







StaplesAdvantage.com At-A-Glance

SA.com Feature	Probing Questions	Customer Value
Buy online, pick up in store 	<p><i>How often do you or someone at your company find they need items the same day?</i></p> <p><i>How does your organization handle emergency purchases? Or last minute needs?</i></p> <p><i>Does your company have a mobile workforce? ...If yes, how do these remote workers purchase their office supplies?</i></p>	<ul style="list-style-type: none">• Buy online, pick up in store within 1 hour for same day needs• Ability to designate an alternate person to pick up• Purchase delivery items and items for store pickup on the same order• Can pick up same item in multiple stores across the country• Order minimum requirements are waived for pick up orders• All business rules and approvals apply• Using a convenience card provides billing automation and minimizes downtime completing expense reports.
Shopping Lists 	<p><i>How often do you find yourself ordering the same items with each order?</i></p> <p><i>How much time would you estimate you spend searching for and reordering items repeatedly with each order?</i></p> <p><i>Many of my customers standardize the items people within the company can purchase. How does your company handle controlling the items associates purchase?</i></p>	<ul style="list-style-type: none">• Favorite Lists are a convenient way to organize your most frequently ordered products• It's easy to reorder, search and tag items in shared shopping lists or saved favorite lists• Enhanced search allows you to look for a list by name, or search for a product within a list• Set up a global shopping list of preferred items for your associates to choose from
Mobile App 	<p><i>How much time during your day is spent away from your desk?</i></p> <p><i>How do you handle approving orders?</i></p> <p><i>Tell me about your process as it relates to keeping your supply cabinet/closet well stocked.</i></p>	<ul style="list-style-type: none">• Order whatever your business needs from wherever you are, by having your Staples Advantage selection available on your phone• One-touch approvals make it easy to keep business running, even when you're not available.• Scan to order let's your phone's camera do the easy ordering for you – items scanned are automatically put in your cart.

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Recommendations 	<p><i>How do you keep track of when it is time to reorder items you are purchasing regularly?</i></p> <p><i>When shopping, how do you ensure you are getting all of the accessories needed for the item you are purchasing?</i></p>	<ul style="list-style-type: none">• Based on your purchasing behavior, StaplesAdvantage.com will present recommended products when it is time to reorder• When you purchase a product that has an accessory, StaplesAdvantage.com will present the recommended item
Online Returns 	<p><i>How do you generally request a return of something you ordered through Staples Advantage?</i></p> <p><i>Did you know you could check the status of a return online?</i></p>	<ul style="list-style-type: none">• Returns are easy when you do them online. All you have to do is go to My Account, click the online returns link and click on the order number to submit. It is that easy!• To check the status or track a return, just click on the returns option of your dashboard• Save time by checking the status of your return online
Print Services 	<p><i>Tell me about how you purchase your print and promotional products, today?</i></p> <p><i>How often do you or others at your company have a need for items to be printed "same day"?</i></p> <p><i>How do you handle situations when you need to have something printed "same day"?</i></p>	<ul style="list-style-type: none">• Whether your company needs same day flyers, direct mail or premedia/custom design, Staples Business Solutions provides you with customized solutions that are easy to place on StaplesAdvantage.com.• On StaplesAdvantage.com you can load an item you want to print for delivery or pick up in store.

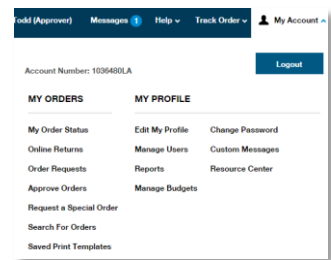
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Account Maintenance



How often do you find the need to update your SA.com profile? How do you update it when you do need to make a change?

Are you the SA.com administrator?

How do you request adding new users to Staples Advantage.com?

- It's really easy to update your profile, manage users , perform site administrative roles and account maintenance – all are under My Account with one easy click

Product Alternatives



Your Easy Savings Alternative

All customers are looking for easy ways to save. Let's change this to talk about the actual site feature...
How often do you reference easy savings alternatives on StaplesAdvantage.com?

- When placing an order, if a quality, lower-cost alternative is available it will display automatically on StaplesAdvantage.com.
- You have the option to purchase the alternative and save money without sacrificing quality. The choice is yours.