

## Staples Business Advantage New User Request Form

Name:	
Credit Card #	
Credit Card Expiration Date	
Credit Card Limit	
Office/Desk Phone #	
E-mail address	
Location (Building Name)	
Building Street Address	
Building Floor #	
Building Room #	
Authorized Account Codes	

### New User Instructions:

- 1) Complete all the information on the above form
- 2) A credit card # is required to purchase online from Staples (SBA)
- 3) If you do not have a credit card, please contact the Business Office
- 4) Your location is the building where your office is located and where you wish the supplies to be delivered. The building street address is the name of the street your building where your building is located i.e. Rose Terrace address is Market St. - not the main college address
- 5) Forward the completed form to Wanda Thayer at [wthayer@mbc.edu](mailto:wthayer@mbc.edu) or Pam Hummell at [phummell@mbc.edu](mailto:phummell@mbc.edu)
- 6) It takes 24 - 48 hours once Staples receives this information to get it set up in their computer system
- 7) Once you are set up, you will receive an e-mail from Staples with your sign-on ID and password
- 8) Sign on and change your password to one that is specific to you

## Who To Call

### SBA Customer Service

For Questions on Order Status, product information or for assistance with returns. Customer Service hours of operation are Monday - Friday 8:00 A.M. to 8:00 P.M. EST

Phone: 877.826.7755

Fax: 877.609.7770

### SBA Account Manager

Please contact me for questions regarding StaplesLink.com, business machines and supplies, furniture, electronics, bulk purchases and special order items. (ie. rubber stamps, notary seals, etc.)

Name: Donald Kellam

Email: [donald.kellam@staples.com](mailto:donald.kellam@staples.com)

Ph: (800) 837-5820 ext: 239

Fax (800) 837-5837

If you cannot resolve an issue with Staples Customer Service or the Account Manager, please contact Wanda Thayer at #7017 for assistance.