



## Staples School Tools Packaged Kits FAQ

### **Q: What can you tell me about Staples' School Tools Kit Program?**

Staples School Tools offers packaged school supply kits, filled with specific supplies required for students' upcoming school year. Kits are offered by grade level and each kit is delivered directly to the student's home or a local Staples store for convenient pick up. They are personalized with each student's school, name, and grade. The back-to-school kits are a cost-effective and expedient way to purchase the exact supplies for each student's needs. Teachers and parents are assured in knowing that on the first day of school, every student will be prepared for class.

### **Q: How do schools, teachers, students and their parents benefit from this program?**

Offering Staples School Tools as a convenient service helps make the return to school less stressful for parents and students. Supplies are easily purchased in one convenient location and delivered as a complete package.

Our program helps to create uniformity that all teachers strive for in their classroom. All students will start the school year with the same teacher-selected and approved supplies. Parents will save both time and money with our hassle-free program.

### **Q: Is School Tools available in areas where there is no Staples store?**

School Tools is ideal for any school, particularly for primary and middle schools which publish a supplies list by grade. School Tools provides remote communities with the option of bringing Staples to the community and providing a unique option to purchase supplies for families associated with the school. Supplies can be delivered directly to the student's home.

### **Q: Who facilitates the program?**

We do it all for you! We work with a representative of the school and/or Parent Advisory Council to collect the most up to date school supply list. We upload the list to our site, and it is ready for parents to order! We will help provide your school with the appropriate messaging to get the word out to families about the ordering process.

### **Q: What is the time frame for running the program?**

Once we have the school supply lists, we are ready to upload them and allow families to order. There is no cut off date for ordering; these kits can be ordered year-round. In general, once you finalize your supply lists with us it takes 24-72 hours to upload to our site and provide your school with the confirmation details. Once an order is placed, it ships in 2-3 days (in most major markets).

**Q: Do you offer all the brands and items teachers request on their classroom lists?**

We work with our suppliers to create a catalogue of school supplies that provide what teachers have requested over the years. Our catalogue provides the selection to accommodate all the most commonly requested items. We source top name brands such as Crayola®, Fiskars®, Elmer's® and Staples®, as well as other top-quality, value-priced brands. In addition, parents have access to all products carried on staples.ca; these items can be added to any order.

**Q: Is Staples School Tools kit pricing comparable to retail pricing?**

Yes, it is. We are able to provide exact items and exact quantities in our kits, which are not always available for purchase in stores, allowing families to purchase just what they need to fulfil the requirements for the grade their child is attending. We will always guarantee that the pricing of each kit is a great value for our customers, as well as a convenient service. We offer a dynamic 'Buy More Save More' pricing structure which gives purchasers 5% off kits over \$25, and 10% off kits over \$50, in addition to seasonal promotional pricing.

**Q: How does the ordering process work?**

We start by working with teachers to create lists that meet student needs for the coming school year. Once the lists are complete:

- Lists are uploaded to our School Tools website
- We provide ordering directions, who may then visit the website to find the order online and purchase via major credit card or Visa Debit card.

**Q: What are the payment options?**

Staples School Tools offers online credit card and Visa debit payment online. Customers can order from home, work, or in their local Staples store.

**Q: When will parents be able to pick up their child's kit?**

Kits are built at our central packaging facility and shipped directly to the shipping address inputted on site. Standard shipping times average 2-3 days in most major markets. Customers may also opt for a 'pick up in store option,' this will follow the same timelines as above.

**Q: What is the price of a kit?**

Each kit will be priced according to the contents selected by each teacher. We are able to give you very competitive pricing due to our corporate buying power and relationship with a diverse selection of vendors. Our dynamic 'Buy More Save More' pricing structure that gives customers 5% off kits over \$25 and 10% off kits over \$50, combined with our industry leading seasonal promotions, ensure our kits are the best value on the market.

**Q: Is there a risk to the school?**

There is no risk to the school. We will work together to inform teachers and parents about the School Tools program. We have a detailed communication plan for each stage of the process, ensuring a high level of satisfaction for all involved. All payments, shipping details, and parent inquiries are handled by Staples School Tools.

**Q: How do we get started?**

A great starting point is to determine the supplies list by grade for the coming year. Most teachers will review and revise previous year's list and create the new list. Once that is done, contact your local Staples store manager.

**Q: Is there a minimum quantity?**

Our School Tools program requires no minimum quantities. We will request involvement, and participation from the school principal or school representative, to allow us to promote the ordering of kits. Our goal is to make this a worthwhile endeavor for the school, teachers and Staples. The maximum benefit for all 3 parties is achieved when a high percentage of families associated with the school order School Tools kits.

**Q: What does the kit look like?**

Each kit comes packaged in recyclable box. Each box is labelled with a name, school and grade level, and is packed and shipped in the safest manner possible.

**Q: What is your Satisfaction/return policy?**

Satisfaction is guaranteed for schools and parents alike. If you have any problems at all, contact us at your local Staples store or **1-800-STAPLES** and we'll fix it. Additionally, all the items in the School Tools kits, comes with our 1 school year guarantee. Should any item fail prematurely, or be unsatisfactory, we will replace that item for the entire school year.

**Q: What are the main reasons schools and parents participate in the School Tools program?**

Parents and teachers have told us that the following benefits are the main reasons for participating in the School Tools program;

- Easy ordering process
- Convenient experience
- Good value for money
- Easy payment process
- Convenient and reliable delivery process
- Easy access to children's school supplies list



## Changes for existing School Tools Partner schools:

### **Q: When can I get my lists priced?**

**A:** We have evolved our program to provide the optimal value to parents, students, and teachers. Previously, we only offered fixed priced kits; however, we are now offering a dynamic pricing structure. This means that we will not be pricing out lists directly, going forward. Instead, we are offering 'Buy More Save More' pricing, where customers can receive 5% off kits over \$25 and 10% off kits over \$50, in addition to taking advantage of seasonal promotions.

### **Q: What improvements have been made to the website?**

**A:** We have completely reinvented our school tools website to enhance the overall user experience. In addition to their school supply list, customers will have access to all products on our staples.ca site and receive their kit within days of ordering. Teachers will be able to designate

### **Q: When is the cut off date for ordering?**

**A:** There isn't one! We have eliminated our cut off dates, and customers can now enjoy the freedom to order their kit whenever it is convenient for them.

### **Q: Where will the kits be delivered? When will they arrive?**

**A:** Kits can now be delivered straight to the purchaser's home or shipped to store for pickup. These options are available within days of the order being placed. With the school's approval, kits can also be shipped directly to the school – this option would be delivered in late August.

### **Q: How do I submit my lists?**

**A:** You can submit your list to your Staples representative as in the past. This year, however, we would ask that you label your chosen items as "required" or "recommended," so that we can flag them as such on our ordering site.

### **Q: When will kits be available to order?**

**A:** Provided we have your list, kits will be available to order starting as early as June 12<sup>th</sup>, 2020.

### **Q: How can we let our parents and students know how and when to order?**

**A:** We will provide you with an information sheet to share with your families in the coming weeks.

