

NPP/Staples FAQ



NATIONAL
PURCHASING
PARTNERS

WWW.MYNPP.COM

ORDERING

Who is Staples Advantage?

Staples Advantage is the contract division of Staples Inc. We offer customized solutions and special pricing for larger organizations so individual members share in the benefits of the collective group.

What is my Staples Account Number?

If you are already a NPP or Staples registered member and need to know your Staples account number, please call our Staples Customer Service Team at 1-888-212-7218 to get the information. If you have not registered with Staples Advantage yet, please fill out the StaplesLink electronic registration form. If you are an existing NPP member and need your login credentials please contact NPP at (800) 810-3909 or have them emailed to you by clicking on the "forgot password" link at www.mynpp.com.

What are the Benefits of the program?

NPP has chosen Staples Advantage as the official supplier for office products and solutions for all of their members. Some of the key benefits of the program include:

- Discounted, contracted prices on over 30,000 supplies and services
- FREE next-day delivery on most standard orders over \$30
- Easy online ordering through StaplesLink.com
- J.D. Power and Associates Certification in Customer Service Excellence
- Power of Consolidation – One Source for all your office needs

How do I get set up with Staples?

Please fill out the StaplesLink electronic registration form on www.mynpp.com. You will then receive an email or will be contacted by a Staples representative with your account information, user id, and password.

How do I place orders?

Once you've registered on the Staples Advantage e-registration link at Stapleslink.com, you can begin placing office supply orders.

CONTACTS

Who do I contact with questions regarding Staples order status, delivery information and credit information?

Our company's dedicated Customer Service Team can answer these and many more questions and can be reached at 1-888-212-7218. For faxes and emails, please fax to 888-222-8619 or email red@staples.com.

Who can I contact with questions regarding NPP?

If you have any questions regarding NPP, please contact Customer Service at 1-800-810-3909 or email at customerservice@myNPP.com.

DELIVERY

When can I expect delivery of my order?

All orders received by 4 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 the Internet, how will I know the expected delivery date?

You can view the expected delivery date of a particular product by entering the item number in the Quick Order box on the Home Page, entering the quantity required and clicking **Delivery Date**. The expected delivery date for the specified quantity will be displayed.

What 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 Team at 1-888-212-7218. 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.

STAPLES Advantage

ORDERING

Do I order on Staples.com?

No. All orders must be placed on [Stapleslink.com](https://www.stapleslink.com) in order to take full advantage of the discounted prices negotiated with Staples.

Is there a minimum order with Staples?

NPP has established a minimum order of \$30. This minimum was implemented to consolidate orders and improve operational efficiencies for program savings.

To assist you in consolidating orders and making sure you meet this minimum, Staples Advantage has listed five tips to make this easy for you.

- **Order once a week:** Determine how much of each item is needed to carry you through a full week. Use up any present supplies of each item until more items are needed at the end of the week.
- **Anticipate projects and events:** Anticipate projects, proposals and events that require special or additional quantities of office products that are normally stocked. Ordering in advance will save you time and frustration.
- **Group orders:** Whenever possible, consolidate orders with your coworkers. Pick a time of the day/week to place orders and remind coworkers of your deadline.
- **Save money:** Consolidating your smaller orders into fewer larger ones saves our company time and money.

How often should I place orders?

To continuously maintain cost effective office products, StaplesLink.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 forms of payment can I use?

In order to obtain our savings, payment may be made with a valid credit card or corporate purchasing card. Invoicing may be available as an additional option.

How do I order an item that I cannot find on StaplesLink?

Call our Staples Customer Service Team at 1-888-212-7218. 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 "Noncatalog item order" on StaplesLink. Our Staples Customer Service Team will provide you with detailed item information. You **MUST** provide that information when you place your Noncatalog order or your order will not be processed. If you have additional questions, contact your Account Manager.

What if I have a backorder?

Please do not reorder if your packing slip indicates an item is on backorder. Your item(s) will be shipped as soon as it is available. If you wish to cancel a backordered item, call our Staples Customer Service Team at 1-888-212-7218.

What is a special order?

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

RETURNS

What is the Return Policy?

If for any reason you are not completely satisfied with a product purchased from Staples, you may return it within the time frame listed below. 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 cannot be returned)
 2. Must be in original packaging in sellable condition.
- Please call our Staples Customer Service Team to return damaged or defective products.
- Unopened software may only be exchanged or returned within 30 days of receiving the product
- Custom Products are not returnable unless damaged or defective within 30 days

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 High Touch 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.

STAPLESLINK

What is StaplesLink.com®?

StaplesLink.com is the online ordering platform for Staples Advantage. Through StaplesLink.com, you are able to access the special rates your company can receive from Staples. With StaplesLink.com, you can order supplies electronically from your computer anytime. The site provides immediate access to more than 30,000 products, with new products added daily. StaplesLink.com has several features you will enjoy, including:

Catalog

Why can't I choose everything from the Staples catalog?

Some items were consolidated in an effort to achieve greater cost savings while providing associates with high quality products.

Retail Store Purchases

Can I use my credit card in a Staples® store and still get the corporate discount?

Yes. Our company has a registered Staples Retail Program via procurement cards. Users receive the lowest price for items on sale, clearance or special promotion. No petty cash is exchanged. Price adjustments and correct billing occur at point of sale. For more information on how to get registered with the Staples Retail Program, please call our Staples Customer Service Team at 1-888-212-7218.

Easy online ordering
Easy "Search" functions allowing you to find product items by keywords, item number, brand and more
Easy identification of your company contract items with blue box noting "Contract Item"
Easy to update and view Shopping Lists of your company's contract items
Dependably low contract pricing and high quality contract items
Dedicated High Touch Customer Service Team to assist you with any questions
Convenient online StaplesLink.com training tour — learn about StaplesLink.com on your time
Resource Center for the most up to date and latest program information

How can I familiarize myself with StaplesLink.com?

A StaplesLink.com virtual tour is available in the Customer Service section of the Website to help you learn how to navigate the site and place orders. To access the tutorial, log onto StaplesLink.com, select "Customer Service" from the tool bar at the top of the home page, and select "StaplesLink.com Virtual Tour."

How do I use the StaplesLink Website?

It's EASY! If at anytime you are unable to find what you are looking for, click on "HELP" found in the upper right hand corner of the Web site to find answers to any questions you might have. Take the StaplesLink Online Training Tour by clicking on "Customer Service" then "Training Tour" to learn more about all the features and benefits of StaplesLink.

How do I find what I'm looking for on the StaplesLink website?

There are a few ways to navigate around StaplesLink. 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".

What if I can't find the product for which I'm looking on StaplesLink?

Contact your dedicated Staples Customer Service Team at 1-888-212-7218. They will assist you in obtaining the products you need. You can reach them Monday–Friday, **8:00 am–5:00 pm** EST time.

How do I create a shopping list?

From the StaplesLink home page, go to "View All Lists" found on the lefthand side and click "Go." Above all the lists, click on "Create New List."

Do I need to register for StaplesLink.com and who do I call if I have questions?

Yes. If you have any questions or need help, please call our Staples Customer Service Team at 1-888-212-7218 for details.

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

Yes. Upon placing your first order through StaplesLink.com, 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 StaplesLink.com to save my personal credit card information?

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

Who can I contact for assistance?

For technical assistance, call the StaplesLink.com Technical Support Line at 1-800-633-6080. For product inquiries, order status, or delivery information, call Staples Customer Service Team at 1-888-212-7218.