



# Need it today?

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

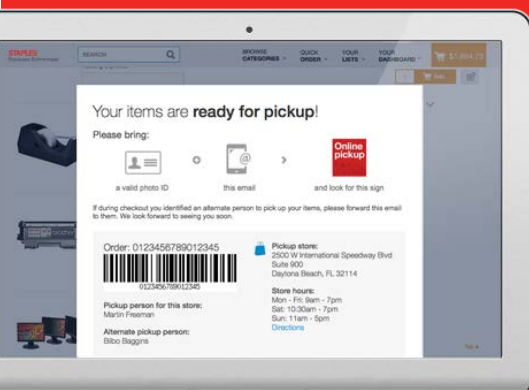
3

## 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



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# Have questions?

Everything you need to know is answered here.

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## 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.**

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