



The Facilities Support Team is responsible for Repair & Maintenance issues in most field locations.

Requests for service should be sent via eTickets through the Staples associates internal web site “The Hub” ([TheHUB](#) > [eHelpdesk](#) > [Store Facilities Ticket](#) or [NAD Facility Service Repair](#)).

Note: There are two entry points for eTicket submission.

- A. Store Facilities Ticket
- B. NAD Facility Service Repair

The eTickets submittal process is covered in the following pages. One eTickets are received the Facilities Management helpdesk will dispatch to the appropriate vendors for problem resolution.

The screenshot displays the 'TheHub' eHelpDesk interface. At the top, the navigation bar includes 'Home', 'USR Home', 'My Groups', 'My Connections', 'My Apps', 'My HR', and 'Our Company'. The 'eHelpDesk' link is highlighted in the top navigation bar. Below the navigation bar, the 'Popular Links' section is visible. The main content area is titled 'Welcome to the eHelpDesk' and features a large red 'STOP' sign graphic. To the right of the sign, there is a section titled 'Submitting an IS Ticket?' with a 'Read More >' link. Below the welcome message, there are several sections for submitting tickets and requests:

- Review Ticket Status:** Includes links for 'Remedy HD Ticket Status' and 'ServiceNow Ticket Status'.
- Submit Service Request Form:** Includes links for 'Corp Facility Service Repair' and 'NAD Facility Service Repair' (highlighted with a red box and labeled 'B.').
- Submit ServiceNow Ticket:** Includes links for 'For Store Associates', 'Forgot your ServiceNow Password?', and 'ServiceNow Ticket'.
- Submit Functional HelpDesk Ticket:** Includes links for 'Customer Service Ticket', 'EHD Support Personnel', 'NAD Replenishment Ticket', and 'Non-Stock Procurement Ticket'.
- Store Facilities Ticket:** A link at the bottom right (highlighted with a red box and labeled 'A.') for 'Store Repair & Maintenance'.

The interface also includes a search bar at the top right, a 'Log Out' button, and a 'News' section on the right side.



Some the more common issues that Facilities Management addresses are as follows:

- | | |
|-------------------------------------|------------------------------------|
| ✚ HVAC (Heating & Cooling) | ✚ Electrical Repair |
| ✚ Plumbing Repair | ✚ Fire Alarm/Security Alarm Repair |
| ✚ Landscaping/Snow Removal | ✚ Ladder Maintenance |
| ✚ Automatic Door Repair/Maintenance | ✚ Safe Repair |
| ✚ Waste Removal Issues | ✚ EAS (Sensormatic) |
| ✚ Checkpoint CCTV | |

Service Level Commitment:

The Facilities Helpdesk is committed to providing our field associates with the highest level of customer service on all repair and maintenance issues by managing the vendors who provide service.

- High Priority Problems are fixed the same day.
- Medium Priority Problems are fixed in 24 hours.
- Low Priority Problems are fixed in 48-72 hours.

Contact Telephone:

Facilities Help Desk 866-888-4321

Emergency Service 24 Hrs. x 7 Days Week

Hours of Operation:

Standard: Monday – Friday, 8:00 AM to 7:00 PM EST

Saturday, 8:00 – 5:00 PM

Preferred Method of Contact: E-Ticket via TheHub or by Phone 866-888-4321



Examples of the types of services that are **“NOT”** handled by Facility Mgmt team and should be directed to the appropriate eHelpDesk for assistance (see below).

- Telephone Repair: IT HelpDesk Ticket > Store Issue
- Cash Register Repair: IT HelpDesk Ticket > Store Issue
- Store Key's & Core's: Other HelpDesk Ticket > Fixtures & Equipment
- Interior Signs/Promo Issues: Other HelpDesk Ticket > Store Operations Support (SOS)

[eHelpDesk](#) »



IT HelpDesk Ticket

Are you having IT technical difficulties?

Examples

- PC/VPN Issues
- Application Issues
- System Issues
- more...



Other HelpDesk Ticket

Are you having an issue?

Examples

- HR Benefits Questions/Issues
- Store Operations
- Distribution
- more...



Service Request

Do you need something?

Examples

- iSeries (AS400) Requests
- FileShare Requests
- Contractor Extensions
- more...

----- **OR** -----

Search for a solution: [Search](#)



A. US RETAIL LOCATIONS – Follow process below

After entering the “Store Facilities Ticket” area via the “The Hub” ([TheHub](#) > [eHelpdesk](#) > [Store Facilities Ticket](#)) see page 1.

Simply Click on the “Facilities” link (highlighted) below, then “Submit Ticket” and you will be placed into the Repair & Maintenance main portal page.

Step 1: Select Other Helpdesk Ticket



Other HelpDesk Ticket

Are you having an issue?

Examples

- HR Benefits Questions/Issues
- Store Operations
- Distribution
- more...

