



Promotional Merchandise eStore User Guide





Welcome to the Promotional Merchandise eStore User Guide

We're excited to introduce the new formulary eStore. The user experience has been greatly improved and we've refreshed and expanded the merchandise offering to include new and fun products!

How to use the guide

This guide will highlight the key areas of enhancements along with tips to easily navigate the new site. Plus we've included a listing of support and resources to help answer any questions you might have about the new site or products.


New features will be identified with a 



Table of Contents

Each line in the Table of Contents is interactive. You can click on each line to quickly jump to that section. It can also be viewed page-by-page and is printable.

- [Home Page Highlights](#)
- [Three Easy Ways to Shop](#)
- [Shopping by Product and Search Box](#)
- [Shopping by Brand](#)
- [Selecting and Viewing Products](#)
- [Estimated Delivery Date](#)
- [Logging in and Forgot Password](#)
- [New User Registration](#)
- [Checking Out](#)
- [My Account](#)
- [Using the Special Request Online Form](#)
- [Emails to the Shopper](#)



Selected Brand: **All Brands** [Change](#)



1

Formulary
Merchandise

3

Special
Request

Special Request
Form

Help
Center

4

My
Account

Login

Search

5

Go

\$124.80

6



Formulary
Merchandise

Special
Request

Resource
Center

Welcome to the Home Page!
Here is where your shopping experience begins!

1. Shop by Product
2. Shop by Brand
3. Special Request Information
4. My Account
5. Search box
6. Shopping cart

The new site will perform best when using Chrome or IE11 with Windows 10.



Table of Contents



Selected Brand: **All Brands** [Change](#)



1

Formulary
Merchandise

Special
Request

Special Request
Form

Help
Center

My
Account

Login

Search

3

Go

\$124.80

Welcome to the Northwell Health Promotional Merchandise eStore



Formulary
Merchandise

Special
Request

Resource
Center

Three easy ways to shop

1. Shop by Product
2. Shop by Brand
3. Shop by Search box



Selected Brand: **All Brands** [Change](#)



- Formulary Merchandise
- Apparel
- Drinkware
- Bags
- Business Essentials
- Health & Lifestyle
- Community & Promotional Events
- Writing Instruments
- View All

Special Request

Special Request Form

Help Center

My Account

Login

Pen| [Go](#) \$0.00

- Rubberized
- Pen 5/PK in Writing Instruments
- Piper Pen in View All

Welcome to the Northwell Health Promotional Merchandise eStore



Formulary Merchandise

Special Request

Resource Center

Shop by Product and Shop by Search Feature

Shopping by product category and using the search box are simple.

Shop by Product

1. Click on **Formulary Merchandise** in top navigation bar
2. Click on a product category from the drop-down menu

Shop by Search Box

1. Type a product name in box
2. Hit enter or Go
3. Products meeting that description will appear





Selected Brand: **All Brands** [Change](#)

Shop by Brand

Shop by brand is an alternate shopping experience to select your brand (master brand, hospital or service line) to see all products offered for the brand selected.

Here is how to shop by brand:

1. Go to the upper right "Selected Brand" and click **Change**. This will bring up the brand menu.
 2. Start typing the brand name in search box. Options will narrow as you type until you see the brand you want.
- OR**
3. Click on a brand name from the featured list
 4. Click on **Show Brand** to activate

Select your brand/logo to start shopping
By selecting a brand now you will get a tailored list of products specifically for your needs

Search for your Brand/Logo

Northwell Health	Cohen Children's Physician Partners
Northwell Health Physician Partners	Cohen Children's Medical Center
3 Glen Cove Hospital	Huntington Hospital
Katz Women's Hospital	Lenox Hill Hospital
Long Island Jewish Forest Hills	Long Island Jewish Medical Center
Long Island Jewish Valley Stream	Manhattan Eye, Ear and Throat Hospital
Mather Hospital	North Shore Univeristy Hospital
Northern Westchester Hospital	Peconic Bay Medical Center
Phelps Hospital	Plainview Hospital

4 Show Brand



Selected Brand: **All Brands** [Change](#)



[Formulary Merchandise](#) [Special Request](#) [Special Request Form](#) [Help Center](#) [My Account](#) [Login](#) \$0.00

[Home](#) / [Formulary Merchandise](#) / [Drinkware](#) /



24 Oz. PET Water Bottle

550916

Quantity 192+
Price per item **\$1.95**




Blue

Front Decoration Options

Northwell Health 

Quantity

192

Estimated Delivery Date: 08/14/2020  [Details](#)
The estimated delivery date is based on selection of ground delivery.
If you need your order shipped sooner than the dates available,
please call our customer service department at 888-362-9844.

