



**Staples Contract and Commercial LLC,  
operating as  
Staples Business Advantage (Staples)  
Office Supplies, and Toner – Direct Online Order  
18H-STAPLES-0615**

MOHAVE EDUCATIONAL SERVICES COOPERATIVE INC.  
(928) 753-6945 KINGMAN  
[WWW.MESC.ORG](http://WWW.MESC.ORG)  
REV 4/18/18MSC

# General Information

- Member may obtain Mohave contract prices through the Staples Advantage account created for Mohave Cooperative members.
- Contact Heather Munstermann at [heather.Munstermann@staples.com](mailto:heather.Munstermann@staples.com) to get your Organizations account set up (details on next page).
- Each member will have an assigned local Staples Territory Account Manager that will be your one POC once your account is set up.
- Include MESC Contract 18H-STAPLES-0615 on the purchase order.
- Orders will be shipped to each specified member location, ordered online and can be picked up at local store (where available).
- Member will address order concerns (missing items, damaged items, returns, substitutions, etc.) directly with Customer Service and all other account needs, special quotes, reporting etc. with their Account Manager.
- Member may use Pcards or Budget/Cost center codes, GL codes etc.
- Mohave's 1% admin fee is included in contract prices.
- Staples will remit admin fees to Mohave.

Contact Customer Service:  
[support@staplesadvantage.com](mailto:support@staplesadvantage.com) or 877-826-7755  
M-F 8am - 8pm ET

# Registering for an Online Ordering Account

To register for an online account, please contact Heather Munstermann at; [heather.Munstermann@staples.com](mailto:heather.Munstermann@staples.com). Heather will work with each member to set up their account under the Mohave Cooperative. Information Heather will need includes:

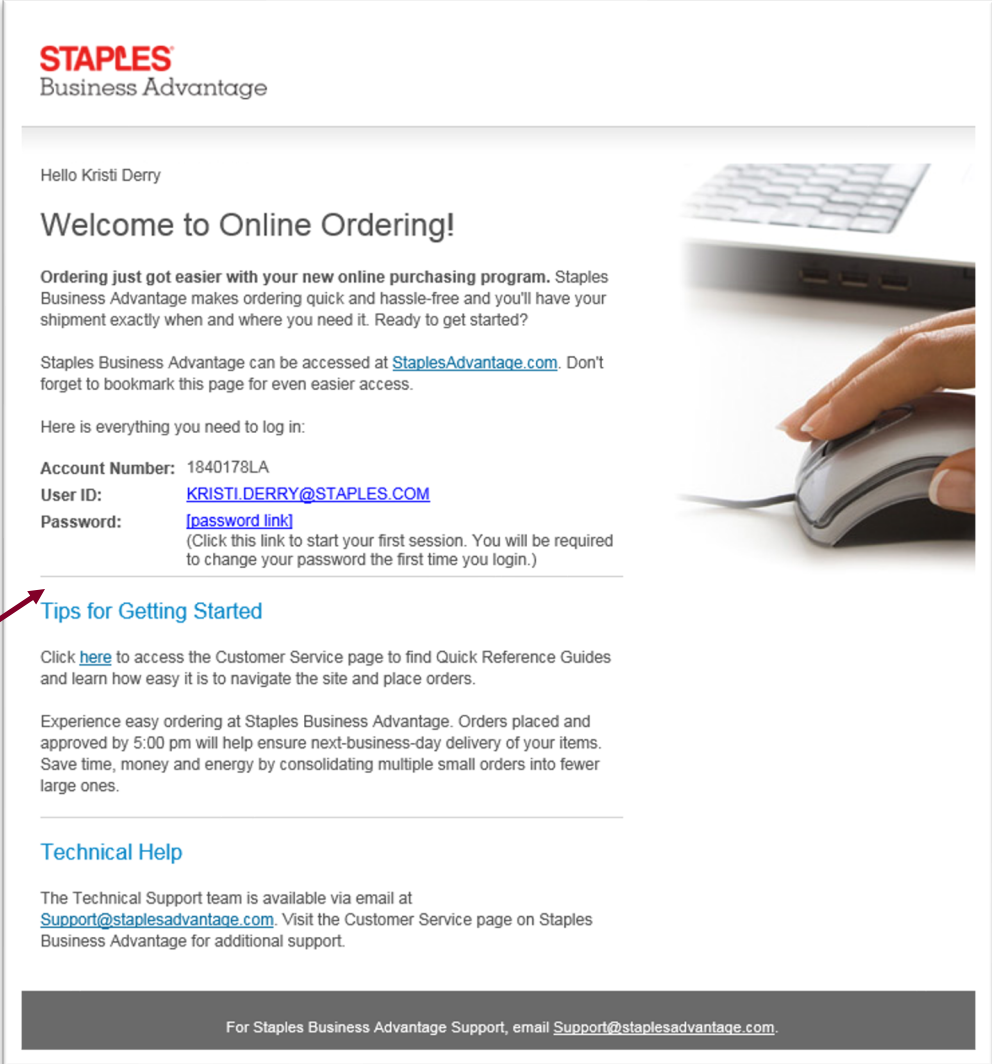
List of end users/buyers, any approval routings, ship-to locations, billing and invoice preferences.

