

Staples Business Advantage

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Product(s) Information

Business Essentials
Furniture
Janitorial Supplies

Supplier Contact

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Purchasing Method:

eCUBE System: Punch-Out Catalog

Product Note:

As part of your Staples Business Advantage program you have a team of specialists that can source common to complex products you don't buy every day. We'll do the legwork.

Our sourcing specialists scour our vast network of trusted suppliers to get exactly what you need. That means your Staples® assortment is virtually limitless!

Competitive prices.

Delegate your search to us and we'll send you product and pricing comparisons. You'll save time and get the best value.

The seamless process you know.

We're already set up in your system so you'll get what you need with no additional vendor paperwork or billing processes.

End-to-end support.

You'll enjoy the ongoing support, easy returns and simple reordering you expect from Staples Business Advantage. And we'll handle third-party invoicing so you don't have to.

Faculty/Staff Discount Program:

Staples offers YSU an Employee purchasing program. Must register to participate. Please contact larry.hinton@staples.com for ordering detail.

Youngstown State University

Procurement Services

(330) 941-3163
procure@ysu.edu

Commodity Categories

Office Supplies, Toner, Furniture, Janitorial

Contract Agreement

SourceWell, formerly NJPA

Expires

Evergreen

Savings Notes:

Satisfy your Bid/RFP and Compliance/Audit Requirements with one of the most robust contract solutions in the industry

Leverage a proven single-source provider and reduce time and costs associated with numerous vendors & RFPs/Contracts, redundant deliveries, multiple invoices, and more...

Save time and money with aggressive national contract pricing and access to thousands of business products across multiple product categories

Benefit from Staples Business Advantage's industry leading service, knowledgeable sales teams, and lowest total-delivered-cost model

DEDICATED TO YOUR SUCCESS.

As a Staples Business Advantage customer, you have access to intuitive, self-service online tools, a professional customer service team and a dedicated account manager.



Have questions or need help with an order or your account? Here's what to do.



Visit StaplesBusinessAdvantage.com

Online tools make it easy to:

- Track an order
- Set up notifications to be alerted when orders ship and are out for delivery
- View transactional summary details
- Make an online return
- Pay your bill online

Watch videos on these easy-to-use online tools at StaplesBusinessAdvantage.com/GetStarted.



Contact Customer Service

Your customer service team has access to all of your account details and can assist with:

- Escalations and urgent inquiries
 - Expediting rush orders
 - Verifying pricing
 - Tracking back orders
 - Billing and tax exemption
- For fast answers, Chat Live on StaplesBusinessAdvantage.com (go to Help then click to chat)
- Email: support@staplesadvantage.com
- Call: 877-826-7755
Monday-Friday 8am – 8pm ET



Customer Success Consultant

Your dedicated Customer Success Consultant knows the specifics about your account, and can help with escalated service needs. Contact them for assistance with:

- Program specific questions, Special product requests or projects
- New user set-up, new ship-to locations or any other questions related to your account set up

Your Customer Success Consultant is Lori Silvestro.

Email: Lori.Silvestro@Staples.com



Account Management

Your dedicated Staples Account Management is available to answer questions about your program and make recommendations about maximizing program benefits.