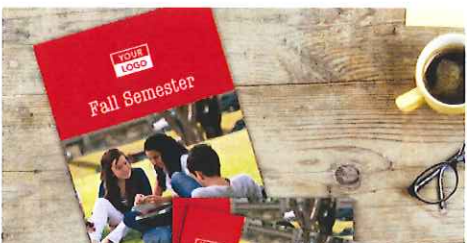
Forms and Documents

Invoices, account statements, syllabuses, handbooks, manuals and calendars.

Signage Solutions

Broadcast your message to students and faculty with our selection of signs, banners, lawn signs and more.

Cost Reduction

Manage your budget and avoid unexpected costs by dealing with one expert supplier.

Contact your Account Representative to learn more.

Print to Store User Guide

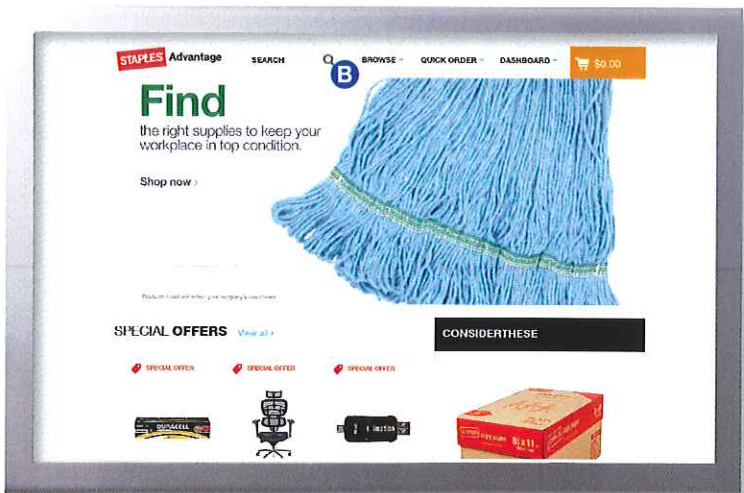An easy, convenient way to get your documents.
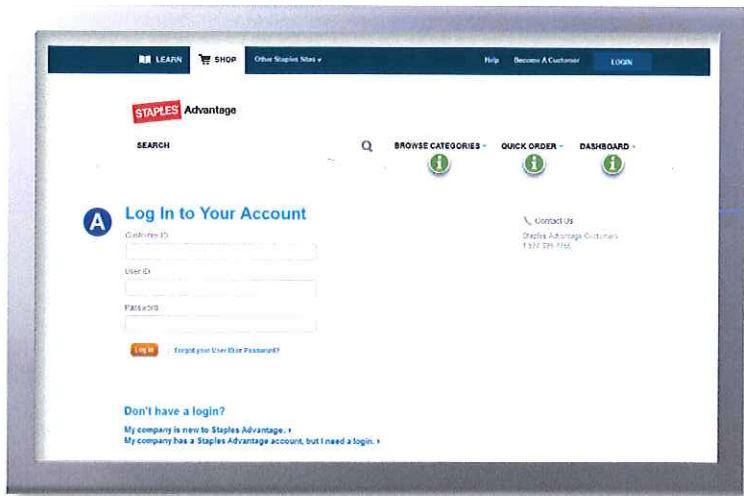
STAPLES® Advantage

On StaplesAdvantage.com, you can upload files and print them directly to any Staples® store for pickup. It's the perfect print solution for a distributed workforce and on-the-go employees.
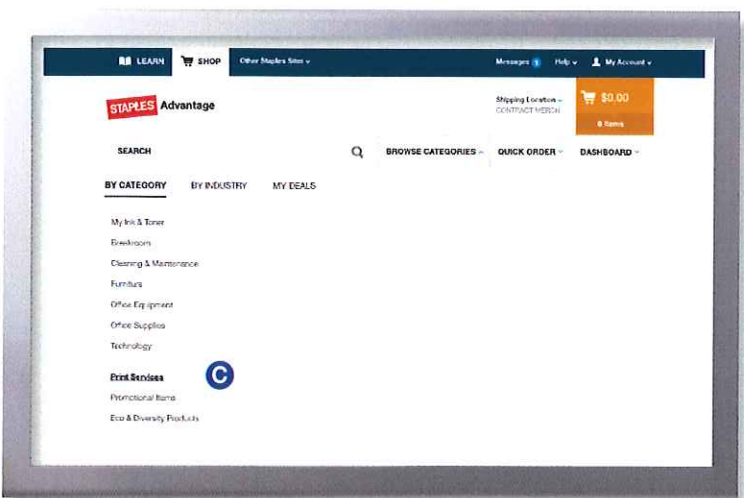
This step-by-step guide will walk you through how to use Print to Store.

