

Track and Trace: FAQs document

What is Track and Trace?

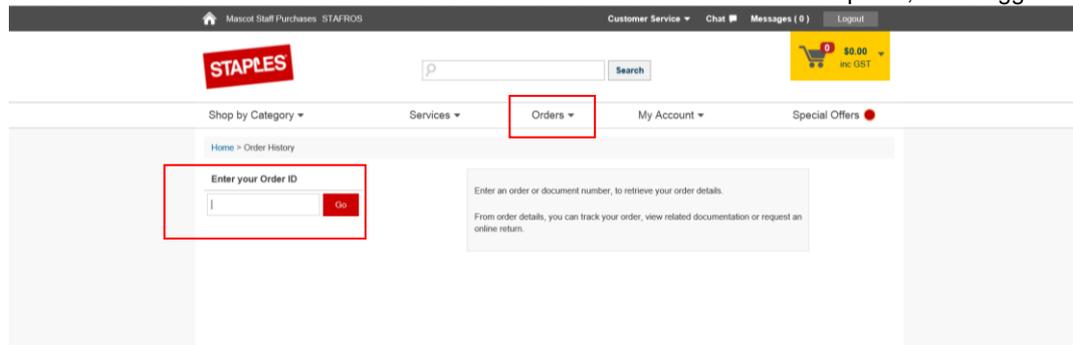
Track and Trace is an online tracking tool that provides real-time status on the delivery of your order from the time the order is placed until it is delivered.

When will Track and Trace be available?

Track and Trace will be available to Staples customers over the following three stages:

Stage 1:

Track and Trace is accessible via 'Track Orders' under the Orders tab on NetXpress, once logged in.



The order tracking page gives you full access to the current status of an order, including if an order has been received, shipped, or delivered. Our tracking page also displays a signature as proof of delivery, including name and time of the delivery.

Stage 2:

All orders placed will generate an 'Order confirmation email' with a link to the online tracking tool. Customers simply need to click on the *Track. Trace. Deliver* logo which will take you to the online tracking tool, enabling you to see a real-time status of their order.

Stage 3

Our shipment notification email will provide you with a notification that your items/order has left the warehouse, and is on route for delivery. The email will also include a link to our online tracking tool displaying all the required order and delivery information.

What does Track and Trace mean to you?

Track and Trace allows you to track your whole order in real time, with full visibility of what items have been packed and shipped, including proof of delivery. This means you can stay informed on the status of your full order, eliminating the need to call to follow up on deliveries.

Which ordering methods is Track and Trace available through?

Track and Trace is available across online ordering, phone, fax, email, Toll driver orders and New Zealand Couriers.

More information

Please visit www.staplesadvantage.com.au/trackandtrace or contact your Staples Account Manager.