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. **Is training available?** Yes. Chico has staff development workshops available to learn about Staples and use of the Campus Marketplace. These are offered approximately once per semester.

3. **Where can I find the Staples Online Catalog?** The Staples Online Catalog is on the Campus Marketplace portal.

4. **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 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.

5. **How do I get access to place Staples online orders?** All current P-Card holders have access to 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.

6. **How do I get set up with a Procurement Card?** To request a state Procurement Card, complete the “Procurement Card – Request and Update Form” and forward it to Procurement. The form can be found here: [www.csuchico.edu/fin/forms.shtml#forms--pcs](http://www.csuchico.edu/fin/forms.shtml#forms--pcs).

7. **How do I get set up with Transfer Cart access?** 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: [www.csuchico.edu/fin/forms.shtml#forms--pcs](http://www.csuchico.edu/fin/forms.shtml#forms--pcs).

8. **What is the advantage of purchasing from Staples?** The CSU office supply contract was competitively bid & awarded to Staples. Staples provides thousands of core discounted items.

9. **Is there an auto-substitution Program on the Staples website?** Not at this time. However it may be included in the future. Some items may already list suggested “Easy Savings Alternates”.

10. **Are there any restricted items (ex. computers, etc.) on the Staples website?** All purchases through Staples, as well as any other purchases through the Campus Marketplace, must follow CSU Chico Procurement Card policy. The Staples site does not ‘restrict’ or block access to these items at this time, however there may be blocked items in the future. The employee is obligated to follow campus purchasing policies. All Procurement Card transactions will be audited by the campus P-Card administration during the monthly reviewing/auditing process.

11. **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.
12. **What type of copy paper do I buy?** There are many kinds of copy/printer paper on the Staples catalog. Each department is required to purchase their own paper for their copy machines and printers. The campus requirement is to purchase paper with a minimum 30% recycled content. Procurement will announce catalog item numbers for the appropriate paper to purchase. Procurement is working with Staples to block or auto-substitute items to ensure the correct purchase.

13. **What is Staples Desktop Delivery?** For some campuses, Staples provides an optional Desktop Delivery service where the shipment gets delivered directly to the department office. To reduce vehicle traffic on campus, and to keep better track of shipments, CSU Chico is not utilizing this service. Chico has central dock delivery. Campus Mail Services will deliver the items to the department.

14. **Will there be a minimum order requirement?** Yes. Chico is promoting a recommended minimum of $75 per order. This helps consolidate orders, increases efficiencies with paperwork, shipments, reconciling, and improves our overall carbon footprint. However, Staples will allow smaller orders for urgent needs. At this time, the required minimum order is $35, otherwise Staples will not release/submit your order for further processing. This required minimum is subject to increase every year.

15. **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.

16. **How are backorders handled?** Staples will communicate any backorder information to the requestor.

17. **How are returns handled?** Contact Staples Customer Service to return an item. Have your order number ready. You will have to coordinate with campus Mail Services to have the item ready to get picked up by a courier at the shipping/receiving dock.

18. **How will Staples transactions appear on budget reporting?** The Staples transactions will appear the same as US Bank Procurement Card transactions. These appear as “PCC [date]”.

19. **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 “Procurement Card - Department Expenditure Summary Form”.

20. **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 Campus Marketplace system and to use official Procurement Cards.

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