STAPLES Advantage

Frequently Asked Questions

1. **How do I access Staples Advantage for business orders?**
Employees who log into CSUBUY with their SJSUOne credential will automatically get the "Shopper" Role. A Shopper can shop and select products to their cart from any of the suppliers' catalog in CSUBUY, but they cannot complete the purchase. Shoppers will have to transfer their cart to their department ProCard cardholder to complete the purchase.

Employees who are ProCard holders, can have their role changed from Shopper to Requester by completing the CSUBUY Access Request form (DocuSign). Requesters have the ability to pay for the order with their university ProCard.

2. **Is training available?**
Users can refer to our instruction guide found in our Training and Tutorial website or contact. FinanceConnect at financeconnect@sjsu.edu or 4-1558 for assistance or training.

3. **I have been authorized to work remote, can I have an order shipped to a home/personal address?**
Can orders be sent to an employee's personal address?
No. Orders can only be delivered to a SJSU location selected in CSUBUY.
If products need to be shipped to employee's personal address, then work with your department administrative person to submit a Requisition in FTS.

4. **Where can I find the Staples Online Catalog?**
The Staples Online Catalog will be in the CSUBUY portal.

5. **What is the advantage of purchasing from Staples?**
The office supply contract was competitively bid & awarded to Staples. Staples will provide desk-top delivery; 12,575 core discounted items; and an additional 8.9% savings over our former supplier contract.

6. **Will the KTEK initiative be implemented on the Staples website?**
No, KTEK is not a Staples vendor. Staples is working on providing a DVBE (Disabled Veteran Business Enterprise) toner supplier option, however you won't be mandated to purchase from the DVBE vendor.

7. **Will Staples delivery vehicles be clearly labeled "Staples" vehicles?**
Staples Desktop orders will be delivered by a contracted carrier named "OnTrac". All OnTrac vehicles and personnel will be wearing OnTrac uniforms and carry a Staples Badge.

8. **Will there be a minimum order requirement?**
   As of August 2021, Staples doesn't have a minimum requirement.

9. **How are backorders handled?**
   Staples will communicate any backorder information to the requestor.

10. **How will I receive my order confirmation or shipment receipt?** Once you place your ProCard order through the CSUBUY, Staples will communicate order confirmation and order receipt electronically via email.

11. **Will Staples alert me if an item is restricted from purchase?**
    Items that may not be purchased with state funds such as food, paper goods, and appliances are prohibited. The Staples site does not 'restrict' these items however the employee is obligated to follow the campus ProCard Program policies. Contact your campus [ProCard Coordinator](#) if you have questions. Items requiring prior approvals (ATI, hospitality, etc.) will still require evidence of prior approval during the ProCard reconciliation process. All such transactions will be audited by the campus' ProCard Coordinator during the monthly reviewing/ auditing process.

12. **How will this appear on our Finance Dashboard?**
    The new Staples contract requires ProCard payment so the transactions will appear as a US Bank credit card transactions. These appear as <u>CR CARD (date) (user)</u>. There will no longer be an OM transaction line on your dashboard.

13. **Can we reallocate charges to a different chartfield?**
    Yes, during the US Bank month end reconciliation process, a user may reallocate charges to a different chartfield. All reallocations must be completed online before the reconciliation deadline each month.

14. **Could a shopper use a non-CSU credit card?**
    No, this site is for official CSU Business Only. However, Tower Foundation and Research Foundation procurement cards are allowed to be used for orders in CSUBUY.

Please contact FinanceConnect with any questions at financeconnect@sjsu.edu or 4-1558.