Getting Started

A Log in to your StaplesAdvantage.com account.

B From the home page, click on **Browse** in the top navigation.

C Click **Print Services** in the "By Category" menu.

Questions? Contact your Account Manager.

MAKEmore**HAPPEN**

Print to Store User Guide

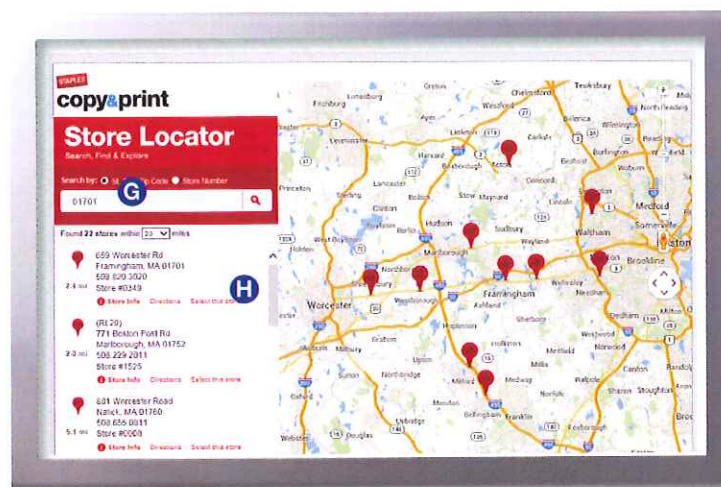An easy, convenient way to get your documents.
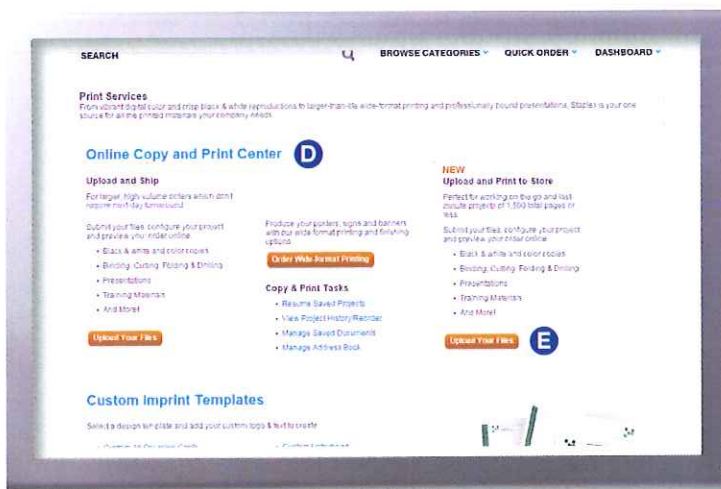
D Scroll down to the "Online Copy and Print Center" section.

E Click **Upload Your Files** under "Upload and Print to Store."
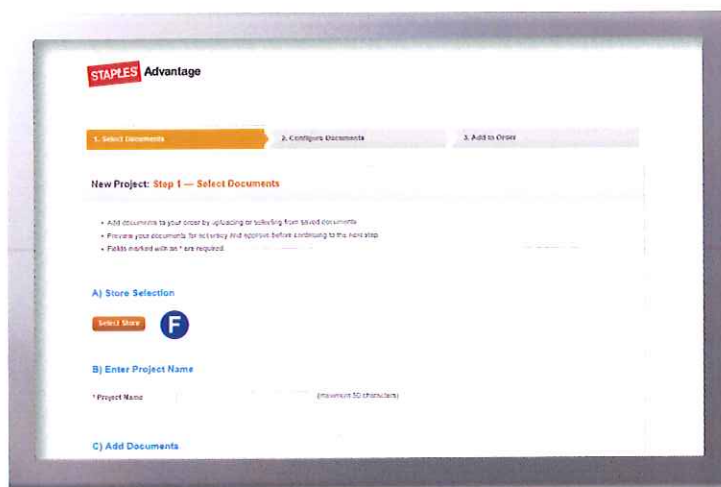
Choosing Your Store