[+ Add To Wishlist](#)

Details

- BPA-free, contoured, polyethylene plastic with textured grip
- Polypropylene lid with flip drink spout
- Wide mouth opening
- Hand wash only
- Do not microwave
- Poly-bagged
- Holds 24 oz.

By adding this item to your cart, you're approving the virtual proof pictured here.

Select a Product Color Select a Brand

For each product you can select the color and the logo/decoration.

Some products feature two decoration locations – one for a Northwell brand and another for a department text treatment ([details on how to select department text](#)).

1. Select product color
2. Select Northwell brand via a drop-down menu **OR** start typing the brand name to use the interactive search feature





[Home](#) / [Formulary Merchandise](#) / [Drinkware](#) /



24 Oz. PET Water Bottle

550916

Quantity 192+
Price per item **\$1.95**



Blue



Front Decoration Options

Northwell Health



Quantity

192

Estimated Delivery Date: 08/14/2020



Details

The estimated delivery date is based on selection of ground delivery. If you need your order shipped sooner than the dates available, please call our customer service department at 888-362-9844.

Add To Cart

[+ Add To Wishlist](#)

Details

- BPA-free, contoured, polyethylene plastic with textured grip
- Polypropylene lid with flip drink spout
- Wide mouth opening
- Hand wash only
- Do not microwave
- Poly-bagged
- Holds 24 oz.

By adding this item to your cart, you're approving the virtual proof pictured here.



Ordering a Product in Multiple Colors

If you wish to order the same product in multiple colors, you will need to add each color to your cart one-by-one.

For example, to order this item in blue and orange you must first add 192 (the minimum) units of blue to your cart and then add 192 units or orange to your cart.



Home / Formulary Merchandise / Business Essentials /



Webcam Cover

549790

Quantity 125+
Price per item \$0.53



Navy

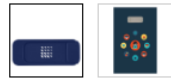
Interested in assorted colors? [Click here](#)

1

Quantity

125

Estimated Delivery Date: 08/12/2020 [Details](#)
The estimated delivery date is based on selection of ground delivery. If you need your order shipped sooner than the dates available, please call our customer service department at 888-362-9844.



Details

- Plastic webcam lens cover
- Uses strong adhesive for at
- Fits most computers, laptops
- Cello-bagged
- Dimensions: 1-1/2"W x 5/8"H

By adding this item to you pictured here.

Home / Formulary Merchandise / Business Essentials /



Webcam Cover

552396

Quantity 125+
Price per item \$0.53

Interested in an individual color? [Click here](#)

2

Quantity

125

Estimated Delivery Date: 08/12/2020 [Details](#)
The estimated delivery date is based on selection of ground delivery. If you need your order shipped sooner than the dates available, please call our customer service department at 888-362-9844.

[Add To Cart](#)

[+ Add To Wishlist](#)

Details

- Plastic webcam lens cover with slide closure
- Uses strong adhesive for attachment
- Fits most computers, laptops, smart TVs or monitors
- Cello-bagged
- Dimensions: 1-1/2"W x 5/8"H
- This product will ship in the assorted colors shown

By adding this item to your cart, you're approving the virtual proof pictured here.

Products in Assorted Colors

Some products featured are offered **BOTH** with a color choice **AND** in assorted colors.

This item is offered both ways:

1. This item can be ordered in each of the colors provided

AND

2. This item can be ordered in a pack of assorted colors as shown. The colors in an assorted pack cannot be adjusted.

Use the links provided to easily navigate to the single-color version and assorted color version.



