

# STAPLES IT PROCUREMENT PROCESS GUIDE – 2025

Streamlined technology purchasing for enterprise clients.

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## 1. PROCUREMENT OVERVIEW

Who This Guide Is For:

- IT Directors and Managers
- Procurement Officers
- Finance/Budget Approvers
- Business Unit Leaders

Benefits of Staples IT Procurement:

- Pre-negotiated enterprise pricing
  - Certified technology consultants
  - Configuration and deployment services
  - Lifecycle management and asset tracking
  - Flexible payment terms
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## 2. PROCUREMENT REQUEST PROCESS

Step 1: Needs Assessment

- Define requirements (user count, specifications, budget)
- Consider future scalability
- Determine deployment timeline
- Identify integration needs

## Step 2: Submit Request

### Methods:

- Online Portal: [procurement.staples.com](https://procurement.staples.com)
- Email: [it.procurement@staples.com](mailto:it.procurement@staples.com)
- Phone: 1-800-IT-STAPL
- Account Manager (for existing clients)

### Required Information:

- Department/cost center
- Quantity needed
- Preferred brands/models
- Budget range
- Delivery date requirements
- Special configurations

## Step 3: Consultation

- Assigned Technology Advisor contacts you (within 4 hours)
- Review requirements in detail
- Receive recommendations and alternatives
- Discuss volume discounts
- Review financing options

#### Step 4: Quotation

- Detailed quote provided (within 24 hours)
- Line-item pricing with discounts shown
- Configuration specifications
- Delivery timeline
- Payment terms
- Valid for 30 days

#### Step 5: Approval & PO

- Internal approval process (customer side)
- Submit Purchase Order to Staples
- PO accepted within 2 business hours
- Order confirmation sent

#### Step 6: Fulfillment

- Equipment ordered from manufacturer
- Configuration services (if selected)
- Quality assurance testing
- Delivery scheduled
- Deployment support available

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### 3. PRODUCT CATEGORIES & PRICING

#### Laptops & Workstations:

- Dell, HP, Lenovo, Apple
- Enterprise volume pricing: 15-30% off MSRP
- Custom configurations available
- Bulk imaging services

#### Examples:

- Dell Latitude 7440: \$1,299 (MSRP: \$1,799) - 28% off
- HP EliteBook 840 G10: \$1,199 (MSRP: \$1,599) - 25% off
- Lenovo ThinkPad X1 Carbon: \$1,499 (MSRP: \$2,099) - 29% off

#### Desktops & All-in-Ones:

- Mini PCs, tower workstations, AIOs
- Volume discounts start at 10 units

#### Monitors & Displays:

- Dell, LG, HP, Samsung
- 15% minimum discount on bulk orders (10+)
- Mounting hardware included

#### Docking Stations & Accessories:

- Universal USB-C docks
- Keyboards, mice, webcams
- Bundled with laptops for additional discount

#### Printers & MFPs:

- HP, Brother, Epson, Canon
- Managed Print Services available
- Cost-per-page programs

#### Networking Equipment:

- Cisco, Ubiquiti, TP-Link
- Professional installation available
- Network design consultation (free for >\$25K projects)

#### Servers & Storage:

- Dell PowerEdge, HP ProLiant
  - Cloud migration consultation
  - Backup and disaster recovery solutions
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## 4. CONFIGURATION & DEPLOYMENT SERVICES

#### Imaging & Configuration:

- Standard OS image deployment
- Software pre-installation (Office, antivirus, VPN)
- Domain join and GPO application
- Asset tagging and inventory registration
- Pricing: \$45 per device

#### Pricing Tiers:

- 1-25 devices: \$45/device
- 26-100 devices: \$35/device
- 101-500 devices: \$25/device
- 500+ devices: Custom quote

#### Data Migration:

- User profile and data transfer
- Application settings migration
- Email and browser data
- Pricing: \$75 per device

#### White Glove Deployment:

- On-site technician delivery
- Unboxing and device setup
- User training (30 min per user)
- Old equipment decommissioning
- Pricing: \$125 per device

#### Rollout Planning:

- For deployments of 100+ devices
- Project manager assigned
- Phased deployment schedule
- After-hours deployment available
- Testing and quality assurance
- Pricing: \$2,500-\$15,000 depending on scope

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## 5. FINANCING & PAYMENT OPTIONS

### Purchase Options:

#### 1. Standard Purchase (Net 30):

- Invoice sent upon delivery
- Payment due 30 days from invoice date
- Available to approved business accounts

#### 2. Extended Payment Terms (Net 60/90):

- For orders >\$50,000
- Credit approval required
- Application processed within 48 hours

#### 3. Leasing (Operating Lease):

- 24, 36, or 48-month terms
- \$1 buyout at end of lease
- Preserve capital, improve cash flow
- Tax advantages (operating expense)
- Monthly payment calculator available

### Example Lease:

- \$100,000 equipment purchase
- 36-month term

- Monthly payment: ~\$3,000
- Total cost: \$108,000 (8% effective rate)

#### 4. Installment Payment Plan:

- 12 or 24-month interest-free payments
- For orders \$10,000-\$50,000
- Small monthly installments
- No credit check required (approved customers)

