



Easy ordering with Staples Advantage

User Login

Type razorbuy.uark.edu in your browser, then click the RazorBuy Login link. Enter your login information and click Sign In. If you forget your Password, and have set up a security question, click on "Forgot your Password?". This will enable you to reset your Password. Otherwise, email razorbuy@uark.edu for Password or User ID assistance.

Once on the RazorBuy Home/Shop screen, click on the Staples Catalog logo.

The screenshot shows the login page for the University of Arkansas RazorBuy system. At the top left is the University of Arkansas logo, which includes a crest with a book and a building, and the text "UNIVERSITY OF ARKANSAS" and "RazorBuy" with a red razorback pig. To the right of the logo is the text "University of Arkansas". Below the logo is a "SIGN IN" heading. Underneath, it says "Please enter your user name and password below to access the application. These fields are case-sensitive." There are two input fields: "User Name" and "Password". Below the "Password" field is a link that says "Forgot your Password?". At the bottom right of the form is a blue "SIGN IN" button.

Home Page

The Home Page gives you access to all of these features.

Search

Browse Product

View specific product categories

Quick Order

Order Multiple Items

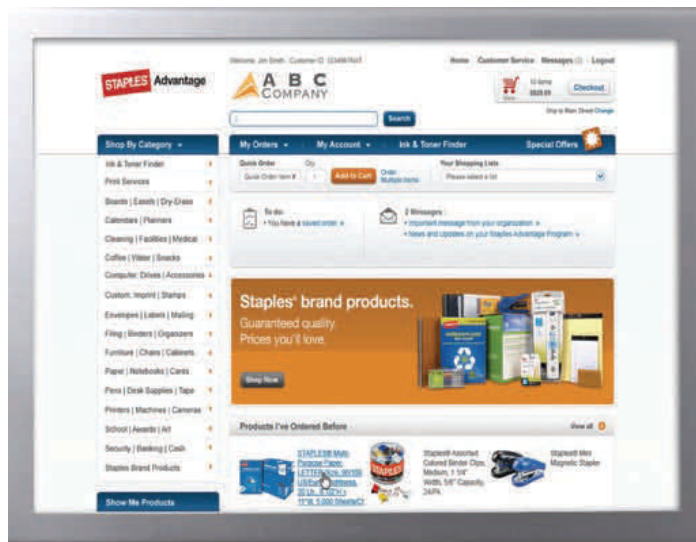
Ink & Toner Finder

Shopping Lists

Message Center

Need a Quote?

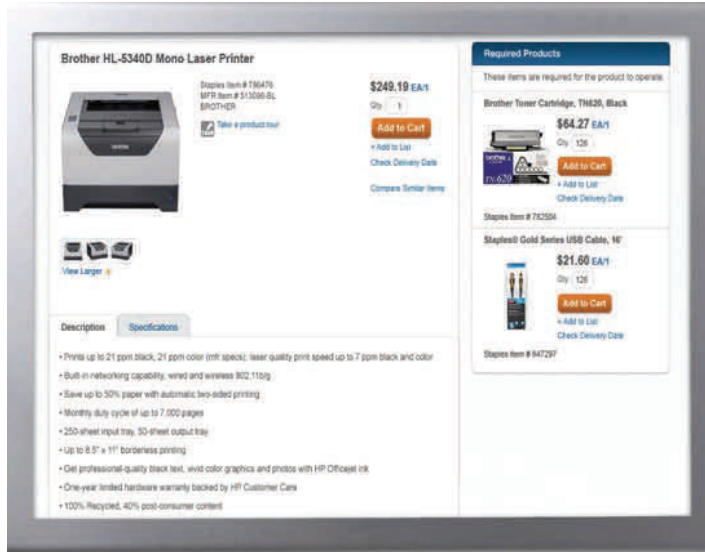
If you need to purchase an item from Staples that isn't offered in the Catalog, you can call the Staples Support Hotline and request a quote. Once the quote is emailed to you, you can use the RazorBuy Non-Catalog Order form to complete your order. Select the supplier name, **Staples-Non-Catalog Orders**.