Home / Formulary Merchandise / Apparel /



Ladies' Jupiter Puffer Vest

548906

Quantity 12+
Price per item **\$52.75**

Women's Right Chest Decoration Options

Type to search... **1**

- Cohen Children's
- Cohen Children's Medical Center
- Cohen Children's Physician Partners
- Feinstein Institutes for Medical Research
- FlexStaff Direct
- Glen Cove Hospital
- Huntington Hospital

ADULT-S

ADULT-M

ADULT-L

ADULT-XL

ADULT-2X

ADULT-3X

Estimated Delivery Date: 08/14/2020

The estimated delivery date is based on selecti
If you need your order shipped sooner than the
please call our customer service department at

Add To Cart

Home / Formulary Merchandise / Apparel /



Ladies' Jupiter Puffer Vest

548906

Quantity 12+
Price per item **\$52.75**

Women's Right Chest Decoration Options

Northwell Health

Women's Left Chest Decoration Options

This decoration is optional

Type to search... **2** Remove **3**

- Cardiothoracic
- Cardiovascular
- Cardiovascular & Thoracic Surgery
- Cardiovascular Services
- Center for Equity of Care
- Center for Tobacco Control
- Employee Wellness

ADULT-XL

ADULT-2X

ADULT-3X



Select a Decoration When Two Decoration Location is Offered

Several the products will offer two locations for decoration – an approved Northwell Health brand logo along with an approved department text treatment.

1. Select your Northwell Health brand
2. Select your department text treatment

If you do not need a department name as a second location,

3. Click **Remove** by the 2nd decoration drop-down list



Home / Formulary Merchandise / Drinkware /



24 Oz. PET Water Bottle

550916

Quantity 192+
Price per item \$1.95




Orange

Front Decoration Options

Northwell Health

Quantity

192

Estimated Delivery Date: 08/14/2020  Details
 The estimated delivery date is based on selection of ground delivery. If you need your order shipped sooner than the dates available, please call our customer service department at 888-362-9844.




[Add To Cart](#)

Details

- BPA-free, contoured, polyethylene plastic with
- Polypropylene lid with flip drink spout
- Wide mouth opening
- Hand wash only
- Do not microwave
- Poly-bagged
- Holds 24 oz.

By adding this item to your cart, you're approving the use of the image pictured here.

Estimated Delivery Date: 08/14/2020  Details

July 2020							August 2020						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3	4						1
5	6	7	8	9	10	11	2	3	4	5	6	7	8
12	13	14	15	16	17	18	9	10	11	12	13	14	15
19	20	21	22	23	24	25	16	17	18	19	20	21	22
26	27	28	29	30	31		23	24	25	26	27	28	29
							30	31					

■ Today's Date
■ Production Process
■ Shipping
■ Estimated Delivery Date

The estimated delivery date is based on selection of ground delivery. If you need your order shipped sooner than the dates available, please call our customer service department at 888-362-9844.



Estimated Delivery Date Calculation

For each product you can view the estimated delivery date:

1. Click on the calendar **Details** to see the estimated delivery date
2. Utilize the legend to view the details of the product timeline

All estimated delivery timelines are based on business days and shipping via ground service.

Green – the number of days to produce the product

Dark Green – the number of days for shipping

Yellow – the estimated delivery date!



[View Cart / Checkout](#)

Proceed To Checkout **2**

PAYMENT METHOD

- Bill My Department** **Mather Hospital Only** **South Oaks Hospital Only**

BILLING ADDRESS

Beth Harkonen (Edit) [Create New Address](#)
Staples
8610 PAGE AVE
SAINT LOUIS, MO, US 63114-6112
Ph: 3146923127
Email: bethharkonen@yopmail.com

SHIPPING ADDRESS

Search For Shipping Address

Beth Harkonen (Edit) [Create New Address](#)
Staples
8610 PAGE AVE
SAINT LOUIS, MO, US 63114-6112
Ph: 3146923127
Email: bethharkonen@yopmail.com

SHIPPING METHOD **3**

- Ground Delivery - \$0.00** **2 Day Air Delivery - \$87.24** **Next Day Air Delivery - \$102.21**

4

SUMMARY

Have A Promo Code?

Sub Total \$374.40**Order Total** **\$374.40**

IN THE CART



24 Oz. PET Water Bottle

Color Orange**Unit Price** \$1.95**Qty** 192**Price** \$374.40NOTE: All sales are final for items that have been ordered with customization.

Selecting Expedited Freight Methods

Sometimes product is needed quickly. For those cases, expedited shipping is always available.

Expedited shipping is chosen in the Checkout process.

