

Quick guide for Users. Easy ordering on StaplesLink.com®

**Customer Support Hotline:
1-800-633-6080**

User Login

Type StaplesLink.com in the address bar, complete requested information and click login.

- A** Enter your Company ID
- B** Enter your User ID
- C** Enter your Password
- D** Click to log in
- E** Click if you forget your password or ID



Home Page

The Home Page gives you access to all StaplesLink.com features.

- A** Access the StaplesLink.com Home Page by clicking the logo
- B** Search
- C** Ink & Toner Finder
- D** Quick Order
- E** Enter Several Items
- F** Shopping Lists
- G** Product Navigation Bar: Click to view specific sections of the catalog



- H** Click to View Order details or select Submit to process your order
- I** Click to view or change Ship To location
- J** Show itemized listing of products included in your order
- K** Click to view My Order Status or click for Returns
- L** Click to edit Your Profile or Change Password

Operating System and Browsers

- Windows® XP – Internet Explorer 6.0
- Windows 98 – IE 6.0, Netscape 8.0
- Windows 2000 – IE 5.0, IE 5.5
- Mac® OS X/IE 5.2 and OS X/Safari

Add Items to Your Order

- **Search:** Search for an item by Keyword or Item Number and click Search. Search will display a summary of matching categories and the top-ranking items in each category that match your criteria. Choose a category or brand or go directly to an item. You can also narrow your results by Recycled or Minority and/or Women-Owned Business Enterprise products or Previously Ordered Items. You will also be able to select Show Images to view products or, if you prefer, hide Images to display text only.
- **Ink & Toner Finder:** Helps you find refills and supplies for your business machines.
- **Quick Order:** Enter the Item Number and quantity and click Add.
- **Enter Several Items:** Allows you to enter up to 20 items at once.
- **Shopping Lists:** Add a custom list of items into your order by choosing from Shopping Lists displayed in the drop-down list. Click Go to view your available Shopping Lists. Select the list name to view details of the list. Change quantities as necessary and click Add to Order.
- **Catalog:** Click a category from the Product Navigation Bar and select the category or subcategory to view products. Use the Product Page to add items to your order.



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Product Page

Access the Product Page either through the Home Page Catalog, the Product Navigation Bar or through a Search.

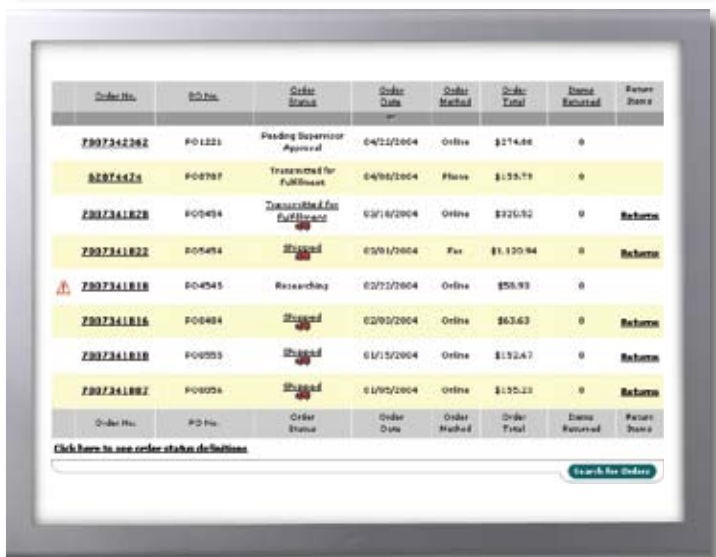
- To add an item to your order, enter quantity in the Quantity Text Box and click **Add to Order**.
- To add an item to a list, click **Add to List**. You will then be able to select the **Shopping List** name to add the item.
- To check the expected delivery date, enter the quantity you want and click **Delivery Date**.

Your Order

Click **View Order** to see items in your current order.



- **To continue shopping:** Click the **Continue Shopping** tab or click on the **Home** button.
- **To check delivery date:** Click **Delivery Date** to see the expected delivery date for an item or click **View All** to view expected delivery date for all items.
- **To modify:** Change quantities and click **Update Order**. Delete an item from your order by clicking the **Remove an Item** box and then click **Update Order**.
- **To create a Shopping List:** If your order contains items that you order often, enter a list name and click **Create New List**.
- **To add Packing Slip notes:** With a simple click, **Packing Slip Notes** can be added for each item and will appear on your packing slip.
- **To submit order:** Click **Submit** to access the **Purchase Information** page. Enter your purchasing information and click **Submit Order**.



My Order Status and Tracking

To check the status of your submitted orders, click **My Order Status** in the **Order Management** box on the Home Page.

- **My Order Status** displays all the orders you've placed in the last 90 days.
- Click **Order Number** to view specific information surrounding a particular order.
- **Package Tracking:** Track your orders by clicking on the Truck icon.
- Click **Returns** to process an online return.
- Click the **Search for Orders** button and identify specific criteria to find previous orders.

