

## Staples Punch-out Training Guide

Version Number: 17.2

Date: 7/28/2017



# Table of Contents

---

	Page
<b>Table of Contents</b>	2
<b>Introduction</b>	3
Overview	3
Intended Audience	3
Documentation and Disclaimer	3
<b>General Information</b>	4
Contract	4
Shipping Costs	4
Delivery Schedule	
Adding Non-Catalog Items to a Punch-out Order	4
Smartfind Included with this Punch-out	4
Changes to a Punch-out Cart	4
External Notes & Attachments	4
Order Distribution	4
Order Confirmation and Shipping Confirmations	4
Urgent Orders	4
Change Orders	4
Timeout	4
<b>Quick Guide for Procurement Applications</b>	5
Home Page	5
Shopping	6
Add items to your order	6
Product Page	6
Your Shopping Cart	7
My Order Status and Tracking	8

# Introduction

---

## Overview

The purpose of this manual is to discuss the general use of the Staples Contract and Commercial punch-out catalog to be used when ordering **Cleaning/Facilities Equipment and Supplies**. This document will provide an overview of the various functions of the catalog so that all end-users will have success in submitting an order using the punch-out.

## Intended Audience

This manual will be used by users of the SDezBuy application that SHOP to place orders electronically.

## Documentation and Disclaimer

None

## General Information

---

**Contract** - The Staples punch-out catalog in SDezBuy is based on the NJPA Contract #110415-SCC and State Contract #17094. The catalog includes cleaning/facilities supplies and equipment. The pricing will always be current since the punch-out catalog is managed by Staples.

**Shipping Costs** - Shipping costs are built-in to the pricing within the catalog.

**Delivery Schedule** – Generally, if the items are in stock, they will ship same-day or next-day. Non-stock items will ship in 3-5 business days.

**Adding Non-Catalog Items to a Punch-out Order** - Non-Catalog items are NOT to be added to a punch-out order after the cart is returned to SDezBuy.

**Smartfind Included with this Punch-out** - This means that items are found during a keyword search from the Shop-at-the-Top. You click on the [Order from Supplier](#) link which will take you directly to the product in the punch-out.

**Changes to a Punch-out Cart** - Users can make changes once the shopping cart is returned to the SDezBuy application. Click the MODIFY ITEMS link in the Shopping Cart under the supplier information.

**External Notes and Attachments** - External notes and attachments are not accepted and are not sent to the vendor.

**Order Distribution** – All punch-out orders are sent to the vendor through a cXML integration portal and all non-catalog orders are sent via email to customer service representatives.

**Order Confirmation and Shipping Confirmations** - These will be emailed to the email address listed in the Ship To section of the PO.

**Urgent orders** – Delivery dates on the PO will not flow over to Staples via the cXML PO workflow. If an order is urgent, then it is best to contact customer service. If it is a normally stocked item, generally it will ship the next day.

**Change Orders** – Once a PO has gone to Staples, it will be ordered. If you notice a mistake, please call Staples at the Contact Us number noted in the punch-out. A new order will have to be generated and a return and credit issued.

**Timeout** - Inactive punch-out sessions will expire or timeout after 1-hour of inactivity. The carts will be saved and accessible, as will user favorites lists and order history, so the user will not have to start over.

# Quick guide for Procurement Applications

## Easy ordering with Staples Business Advantage<sup>®</sup>

Once you access Staples Advantage through the SDezBuy system, the Home Page gives you access to all supported features.

### Home Page

- A** Search
- B** Browse Categories
- C** Quick Order
- D** Lists
- E** Dashboard
- F** My Account

The screenshot shows the Staples Business Advantage Home Page. At the top, there is a dark blue navigation bar with 'LEARN', 'SHOP', 'Other Staples Sites', 'Welcome, Jeff Thompson', 'Messages 1', 'Help', 'Track Order', and 'My Account'. Below this is the 'STAPLES Business Advantage' logo on the left and a shopping cart icon with '\$0.00' and '0 Items' on the right. A central navigation bar contains 'SEARCH' (with callout A), 'RECENTLY PURCHASED', 'BROWSE CATEGORIES' (with callout B), 'QUICK ORDER' (with callout C), 'YOUR LISTS' (with callout D), and 'YOUR DASHBOARD' (with callout E). The main content area is divided into 'ORDERS' (with a 'Track Order' section and a 'Return an Item' button) and 'TIME TO REORDER' (with product listings for DYMO labels, Duracell batteries, and a Microsoft keyboard). To the right is a promotional banner for 'ALL THE PRODUCTS YOUR BUSINESS NEEDS' with a 'Feedback' button. At the bottom, there is a 'SAVE UP TO 50%' promotion on tech products, including a printer, mouse, and scanner.