1. View your Cart
2. Proceed to Checkout
3. Review the Shipping Methods provided
4. Select an expedited method, if needed





Formulary Merchandise

Special Request

Special Request Form

Help Center

My Account

Login

Search...

Go

Shopping cart icon \$0.00

1 CUSTOMER LOGIN

Username

Password

Remember Me

Login

2 Forgot Your Password?

3

New Customer?

Sign-up for an account to get quick checkout, address books and order history.

Get an account

Customer Login, Forgot Password and New Customer Sign-up

You must be an approved and registered shopper to place an order.

1. Already have a login and password? Enter information under **Customer Login** to proceed to place an order.
2. Forgot your password? Click on **Forgot Your Password** (see next page)
1. Are you a New Customer? Click on **Get an account** and complete the New User Request Form

Special Request Special Request Form Help Center My Account (888) 362-9844

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Formulary Merchandise

Special Request

Special Request Form

Help Center

My Account

Login

Search...

Go

\$0.00

RESET PASSWORD

Submit your username below and we'll send you a special link to reset your password.

Username*

1

2

Special Request

Special Request Form

Help Center

My Account

(888) 362-9844

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Formulary Merchandise

Special Request

Special Request Form

Help Center

My Account

Login

Search...

Go

\$0.00

RESET PASSWORD

New Password*



3

Re-Type New Password*



4

Reset Password

If you forgot your password:

1. Enter your email address as your username
2. Click **Submit Request**

You will receive an email with a link to create a new password.

3. Create a new password
4. Click **Submit**

If you have any questions **OR** your username is not valid, contact Customer Service.



New User Setup

Fill out all information to create an account

Title		
*First Name	*Last Name	
*Street Address		
Street Address Line 2		
*City	*State	*Zip Code
*Phone Number	Ext	
*Email Address		
*Hospital / Facility		
*Name of your department		
*Building	*Room Number	*Floor
*Department Cost Center	*Project/Product ID	
*GL Business Units		

Seperate multiple entries with comma(ex: 1234, 5678, 9012)

Financial Approver Information

Please note that most approvers will have to approve all Promotional Products Orders

Title		
*First Name	*Last Name	
*Phone Number	Ext	
*Email Address		

Register

New User Registration

If you are not already a registered user, getting you set up is easy!

1. Complete and submit the new user online form
2. Northwell Procurement will review and approve your request (allow 48-72 hours)
3. Once approved, you will receive an email with your username and temporary password
4. You'll be allowed to set a permanent password



[View Cart / Checkout](#)

Proceed To Checkout

PAYMENT METHOD

- 1 Bill My Department Mather Hospital Only South Oaks Hospital Only

SHIPPING ADDRESS

Search For Shipping Address

2 New Hy|

Beth Harkonen (Edit)
 Staples
 8610 PAGE AVE
 SAINT LOUIS, MO, US 63114-6112
 Ph: 3146923127
 Email: bethharkonen@yopmail.com

SHIPPING METHOD

- 3 Ground Delivery - \$0.00 2 Day Air Delivery - \$132.95 Next Day Air Delivery - \$155.77

5

SUMMARY

Have A Promo Code?

Sub Total \$570.60
 Order Total \$570.60

IN THE CART

 24 Oz. PET Water Bottle
 Color Lime Green
 Unit Price \$1.95

NOT
CUSTO

4

Business Units (5 digit alpha)*

Department Number*

Product/Project ID (enter 'N/A' if not applicable)*

How will the product(s) be used?*

Recipients of Products*

What is the project name?*

Checkout Process

Finalizing your order is easy:

1. Select **Bill My Department** (Mather and South Oaks associates should select their respective facility)
2. Search for an address via a dropdown box or enter a shipping address and options will auto populate
3. Select a shipping method
4. Provide your business unit, department number and other information in the provided fields
5. **Submit for Approval** and the order will route order to the approving manager



Your Account

1

Wishlist

You have marked 1 item(s).