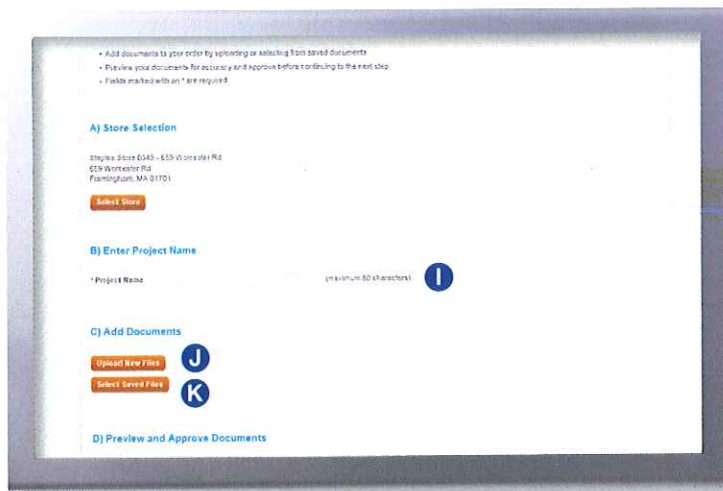**F** Click **Select Store** and a "Store Locator" window will pop up.

G Enter the zip code for your pickup location.

H Click **Select this store** to choose your pickup location from the list.
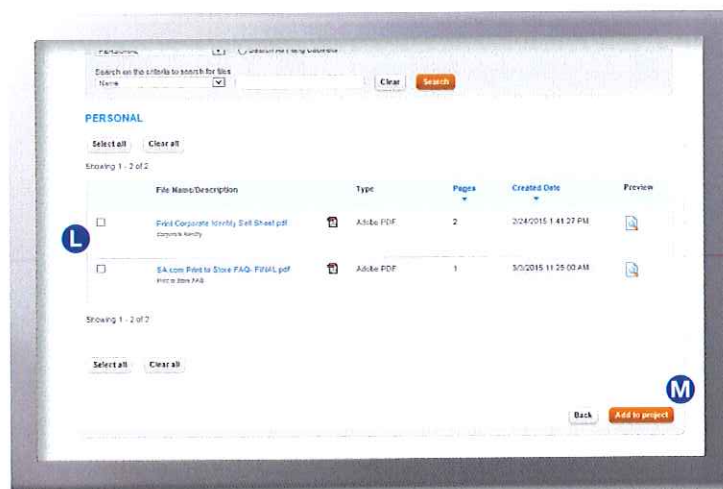
MAKE more HAPPEN

Print to Store User Guide

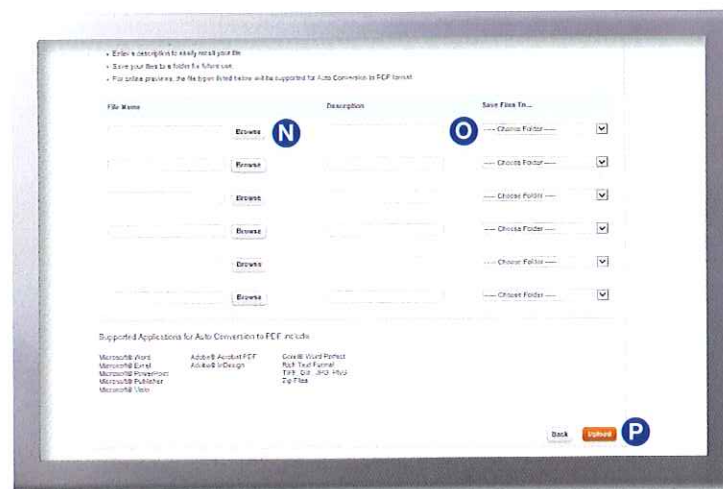An easy, convenient way to get your documents.

Adding Your Documents

I Enter your new project into the "Project Name" field.

J To add a new document, click **Upload New Files** and skip to step N.

