Office Supply Vendor Transition
Frequently Asked Questions

GENERAL

1. Why is RIT switching to Staples Advantage?
The PSO recently conducted a benchmark price study of the most commonly used products at RIT. Based on the study results, we determined that Staples Advantage would provide a superior overall value to the University.

2. On what date will the transition take place?
November 1, 2011. The last day to order office supplies from OfficeMax will be Friday October 28, 2011 for delivery on Monday 31, 2011.

3. What will happen to my OfficeMax account?
On October 31, 2011, OfficeMax will disable all RIT accounts. All personal information, such as P-Card numbers, shipping addresses, etc. will be removed from their system.

4. How will I check on the status of my order with Staples Advantage or get answers to other questions including product information or for assistance with returns?
Contact Staples Customer Service at Phone: 1-877-826-7755 / E-mail: scchalifax@staples.com
Staples Customer Service hours of operation are Monday – Friday 8:00 A.M. to 8:00 P.M. EST.

5. Who do I contact if I have a problem or a question that Staples Advantage Customer Service is unable to help me with?
Staples Advantage Customer Service should be able to answer most of your questions. However, for additional assistance Kathie Troskowski will be RIT’s dedicated Service Consultant at Staples Advantage and can be reached at: 877-482-8026 ext. 156 or via e-mail: kathy.troskowski@staples.com

ORDERING OFFICE SUPPLIES

6. How will I place orders?
Effective November 1, 2011, you will place orders online via StaplesAdvantage.com®. This ensures that RIT can take full advantage of discounted prices negotiated with Staples Advantage. Purchasing supplies through other Staples’ channels will not provide the same pricing negotiated by RIT.

7. Will I be getting a print catalog?
No print catalogs will be distributed in order to support sustainable practices. Instead, please browse StaplesAdvantage.com®. To view the full virtual Staples catalog, go to: www.staplesadvantagecatalogs.com/full_line
8. **How will I pay for my supplies?**
   Make all payments with your RIT procurement card.

9. **How do I set up my online account with Staples Advantage?**
   If you are currently able to order from OfficeMax, you will be automatically set up to order on StaplesAdvantage.com®. Effective November 1, 2011, you may begin to place orders. Here’s the information you’ll need:
   
   ✓ Log on to [www.order.StaplesAdvantage.com](http://www.order.StaplesAdvantage.com) with the following required information:
     - Customer ID: 1066957RCH
     - User ID: lastname first initial (i.e. John Smith = SMITHJ)
     - Password: staples (you will be asked to change your password the first time you log in)

   If you do not currently have an OfficeMax account, contact Elliott Simpson, Buyer, at elspur@rit.edu or 475-2109 to be set up for Staples Advantage.

10. **Will the supplies I use today be available?**
    The office supply items most commonly used by RIT departments will be conveniently available on shopping lists on StaplesAdvantage.com®. However, if you can’t find what you are looking please contact Staples Customer Service at 877-826-7755 or Kathie Troskowski at 877-482-8026 ext. 156 for assistance in finding the item, or a suitable replacement.

11. **What will happen to the OfficeMax branded items that I now purchase?**
    The Staples Brand line of products features a full scope of products equivalent to the OfficeMax Brand.

12. **Will the prices be the same?**
    In general, you can expect the same or lower pricing with this new program due to the prices that have been negotiated.

13. **What’s the “contracted list”?**
    The contracted list includes 250 of the items most commonly used by RIT departments. These items are deeply discounted and provide the best value to RIT departments.

14. **Will there be a minimum order threshold?**
    Yes; there will be a minimum order threshold of $50. The reason for this change is to reduce cost and support sustainable practices by reducing and /or eliminating unnecessary packaging and transportation. To simplify ordering, StaplesAdvantage.com® allows you to accumulate those supplies you need in your online shopping cart and then place your consolidated order when the minimum is reached.

15. **Must I order only remanufactured toner cartridges?**
    When available, your toner cartridge order will be filled with a remanufactured toner cartridge. All remanufactured toner cartridges offered through Staples Advantage have been fully tested by our own Center for Integrated Manufacturing Studies (CIMS) and have passed their rigorous standards.
16. When will my order be delivered?
   All orders received Monday through Friday by 5 PM will be processed the same day; in-stock merchandise is typically delivered on the next business day.

17. Who will deliver my orders?
   Your order will be delivered by uniformed Staples Advantage delivery drivers.

18. How will I return a product to Staples Advantage?
   Staples Advantage offers a no-hassle return policy. Simply complete the on-line return process on StaplesAdvantage.com®, print out the Return Confirmation, enclose one copy in each box being returned, and seal the box. Mark the box, “Return to Staples” and give it to the Staples delivery person.

19. Will training be provided?
   Yes, the following open on-campus training sessions have been scheduled for your convenience:

   - **Monday, October 17, 2011**
     - **1 – 1:40 & 1:50 – 2:30**
     - Student Development Center Room 1300
     - **Interpreting services provided**
   - **Monday, October 17, 2011**
     - **3 – 3:40 & 3:50 - 4:30**
     - Campus Center, Bamboo Room Room 2610/2650
   - **Thursday, October 20, 2011**
     - **11 – 11:40 & 11:50 – 12:30**
     - Louise Slaughter Building, CIMS Room 2210/2220

   If you are not able to attend one of the live sessions, webinar training sessions will be available the week of October 24th. Complete information on how to sign-up and participate will be coming soon.

   - **Tuesday, October 25, 2011**
     - **9:00am**
   - **Wednesday, October 26, 2011**
     - **11:00am**
   - **Thursday, October 27, 2011**
     - **2:00pm**

   You can also login to [www.order.StaplesAdvantage.com](http://www.order.StaplesAdvantage.com) and from the “Customer Service” menu, select “Online Tutorial”.

   RIT will be serviced by Lisa Finnegan, Senior Account Manager at Staples Advantage. Lisa can be reached at 334-7056 ext. 245 or via e-mail: lisa.finnegan@staples.com

   If you have any additional questions or concerns about the office supply vendor transition, please contact Elliote Simpson, Buyer, at elspur@rit.edu or 475-2109.