[View Wishlist](#)

2

Order History

Recent Orders:

Summary	Date	Order Number	Total	
24 Oz. PET Water Bottle Plus 7 other items	06/16/2020	NO-200616-02135-784	\$793.02	Reorder

[Order History](#)

3

Address Book

[Show Primary Shipping](#)[Show Primary Billing](#)[View Address Book](#)[Add Address](#)

4

Pending Order History

[View Pending Order History](#)

5

Account Profile

Username : bethharkonen@yopmail.com

Email Address : bethharkonen@yopmail.com

[Edit Profile](#)[Change Password](#)

6

Review of My Account

This section allows you to view and manage your account and activity:

1. Wish List (favorite products)
2. Order History
3. Address Book
4. Pending Orders
5. Account Profile
6. Change Password

Here are just a few tasks you can do:

- edit your profile
- view approved orders
- update your address book
- place re-orders
- view pending orders waiting for action by your financial approver



Address Book

1

[Show Primary Shipping](#)

[Show Primary Billing](#)

2

View Address Book

3

Add Address

Address Book

Primary Shipping

Lenox Hill Hospital
Lenox Hill Hospital
Receiving Department
100 E 77TH ST
NEW YORK, NY, US 10075-1850
Ph: 555-555-5555

Add Address

All Addresses

Beth Harkonen
Staples
Beth Harkonen
8610 PAGE AVE
SAINT LOUIS, MO, US 63114-6112
Ph: 3146923127

Set as primary shipping

Lenox Hill Hospital
Lenox Hill Hospital
Receiving Department
100 E 77TH ST
NEW YORK, NY, US 10075-1850
Ph: 555-555-5555

Set as primary Billing

Primary Billing

Beth Harkonen
Staples
Beth Harkonen
8610 PAGE AVE

Add Address

Display Name*

First Name* Last Name*

Company Name

Street Address*

Country* State* City*

UNITED STATES ALABAMA

Postal/ZIP Code* Phone Number*

Email Address*

Set as default shipping address
 Set as default billing address

Save this Address Cancel

Adding/Removing Addresses

You can edit the addresses you use for shipping and billing purposes.

1. Navigate to the **Address Book**
2. Click on **View Address Book** to view your addresses. From here you can add and remove addresses.

OR

3. Click on **Add Address** to navigate immediately to this section



Viewing Order History

Order History

Recent Orders:

Summary	Date	Order Number	Total	
24 Oz. PET Water Bottle Plus 7 other items	06/16/2020	NO-200616-122135-784	\$793.00	Reorder

1 [Order History](#)

Order History

Generate Invoice

Order Status Created Date

« < Page 1 / 1 > » | Show 10 Per Page |

<input type="checkbox"/>	Order Number	Order Status	Payment Status	Payment Type	Created Date	Order Amount	Action
<input type="checkbox"/>	NO-200616-122135-784	Order Received	PENDING	Bill My Department	06/16/2020	\$793.02	

« < Page 1 / 1 > » | Show 10 Per Page |

Action

3 4

Order receipt NO-200616-122135-784 - Northwell Health on 06/16/2020

Details:
Date: 06/16/2020
Order: NO-200616-122135-784
Payment: Bill My Department
Tracking Number:

Billing to:
Beth Harkonen
Staples
8610 PAGE AVE
SAINT LOUIS, MO, 63114-6112, US
bethharkonen@yopmail.com
3146923127

Additional Information
Business Units (5 digit alpha) AAGME
Department Number 0000TEST
Product/Project ID (enter 'N/A' if not applicable) N/A
How will the product(s) be used? AWARENESS & CAUSE INITIATIVES
Recipients of Products NHPP PHYSICIAN PARTNERS AND STAFF
What is the project name? Test Order

Shipment #1
ATTN RECEIVING
COHEN CHILDRENS MEDICAL CENTER
270-05 76TH AVE
RECEIVING MAIN 1FLR
NEW HYDE PARK, NY, 11040, US
kristine.debruin@staples.com
5555555555

Item	Description	Status	Tracking Number	Qty	Price	Total	
	24 Oz. PET Water Bottle Lime Green 550916-330	Order Received		200	\$1.95	\$390.00	Reorder

[View Customization +](#)

Table of Contents

Order History

When viewing Order History you can

1. View previous orders
2. Obtain previous order number
3. Click on **Action** to view an order's detail and obtain a copy of your order receipt
4. Place a re-order



Pending Order History

1





View Pending Order History

Pending Order History

Pending Orders

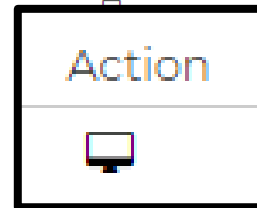
Customer Name ▼ Pending Order Status ▼ Pending Order Amount ▼ Created Date ▼