K To add a saved document, click **Select Saved Files.**

Adding Saved Files

L Select which saved files to add.

M Click **Add to Project** and skip to step Q.

Uploading New Files

N To upload new files, click **Browse** to find the document on your computer. You can upload up to six documents.

O Once it's added, give the document a description.

P When finished adding documents, click **Upload.**

MAKE more **HAPPEN**

Print to Store User Guide

An easy, convenient way to get your documents.

STAPLES Advantage

Previewing Your Documents

Q You will be returned to the "Select Documents" page and can preview your uploaded documents.

R To begin configuring your document, click **Next.** You will be asked to confirm that you have previewed and approved your files. To keep going, click **Yes.** To go back and preview, click **No.**
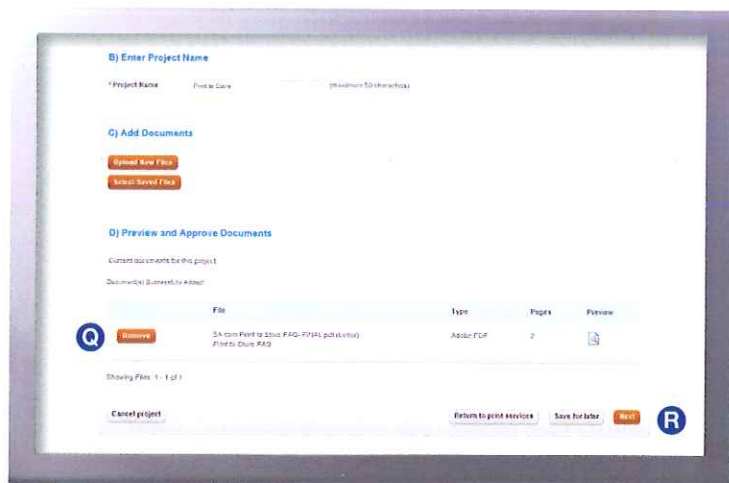
Configuring Your Documents

S Click **Change Settings** to configure your document. Here you'll be able to choose options, including black & white or color, paper type, binding and finishing configurations.

T Enter the number of copies you want to order. You'll have the opportunity to change the quantity again before checkout.

U Click **Add Tabs** to insert tabs into your project.
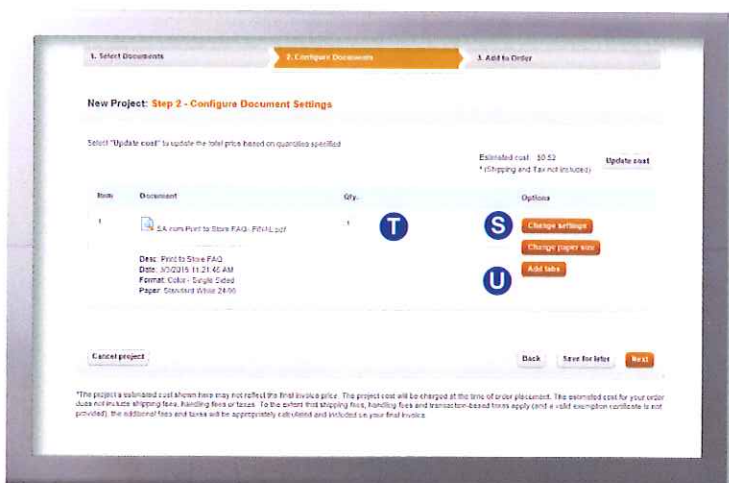
V After clicking "Change Settings" in step S, you'll be able to see your document and the changes you make as you configure it.
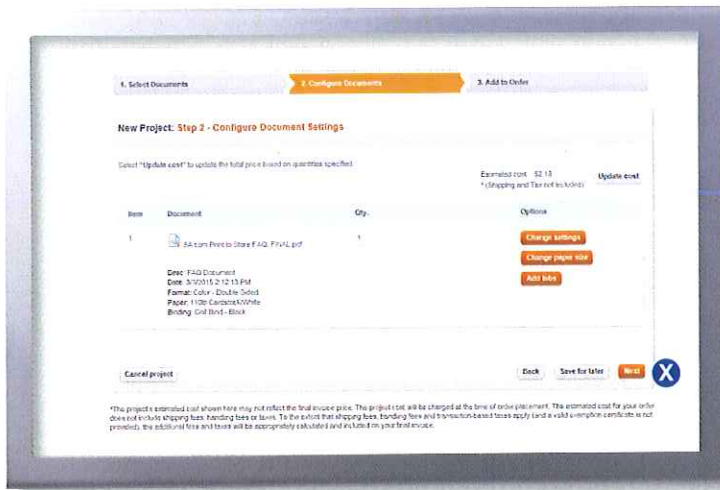
Note: This is how your order will be produced, so proof your document for accuracy. Be sure to review the "Printing and Binding" section and the "Finishing Options" section.

