



## Frequently Asked Questions

Program Overview: The Children’s Cabinet, through funding from the Division of Welfare and Supportive Services, American Rescue Plan Act (ARPA), is distributing funds for programs to purchase Personal Protective Equipment (PPE) and sanitation supplies. The Essential Supplies Program is open to licensed programs that were also eligible for the ARP Stabilization Grant.

This is made possible through partnership with Shared Services and Food & Supply Source.

*You will need to spend all of your funds by June 30<sup>th</sup> 2022*

- **How do I get started?**

*Starting on May 9th, after your account is set up you will see an email from “[orders@staplesadvantage.com](mailto:orders@staplesadvantage.com)” with the Staples Advantage link, your username, and password. You will use these to log in to the system. If you have questions, you can email [nevada@foodandsupplysource.com](mailto:nevada@foodandsupplysource.com) or Staples Advantage at 800-553-5814 or [support\\_NE@staples.com](mailto:support_NE@staples.com) referencing **Account# 1805458** for help. **Please do not call for login information prior to May 9<sup>th</sup>.***

- **What types of supplies will I be able to purchase?**

*You can view the items to purchase on the Staples Advantage website ([www.staplesadvantage.com](http://www.staplesadvantage.com)). The products will be easily identifiable. Also, every week or two you will receive an email indicating the newest and best value items in PPE.*

- **How much money will I receive?**

*You will not be receiving any money. Staples Advantage will be crediting your program with a set balance, and with each purchase those funds are reduced until your balance reaches \$0. Each account balance was calculated based on licensed enrollment capacity. You will be able to see your balance after logging in directly on the Staples Advantage website, see below as reference.*

### Accounting

**Budget Center**

STP60007SSM

Change

**Current year balance**

\$33.90

**Current order total**

\$8.52

**Balance after purchase** ⓘ

**\$25.38**

*Program allocations will be based on licensed capacity.*

- **How often can I order?**

*You can order daily but we do recommend consolidating your orders if possible, there is no minimum order. Keep in mind that when your budget is depleted, you do not have the ability to order anymore. Due to the short funding period, we recommend you spend your funds as soon as possible, according to how much storage you can accommodate.*

- **When do I have to use my budget by?**

*You will need to spend all of your funds by June 30<sup>th</sup> 2022.*

- **If Staples Advantage has items other than PPE “CARES Act”-approved items, can I use my budget for those?**

*No. Only the items on the Staples Advantage “CARES Act” shopping lists and order guides on the site can be ordered.*

- **How long does it take to receive my items?**

*The lead time is typically 2-3 days.*

- **What happens if I need to return an item?**

*You can either use the online return feature or contact Staples Advantage customer service at 800-553-5814 or [support\\_NE@staples.com](mailto:support_NE@staples.com) for assistance. Please contact immediately upon receipt of the order as the return needs to be received by the Staples warehouse before the funds will be returned to your online budget.*

- *Returns must be made within 30 days and product in resalable condition with its complete and original manufacturers’ packaging intact.*
- *Janitorial and sanitation products (such as cleaning chemicals) can only be returned in unopened and unaltered original case quantities and packaging.*

- **I have additional questions about the program, who do I contact?**

*You can email [nevada@foodandsupplysource.com](mailto:nevada@foodandsupplysource.com) and someone will answer you within 24 hours.*

- **Who do I call with any questions on Staples Advantage orders?**

*You can call Staples Advantage referencing **Account # 1805458** at 800-553-5814 or email [support\\_NE@staples.com](mailto:support_NE@staples.com) with questions about products, orders and anything Staples Advantage related. Customer service is available M-F 8am-8pm EST.*

- **How do I place orders?**

*Just go to [www.staplesadvantage.com](http://www.staplesadvantage.com) to place your order using the login and password you received **after May 9<sup>th</sup>**. If you already have a Staples Advantage account not affiliated with this program you will need to logout and enter using the new credentials.*

- **After the program can I continue Staples Advantage for the discounted pricing?**

*Yes, you can continue to purchase your PPE and all other items that Staples Advantage offers through the Food & Supply Source discount program. Please note that you will be issued new login information and that you will be responsible for all payments. Please email [nevada@foodandsupplysource.com](mailto:nevada@foodandsupplysource.com) to continue after the conclusion of the program.*