



GUIDE 3

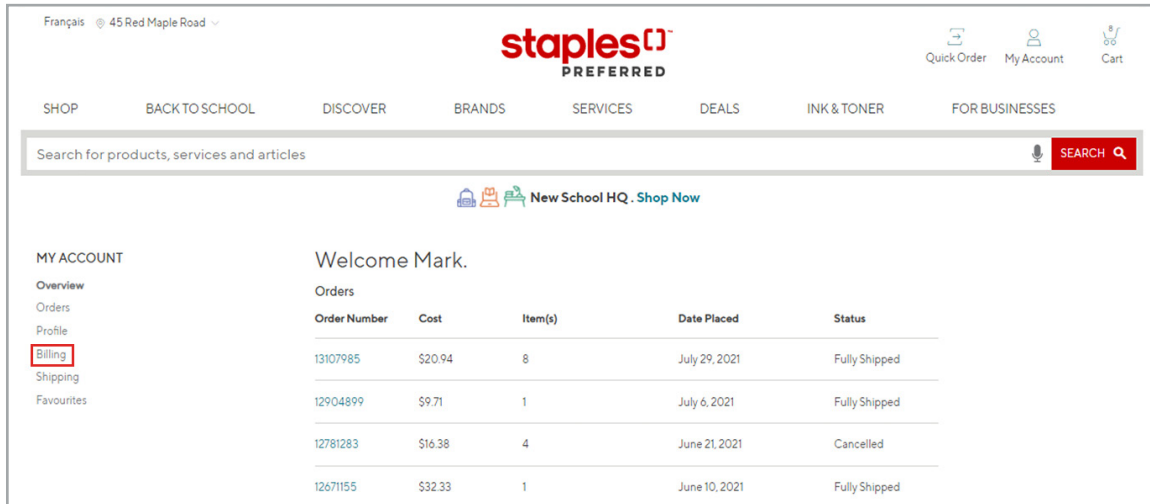
order management

This guide provides a quick and easy overview of how to best manage your orders. Through step-by-step illustrations, you'll learn how to utilize key features such as requesting an invoice and performing a self-serve return.

Order Management

Step 1: Once logged in to your account, click on the My Account icon to navigate to your My Account Overview page

At the left-hand side of the Overview page you will see a set of options, including Orders. Select this option.



Franglais 45 Red Maple Road

staples[®] PREFERRED

Quick Order My Account Cart

SHOP BACK TO SCHOOL DISCOVER BRANDS SERVICES DEALS INK & TONER FOR BUSINESSES

Search for products, services and articles

New School HQ. Shop Now

MY ACCOUNT

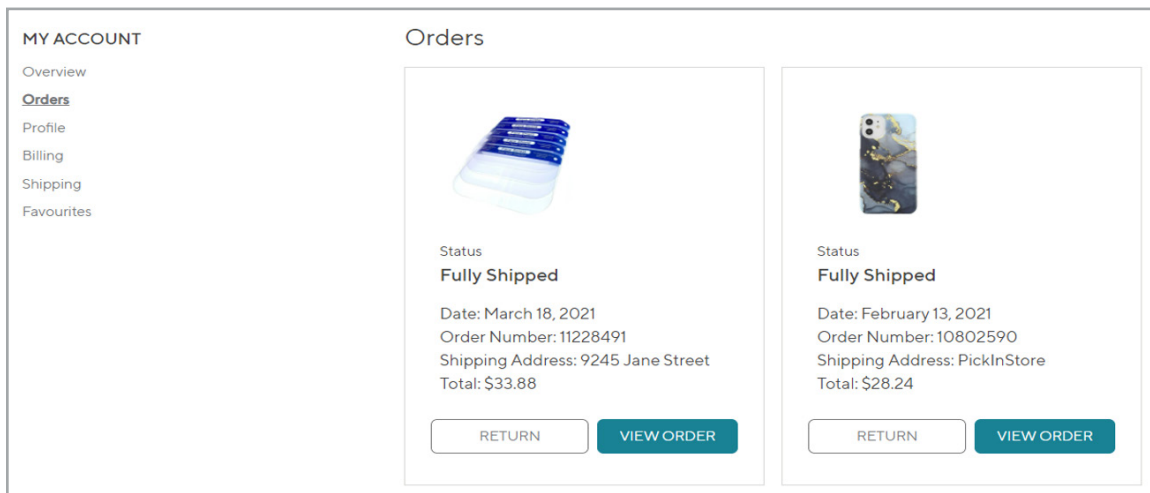
- Overview
- Orders
- Profile
- Billing**
- Shipping
- Favourites

Welcome Mark.

Orders

Order Number	Cost	Item(s)	Date Placed	Status
13107985	\$20.94	8	July 29, 2021	Fully Shipped
12904899	\$9.71	1	July 6, 2021	Fully Shipped
12781283	\$16.38	4	June 21, 2021	Cancelled
12671155	\$32.33	1	June 10, 2021	Fully Shipped


Step 2: Once selected, you will see an overview of your current and past Orders. The list will show items ordered, costs, delivery statuses, and dates. To view an order in full, select View Order.



MY ACCOUNT

- Overview
- Orders**
- Profile
- Billing
- Shipping
- Favourites


Orders



Status
Fully Shipped

Date: March 18, 2021
Order Number: 11228491
Shipping Address: 9245 Jane Street
Total: \$33.88

RETURN VIEW ORDER



Status
Fully Shipped

Date: February 13, 2021
Order Number: 10802590
Shipping Address: PickInStore
Total: \$28.24

RETURN VIEW ORDER


Step 3: Now you will see the full details of the selected order. In the right-hand corner you'll find two options. Request Invoice and Return Item.