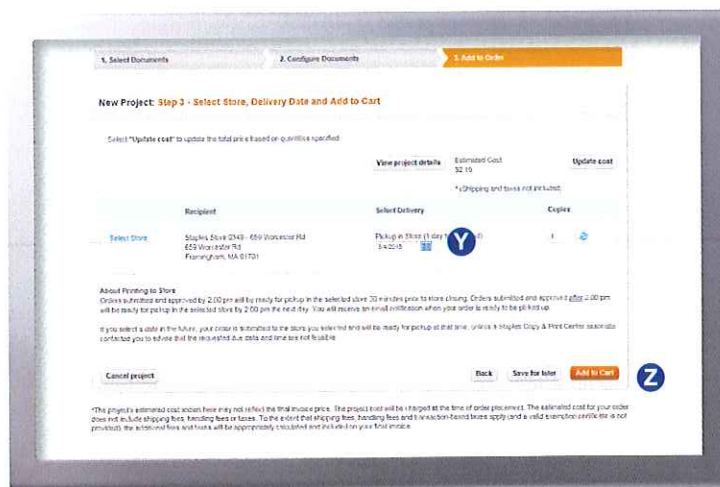**W** Click **Save** when you've finished. You will be returned to the "Configure Documents" page.

MAKE more **HAPPEN**
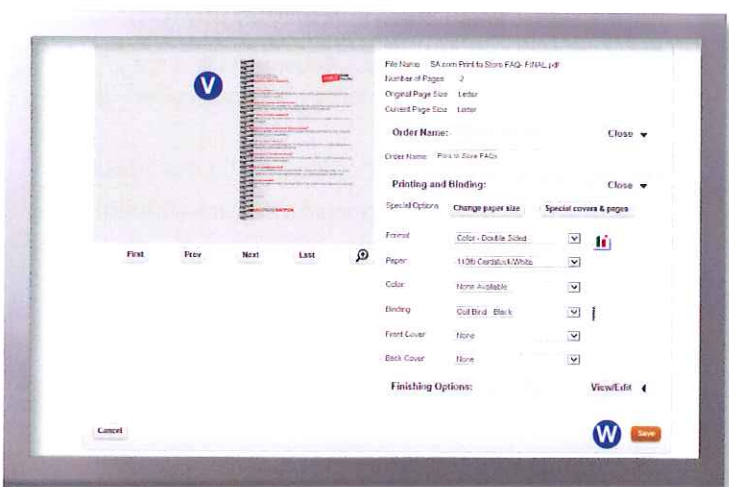
X Click **Next** to continue.

Selecting a Pickup Date

Y Click on the calendar icon to select a pickup date.

Note: Only available pickup dates will appear.

Z Click **Add to Cart** to add your Print to Store order to your shopping cart. You may continue shopping or check out.

- Once you've checked out, a confirmation email with the order number is sent to the user who placed the order. Use this number when you pick up your order.

- When your print order is completed, you'll receive a second email telling you that your Print to Store order is ready for pickup.

