I. What happens when the shopper searches for office supplies and other punch-out items in the Shop@UW Shop & Compare field; e.g., Shop at the Top?
   a. The Shop & Compare field will only return items from hosted catalogs in the Shop@UW search results window.
   b. When Staples is converted from a hosted to a punch-out supplier (change effective 5/31/2016):
      i. Office supplies from Staples will not be returned if the shopper enters office supply item descriptions or Staples item numbers in the Shop & Compare field.

II. How does the shopper access the Staples punch-out supplier?
   a. Find the “Shop at a Punch-out Supplier Catalog” area in the showcase.
   b. Click on the Staples supplier icon.
   c. The Staples punch-out website will open within Shop@UW.
      i. A punch-out website is a special website prepared by the supplier for Shop@UW.

III. How does the shopper search for office supply items from Staples?
    a. Find the search field on the punch-out website.
    b. Enter the item keyword, item description, or item number in the punch-out search field.
c. Click through the “Browse Categories” area of the punch-out.

![Image of Staples punch-out interface]

- Items available for ordering on the punch-out will show up within the punch-out search results window.
  - Note: Non-contract or restricted items are grayed out so shoppers cannot add the items to a shopping cart.

IV. Use the punch-out functions to add items to the shopping cart.

a. Enter the desired quantity and use the “Add” button.

b. Click on the “Checkout” button to review all items in the punch-out cart.

c. Click on the “Submit Order” to exit the punch-out and allow the system to create the Shop@UW shopping cart.
V. Can Staples items be changed after exiting the punch-out shopping cart?
   a. Quantities can be updated and items can be deleted from either:
      • Shop@UW shopping cart in the storefront
      • Final Cart Review screen in the store lobby

VI. Staples will not change--adding or deleting--line items on orders once the order is assigned a PVX000000 number.
   a. Shoppers will need to create a new order within Shop@UW when another item is desired.
   b. To delete orders, shoppers will need to complete two steps:
      i. Call the Staples customer service representative to cancel orders in the Staples ordering system.
      ii. To remove the order from the shopper’s Outstanding Orders list in the Shop@UW:
         • Call or email Shop@UW customer service to cancel the PVX number.
         • Let customer service know that you’ve already called Staples to cancel the order.

VII. Staples has other new functions available on the punch-out website:
   a. Personal and Shared Lists
      i. The shared list, also known as the Preferred List, can be seen by all Shop@UW users.
         
   ii. Are Staples favorites that were created when Staples was a hosted catalog gone in Shop@UW? The Staples favorites that many Shop@UW shoppers had created from the hosted catalog may seem to have disappeared; but, they are still there. Click on the "Display items that are no longer available" checkbox (Figs. 1 & 2) found at the top of a personal favorites folder.

Figs. 1 & 2
Although shoppers are no longer able to add a favorite from the Staples hosted catalog to a cart, you can use the item number from the old favorites list to create a new personal list at the Staples punch-out.

**Fig. 3**

b. There are online functions available from the “My Account” dropdown. 
*Please take note of the following two hints for using the online functions:*
- The online functions return information from the MD account that is used to shop.
- Use the Staples Order Number for the punch-out function.
i. **Online “My Order Status”**

The “My Order Status” screen is returned after the search criteria is entered and the shopper clicks on the “Go” button; see “Step i” above.

![Image of My Order Status screen]

ii. **Online “Return Item”**

- The “Return Item” function is available after the order is shipped.

![Image of Return Item form]

iii. **Online “Search for Orders”**

- The “My Order Status” screen is returned after the search criteria is entered and the shopper clicks on the “Go” button; see “Step i” above.

![Image of Search for Orders form]