Add items to your order

- **Search:** Search for an item by Keyword or Item Number and click Search. Search will display a summary of matching categories and the top-ranking items in each category that match your criteria. Choose a category or brand or go directly to an item. You can also narrow your results by Product Attributes, Recycled or Minority- and/or Women-Owned Business Enterprise products and Products I've Ordered Before.
- **Quick Order:** Enter the Item Number and quantity and click Add to Cart.
- **Order Multiple Items:** Allows you to enter up to 20 items at once.
- **Ink & Toner Finder:** Helps you find refills and supplies for your business machines.
- **Shopping Lists:** Add a custom list of items into your order by choosing from Shopping Lists displayed in the drop-down list. Select the list name to view details of the list. Change quantities as necessary and click Add to Cart.
- **Catalog:** Shop by category and select the subcategory to view products. Use the Product Page to add items to your order.

Customer Support Hotline: 1-800-633-6080



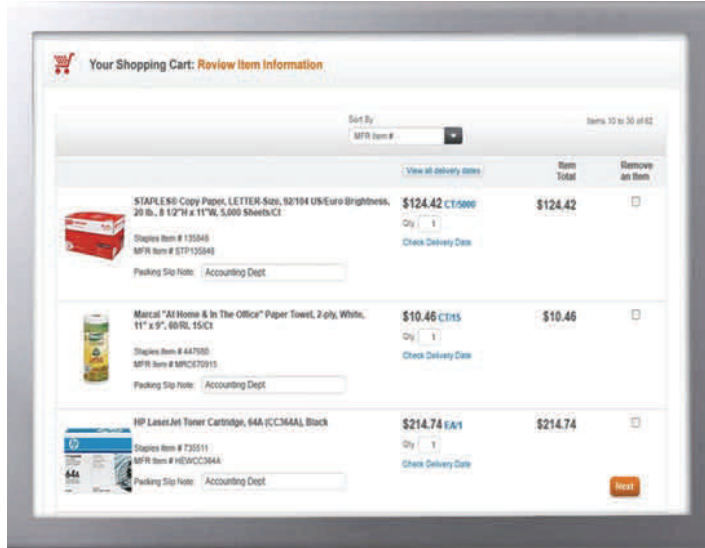
Product Page

Access the Product Page either by Browsing Categories or through a Search.

- To add an item to your cart, enter quantity in the Qty. box and click **Add to Cart**.
- To add an item to a list, click **Add to List**. You will then be able to select the **Shopping List** name to add the item to.
- To check if the item is in-stock, enter the quantity you want and click **Check Delivery Date**.

Your Shopping Cart

Click **View Cart** icon or **Checkout** to see items in your current order.



- **To Continue Shopping:** Click the **Continue Shopping** button or click the Staples Advantage logo to return to the Home page.
- **To check if an item is in-stock:** Click **Check Delivery Date**. If the item is backordered, the Delivery Date will display when the item is available again.
- **To modify:** Change quantities and click **Update Cart**. Delete an item from your order by clicking the **Remove an Item** box and then clicking **Update Cart**.
- **To create a Shopping List:** If your order contains items that you order often, enter a list name and click **Create New Shopping List**.
- **To submit an order:** Click **Next** to access the **Purchase Information** page. Enter your purchasing information and click **Submit**.
- **To note who ordered an item:** After returning your shopping cart to RazorBuy, click the **Proceed to Checkout** button. In the RazorBuy header, on the **Final Review** screen, you can scroll down to the line and click **Edit**. In the **Internal Note** field you can enter the name of the person that requested the item.

Returns

If the item you received, is not what you wanted or was shipped to you incorrectly, please call the **Staples Customer Support Hotline at 1-800-633-6080**.

A member of the Staples Customer Service Team will assist you. Please have the PO number ready when you call.

The UA Bookstore will come pick up the item you are returning and send it back to Staples, please have the item available and ready for pick up.

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