MAKE more **HAPPEN**

Quick guide for Procurement Applications

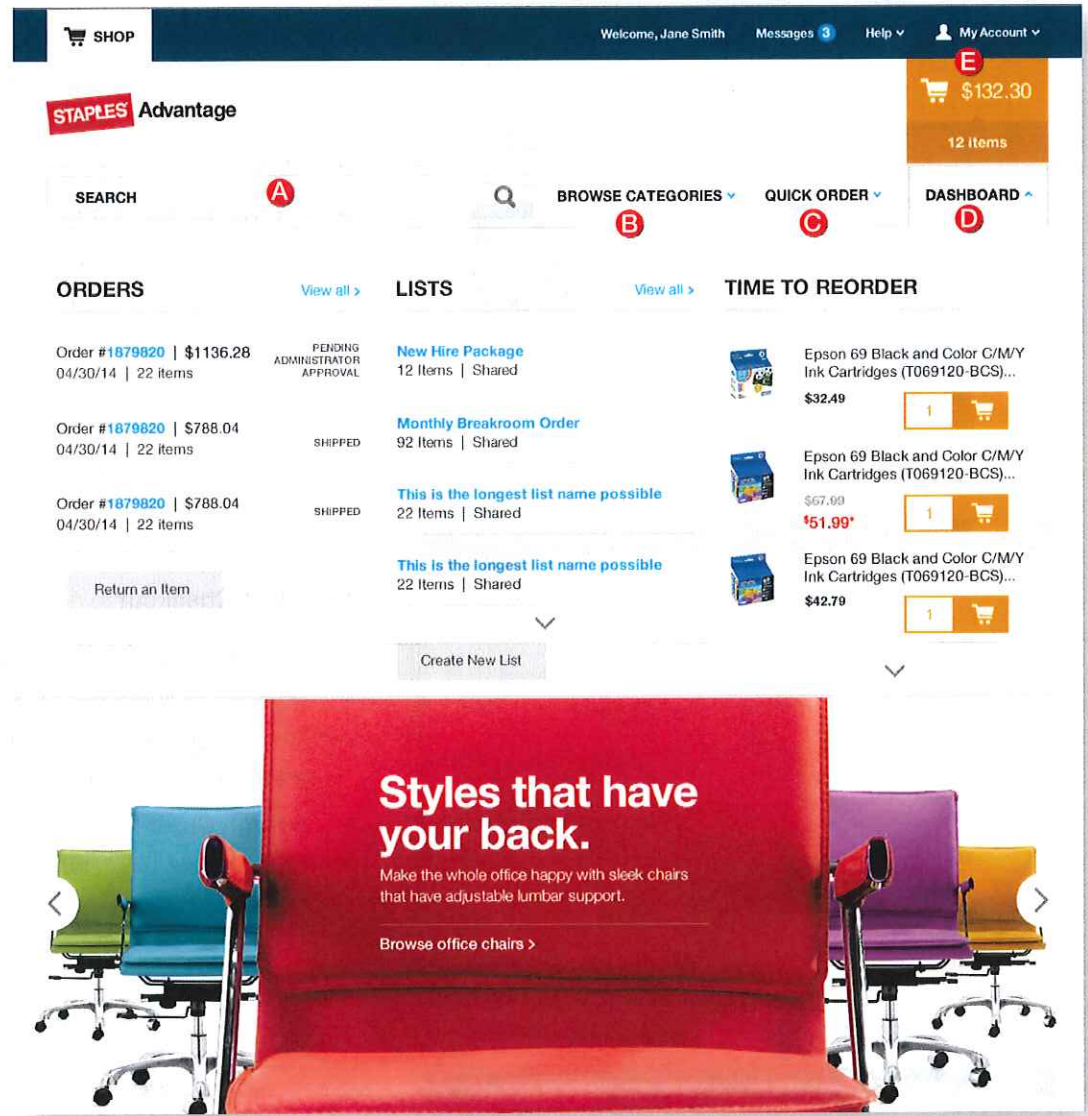Easy ordering with Staples Advantage

STAPLES Advantage

Once you access StaplesAdvantage through your procurement system, the **Home Page** gives you access to all supported StaplesAdvantage features.

Home Page

The Home Page gives you access to all of these features.

Ⓐ Search

Ⓑ Browse Categories

Ⓒ Quick Order

Ⓓ Dashboard

Ⓔ My Account

Operating System and Browsers

- *Click **Help** from the StaplesAdvantage home page to confirm support for your system and browser.*

Add items to your order

- **Search:** Search by keyword or item number. Search will display a summary of matching categories and top-ranking items that match your criteria. Narrow the results by product attributes, change the sort by option or compare items.

- **Browse Categories:** Browse the online catalog to find the products you need. Includes Ink & Toner Finder, Eco and Recycled, Minority-Owned Business products, and recently purchased.

