



Date: February 12, 2024

Team,

We are pleased to announce the transition to a new office supplies provider and ordering protocol across all ActivePro sites utilizing PT Solutions' national provider, Staples Advantage. Starting February 15, 2024, all clinics are to order office supplies using only Staples Advantage according to the "guidelines" pdf which accompanies this communication. Additionally, FAQ's are provided below to further support you in getting started.

We are excited to provide the clinics with this streamlined approach. As you get started in placing orders, please reach out to purchasing@ptsolutions.com support needed beyond the direction provided in the FAQ and guidelines.

Office Supplies | Staples Advantage FAQ's

Q: What supplies do we order through Staples Advantage?

A: Office supplies are ordered through Staples Advantage. Orders should be placed by need only (not for stock).

Products ordered are to be selected from the PTS pre-approved list available within the Staples Advantage portal.

Q: Can we order office supplies from alternate vendors / providers?

A: Staples Advantage is the sole vendor companywide. Starting February 15th, all office supplies are to be ordered from Staples Advantage.

Q: Who has permission to place a Staples Advantage order?

A: The clinic director or leadership approved designated staff.



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Q: Are protocols and guidelines associated with Staples Advantage available?

A: Please [click here](#) to be directed to the Staples Advantage User Guidelines. Here you will also find order protocols and step-by-step directions for “how to place an order.”

Q: How do I access Staples Advantage and login to place my order?

A: To place your order, go to www.StaplesAdvantage.com.

Your clinic's login credentials will be distributed directly from the PTS Procurement team before February 15th.

Q: What schedule should I follow for placing orders?

A: Orders should be placed between the 1st and the 5th day of each month. The monthly order cutoff is on the 5th day of the month at 6:00pm EST.

Orders placed after the cutoff will not be reviewed / approved until the next month's order cycle.

EXCEPTION FOR THE MONTH OF FEBRUARY: Given the mid-month start of this program for the ActivePro clinics, all clinics may place a one time order between February 15th – February 22nd to ensure office supply needs are addressed.

Q: Is there an order maximum?

A: Clinics have monthly order maximums according to the number of clinical full time staff (FTEs) per the following:

Clinical FTEs	Monthly Order Maximum
1-10 FTE's	\$200
11-20 FTE's	\$275
21+ FTE's	\$350

Periodically, items such as printer/copier toner may cause the monthly spend limit to be exceeded. These situations will be reviewed during the approval process.

If your clinic runs out of toner or paper after the 5th day of the month, a one-time follow up order for those two product types can be placed later within that same month.



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Q: Does each order require approval?

A: Yes. The PTS Procurement Team reviews all the monthly orders before they are released.

Q: What items are prohibited from being ordered from StaplesAdvantage?

A: Candy, snacks, soft drinks, furniture, IT items, AED's and accessories are not to be ordered from StaplesAdvantage.

Q: From whom do I get support if there are questions or issues placing an order?

A: Contact the PTS Procurement team at purchasing@ptsolutions.com with questions.

END OF FAQ's