

Welcome to easy.

A guide to your Staples Business Advantage program

User ID:

technet

Password:

Guest123

Main Account number 779739

Customer service: 1-877-272-2121

Account Manager: Tracy Chambers

Email: tracy.chambers@staples.com

How to place an order?

1. Login
Username Technet
Password Guest
2. Select your region and proceed to order.

Account #	Region
967660	New Brunswick
967662	Newfoundland
967663	Nova Scotia
967664	Ontario
967665	Northern Ontario
967666	Petawawa, Ottawa, Brockville area
967667	PEI
967668	Quebec

3. Once you have selected your items, click 'Check Out'
4. All purchases must be made by credit card. (no credit card information is stored)
5. Enter in all delivery information
6. To complete your order, you will be required to enter your email address and telephone number.





Welcome to Staples Business Advantage

TECHNET and Staples Business Advantage are pleased to announce a new Strategic Partnership designed to streamline the procurement process for your office products and computer supplies and now includes, facilities, print, furniture and merchandising items.

As part of your ongoing effort to streamline your business operations your company has recently selected Staples Business Advantage as the preferred supplier in all of these commodity groups. This important decision was made after a full evaluation process that weighed potential office product suppliers in terms of overall value, quality of service, product offering and customer service. In these criteria, as well as many other areas, Staples Business Advantage truly excels.

Through your strategic agreement, you can be assured that you will receive competitive pricing without the need to search multiple suppliers. Additionally, Staples Business Advantage has proven itself worthy of this award by providing such benefits as:

- Fast Internet ordering through www.eway.ca
- Next-day delivery on thousands of items
- Toll-free Customer Care support at 1.877.272.2121
- Efficient billing and reporting tools

By ordering all of your office products from Staples Business Advantage you can better manage our costs and improve our profitability. We appreciate and thank you for your support as we implement your new and exciting program.

Sincerely,

Staples Business Advantage

Product Offering

A full range of products and services, you'll find exactly what you need and more. We've got you covered from the boardroom to the breakroom. And if we don't happen to carry what you need, we'll find it for you. It's all part of your Staples® program.



Office furniture. Literally thousands of stylish chairs, file cabinets and desks.

Technology. Everything from digital cameras and color printers to the latest LCD monitors and storage drives.

Security. Shredders, locking file cabinets and other products help protect your company data and keep important documents safe.

Maintenance and janitorial supplies. Clean your hands, your desk and your facility.

Breakroom supplies. It's not all about work. Get fresh coffee, your favorite snacks and all the breakroom paper products you need.

Copy and Print Services. Staples Business Advantage Print is your one source for everything your business prints — from complex, long-run print jobs to quick, on-demand digital copies.

Calendars and day planners. We have all the calendars, planners and refills you've come to count on.

Corporate wellness and preparedness. Keep your office healthy, productive and safe with our wide assortment of products.

Diversity. Ensuring that our workplace includes a diverse group of associates and suppliers who vary by thought, background and experience.

Recycled products. Help sustain the environment without sacrificing quality. Look for the recycled symbol on more than 1,500 products in this catalogue.

Staples® brand. We build guaranteed quality and exceptional value into more than 1,200 products. Each is designed to make things easier, and to save your company money, too.

Ink and Toner Recycling. Our program couldn't be simpler. Just ask your account manager for details.



Here are some things to keep in mind to help make the ordering process quick and easy...

- ① Use away or the current Staples Business Advantage Sourcebook to ensure that your items are available.
- ② Make sure that all the information in your order (including name, phone number, and shipping address) is correct before you submit your order.
If you need an order the following day, make sure to place the order before 5PM local time.
- ③ Be sure that the quantities and units-of-measure are accurate on your orders before submitting (Orders cannot be modified or cancelled through away once they have been submitted).
- ④

Here are some away features that will help make your online shopping experience a pleasant one...

Advanced Search Filters

can greatly reduce the number of results a search will yield, making it much easier to find a specific product.

