



Guide to Member Services Fact Sheet

SERVICE: *Staples Business Advantage Program*

Why

- Special Corporate Pricing – UNBELIEVABLY LOW PRICING on everyday office supplies.
- Order online through special website – StaplesLink.com.
- Website is password protected for members only.
- Can also place orders by phone or fax.
- Free, next-day delivery with orders of \$35 or more and placed before 4 p.m.
- Convenience Card can be used for same-day/emergency/off-hour needs at Staples retail stores.
- Great Product Selection: Over 30,000 office and technology supply products available!
- Employers can pass savings along to employees.
- Special quarterly member appreciation shopping days.
- Hassle Free Returns! Express return on every packing slip or process returns through StaplesLink.com.
- Billing Options tailored to your needs.

How

- Fill in the form on the back of this flyer.
- Fax it in!

FAQ

Q. What happens after I fax in the form?

A. You will receive an e-mail with your personal log-in information from Staples Business Advantage. You can then expect to receive a welcome kit in the mail from Staples Business Advantage, with the catalogs, within a week.

Q. What does the Convenience Card do for me?

A. The Convenience Card allows you to make emergency purchases at the Staples Retail Stores. You will receive the store pricing at the time of purchase. Staples Business Advantage will run a report overnight that will download your purchases from the Staples Retail Store and give you the better of the two prices -- your NTMA Contract vs. the Staples Retail Store Price. On your invoice you will see only the better of the two prices. At times the Retail store runs specials and is able to offer special promotions.

Q. How do I get a Convenience Card for retail store shopping?

A. Simply request a Convenience Card application from your Sales Representative at Staples Business Advantage. Please allow 7 – 10 days for processing once your application is received. We will then mail the card to you.

Q. What and When are Member Appreciation Shopping Days?

A. The Customer Appreciation Days are held quarterly throughout the year. This allows you to make personal purchases at the Staples Retail Store as a valued customer of Staples Business Advantage. E-mails are generated via StaplesLink to make you aware of when these days are.

Q. I already have an account through Staples.com. Is there any real difference between Staples.com and the Staples Business Advantage Program?

A. Yes. Staples.com is the retail site for anyone to access. The StaplesLink.com is the Staples Business Advantage site for the NTMA contract. This site allows you access to the NTMA pricing and program. If you currently have a Business Rewards program through Staples this IS NOT the Staples Business Advantage program through NTMA. This is for retail only!

Q. What if I have trouble accessing and using StaplesLink.com?

A. Call the StaplesLink Tech Support Line at 800-633-6080.

**National Tooling & Machining Association
StaplesLink Registration Form**

*If your company has more than one location,
please copy this form and complete for each location.*

Chapter Name: _____

Date: _____

User Information:

Name: _____

Phone: _____ Fax : _____

E-mail Address: _____

Company Name: _____

Shipping Address: _____

City, State, Zip: _____

Billing Address: _____

City, State, Zip: _____

Number of employees _____ PO required (please circle one): yes or no

Budget Center required: yes or no

Credit Card (please circle one): yes ore-mail no

Current Vendor of Office Supplies: _____

Current Vendor of Paper: _____

Current Vendor of Toner: _____

AP Contact and Phone number: _____

***Please fax or e-mail the completed form to Lisa Finnegan at :
(585) 334-7075 OR lisa.finnegan@staples.com***