Select Request Invoice to get a record you can keep on hand for billing purposes or for tracking employee purchases.

[Back to Order List](#)

Order 11228491 REQUEST INVOICE RETURN ITEM

Date 3/18/2021	Contact Name [REDACTED]	Method of Payment [REDACTED]	Ship to/pick up [REDACTED]
Order Total \$33.88	Email [REDACTED]	Billing Address [REDACTED]	
Status Fully Shipped GST/HST# 126152586			Need help with your order? Contact us

Fully Shipped Shipped	Qty.	Unit Price	Total	
Shipment #1				
 CIRA Adult Full Face Shields - 5 Pack Item No 2987207 Estimated Delivery Date: 2021-03-19 Write a review	REORDER	2	\$14.99	\$29.98
		Subtotal		\$29.98
		Shipping		\$0.00
		Taxes		\$3.90
		Total		\$33.88

[Back to Order List](#)

Order 11228491 REQUEST INVOICE RETURN ITEM

Step 4: Select Request Invoice. You will be asked for the email address that you would like the invoice delivered to. Then press Submit. Next, you will get a notification confirming that the invoice has been sent. You can also repeat this action to send the invoice to any other email addresses.

Request Invoice ×

The requested invoice will be email to:

CANCEL SUBMIT

Step 5: To perform a self-serve return on your already purchased item, select Return Item at the top of the order summary.

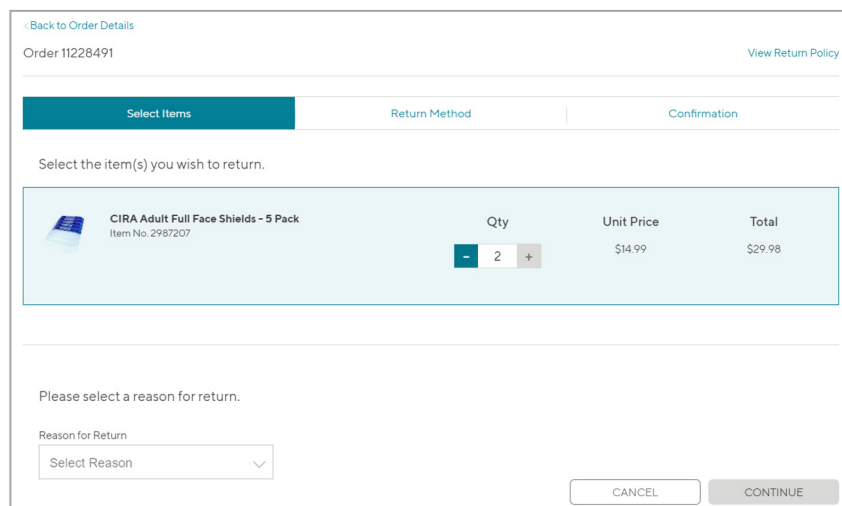


Order 11228491

REQUEST INVOICE ▾ **RETURN ITEM**

Step 6: Once selected, indicate the items you wish to return. You will be asked to provide a reason for the return from the dropdown list of options at the bottom of the page.


Note that the item you wish to return must fall within the return policy period. You can view Staples Return Policy for more details.



Order 11228491 [View Return Policy](#)

Select Items | Return Method | Confirmation

Select the item(s) you wish to return.

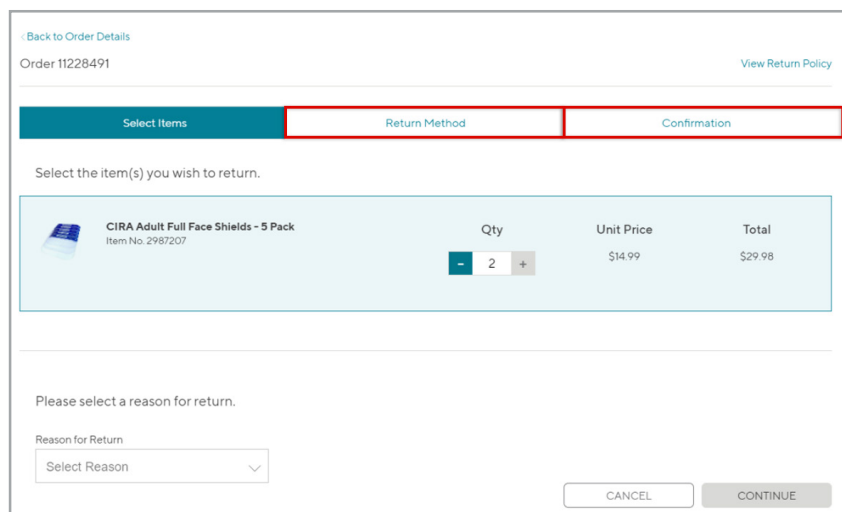
	Qty	Unit Price	Total
 CIRA Adult Full Face Shields - 5 Pack Item No. 2987207	- 2 +	\$14.99	\$29.98

Please select a reason for return.

Reason for Return
Select Reason ▾

CANCEL CONTINUE


Step 7: Next you will select your preferred Return Method. And lastly, for the Confirmation step, you will review all the return details and select Continue to proceed.



Order 11228491 [View Return Policy](#)

Select Items | Return Method | Confirmation

Select the item(s) you wish to return.

	Qty	Unit Price	Total
 CIRA Adult Full Face Shields - 5 Pack Item No. 2987207	- 2 +	\$14.99	\$29.98

Please select a reason for return.

Reason for Return
Select Reason ▾

CANCEL CONTINUE