Step 2: Select Facilities

Other HelpDesk



Company Wide HelpDesks

Help Desk	Types
Human Resources	All Human Resources, Benefits and Payroll
Distribution	Questions related to Distribution Centers, Chain
NAD Replenishment	Customer Service ETA requests, FC Rece stocked SKUs or Purchase Order Inquiries
Non Stock Procurement (NSP)	Post-sale issues such as the ETA and PC drop shipped directly to customers or that



Retail Specific HelpDesks

Help Desk	Types
Store Operations Support (SOS)	All US Retail Store Operational, Signage,
Fixtures and Equipment	Issues with Fixtures and Equipment
Cross Channel (XHD)	Support for Staples.com (Access Point) or
Facilities	Store Repair and Maintenance

Step 3: Click on Submit Ticket

[eHelpDesk](#) > [Synthesis Home](#) >

Facilities Help Desk



Facilities Management:

Hours of Operation:

Monday – Friday, 8:00am-7:00pm EST
Saturdays- 8:00am-5:00pm EST
After hours or in case of emergency call us at 1(866) 888-4321

Preferred method of contact:

E-ticket or call 1(866) 888-4321

[For Additional Information, please visit us at:
www.mystaplesfacilities.com](#)

OR

Search for a solution [Search](#)



Following the submittal process outlined on the previous pages will lead you to the main Repair & Maintenance portal (see below).

Be sure to provide as much information as possible about your maintenance need, doing so will insure that correct vendor is sent to resolve your issue.

[eHelpDesk](#) » [Synthesis Home](#) » [Facilities](#) »

How can we help you?



Doors



Electrical Issues



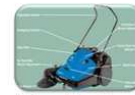
Elevator/Escalator



Exterior



Fire Prevention Systems



Floor Machines



Floors



Graffiti



HVAC Issues



Interior Glass Repairs



Interior Walls Ceiling Paint/Repair



Ladders/Carriages \Uboat Repair



Landscaping /Snow



Locksmith



Music Repairs



Permits\Violations



Pest Control



Plumbing



Profit/Loss Issues-Questions



Receiving Dock Equipment



Roof Repairs



Store Lighting



Store Security Systems



Waste Removal



B. NAD FACILITY SERVICE REPAIR – Follow process below

After entering the “NAD Facility Service Repair” area via the “The Hub” ([TheHUB > eHelpdesk > NAD Facility Service Repair](#)) see page 1.

Once you Click on the “NAD Facility Service Repair Link” you will be placed into the Repair & Maintenance main portal page for NAD Service Requests.

**that was easy.**

NAD Facilities Service Request Form

ver:061909

***Building Location:**

***Requested By:**

***Phone:**

Cube/Office #:

***Request Type:**

Extension:

***Email Address:**

***Expectation of Service:**

Detailed Description of Repair:



Click on “Bldg. Location” link



Select your location and fill in the required fields on the form

NAD Facilities Service Request Form

that was easy:

ver:081903

*Building Location:

*Requested By:

*Phone: Extension:

Cube/Office #: *Email Address:

*Request Type: --Select One-- *Expectation of Service: --Select One--


Detailed Description of Repair:

Submit

Store	Address	City	State
493	Grocery Outlet	West Sacramento	CA
503	VACANT	Kirksville	MO
536	Subtenant-Rexburg Ace Hardware	Rexburg	ID
564	Goodwill Industries of Central	San Marcos	TX
618	121 Norman Station Blvd	Mooreville	NC
865	Tractor Supply Co	Calcutta	OH
1015	421 N. 13th Street	Decatur	IN
1083	Excess Space/Available	Plainview	TX
1245	VACANT	Plano	TX
1304	VACANT	Palmdale	CA
1305	VACANT	Santa Ana (Tustin)	CA
1313	VACANT	Phoenix	AZ
1460	VACANT	West Covina	CA
1730	106 South Ashland Ave	Chicago	IL
1735	VACANT	MIAMI	FL



After all fields are completed Click on Submit

**NAD Facilities Service Request Form**

that was easy:

ver:061905

***Building Location:**

4799

...

Staples, Inc., Dayville, CT

***Location:**

--Select One--

100 highland

Air Bag maker

Air compressor

alarm testing

baler

Bathroom - Female

Bathroom - Male

Bathrooms - All

Battery Area

Battery charger

Bottom Taper / conv

Box taper

Breakpack

Bulk Building

Compactor

Computers

Conveyor system

Corrugated conveyor

Door

Electronics Repair

Emergency Exit

Emergency Light

Enclosure / Cabinet

Exterior Grounds

Exterior Lights

Fire Alarm

First

Floor scrubber

Front Office

***Requested By:**

Contact Method:

Phone

▼

Extension:

Priority:

A

▼

***Email Address:**

Detailed Description of Repair:

Submit

Be sure to provide as much information as possible about your maintenance need, doing so will insure that correct vendor is sent to resolve your issue