The “Item Note” Field

can be used to help organize each item in your order. For example, enter the person’s name for whom the item is being ordered. This information will appear on your packing slip for easy reference when the order arrives.

Recently Viewed Items

allows you to quickly refer back to your most searched items instead of having to start your search over again.

Access to all past orders

allows you to search for specific items you purchased in the past.



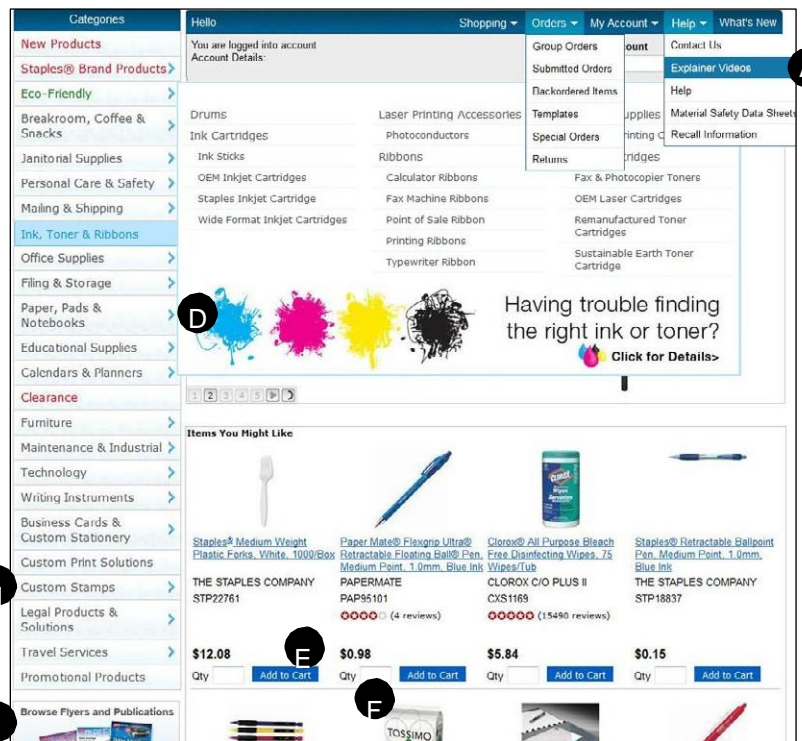
Online ordering

The way.ca Home Page gives you access to the online catalog, as well as other features that help you quickly and easily find what you need – all from one page.

Get Started

- A** way.ca Online Tutorial
Got a minute? Take our brief online tutorial and get yourself up to speed quickly.
Click “Help”
Select “Explainer Videos”
- B** Special Offers
Features exciting new deals and offers.
- C** *Time Savers*
Search
Find products quickly by entering a keyword or item number.
- D** Ink & Toner Finder
Never (ever) make a mistake. Get the right ink or toner every time, just by knowing your machine’s make and model.
Click “Ink, Toner & Ribbons”
Click the banner for support
Select brand and model
- E** Quick Order
Add an item immediately to your order.
- F** Enter Several Items
Enter up to 20 different items at once.
- G** Shopping Lists
Why do something over and over (and over) again? Create a shopping list and save it – then add to it whenever you want to.

Shopping List Tip:
Find “Shopping”
Click “Shopping Lists”
Select the existing list you want or
Click “New List”
- H** Custom Stamps
Instant access to create your own stamps, daters, seals, badges and more signs..
Look under “Categories”
Select “Custom Stamps”.



Many customers take advantage of way.ca to place orders online quickly and easily. More than 75% of Staples Business Advantage customers are placing orders through way.ca

- I** Online Flyers & Publications
A simple way to browse and add directly to your cart.

Ordering (continued)

Easy Order Management

Save Partial Orders
Build up to the grand finale one step at a time. Log off after adding items incrementally to your order, and then submit it once you're ready.

- Build a new order.
- Log off when you're done adding new items.
- Your order is automatically saved for when you log back on later.
- Add additional items.