«« Page 1 / 1 »» | Show 10 ▼ Per Page | ↻

Pending Order ID	Customer Name	Pending Order Status	Pending Order Amount	Created Date	Action
1144	Beth Harkonen	PENDING APPROVAL	\$406.60	07/28/2020	
978	Beth Harkonen	PENDING APPROVAL	\$611.02	06/16/2020	
976	Beth Harkonen	PENDING APPROVAL	\$1,682.32	06/16/2020	
975	Beth Harkonen	APPROVED	\$793.02	06/16/2020	

«« Page 1 / 1 »» | Show 10 ▼ Per Page | ↻

2



Pending Order Detail # 1144 - Northwell Health on 7/28/2020 3:21:23 PM

3

See Approver History

Shipping Address

Beth Harkonen
Staples
Beth Harkonen
8610 PAGE AVE
SAINT LOUIS, MO, US 63114-6112
Ph: 3146923127

Approver History				✕
Approval Order	Approver Name	Pending Order Status	Approval Date/Time	
1	mollyv77@yahoo.com	PENDING APPROVAL		
1	brittany.hubbard@staples.com	PENDING APPROVAL		

Additional Information

Business Units (5 digit alpha) : AAGME

Department Number : 0000TEST

Product/Project ID (enter 'N/A' if not applicable) : N/A

Viewing Pending Order History

Pending Order History

When viewing Pending Order History you can

1. View pending orders
2. Click on Action to view pending order details
3. View Approver History (status)





Formulary
Merchandise

Special
Request



Special Request
Form

Help
Center

My
Account

Log Off

Search...

Go

\$0.00

Special Request Form

Requester Information

Merchandise and Project Information

Is this Request a Reorder/Repeat of a Previous Promotional Order?

Yes No

Will You Need this Project to be Charged Across Multiple Department Cost Centers?

Yes No

Branding/Design Information

Has this Additional Design or Text been Approved by Corporate Marketing?

Yes No

Submit Request

Special Request Form is Now Online!

Looking for something you don't see offered on the promotional formulary eStore? Tell us about your project by submitting the **Special Request Form** and your Staples Special Request team will source the right product to meet your needs. A Staples team member will contact you within 24 hours upon receipt of your request.

If you have questions or need help with the form, we're here to help! Connect with us:
888-362-9844 (prompt 1)
NorthwellSpecialOrder@staples.com





Email Communications and Resource Materials

Making your job easier while keeping you well informed about your formulary orders and special request inquiries is our priority. The communication and resources to help you manage your requests seamlessly, will be right at your fingertips.

Take a peek at the following pages to view examples of the eMail communications you will receive as part of your overall experience using the **Northwell Health Promotional Merchandise eStore**. From New User Registration to Order Shipping Confirmations... we've got you covered.





Account Confirmation

Hi Beth,

As always, we're glad to be able to help! Please know your login request has been sent for approval and a follow-up confirmation will be sent once approved.

With gratitude,

Customer Service

Northwell@cs.staples.com,

888-362-9844

<https://northwell.sppone.corpmerchandise.com>

Email to Shopper When New User Request Form Has Been Received

After a shopper completes the online **New User Setup Form** requesting access to purchase from the site, a confirmation email will be sent acknowledging the request has been received and is pending approval.

If for some reason you do not receive an email within an hour of submitting, connect with us and we'll help confirm your request has been received:

Northwell@cs.staples.com
or 888-362-9844 (Prompt 2).



Email to Shopper When New User Request Has Been Approved



Account Confirmation

Hi Beth,

Good news, your account has been approved on Northwell Health. Please click on the link below to set the password for your account.