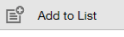
## Shopping

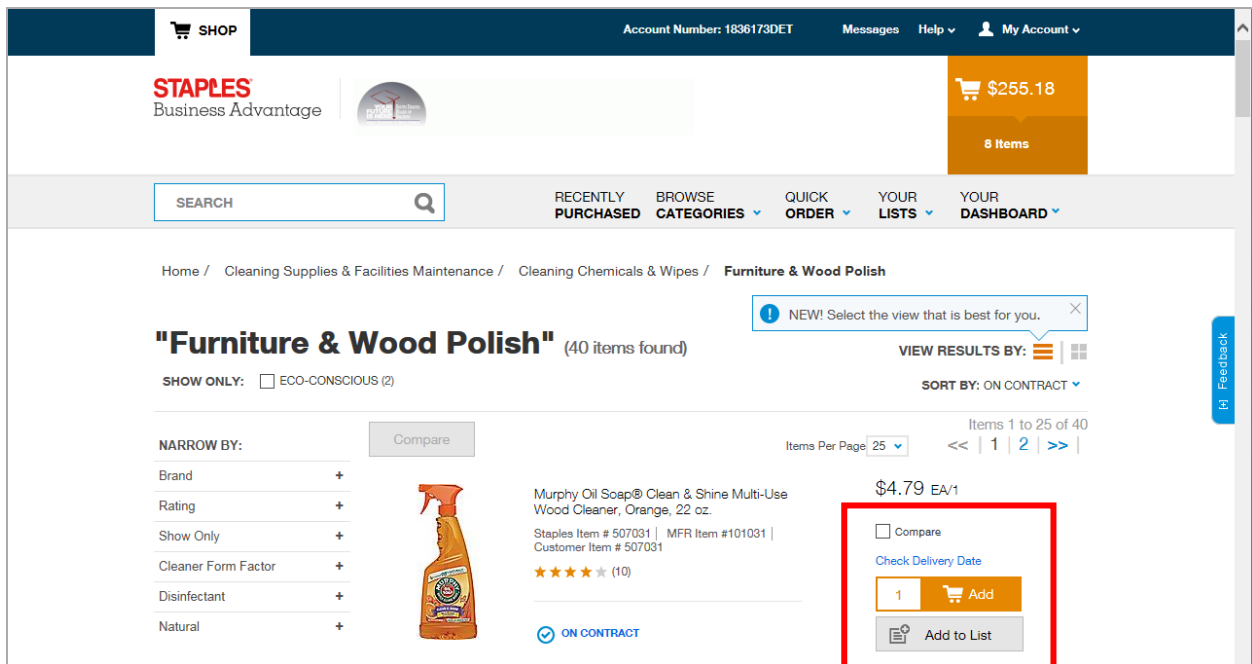
### Add items to your order

- Search: Search by keyword or item number. Search will display a summary of matching categories and top-ranking items that match your criteria. Narrow the results by product attributes, change the sort by option or compare items.
- Browse Categories: Browse the online catalog to find the products you need. Includes Ink & Toner Finder, Eco and Recycled, Minority-Owned Business products, and recently purchased.
- Quick Order: Enter up to 10 item numbers and quantities and click Add.
- Your Lists: Quick access to your frequently ordered items.


### Product Page

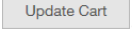

Access the Product Page either by Browsing Categories or through a Search.


- To add an item to your cart, enter quantity and click Add .
- To add an item to a list, click Add to List .
- To check the expected delivery date, enter the quantity you want and click Check Delivery Date.




## Your Shopping Cart

Click the Cart icon  to see items in your current order.



- Change quantities or Remove an item, then click Update Cart .
- Submit Order  to complete your shopping session and return to your procurement application to finalize.

SEARCH 

RECENTLY PURCHASED
BROWSE CATEGORIES ▾
QUICK ORDER ▾
YOUR LISTS ▾
YOUR DASHBOARD ▾

 \$85.54

### My Cart

 PDF Version  Print


Update Cart

<b>SUBTOTAL</b>	\$85.54	
<b>TOTAL</b>	<b>\$85.54</b>	

SUBMIT ORDER


### Items for Delivery

SORT BY: PLEASE SELECT ▾	ITEM PRICE	QTY	TOTAL
--------------------------	------------	-----	-------



Brighton Professional™ Disinfecting Wipes, Fresh Air Scent, 75 Wipes/Pk

Staples Item # 886640  
MFR Item # BPR25461/20111  
Customer Item # 886640


 ON CONTRACT

\$2.57 PK/75

1


x Remove

\$2.57



Brighton Professional™ Drawstring Kitchen Bags, 13 gallon, White, 24" x 27 2/5", 50/Bx