J View Cart Details & Submit
View full details of your order cart and/or submit your order for processing.

K Special Orders
Submit details of special items you wish to buy or get information for - from one simple screen. (Special orders are non-returnable)

L Returns
Process returns online for orders placed. (30 days for unopened office product, 14 days for technology no restocking fee.)

M Product Details
Find the right products easily with enhanced images, detailed product descriptions, specifications and product tours where available.

Your Price
The price you see is your company's specific price.

O Coupons (Manufacture mail in rebates)
Don't forget to take advantage of supplier coupons each month under the "shopping" menu.

The screenshot shows the Staples Business Advantage website interface. At the top, there is a search bar and navigation links. A user is logged in, and the cart contains one item with a total of \$14.79. A dropdown menu is open under 'Orders', showing options like 'Group Orders', 'Submitted Orders', and 'Special Orders'. Below the cart, there is a table with columns for 'NUMBER', 'DESCRIPTION', 'LINE NOTES', 'YOUR PRICE', 'UOM', and 'TOTAL'. The table lists one item: BlackBerry OEM Leather Swivel Cases Torch 9800, 9810. Below the table, there are sections for 'Items In Your Cart Also Bought' and 'You May Also Like'. The main product details section for the BlackBerry case is visible, showing the product name, price (\$13.09 Each), and a 'Buy Now' button. The 'Specifications' tab is active, showing details about the leather swivel holster.

Once you have placed your order...

Order Tracking

Mobile Proof of Delivery. This technology allows us to track each package on the truck, and used in conjunction with Global Positioning (GPS), we can advise customers exactly where their order is, and when they can expect it. Upon delivery, the electronic signature is captured, and ultimately uploaded back into our back end systems for proof of delivery.

- You may track orders by contacting Staples Business Advantage Customer Care at **1.877.272.2121**



Backorders

- Item availability is noted in eway when you place your order.
- Customer Care can make recommendations on alternative items.
- Backorders will be noted on your Pack Slip.
- Backorders are normally delivered within 1-5 business days.
- Backorders will automatically ship as soon as the product becomes available.
- There is no need to reorder.
- Backorders are never billed before they ship.
- If an item will be unavailable for an extended period of time, you will be contacted by Customer Care for appropriate action.

In the unlikely event that you have not received your backordered item within five business days, contact Staples Business Advantage Customer Care at **1.877.272.2121** for backorder status.

Urgent or Emergency Orders

If you absolutely need a product overnight (i.e. last minute presentation or unexpected project due yesterday), you should always call Customer Care to check on product availability. If we don't have the product, we can work to find it or suggest an acceptable alternate solution.

Missing Items

- Inspect your order carefully against Pack Slip upon arrival.
- Review order to see if item is actually missing or has just been backordered or the part number has changed.
- Contact your Customer Care Team by phone or by email; they will ensure the problem is corrected.
- Report Order #, Item # and Quantity from packing list.
- Report the item received in place of your missing item, if any.

Staples Business Advantage offers a fast and efficient return process...

Staples Business Advantage has implemented Pick-to-Voice Technology to enhance our state-of-the-art distribution centres. This new methodology will drive our quality to new accuracy levels and reduce returns. However should you have a requirement to process a return you may do so by...

- If you are an eWay user, returns may be requested on-line at **www.eway.ca**
- You may contact your Staples Business Advantage Customer Care Specialist at **1.877.272.2121** to request a return by phone.

Please provide:

- Order number
- Customer account number
- Reason for your return
- Items to return
- Contact information
- A Return Authorization number will be provided for each return request
- Your return will be picked up within 1-3 business days



Staples Business Advantage has a clear and consistent return policy to support your needs...