With gratitude,

Northwell Health Customer Service

Northwell@cs.staples.com,

[888-362-9844](tel:888-362-9844)

<https://northwell.sppone.corpmerchandise.com/User/ResetPassword?passwordToken=r%2BGhbljOh0RuuQafcGxkTDyPb%2FaAiSkvDsWHS6dqi52axPMpNBd9yHAxV9Y5Xr9LbxiwADaPMSy8jYY1dZ8h1j0Z43KJdl%2FHOy3%2FGp67Ys3G%2FHzD3A3ObiJJRjfk7segyZTdoSCyQpNHvzMfq7nzwfyZ0H7A%2FEJTT0fqe9w2P7Rlh%2F%2Bi0DXHHEB9CQhRxXg2BlwKnWNVYqkPGThBfBpmDA%3D%3D&userName=missmolly%40yopmail.com>

[2BGhbljOh0RuuQafcGxkTDyPb%](https://northwell.sppone.corpmerchandise.com/User/ResetPassword?passwordToken=r%2BGhbljOh0RuuQafcGxkTDyPb%2FaAiSkvDsWHS6dqi52axPMpNBd9yHAxV9Y5Xr9LbxiwADaPMSy8jYY1dZ8h1j0Z43KJdl%2FHOy3%2FGp67Ys3G%2FHzD3A3ObiJJRjfk7segyZTdoSCyQpNHvzMfq7nzwfyZ0H7A%2FEJTT0fqe9w2P7Rlh%2F%2Bi0DXHHEB9CQhRxXg2BlwKnWNVYqkPGThBfBpmDA%3D%3D&userName=missmolly%40yopmail.com)

[2FaAiSkvDsWHS6dqi52axPMpNBd9yHAxV9Y5Xr9LbxiwADaPMSy8jYY1dZ8h1j0Z43KJdl%2FHOy3%](https://northwell.sppone.corpmerchandise.com/User/ResetPassword?passwordToken=r%2BGhbljOh0RuuQafcGxkTDyPb%2FaAiSkvDsWHS6dqi52axPMpNBd9yHAxV9Y5Xr9LbxiwADaPMSy8jYY1dZ8h1j0Z43KJdl%2FHOy3%2FGp67Ys3G%2FHzD3A3ObiJJRjfk7segyZTdoSCyQpNHvzMfq7nzwfyZ0H7A%2FEJTT0fqe9w2P7Rlh%2F%2Bi0DXHHEB9CQhRxXg2BlwKnWNVYqkPGThBfBpmDA%3D%3D&userName=missmolly%40yopmail.com)

[2FGp67Ys3G%2FHzD3A3ObiJJRjfk7segyZTdoSCyQpNHvzMfq7nzwfyZ0H7A%2FEJTT0fqe9w2P7Rlh%](https://northwell.sppone.corpmerchandise.com/User/ResetPassword?passwordToken=r%2BGhbljOh0RuuQafcGxkTDyPb%2FaAiSkvDsWHS6dqi52axPMpNBd9yHAxV9Y5Xr9LbxiwADaPMSy8jYY1dZ8h1j0Z43KJdl%2FHOy3%2FGp67Ys3G%2FHzD3A3ObiJJRjfk7segyZTdoSCyQpNHvzMfq7nzwfyZ0H7A%2FEJTT0fqe9w2P7Rlh%2F%2Bi0DXHHEB9CQhRxXg2BlwKnWNVYqkPGThBfBpmDA%3D%3D&userName=missmolly%40yopmail.com)

[2F%2Bi0DXHHEB9CQhRxXg2BlwKnWNVYqkPGThBfBpmDA%3D%3D&userName=missmolly%](https://northwell.sppone.corpmerchandise.com/User/ResetPassword?passwordToken=r%2BGhbljOh0RuuQafcGxkTDyPb%2FaAiSkvDsWHS6dqi52axPMpNBd9yHAxV9Y5Xr9LbxiwADaPMSy8jYY1dZ8h1j0Z43KJdl%2FHOy3%2FGp67Ys3G%2FHzD3A3ObiJJRjfk7segyZTdoSCyQpNHvzMfq7nzwfyZ0H7A%2FEJTT0fqe9w2P7Rlh%2F%2Bi0DXHHEB9CQhRxXg2BlwKnWNVYqkPGThBfBpmDA%3D%3D&userName=missmolly%40yopmail.com)

[40yopmail.com](https://northwell.sppone.corpmerchandise.com/User/ResetPassword?passwordToken=r%2BGhbljOh0RuuQafcGxkTDyPb%2FaAiSkvDsWHS6dqi52axPMpNBd9yHAxV9Y5Xr9LbxiwADaPMSy8jYY1dZ8h1j0Z43KJdl%2FHOy3%2FGp67Ys3G%2FHzD3A3ObiJJRjfk7segyZTdoSCyQpNHvzMfq7nzwfyZ0H7A%2FEJTT0fqe9w2P7Rlh%2F%2Bi0DXHHEB9CQhRxXg2BlwKnWNVYqkPGThBfBpmDA%3D%3D&userName=missmolly%40yopmail.com)

Email confirmation a shopper receives **AFTER** their request for access to the eStore has been approved by Northwell Procurement.





