



Frequently Asked Questions

- When will the campus move from OfficeMax to Staples?**
October 1, 2015 is when SJSU can begin ordering office supplies from Staples.
- Will users have the *option* to continue purchasing from the OfficeMax contracted website?**
Office supply orders can be placed with OfficeMax until Oct. 5th. Afterwards, all office supply orders will be placed with Staples. However, the OfficeMax website will still be available to users to order SJSU business stationery and ImPress digital print work.
- Will training be available?**
Yes, a training guide will be posted on [Contracts and Purchasing Services](#) website. In addition, overview sessions have been scheduled for September and October and information was communicated to ProCard holders through the ProCard list serv. Additional training or assistance can be provided by either coming to [Finance Open Lab](#) or contact FinanceConnect.
- Where can I find the Staples Online Catalog?**
The Staples Online Catalog will be on the Campus Marketplace portal.
- How do I get access to place Staples online orders?**
If I was an OfficeMax online user will I have access to the new Staples site?
All current ProCard holders will have access when the catalog is made available. If you are a new user or non-ProCard holder, then complete the online [Campus Marketplace Access Request form](#).
- 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.
- Will the Auto-substitution Program be implemented on the Staples website?**
Not at this time. However according to the Chancellor's Office it will be included in the future.
- Will the KTEK initiative be implemented on the Staples website?**
No, KTEK is not a Staples vendor. Staples is working on providing a DVBE (Disabled Veteran Business Enterprise) toner supplier option, however you won't be mandated to purchase from the DVBE vendor.

9. **Will Staples delivery vehicles be clearly labeled “Staples” such as the current “OfficeMax” 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.
10. **Will there be a minimum order requirement?**
Yes, all orders will now have to be for \$20 or more. Otherwise Staples will not release/ submit your order for further processing.
11. **How are backorders handled?**
Staples will communicate any backorder information to the requestor.
12. **How will I receive my order confirmation or shipment receipt?** Once you place your ProCard order through the Campus Marketplace, Staples will communicate order confirmation and order receipt electronically via email.
13. **Will items that are currently restricted (ex. Flash drives, printers, etc.) on the OfficeMax website be restricted on the Staples website?**
Items that may not be purchased with state funds such as food, paper goods, and appliances are still prohibited. The Staples site does not ‘restrict’ these items however the employee is obligated to follow campus policies. Items requiring prior approvals (ATI, hospitality, 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.
14. **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.
15. **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.
16. **Could a shopper use a non-CSU credit card?**
No, this site is for official CSU Business Only. Tower Foundation ProCards are allowed.

Please contact FinanceConnect with any questions at financeconnect@sjsu.edu or 4-1558.