- Please return products in re-saleable condition (original, unmarked, sealed package) within 30 days of receipt of your order.
- Please inform Staples Business Advantage of any shortages or damages as soon as possible.
- For health and safety reasons, food, beverage, or first aid items are not returnable.
- Staples Business Advantage can only issue credit for items purchased from Staples Business Advantage.
- Staples Business Advantage makes every effort to be fair and reasonable with regard to returns. If you have any questions, please contact your Staples Business Advantage Customer Care Specialist at **1.877.272.2121**
- There are no returns of special orders or non-stock furniture except for defective products.
- Please do not write or mark on the product packaging.

Recycling used toner cartridges helps keep your toner costs down while benefiting the environment

Please return your used toner cartridges to Staples Business Advantage. All brands are excepted in the program.

Used toner cartridges may be recycled two ways:

1. Simply inform a uniformed Staples Business Advantage Delivery Driver that you have empty toner to be picked up.
2. Contact your Staples Business Advantage Customer Care Team to have a pick-up scheduled and return authorization number issued.

You may call, fax or email your request.

Please protect the used cartridge during transit by placing it in the box from the new cartridge. This will ensure the cartridge gets recycled!

Staples Business Advantage Drivers will also accept return of Staples Business Advantage Boxes. Recycling our cardboard boxes helps reduce costs and benefits the environment. Please collapse the boxes and leave in a designated area for pick-up.



Making Your Office Work Smarter. It all starts with office furniture that looks smart and works smart

Staples Business Advantage provides a complete selection of furniture from the world's finest manufacturers – from the simple to the sophisticated. We provide office furniture solutions that work more efficiently and effectively – solutions that are simple and flexible enough to meet your needs.

Furniture is just the beginning. Our services go far beyond picking the right desk or chair. The challenges you face when creating or updating your office space in an ever-changing workplace can be overwhelming. That's why we're there every step of the way to work through these challenges together including:

- Design and Space Planning
- Delivery and Installation
- Budget Constraints
- Technological Issues

A limited offering of furniture products is available through eway.

Please contact your local Staples Business Advantage representative for additional products and pricing options.





Fifty Green reduces the environmental cost of ordering

As a global company Staples Business Advantage takes our social responsibility and the environment seriously. We believe that we have a responsibility larger than profit maximization and job creation - to minimize the negative effects of our operations and strive to positively impact the environment. Order delivery is a significant source of our environmental impact, releasing, among other toxic chemicals, Nitrogen dioxide. Our Fifty Green programs encourages you, our customers, to help reduce your own impact on the environment.

By reducing the number of deliveries to your location through combining smaller orders we can improve our operational efficiencies. This allows us to provide you with better service and competitive prices, whilst also benefiting the environment with reduced packaging and toxic gas emissions,.

The Fifty Green Programs

We have two options to assist you in reducing your environmental impact.

- 1 **The Fifty Green Charge** encourages you to combine your orders. Should your order remain less than \$50 we will add a (\$5) delivery charge. Half of the charge will be donated to Tree Canada to help plant trees in local communities across Canada, offsetting the environmental impact of a small order. The benefits include the ability to continue to create orders less than \$50 with the assurance that the environmental impact of small orders is being reduced.
- 2 **The Fifty Green Accelerator** also encourages you to combine your orders to reach a minimum of \$50. Should your order remain less than \$50 we will save the order to allow you time to determine which additional items you would like to purchase. You can use eway.ca at any time to complete your selections, or alternatively, you can contact our customer care department who are happy to help. The benefits of this program include no additional delivery charges and environmentally sound purchasing practices.

What does it mean for you?

Regardless of how you participate in Fifty Green, you will continue to receive all of the great products you have come to expect from Staples Business Advantage. You will also have the knowledge that you have played an active role in helping to reduce our operational costs, therefore maintaining competitive pricing AND reducing our collective environmental impact.

For more information on how you can have a positive impact on the environment through our **Fifty Green Programs**, please speak to your Staples Business Advantage account representative today.

