

Action needed: **Payment instructions**

It is not uncommon for a payment to be delayed because of incomplete remittance information or because the payment was sent to the wrong location. Here are some quick tips on what to include on your remittance and where to send payments.

Invoicing

- If you received a hand-delivered invoice in the past, you will now receive the invoice mailed directly to you.
- If you do not receive your mailed Staples invoice, please contact the Credit Customer Service Team at 888-753-4103 or csaaccountsreceivable@staples.com

Remittances


- Reference the invoice number on your remittance advice and pay the invoice in full.
- If you are paying a summary invoice in full, reference only the summary invoice number beginning in “8” on the remittance.
- If you are paying only detail invoices, reference the invoice number(s) beginning in “3” on the remittance.
- Please include the amount of each invoice on the remittance.
- If you are using a credit, please list the credit memo number on the remittance.

Payments

- Please send all checks to the remit address listed on your invoice.
- Payments sent to our corporate office may cause a delay in posting the payment to your account.
- If you have a Staples® Credit Card, send the payments to the address listed on your credit card statement.
- Please do not combine Staples Business Advantage® and Staples Credit Card payments in one check.
- Staples can accept ACH and wire payments. If you would like to pay your invoice electronically, please email your ACH setup form to ACHResearch@Staples.com or call 1-855-473-5890 to receive setup instructions.
- When paying Staples via ACH or wire, please email your remittance advice listing invoices and amounts paid to ARRemittance@Staples.com.

We have enclosed an example copy of your invoice, along with more detailed payment instructions. If you have any questions, please contact our Credit Department at 1-888-753-4103.

Reading your invoice and remitting payment



INVOICE

Staples Advantage

Federal ID #: 04-3390816

MEMORANDUM
BETH AP
555 PENNSYLVANIA AVE NW
WASHINGTON, DC 20001-2114

#111 to Account: #362430


INVOICE DATE	CUSTOMER	SUMMARY INVOICE
6/02/12	DC 114903911	8022092724
PLEASE PAY BY	TERMS	AMOUNT DUE
7/02/12	Net 30 Days	194.16

Remittance Page of Summary Invoice

Customer Service Inquiries # 877-826-7755 Invoice Payment Inquiries 800-621-6478
 Make checks payable to Staples Advantage, Dept DC PO Box 415256, Boston MA 02241-5256

TO ENSURE PROPER CREDIT, TEAR OFF AND RETURN THIS PORTION WITH YOUR PAYMENT
 Customer Service Inquiries # 877-826-7755 Invoice Payment Inquiries 800-621-6478

Please send payment to:




INVOICE DATE	CUSTOMER	SUMMARY INVOICE
6/02/12	DC 114903911	8022092724
PLEASE PAY BY	TERMS	AMOUNT DUE
7/02/12	Net 30 Days	194.16
PLEASE ENTER AMOUNT PAID		

Staples Advantage
Dept DC
PO Box 415256
Boston, MA 02241-5256

DC080220927240000249138

To ensure proper credit, tear off and return this portion with your payment.



INVOICE SUMMARY

Staples Advantage

Federal ID #: 04-3390816

MEMORANDUM
BETH AP
555 PENNSYLVANIA AVE NW
WASHINGTON, DC 20001-2114

INVOICE DATE	CUSTOMER	SUMMARY INVOICE
6/02/12	DC 114903911	8022092724
PLEASE PAY BY	TERMS	AMOUNT DUE
7/02/12	Net 30 Days	194.16

#111 to Account: #362430

SHIP-TO ID	ORDER NUMBER	INVOICE	NET	TAX WESC/FREIGHT	TOTAL
LAUREL	708622215-000-001	3176001378	192.81	10.99	194.16
SUBTOTAL LAUREL			192.81	10.99	194.16
TOTAL			192.81	10.99	194.16

For Billing Inquiries call 800-621-6478 For order inquiries call 877-826-7755
 Make checks payable to Staples Advantage, Dept DC PO Box 415256, Boston MA 02241-5256

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Payment Instructions (see sample invoice above):

- A. Summary Invoice Number:** Reference this number on your remittance advice. You should pay the summary invoice in FULL (B). Any credits due will appear within the next 1-2 billing cycles.
- B. Summary Invoice Amount Due:** Full amount due.
- C. Payment Due Date:** Full amount of payment is due on this date.
- D. Remittance Address:** Address where checks must be mailed to ensure timely payment.

If you have any questions regarding paying the full amount or if this summary bill format is not supported by your business practices, please contact Customer Service at the number listed on the invoice to discuss other billing options.

Remittance

It's not uncommon for a payment to be delayed because a remittance was not included. To ensure timely posting of your payment, you must reference your invoice number on your check stub or tear off the payment remittance advice located on the bottom of the invoice and include with each payment.

