

Staples Advantage FAQs

Portal: CSUBUY



Frequently Asked Questions

1. How do I access Staples Advantage for business orders?

8. Will there be a minimum order requirement ?
As of August 2021, Staples doesn't have a minimum requirement.
9. How are backorders handled?
Staples will communicate any backorder information to the requestor.
10. How will I receive my order confirmation or shipment receipt? Once you place your ProCard order through the CSUBUY, Staples will communicate order confirmation and order receipt electronically via email.
11. Will Staples alert me if an item is restricted from purchase?
Items that may not be purchased with state funds such as food, paper goods, and appliances are prohibited. The Staples site does not 'restrict' these items however the employee is obligated to follow the campus ProCard Program policies. Contact your campus [ProCard Coordinator](#) if you have questions. 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.
12. 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.
13. 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 mustnt cg 0 Tc 18.allnoS on our(1Tq1 (s)-1.7.8950.204 4.091 rg 0 Tc ()