



Frequently Asked Questions

- 1. How do I access Staples Advantage for business orders?**
Users can access Staples Advantage by logging into [CSUBUY](#), the CSU's e-Procurement system with CSU suppliers and contract pricing. First time users of Staples, will need to first fill out the "[Register a Staples Account](#)" on Procurement's website. Purchases are paid with the university's ProCard.
- 2. Is training available?**
User guides on how to place orders with suppliers in [CSUBUY](#) and also with [Staples](#) can be found on the Procurement websites. Please contact Celia Gonzalez in Procurement with any questions at cegonzalez@csufresno.edu or x82111 for assistance.
- 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 Fresno State campus location selected in CSUBUY.
- 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 existing OfficeMax contract.
- 6. 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.
- 7. Will there be a minimum order requirement?**
Yes, all orders will now have to be for \$50 or more. Otherwise Staples will not release/ submit your order for further processing.
- 8. How are backorders handled?**
Staples will communicate any backorder information to the requestor.
- 9. 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.

10. **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 [Celia Gonzalez](#) if you have questions. Items requiring prior approvals (Hospitality, Accessibility review, 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.

11. **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 CR CARD (date) (user). There will no longer be an OM transaction line on your dashboard.

12. **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.

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