CXP BUCHERVILLE, QC Tel.: (450)449-6443 1616 CITEFEL Fax.: (450)449-2668 BUCHERVILLE, QC HG 9K3		024-54-A2	
C.F.G. HENARD INV. MNG LTD Ref: PO12344 ANGIE MACNEIL 2115 RUE DE LA MONTAGNE MONTREAL QC H3G 1Z8 COMMENTAIRE BCL1.		ST/STY 1	QUANTITE CSE 10 U
STAPLES DEDIE		PRODUIT / PRODUCT ESS450	CLIP / CLIP
66 04B 1		NO DE COMMANDE ORDER NO 22855480	GRUPE D'EMS PACK GROUP 282133
*** FACTURE ***		LOT / CSE COLIS 917519	CLIENT 12345
SUPPORT DOSSIER "SPEEDFRAME"		COLIS / TOT / PACK	
1		003934039	

Shipping Label
Appears on the outside of each Staples Business Advantage package.

STAPLES BUSINESS ADVANTAGE	
1. NO. DE COMMANDE	2. NO. DE COMMANDE
3. NO. DE COMMANDE	4. NO. DE COMMANDE
5. NO. DE COMMANDE	6. NO. DE COMMANDE
7. NO. DE COMMANDE	8. NO. DE COMMANDE
9. NO. DE COMMANDE	10. NO. DE COMMANDE
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93. NO. DE COMMANDE	94. NO. DE COMMANDE
95. NO. DE COMMANDE	96. NO. DE COMMANDE
97. NO. DE COMMANDE	98. NO. DE COMMANDE
99. NO. DE COMMANDE	100. NO. DE COMMANDE

Pack List
Is included in the box with your order.

STAPLES Business Advantage																											
STAPLES EDMONTON AB 6901-67 AVENUE EDMONTON AB T6S 2R1 Phone: (780) 488-0000 1 (877) 373-3131 Fax: (780) 373-3220	<table border="1"> <tr> <th>ORDER NO - NO COM.</th> <th>WORKSHEET DATE</th> <th>CODE NO - NO CLIENT</th> <th>PAGE</th> </tr> <tr> <td>3226281</td> <td>2013-02-27</td> <td>211688</td> <td>1 DE 1</td> </tr> </table> <p>INVOICE NO - NO FACTURE: 3226281 TOUR ORDER NO - VOIRE AU COM.: 1609-01-01816</p>	ORDER NO - NO COM.	WORKSHEET DATE	CODE NO - NO CLIENT	PAGE	3226281	2013-02-27	211688	1 DE 1																		
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<p>PACKAGE GROUP / GROUPE D'EMBALLAGE CUST: 1609-01-01816</p> <p>PLEASE REMIT PAYMENTS TO: CORPORATE EXPRESS C/O CERIFIC, PO BOX 2804, 8TH M CALGARY, ALBERTA T2P 1B1</p>																											

Invoice
Should you have any discrepancies with your invoice please contact your account manager to review.



Staples Business Advantage is the world's largest office products company. We're committed to making it easy for our customers around the globe to buy a wide range of office products, including supplies, technology, furniture, and business services. With \$27 billion in sales, Staples serves businesses of all sizes and consumers in 27 countries throughout North and South America, Europe, Asia and Australia.

Value-added service Canada offers:

- More than 7,500 products easily accessed via our Canadian Catalogue
- A dedicated sales representative
- Next business day delivery to most locations across Canada

Our Management Style & Support

As part of our commitment to quality, our management style entails the continuance of superior support in both a timely and cooperative manner. Our strong hierarchy of managers ensures that accessibility is at a prime, with no question or concern going unrequited. This dedication to seamless communication coupled with an apt for support is a win/win for both our managers and our businesses. By following a holistic approach to management and practicing good corporate citizenship, we bind a close connection between our financial success and our desire to have a positive impact on our associates, the communities we live in, and the environment.

Community

Giving back to the communities where our customers and associates live and work

Environment

Operating our business to sustain natural resources and make it easy for our customers to make a difference

Ethics

Acting with integrity in everything we do



Diversity

Supporting diversity suppliers and embracing diversity of people, thought, and experience.