



Frequently Asked Questions

1. **What is Staples Advantage?** Staples Advantage is the contract division of Staples Inc. which provides office products and much more to businesses and institutions. For ease of identification, we will simply call it “Staples”.
2. **When will the campus move from OfficeMax to Staples?** The transition to Staples will take place during September 2015. Staples will be available on the Campus Marketplace mid-September and access to the OfficeMax site will be closed September 30, 2015.
3. **Will users have the option to continue purchasing from the OfficeMax contracted website?** Purchases can be done on the OfficeMax website until access is cut off September 30. After that, office supply orders will have to be placed with Staples.
4. **Will training be available?** Yes. Staples will have an online training program how to use their website and Procurement will host the Staples program once it becomes available. There are also training materials on the Campus Marketplace site.
5. **Where can I find the Staples Online Catalog?** The Staples Online Catalog will be on the Campus Marketplace portal. The catalog will be available in mid-September.
6. **What is the Campus Marketplace?** The Campus Marketplace is an online portal for the CSU which gives access to select contracted vendors at CSU discounted rates. All Procurement Card users currently have access. Any employee may request access. If a user does not have a Procurement Card they will have the option of shopping on the site and:
 - a. forwarding their shopping cart to the to appropriate P-Card holder in their department for final order processing (“Transfer Cart”), or
 - b. requesting a P-Card with authorization from their approving official.
7. **How do I get access to place Staples online orders?** All current P-Card holders will have access when the catalog is made available on the Campus Marketplace. If you do not have a P-Card, you will have the option of:
 - a. forwarding a shopping cart to the appropriate P-Card holder in your department for final order processing (“Transfer Cart”), or
 - b. requesting a P-Card authorization from your approving official
8. **If I was an OfficeMax Online User will I have access to the new Staples site?** Yes, you automatically have access if you have a P-Card. If you do not have a P-Card you can request one or be set up as a Transfer Cart shopper. To be set up as a Transfer Cart shopper, complete the “Marketplace Transfer Cart Authorization Form” and forward it to Procurement. The form can be found here:
9. **Do I have to fill out an online user form, as I did with OfficeMax?** You will need to have an account with ESM Campus Marketplace. The ESM Campus Marketplace Online Access Request Form can be located at <http://www.csub.edu/bas/fiscal/procurement/files/Access%20Request%20Form1.pdf>
10. **What is the advantage of purchasing from Staples?** The CSU office supply contract was competitively bid & awarded to Staples. Staples provides 12,575 core discounted items; and an additional 8.9% savings over our existing OfficeMax contract.

11. **Will the Auto-substitution Program be implemented on the Staples website?** Not at this time. However according to the Chancellor's Office it will be included in the future. Some items may list suggested "Easy Savings Alternates".
12. **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.
13. **Does Staples provide Green or recycled items such as toner or ink cartridges?** Yes! Staples has a large category of "eco-conscience/recycled" items. (Over 10,000 items!) Each product description will list the amount of recycled content or environmental attribute.
14. **What is Staples Desktop Delivery?** Staples provides Desktop Delivery service where the shipment gets delivered directly to the department office.
15. **Will there be a minimum order requirement?** Yes. At this time, the required minimum order is \$10, otherwise Staples will not release/submit your order for further processing. This required minimum will increase every year. To help consolidate orders, increase efficiencies with paperwork, shipments, reconciling, and improve our overall carbon footprint it is recommended to have a minimum order of \$50.
16. **How are backorders handled?** Staples will communicate any backorder information to the requestor.
17. **How will I receive my order confirmation or shipment receipt?** Once you place your P-Card order through the Campus Marketplace, Staples will communicate order confirmation and order receipt electronically via email.
18. **Will items that are currently restricted (ex. computers, etc.) on the OfficeMax website be restricted on the Staples website?** Yes. All purchases through Staples, as well as any other purchases through the Campus Marketplace, must follow CSU Bakersfield Procurement Card policy. Please see the [Procurement Credit Card \(ProCard\) Handbook](#) for blocked items.
19. **How will Staples transactions appear on our budget reporting?** The new Staples contract requires P-Card payment so the transactions will appear the same as US Bank credit card transactions. These appear as "PCC [date]". There will no longer be an Office Max transaction line in your reports.
20. **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. When processing the US Bank statement, submit a "Department Expenditure Summary Form".
21. **Could a shopper use a non-CSU credit card?** No, this site is for official CSU Business Only. The Associated Students and Foundation Auxiliaries are allowed in the system and to use official Procurement Cards.