Staples Business Advantage Contact Information

**Account Number:**
1036604

**Customer Service:**
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Phone: (844) 823-1025

**Service Consultant:**
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**Account Manager:**
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*If you need help with the Mountaineer Marketplace site, click here to access the Quick Start Guide.*
Welcome to Staples Business Advantage.

This handbook provides useful information and tips on how to place orders through Mountaineer Marketplace with Staples Business Advantage. With Staples Business Advantage, you’ll find the widest assortment of products at your organization’s own contract pricing.

Plus enjoy a simple online shopping experience with:
- A search function that finds product by keyword, item number, brand and more
- A “Shopping List” feature that shows favorite and frequently ordered products, so you get things done quickly
- A dedicated customer service team to assist you
- Online hassle-free returns in just a few clicks of your mouse
- Special offers and incredible prices on must-have products
- Efficiency of online ordering
- A dashboard that has everything you need in one place
- An Ink & Toner finder to help you order the right product for your printer
- Product ratings

Ordering and consolidation tips.

Order once a week.
Determine how much you need to carry you through a full week.

Anticipate projects and events.
Think about projects or events that may require special or additional quantities of office products. Ordering in advance saves time and avoids frustration.

Order early in the day.
This helps ensure prompt delivery.

Consolidate to save time and money.
Whenever possible, consolidate orders with co-workers and pick a time of the day/week to place orders together.

Need help? Contact WVU Support:
Phone: (844) 823-1025
Email: wvu@cs.staples.com
Quick guide for Users.
Easy ordering with Staples Business Advantage.

User Login
Login to Mountaineer Marketplace to access the Staples Business Advantage catalog.

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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

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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 or to see items in your current order. Click **Review & Checkout** to edit your cart.

• Review and complete your **Shipping and Payment** method information.
• 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 transaction. Click **Continue Shopping** to add more items.

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 the **Truck** icon.
• Click **Return an item** to process an online return.
Order Management

Manage your orders now and in the future.

Order Management allows end users to locate orders, tracking information, returns, and create and view shopping lists and more in one convenient place.

- View order history details by clicking the order # under the Orders heading
- Create a return by clicking on the Return an item button
- View Recently Purchased items under the heading
- Create and manage personal shopping lists under the Lists heading
Your Staples Business Advantage delivery.

What to expect.

Receiving your order.

Your Packing Slip. When you receive your merchandise, it will come with a packing slip; please retain this for your records.

Back-ordered Items. If the packing slip shows a quantity in the “QTY B/O” column, this means an item has been back-ordered. There is no need to reorder. Back-ordered items will be shipped as soon as they are available. You will be notified of any extensive delay.

Contact your Staples Business Advantage® Customer Service Team if:

- There is an item that does not appear on the packing slip but was on the original requisition. (It will need to be reordered.)
- The packing slip does not match the quantities you received.

Reading your Packing Slip.

- Your account number
- Date your order shipped from our fulfillment center
- Your unique order ID number
- Your purchase order/requisition number
- Your release number
- Your Cost Center number
- The fulfillment center from which your order shipped
- Your delivery information
- Your corporate billing information
- Notations regarding your order will appear here
- Item number identifies item ordered
- Item description with manufacturer’s number
- Unit of measure that we stock/ship
- Quantity you ordered
- Quantity we shipped
- Customer satisfaction survey

Sample Packing Slip

Your Staples Business Advantage delivery.

What to expect.
Save time on your next return. Just follow this Quick Guide.

Returns: My Shipped Orders

- **Access Staples catalog from Mountaineer Marketplace**
- Returns can be accessed through the Dashboard by clicking on the Return an Item link.
- My Shipped Orders page displays orders that have been shipped.
- Click on Order # to review line item detail.
- Click on Returns to process a return for an order.

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Returns Confirmation Page

- Print a copy of this page and include one in each box being returned.

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Return Items: Order Information

- Your user and shipping information automatically populates.
- Enter Quantity of specific item(s) to be returned.
- Select Reason for Return.
- Indicate the number of boxes to be picked up.
- Click Submit to complete online return.

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How can we make it even easier for you?

We’re always looking for ways to make your Staples experience even easier. Please let us know how we’re doing by filling out our customer satisfaction survey online. Your invitation is on the packing slip with every order, as well as in your packaged order. Thank you for helping us give you the best service possible.

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Focused on your needs.

Staples Business Advantage® is known for its leadership in office supply procurement, but that’s just the beginning. Our comprehensive offering provides organizations around the world with a full complement of products, services and product experts in just about every business function. Plus your Account Manager will help oversee your program and can answer any questions you may have.

Office Products. From the basics to the unexpected, we have everything you need.

Facility Solutions. Our experts can recommend the maintenance products, cleaning systems and cafeteria and janitorial supplies that are right for your business.

First Aid & Safety Solutions. We’ve got employee and customer safety covered, from first aid kits and safety cones to specialty products like hard hats, safety gloves and more.

Coffee & Breakroom Solutions. We have everything you need to stock your breakroom, from coffee and energy drinks to healthy snacks and supplies.

Technology Solutions. From space planning and design services to installation, ongoing support and environmentally sustainable options, our furniture consultants provide total workspace solutions.

Furniture Solutions. With Business Interiors by Staples®, you’ll have access to a wide selection of high-quality, commercial-grade furniture, ready for delivery where and when you need it. For bigger projects, count on our team of designers and space planners to get the job done on time and on budget.

Promotional Products. With customized managed programs, special-order services and more than 700,000 high-quality promotional items to choose from, we help get your brand noticed.

Print Solutions. We can provide you with every solution, including digital copy & print services, print management, labels and flexible packaging, and more. Print to store options are also available.

Staples Business Advantage also provides you with:

- The national brands you prefer, plus value-priced options
- Pricing tailored to your organization’s needs
- An Account TEAM to help you maximize your program
- Customized reporting so you’ll see what you’re buying and saving
- Targeted communications to help enforce compliance
- Easy online ordering
- Fast, free delivery on all your supplies

Now that you have everything you need to get started, visit StaplesAdvantage.com and browse our wide assortment of business essentials, create shopping lists and get to know our easy ordering system.

For more information, or with any program questions, contact your Account Manager today!

Thanks, and welcome to Staples Business Advantage!