Order Approval Request

Hi Beth Harkonen,

As always, we're glad to be able to help! Please know your order request has been sent for approval and a follow-up confirmation will be sent once approved.

With gratitude,

Customer Service

Northwell@cs.staples.com,

888-362-9844

<https://northwell.sppone.corpmerchandise.com>

Email to Shopper When New Order is Placed and Sent for Financial Approval

Email confirmation a shopper's order has been received and **IS BEING SENT** to their Financial Approver for review.

Once the Financial Approver approves the order, an order confirmation is sent.



Hi Beth Harkonen,

We hope every step of your shopping experience has been a success. The details of your order are outlined below. For additional information or questions, please contact your Customer Service Representative at 888-362-9844 or send us an email at Northwell@cs.staples.com.

Order Confirmation

Order Information

Order Number: NO-200721-173621-578
Order Date: 07/21/2020 17:36
Payment Method: Bill My Department

Customer Service

Email: Northwell@cs.staples.com
Phone: 888-362-9844

Billing Address 2

ATTN RECEIVING
COHEN CHILDRENS MEDICAL CENTER
270-05 76TH AVE
RECEIVING MAIN 1FLR
NEW HYDE PARK
NY
11040
US
Phone Number : 5555555555

Shipping Address 1

ATTN RECEIVING
COHEN CHILDRENS MEDICAL CENTER

270-05 76TH AVE
RECEIVING MAIN 1FLR
NEW HYDE PARK
NY
11040
US
Phone Number : 5555555555

Additional Information

Business Units (5 digit alpha): TESTS



Department Number : 0000TEST

Product/Project ID (enter 'N/A' if not applicable) : Pam

How will the product(s) be used? :
AWARENESS & CAUSE INITIATIVES

Recipients of Products : CONSUMERS

What is the project name? : Pam Test

Item	Description	Total Qty	Price	Total
 3	Sleek Write Rubberized Pen Assorted SKU: 552390	125	\$0.44	\$55.00
	1 Side Decoration Selected Brand/Logo: Northwell Health			

NOTE: All sales are final for items that have been ordered with customization.

4	Sub Total	\$55.00
	Tax Cost	\$4.88
	Total	\$59.88

Email to Shopper with Order Confirmation

This is the email the shopper receives **AFTER** their order has been approved by their Financial Approver. Their order will be processed. The next email the shopper will receive will be the shipping confirmation with tracking number(s).

Pay special attention to:

1. Your ship to address
2. The billing information you provided
3. The products, their color, quantity and decoration
4. Your order total



Email to Shopper When Order has Shipped

Order Information

Order Number: SH-200603-132349-318

Order Date: 6/3/2020

Promotion Code:

Payment Method: Bill my department

Customer Service

E-Mail: Northwell@cs.staples.com

Phone: 888-296-4516

Shipping Address

Molly Virgin

ATTN RECEIVING
COHEN CHILDRENS MEDICAL CENTER

270-05 76TH AVE
RECEIVING MAIN 1FLR
NEWHYDE PARK
NY
11040
US
Phone Number: 5555555555

1

Additional Information

:

Item	Description	Tracking Number	Order Qty	Shipped Qty	Price	Total
Heritage Tech Cloth	SKU: 541439-985 OMS Color Code - Multi	189379316246	1	1	\$1.45	\$1.45
Sub Total						\$1.45
Total						\$1.45

2

This is the email the shopper receives AFTER their order has been produced and shipped. The email features a clickable tracking number.

Pay special attention to:

1. Your ship to address
2. Click on the tracking to see your estimated delivery date





Thank you!

We hope you enjoy the new Northwell Health Promotional Merchandise site and found this User Guide helpful to learn all about the exciting new highlights of your new site.

If you have any questions or would like to share your feedback about the site, we'd love to hear from you.

Contact us at:

Northwell@cs.staples.com

888-362-9844 (prompt 2)

