

eCertificate ordering guide

Please e-mail the below information to Samantha.Bamford@staples.com and Jazmin.Tilfas@Staples.com

Provide the following information:

- How many eCertificates?
- What value?
 - Choices are \$25, \$30, \$35, \$40, \$50, or \$70.
- Email address of who will approve invoice in Ariba.
- Option 1 or 2 for sending the eCertificates.

Sending:

- **Option 1:** Staples can provide the eCertificate numbers on an excel sheet and you can send out to the recipients. We will provide a “how to” guide that you can send to the recipients.
- **Option 2:** Staples can send out the eCertificates for you through Salesforce. The message will need to be the same for all recipients (please include a from and a subject line).
 - Staples will send a template for the names and emails to be filled out.

Timing:

- Turnaround time starts when Staples receives all necessary pieces of information.
 - Option 1 takes 3 – 4 business days.
 - Option 2 takes 6 – 7 business days.

Invoicing:

- Once the order is complete Staples will upload the invoice into Ariba for the approver to process in Ariba for payment.
- We can only invoice through Ariba.

Disclaimers:

- Only valid for US addresses (no Alaska, Hawaii, Puerto Rico, or international recipients).
- CANNOT be returned for a refund once ordered.
- Can be used multiple times until the amount is depleted.
- Good for the amount purchased and any overages will need to be covered with a personal credit card.
- eCertificates should only be entered on the end user's account. Once entered, the money applies to the account (ex. please do not check the balance of an eCertificate for another user).
- Only redeemable on the unitedbrandshop.com site, not in Ariba.