Staples Advantage Setup QuickGuide

Staples is the UwPA vendor for office supplies, including recycled paper and toner. Items are delivered with free shipping by the next day and are ordered through the [Staples Advantage ordering website](#).

To access the Staples Advantage site the user must first complete a security application form specifically for Staples through [Columbia.service-now.com](#) (Staples Request).

A profile must be submitted to place an order. In addition to his/her own profile, the Approver will need to acquire the profiles of Users requesting goods. To access profiles, contact [Tanya Frasier](#), Contract Officer at 212 854 2331 , or ask the users for whom one must approve requests for their information.

A submitted profile must include a valid SpeedChart. Staples <u>does not</u> recognize ChartStrings, only SpeedCharts. Click [here](#) to learn more about SpeedCharts.

It is important to note that both the User and Approver's profiles must reflect the same SpeedCharts, along with proper DAF signatures.

If the Approver is new, the valid SpeedChart numbers can be found on the User's profile or from the Users themselves.

To get SpeedChart usage, on the Financial Systems Security Application for Staples Advantage, add *SpeedCharts for Staples transactions*. Only one SpeedChart can be used to process an entire order. This should be entered on the header level for the account for Staples (Staples does not operate on the line level like ARC).

To use different SpeedCharts for different commodities, separate orders for each transaction would have to be submitted, each containing only one SpeedChart.

If a new SpeedChart must be created (to be linked to both User and Approver), please consult the Job Aid: How to Create a SpeedChart.

Be sure to reopen the order and update the profiles when new SpeedCharts are added.

Your **Staples Advantage Profile** should be created within 3-4 business days. If by the fourth day you do not receive a welcome email from Staples with information to log on, contact the customer service team (see below).

Faculty, staff and student may also set up **Personal Purchase Profiles** to order supplies for personal use at Columbia's discounted costs. Shipping is free.

Catalog reflects products but not accurate discounted pricing. Most core list and Staples brand items are discounted at 70% off list prices published in the catalog.

Returns may be requested online or by phone at the customer service center. Please provide order number; customer account number; reason for return; items to be returned; contact information. A return authorization number will be provided for each return request. Items will be picked up within 2-3 business days and credit via the automatic billing process.

Online orders have a $35 minimum threshold and $2500 limit. If the order exceeds that amount you must create a requisition for a purchase order.

Staples ARC Vendor ID: 0000001112

ARC Contract Category Code: 44120000 Office Supplies

For assistance or help setting up an account, please contact:

The Columbia University Staples Customer Service Team at 800-328-9555

Morningside account representative: Lisa McCool 212-462-7485

Medical Center representative: Samantha Gallucci 212 462 7428

Staples Advantage Customer Service Contact: ColumbiaUnivSupport@staples.com