

Staples Advantage Order Management Overview

LEARN SHOP Other Staples Sites Welcome, John Smith Messages 2 Help My Account

STAPLES Advantage

SEARCH

RECENTLY PURCHASED BROWSE CATEGORIES QUICK ORDER DASHBOARD

ORDERS View all >

Order # 7137128347 \$54.73 05/25/2015 | 2 items

Order # 7134621316 \$317.79 04/07/2015 | 5 items

Order # 7134163700 \$72.77 03/27/2015 | 3 items

Return an Item

LISTS View all >

SHIPPED

Eve Shared | 5 items

Future List Personal | 17 items

Havens Home Office Shared | 18 items

HR Broomfield Shared | 10 items

Create New List View All Lists

Once an account is enabled for Order Management, end-users have access to many more online features:


- Order History (view most recently placed orders, click to view order details)
 - Place an online return
 - Package Tracking
- Create and manage Personal shopping lists

Order History / Online Returns

View recent orders under the Dashboard


- View delivery status
- Click Order # to view order details
- Click to Return an Item
- Click View all to see more orders




ORDERS [View all >](#)

Order # **7137128347**  SHIPPED
 \$54.73
 05/25/2015 | 2 items

Order # **7134621316** SHIPPED
 \$317.79
 04/07/2015 | 5 items

Order # **7134163700** SHIPPED
 \$72.77
 03/27/2015 | 3 items

[Return an Item](#) 

Order #	PO #	Order Status	Order Date	Order Method	Order Total	Items Returned	Return Items
7137128347	OFFICE SUPPLIES	Shipped 	05/25/2015	Online	\$54.73	0	Returns
7134621316	123132	Shipped 	04/07/2015	Online	\$317.79	7	Returns
7134163700	SUPPLIES	Shipped 	03/27/2015	Online	\$72.77	0	Returns
Order #	PO #	Order Status	Order Date	Order Method	Order Total	Items Returned	Return Items

Online Returns

One Click to start an online return from the Dashboard

- Select order # with items to return
- Select the Reason Code per item; click submit
- Print Return Authorization, place in box being returned

MFR Item #	UOM/Qty.	Your Price	Qty. Available to Return	Qty. to Return	Total Available to Return	Reason For Return	
Staples® Telford II™ Managers Chair, Luxura™, Black, Seat: 17 7/10"W x 16 3/10"D, Back: 18 1/10"W x 16 1/2"H Staples Item #: 272064							
24799	EA/1	\$47.38	1	<input type="text" value="0"/>	\$47.38	<div style="border: 1px solid black; padding: 5px;"> Return Reason Wrong Item Received Did Not Order Ordered Wrong Item Damaged Manufacturer's Defect Duplicate Order Not As Advertised Product Received Too Late Dissatisfied With Item Other Unknown </div>	
Sustainable Earth™ by Staples® Perforated Towels, 2-Ply, 8/Pk, 60 Sheets per roll Staples Item #: 887840							
SEB20184CC	PK/1	\$3.30	1	<input type="text" value="0"/>	\$3.30		
MFR Item #	UOM/Qty.	Your Price	Qty. Available to Return	Qty. to Return	Total Available to Return		
						* Number of boxes Staples will pick up: <input type="text" value="0"/>	
Total:						\$50.68	

Package Tracking

Click on Order # from Dashboard

- Click on "Shipped" status to view package tracking per item
- View tracking information for the entire order

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

Item Status	Expected Delivery Date	Customer Item #	MFR Item #	UOM/Qty.	Your Price
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Staples® Telford II™ Managers Chair, Luxura™
Staples Item # 272064

Shipped  05/27/2015 272064


Sustainable Earth™ by Staples® Perforate
Staples Item # 887840

Shipped 05/27/2015 887840


Item Status	Expected Delivery Date	Customer Item #
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Item Tracking Details

Item Qty. 1- Staples® Telford II™ Managers Chair, Luxura™, Black, Seat: 17 7/10"W x 16 3/10"D, Back: 18 1/10"W x 16 1/2"H

 [Track all packages](#) 

 Box Status: Delivered	Carrier: Staples Fleet
Signed By: RANKINS, LEE on 05/27/2015 at 02:16 PM	Box #: 00000006920959075505