Staples provides a number of payment options:

Electronic Payment

We can accept ACH and wire payments. If you would like to pay your invoice electronically, please email your ACH form to ARRemittance@staples.com.

Check Payment

If you prefer to pay by check, please send all checks to the remit address noted on your invoice. Payments sent to an incorrect address may cause a payment posting delay to your account. If you have any questions, please contact our Credit Department at **888-753-4103**.

Tax-Exempt Correspondence

If you need to send in a tax-exempt certificate, please reference your account number and email it to the tax-exempt group at scctaxexempt@staples.com, eFax it to **800-601-6120** or send it to the following address:

Staples Tax Department

P.O. Box 102412
Columbia, SC 29224

Other Correspondences

If you have any changes that need to be made to your customer profile, please contact your Account Manager.

Questions and answers about your Staples® account.

INVOICE DETAIL

Staples Advantage Federal ID #04-930816

Bill to Account: 918349 Ship to Account: LABMG

INVOICE DATE	CUSTOMER	SUMMARY INVOICE
6/30/12	DC_114932911	8022022242
PLEASE PAY BY	TERMS	AMOUNT DUE
7/20/12	Net 10 Days	394.65

Item Number	Description	Order Qty	Unit	Ship Method	Unit Price	Extended Price
1	SPL 8.5x11 1000 REC COPY CS	1	CT	1	55.99	55.99
2	CLONER 60000PAGE/30PPM/24IN	1	PC	2	25.00	50.00
3	PRINT 15.5 IN AW JET/MP/18.5 IN	1	PC	1	11.89	11.89
4	SHARP SC2020 20 IN W/ 10KX3	1	DZ	1	10.99	10.99
5	PRINT 15.5 IN AW JET/MP/18.5 IN	1	DZ	1	10.99	10.99
6	HP PRINT 15.5 IN AW JET/MP/18.5 IN	1	PC	1	28.00	28.00
7	HP PRINT 15.5 IN AW JET/MP/18.5 IN	1	PC	1	10.99	10.99
8	HP PRINT 15.5 IN AW JET/MP/18.5 IN	1	PC	1	10.99	10.99
9	HP PRINT 15.5 IN AW JET/MP/18.5 IN	1	PC	1	10.99	10.99
10	HP PRINT 15.5 IN AW JET/MP/18.5 IN	1	PC	1	10.99	10.99
Freight: .00		Tax: 6.0000 X3		10.99		
Order Ship Premium: 8.64		Sub-total:		182.81		
		Total:		394.65		

This page provides an overview of the detail invoice included in your summary and should not be referenced when making payments.

Refer to the Summary Invoice page when submitting remittances for payment.

You must pay your Summary Invoice in FULL.

Your lockbox address is changing:

1. Where do I submit payment?

Regular mail
 Staples Business Advantage
 Dept ATL
 PO Box 405386
 Atlanta, GA 30384-5386

Overnight
 Bank of America
 Staples 405386
 6000 Feldwood Road
 College Park, GA 30349

2. How is Staples Advantage® (SA) different than Staples Credit Plan (SCP)?

These are two separate and distinct vendors. All payments should be forwarded to the remit address on the invoice. Staples Credit Plan is a credit card for catalog or in-store purchases billed through CitiCorp Bank. Staples Advantage allows customers to place orders via phone, fax or online. These orders are billed through Staples.

3. Who do I contact about account balance inquiries, ordering invoice copies, or questions regarding invoicing or accounts receivable?

Please call our Credit Department at **888-753-4103, option 5**
 You can also e-mail your request to csaccountsreceivable@staples.com.

4. Who do I contact regarding questions relating to product pricing, returns or shortages?

Please call our Customer Service Department at the number listed on your invoice.

5. I have an outstanding invoice. What are my payment options?

Customers are encouraged to pay by Automatic Clearing House (ACH). We also accept manual checks, which should be sent to the P.O. Box listed on your invoice page. For questions regarding payment options to include credit cards, please call our Credit Department at **1-888-753-4103, option 2**.

6. What is the difference between a Summary Invoice and a Detailed Invoice?

If your account is set up to receive summary billed invoices, this will include a summarized page of all orders placed during the billing cycle, along with the individual detailed invoices.

Accounts set up to receive detailed invoices will receive individual detailed invoices only.

7. I just received a credit. How do I use this credit against an outstanding invoice?

Please reference the credit memo number on the check remittance. If you have any questions regarding application of credits, please call the Credit Department at **1-888-753-4103, option 5**.

If you are summary billed, the credit will be included in your next billing cycle. Please pay your Summary Invoice in FULL.

8. I have questions regarding the tax amounts on my invoice. Who do I contact?

Please call our Tax Department at **1-888-692-7975**. You can also email your request to scttaxexempt@staples.com or fax it to **1-800-601-6120**. If emailing or faxing, please always include your account number.