#### 5. Purchase Card (P-Card):

- Accept all major corporate cards
- Earn credit card rewards
- No transaction fees

#### 6. Grant/PO Financing:

- For education and government clients
- Payment upon grant disbursement
- Flexible terms based on funding cycle

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## 6. WARRANTY & SUPPORT SERVICES

#### Standard Manufacturer Warranty:

- Included with all purchases
- Typically 1-3 years depending on product



- Manufacturer handles support and repairs

#### Extended Warranty:

- Extend coverage 1-4 additional years
- Pricing: 8-15% of device cost per year
- Accidental damage protection available
- On-site service for desktops/workstations

#### Staples Tech Support Plans:

- Tier 1: Phone/email support (M-F 8-5): \$99/year per 10 devices
- Tier 2: 24/7 support + remote assistance: \$299/year per 10 devices
- Tier 3: On-site support + 4-hour response: \$799/year per 10 devices

#### Advanced Replacement:

- Next-business-day replacement
- Cross-ship program (no downtime)
- Available for critical devices
- Pricing: \$25/device/year

#### Depot Repair:

- Ship defective device to repair center
- Turnaround: 3-5 business days
- Loaner devices available (\$50 deposit)

#### On-Site Repair:

- Technician dispatched to your location

- 4-hour or next-business-day SLA
  - Available for workstations, printers, networking
  - Pricing: \$150 per incident + parts
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## 7. ASSET MANAGEMENT & LIFECYCLE SERVICES

### Asset Tagging & Tracking:

- Barcode labels applied during imaging
- Asset register created (Excel or integration with your CMDB)
- Includes: Serial #, model, purchase date, warranty expiration, user assignment
- Pricing: Included with configuration services

### Asset Refresh Program:

- Proactive end-of-life notifications (6 months before warranty expiry)
- Recommended replacement devices
- Trade-in value estimates
- Deployment planning for refresh

### Inventory Management:

- Real-time visibility into your device inventory
- Usage analytics and reporting
- License management (software audits)
- Available via Staples Online Portal

#### Reporting & Analytics:

- Monthly spend reports
  - Device utilization metrics
  - Warranty expiration dashboard
  - Budget forecasting tools
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### 8. E-WASTE & DEVICE RECYCLING

#### IT Asset Disposition (ITAD):

- Certified data destruction (DoD 5220.22-M standard)
- Certificate of destruction provided
- Environmentally responsible recycling (R2 certified)
- Free for clients with active procurement contracts

#### Data Security:

- On-site hard drive shredding available
- Verified data wiping for resale-eligible devices
- Chain of custody documentation

#### Trade-In Program:

- Get credit for old devices
- Evaluation and fair market value pricing
- Credit applied to new purchases
- Working devices refurbished and resold

#### Pricing:

- Free pickup for 25+ devices
- Individual device trade-in: Varies by model and condition
- Average laptop trade-in value: \$100-\$300

#### Environmental Impact:

- Over 2 million devices recycled annually
  - 95% of materials recovered and reused
  - Partner with certified e-waste recyclers
  - Contribution to carbon-neutral initiatives
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## 9. CONTRACT & COMPLIANCE

#### Master Service Agreement (MSA):

- One-time contract for ongoing purchases
- Pre-negotiated pricing and terms
- Streamlined PO process
- Typically 1-3 year terms

#### Government Contracts:

- GSA Schedule available (GS-35F-0119Y)
- State and local contracts (various)
- Cooperative purchasing (NCPA, Sourcewell)

- SEWP V contract holder

#### Compliance Certifications:

- ISO 9001:2015 (Quality Management)
- ISO 27001 (Information Security)
- SOC 2 Type II
- NIST Cybersecurity Framework compliant

#### Supplier Diversity:

- Small Business Administration certified
- Diverse supplier partnerships
- Reporting available for diversity spend tracking

#### Terms & Conditions:

- Standard payment terms: Net 30
  - Cancellation policy: Cancel orders before shipment
  - Returns: 14-30 days (see returns policy)
  - Liability: Limited to purchase price of equipment
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## 10. CONTACT & SUPPORT

#### IT Procurement Team:

- Email: [it.procurement@staples.com](mailto:it.procurement@staples.com)
- Phone: 1-800-IT-STAPL (1-800-487-8275)

- Hours: Monday-Friday, 7 AM - 7 PM ET
- Emergency Line (for critical orders): 1-877-URGENT-IT

#### Account Management:

- Dedicated account manager for clients spending >\$50K/year
- Quarterly business reviews
- Custom reporting and analytics

#### Online Resources:

- Procurement Portal: [procurement.staples.com](https://procurement.staples.com)
- Product Catalog: [catalog.staples.com/enterprise](https://catalog.staples.com/enterprise)
- Knowledge Base: [help.staples.com/it-procurement](https://help.staples.com/it-procurement)
- Live Chat: Available during business hours

#### Request a Consultation:

- Schedule a call with a Technology Advisor
- Free needs assessment
- Custom solution design
- No obligation quotes

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START YOUR PROCUREMENT PROJECT TODAY

Contact us to discuss your technology needs.

Email: [it.procurement@staples.com](mailto:it.procurement@staples.com)

Phone: 1-800-IT-STAPL

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