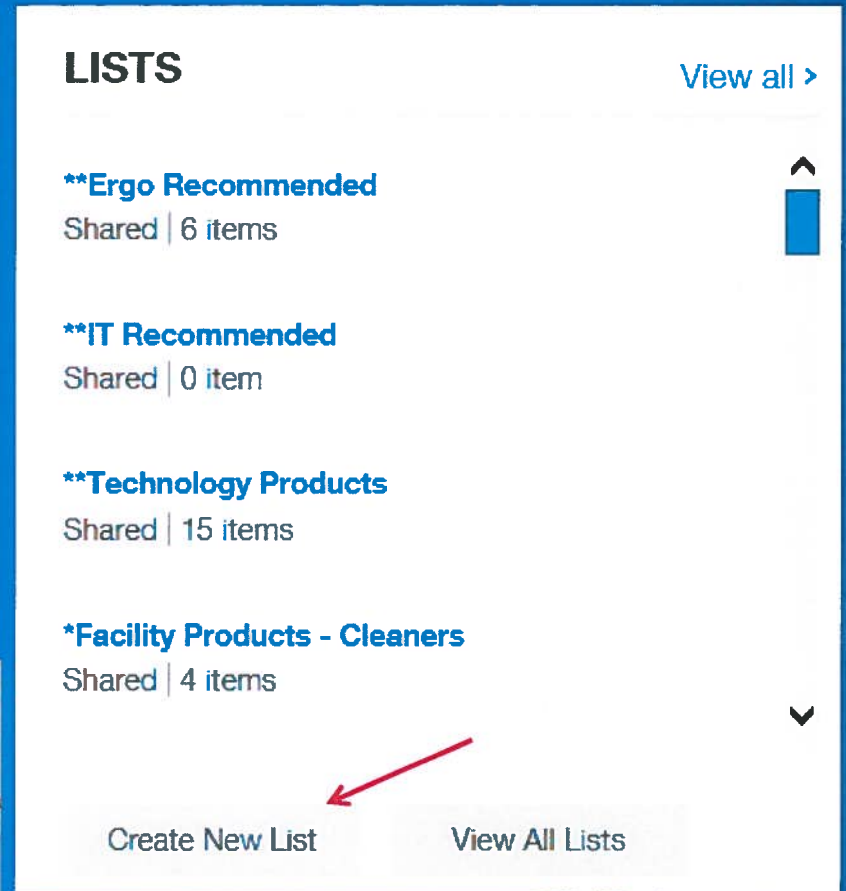
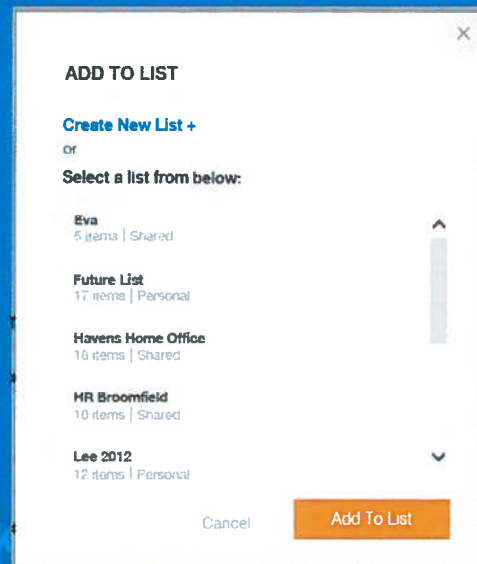
Qty. Items included in this box:

1	Staples® Telford II™ Managers Chair, Luxura™, Black, Seat: 17 7/10"W x 16 3/10"D, Back: 18 1/10"W x 16 1/2"H Staples Item #: 272064
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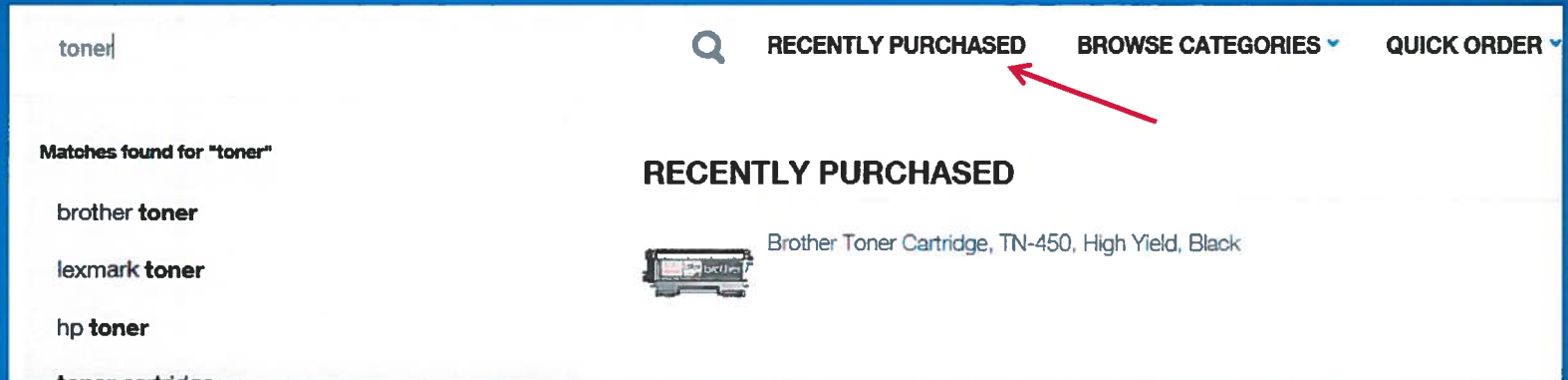
Create and Manage Personal Lists

With Order Management, end-users can now create and manage their own personal shopping lists

- Allows them to save and quickly reorder frequently ordered items
- Add items while shopping, look for Add to List button; or create new list from the Dashboard



Recently Purchased Items



Review Recently Purchased items throughout the site

- Recently Purchased tab in the header (shows up to 6 months' product history)
- Recently Purchased items appear when a match is found to a search term
- Filter search results by Recently Purchased

