



# Ah, shortcuts.

Quick tips that make all the difference.

Did you know there's a way to add many items from your shopping list to your cart with only two clicks? An easy way to find exactly the right toner? A foolproof way to make returns without ever picking up the phone?

**Make Eway® work your way. Take advantage of these great shortcuts to quickly and easily:**

- Locate products by using a keyword
- Find the right toner
- Access frequently ordered items
- Check on your order status and delivery
- Return products online
- Obtain assistance online





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The screenshot shows the Staples Advantage website. At the top, there's a navigation bar with links for Home, My Profile, Support, and Log Off. A shopping cart icon shows 6 items for \$624.73. Below this is a search bar with a 'Search' button (1) and a dropdown menu for 'Set Default Shopping List' (2) with a 'View' button. A main navigation bar includes 'Products', 'Toner & Ink' (2), 'Order Status' (3), 'Shopping Lists' (4), 'Approvals', and 'Specials'. On the left, there's a 'Custom Filters' section with 'Core Products Only', 'I Ordered Before', and 'My Company Ordered Before'. Below that is a 'Category' list with various product categories and item counts. The main content area features a banner with images of office equipment, followed by three promotional tiles: 'Eco-preferable cleaners', 'HON' office furniture, and 'Mailings in Minutes!'. Below these are 'Featured Items' with links to various products like Sharpie markers, address labels, and office chairs.

## 1 Search

Can't quite remember what it's called? Find what you need with just a little information even if you don't know the product's exact name.

- ▶ Enter a KEYWORD
- ▶ Click SEARCH
- ▶ Select a Category Search Match and/or Manufacturer

## 3 Order Status

"Where's my order?" Check the status of your order and view proof of delivery online. You're just a few clicks away from enlightenment.

- ▶ Click the Order Status button
- ▶ Click the Order Number
- ▶ Review the order and delivery details

## 5 Online Support

Need help? The Online Support Center contains help topics, tutorials and frequently asked questions.

- ▶ Click SUPPORT
- ▶ Access helpful online tips and tools
- ▶ Contact Customer Service

## 2 Toner & Ink Finder

Never (ever) make a mistake. Get the right toner or ink every time, just by knowing your machine's make and model

- ▶ Click TONER & INK
- ▶ Enter Model or Cartridge Number

## 4 Shopping Lists

Why search for items over and over (and over) again? Create a Shopping List of frequently ordered items.

- ▶ Click the Shopping List drop down
- ▶ Select "Create New List"
- ▶ Assign "List Name" then add your items

## 6 Returns

Request your returns on-line and we'll take it from there.

- ▶ Click ORDER STATUS
- ▶ Select Order Number then Click the Return Order Button
- ▶ Complete the requested information and submit