



Features that benefit your business.

The advantage is yours.

If you're looking for the unrealized savings in your own organization and wondering just how low your lowest total delivered cost can be, it's time to talk to us about Staples Advantage.®

Staples Advantage has helped thousands of companies — of all sizes and in all industries — drive down office product costs dramatically.

The key? A leading-edge procurement program, fully customized for your business.

Your job is to ensure that you always get the lowest total delivered cost. And our job is to make your job easier. That's why we offer Staples Advantage. Our streamlined program includes a dedicated Account Manager, outstanding customer service, special pricing and efficient spend tracking and reporting. You'll get everything you need to run your business through one supplier, and you'll get it all through the convenience of one consolidated invoice.

With Staples Advantage, you get:

- The savings you expect from a one-source supplier
- More than 20 years of eProcurement experience
- Leading-edge best practices
- Greater control of procurement processes
- Reduced purchase costs
- Easy online ordering
- Continuous program enhancement
- High compliance rates
- End-user awareness education



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Advantage:

Benefits to you:

Proactive Account Management

Proactively analyzes cost-saving processes. Provides ongoing recommendations and product improvements via regular customer contact and comprehensive, regular Business Reviews.

World-class customer service

Staffed by full-time Staples® employees. For the fifth consecutive year, we've been recognized for "An Outstanding Customer Service Experience" under the J.D. Power and Associates Certified Call Center ProgramSM.

Focus on Lowest Total Delivered Cost

Employs state-of-the-art analysis tools to benchmark your account against a win-win, low-cost, supplier/customer model. Continuously works to drive down your purchasing costs and improve the procurement process.

Vendor Consolidation

Provides a single source for all office products and services — from furniture to promotional products to printing. Generates cost savings and program compliance. Increases control through ongoing monitoring and detailed reporting.

Award-Winning Internet Ordering System

Offers fast, easy, direct online purchasing (and returns) through StaplesLink.com.[®] Interfaces with any eProcurement system or eMarketplace, and supports buyer and supplier-hosted catalogs through XML, cXML and OCI.

Industry-Leading eProcurement Expertise

Maximizes your return on investment in eProcurement systems via our high-impact implementation process. Increases your efficiency.

1,500+ U.S. Retail Stores Network

Maintains program compliance by leveraging our network of more than 1,500 U.S. retail stores for emergency and same-day purchases. Gives you the lower of your contract price or retail price, plus reporting on Procurement and Convenience Card purchases.

Strategic Distribution Network

Ensures savings via our low-cost operating model for 98.5% next-business-day delivery across the U.S. Focuses on customer cost savings and added value to drive all supply-chain initiatives.

For more information, contact your Staples Representative or visit www.StaplesAdvantage.com.

For J.D. Power and Associates Certified Call Center ProgramSM information, visit jdpower.com.