Once your account is set up, the Staples team will provide an overview of the online ordering site, helping your end users become familiar with Staples Business Advantage.

Your end users will receive a welcome email with their account login information. Please click the password link to change your password.

Please view the Customer Service page to find Quick Reference Guides to learn how it is to navigate the site and place orders.

There are also more in-depth User Guides [HERE](#). (link to Mohave page)



**STAPLES**  
Business Advantage

Hello Kristi Derry

## Welcome to Online Ordering!

Ordering just got easier with your new online purchasing program. Staples Business Advantage makes ordering quick and hassle-free and you'll have your shipment exactly when and where you need it. Ready to get started?

Staples Business Advantage can be accessed at [StaplesAdvantage.com](http://StaplesAdvantage.com). Don't forget to bookmark this page for even easier access.

Here is everything you need to log in:

Account Number: 1840178LA  
User ID: [KRISTI.DERRY@STAPLES.COM](mailto:KRISTI.DERRY@STAPLES.COM)  
Password: [\[password link\]](#)  
(Click this link to start your first session. You will be required to change your password the first time you login.)

### Tips for Getting Started

Click [here](#) to access the Customer Service page to find Quick Reference Guides and learn how easy it is to navigate the site and place orders.

Experience easy ordering at Staples Business Advantage. Orders placed and approved by 5:00 pm will help ensure next-business-day delivery of your items. Save time, money and energy by consolidating multiple small orders into fewer large ones.

### Technical Help

The Technical Support team is available via email at [Support@staplesadvantage.com](mailto:Support@staplesadvantage.com). Visit the Customer Service page on Staples Business Advantage for additional support.

For Staples Business Advantage Support, email [Support@staplesadvantage.com](mailto:Support@staplesadvantage.com).

**Contact Customer Service:**  
[support@staplesadvantage.com](mailto:support@staplesadvantage.com) or 877-826-7755  
M-F 8am - 8pm ET

# Ordering Overview (Direct On-Line Order)

- Member logs on to StaplesAdvantage.com using the username and password for your organization. If using a purchase order:
  - Member creates purchase order for products.
  - Include MESC Contract # 18H-STAPLES-0615 on the purchase order.
- Member creates order or an on-line quote for products.
- Orders will be shipped to the specified location. If special shipping instructions (expedited shipping, multiple ship-to locations) are required, contact your Staples Account Manager.
- Member will address order concerns (missing items, damaged items, returns, substitutions, etc.) directly on StaplesAdvantage.com or by contacting Staples Customer Service.
- Member may use Pcards.
- Mohave's 1% admin fee is included in contract prices.
- Staples will remit admin fees to Mohave.

Contact Customer Service:  
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# Buy Online, Pick-Up in Store (if applicable)

**For any same day emergency needs:**

Find the Buy Online, Pick Up In Store document under the Pricing & Docs tab of the Staples Business Advantage vendor page on the Mohave Cooperative website:

<http://service.mesc.org/PVF/detail.php?contract=18H-STAPLES-0615>

# Blanket Purchase Orders (if applicable)

- Members may use blanket purchase orders under the contract.
- Each blanket purchase order should specify...
  - The period it can be used
  - The product or products to be purchased
  - Any excluded products
  - The maximum amount available to be spent
  - The authorized user or users
- Members must monitor blanket purchase order expenditures to avoid exceeding the maximum purchase amount.

# Questions & Contacts

- For Mohave questions, contact Michael Carter, CPPB at [michael@mec.org](mailto:michael@mec.org) or (928) 718-3222
- To get set up on the StaplesAdvantage Mohave account, please contact Heather Munstermann at [heather.Munstermann@staples.com](mailto:heather.Munstermann@staples.com)
- or call Heather's direct line at: 360-989-7422
- Upon working with Heather to get your account set up, you will be assigned a local Account Manager that supports other Staples customers within your zip code. For Staples questions related to Quotes and Orders, reporting and business reviews, managing end-users or other account needs you will contact your Assigned Account Manager.