Staples Item # 518102  
MFR Item # 18931CC  
Customer Item # 518102

 ON CONTRACT

\$4.76 BX/50

1

x Remove

\$4.76

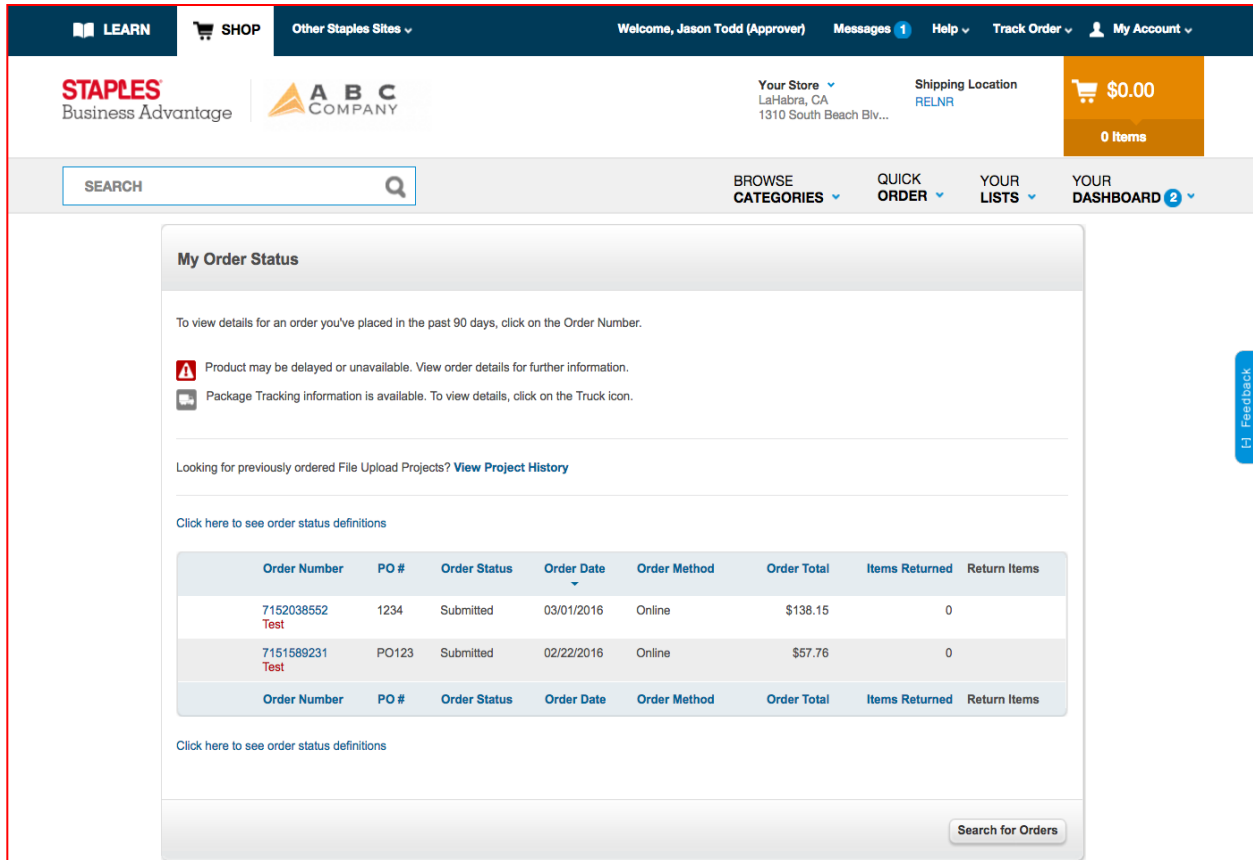
Feedback

Page | 7

## My Order Status and Tracking


To check the status of your submitted orders, click My Account  > My Order Status


- Click View all to display all orders in the past 90 days.
- Click the Order # to view order details and to check Package Tracking.
- Track your orders by clicking on the Truck icon.
- Click Return an Item to process a return.



**My Order Status**

To view details for an order you've placed in the past 90 days, click on the Order Number.

 Product may be delayed or unavailable. View order details for further information.

 Package Tracking information is available. To view details, click on the Truck icon.

Looking for previously ordered File Upload Projects? [View Project History](#)

[Click here to see order status definitions](#)

Order Number	PO #	Order Status	Order Date	Order Method	Order Total	Items Returned	Return Items
7152038552 Test	1234	Submitted	03/01/2016	Online	\$138.15	0	
7151589231 Test	PO123	Submitted	02/22/2016	Online	\$57.76	0	

[Click here to see order status definitions](#)

[Search for Orders](#)

Note:

\* Some features may not be available depending on your company's configuration with StaplesAdvantage.