- **Quick Order:** Enter up to 10 item numbers and quantities and click **Add**.

- **Dashboard:** Quick access to view order history, shopping lists and frequently ordered items.

# Quick guide for Procurement Applications

Easy ordering with Staples Advantage

STAPLES Advantage
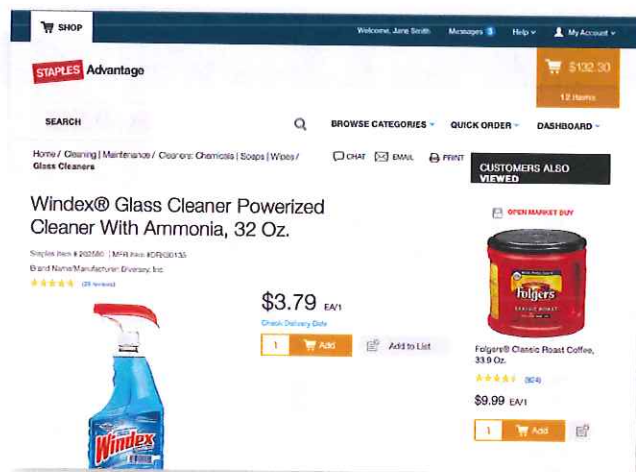
Product Page

Access the Product Page either by Browsing Categories or through a Search.

- To add an item to your cart, enter quantity and click **Add**.
- To add an item to a list, click **Add to List**.
- To check the expected delivery date, enter the quantity you want and click **Check Delivery Date**.
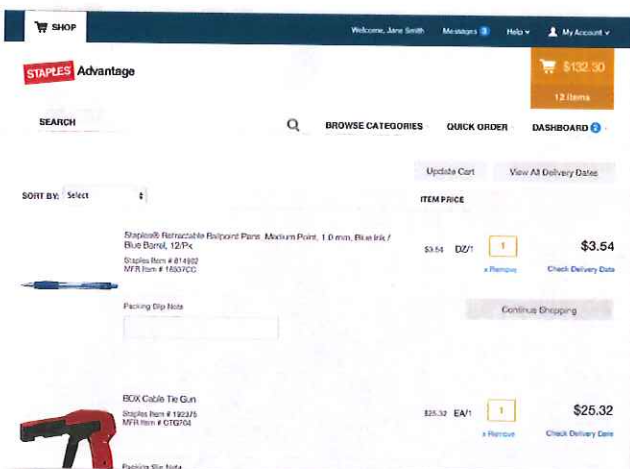
Your Shopping Cart

Click the **Cart** icon to see items in your current order. Click **Review & Checkout** to edit your cart.

- Click **View All Delivery Dates** to view expected delivery dates for all items in your order.
- **Change quantities**, add **Packing Slip Notes** or **Remove an item**, then click **Update Cart**.
- **Submit Order** to complete your shopping session and return to your procurement application to finalize.
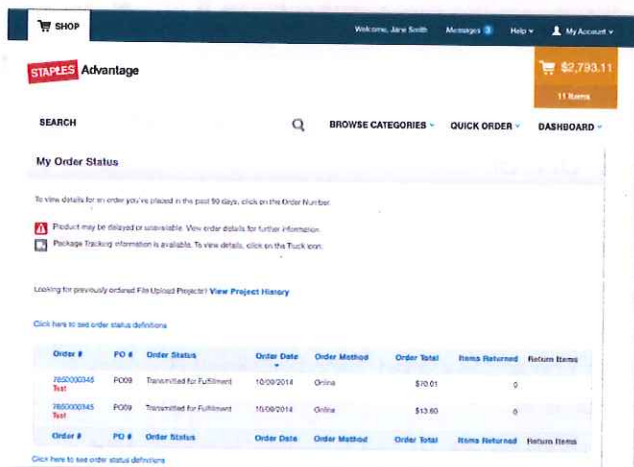
My Order Status and Tracking

To check the status of your submitted orders, click **Dashboard** to review **Orders**.

- Click **View all** to display all orders in the past 90 days.
- Click the **Order #** to view order details and to check Package Tracking.
- Track your orders by clicking on the **Truck** icon.
- Click **Return an Item** to process a return.

* Some features may not be available depending on your company's configuration with StaplesAdvantage.