

STAPLES SUSTAINABLE AUTO SUBSTITUTION FAQ'S

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1. Why has this auto-substitution program been implemented?

The CSU has been exploring various synergy projects designed to reduce expenses and provide sustainable solutions for the campuses. It has been determined that collectively the CSU could save several hundred thousand dollars annually while offering sustainable alternatives with the Staples auto-substitution program. This program has been implemented throughout the CSU and requires full participation by all campuses.

2. How will this affect my Staples online ordering?

The ordering process will remain the same. However, on select products that have a sustainable equivalent, the system will automatically substitute your selection with the alternative item that has the same fit, form and function.

3. Will I know if my preferred item has been substituted?

Yes. If an item is substituted, the system will display the Auto-Sub name, number, and cost.

4. May I "opt" out of this auto-substitution program or limit the items that may be substituted?

No. An online user may not override the product substitution. In order to reduce state expenditures and benefit from this auto-substitution program, full participation is required of all campuses.

5. May I override an auto-substitution?

There is no system provision to override the product substitution at the time of placing an order. If you have a compelling reason to request an override, please visit the campus Purchasing webpage for the auto-substitution override form. The override will need to be approved by the Purchasing Director and the Chancellor's Office.

6. What if the auto-sub product is not of the same quality as the product I originally requested?

Should the product substituted be of a substantially inferior quality or not usable for its intended purpose, the product may be returned to Staples for a credit. Additionally, the product should be reported to your campus procurement office. Products that are reported will be escalated to the Chancellor's Office for consideration.

7. What is my recourse if I receive an auto-subbed product and find that is inferior to the original requested item?

Contact your campus procurement office to report inferior quality. Products that are reported will be considered and the Chancellor Office will determine if the item should be removed from the auto-substitution list for all campuses.

8. Have the auto-substituted items been reviewed and approved for quality and intended use?

Auto-substituted items have been reviewed and determined to meet the same expectations as the original product but with sustainable attributes, and have the same fit, form and function as the originally requested item.

9. Will auto-substituted items require longer ship times?

No. Staples is required to provide next day delivery on items typically in stock. If consistent shipping delays are encountered, your campus procurement office should be notified. Arrangements will be made for that product to be stocked in greater supply, or removed from the auto-substitution list.

10. My supervisor insists on a specific brand/item and our department has the money to purchase this item. How can I ensure it is not substituted?

If your requested item is on the auto-sub list, there is no provision to override the substitution. Efforts have been made to ensure that substituted items are of the same quality and intended for the same use as original requested items. If you have a compelling reason to request an override, please visit the campus Purchasing webpage for the auto-substitution override form. The override will need to be approved by the Purchasing Director and the Chancellor's Office.

11. Can I go elsewhere to obtain office products?

No. Staples is the CSU's primary contracted source for office supplies. The competitively bid contract provides the greatest overall discounts and pricing on office products available to the CSU.

12. Will auto-substitution change the packaging/quantities I want to order? For example, can they substitute a 12-pkg for a 6-pkg of pens?

Typically, it is the same box/pack count. However, there are some instances of quantity changes that are typically attributed to a larger quantity. The Auto-Sub list has the unit of measure for all new products. The list can be found on the Purchasing website.

13. Can I utilize my P-Card to buy preferred items from Staples retail stores or other office supply retail stores to circumvent the auto-substitution process?

No. P-cards may not be used to purchase office supplies from Staples retail stores or from other retail stores. As Staples is the CSU's primary contracted source for office supplies, the online ordering process must be utilized. This ensures that substantial discounts and savings are achieved for the CSU.

14. The OEM toners auto substitute to Sustainable Earth Toners are these toners the same quality?

There will be no difference in print quality or page yield with the SEB remanufactured cartridge. The cartridges contain only quality toners that work well with the OPC drum and other replacement parts to meet OEM performance.

15. Will using remanufactured toner cartridges void my equipment warranty?

Law prohibits manufacturers from voiding their warranty obligations on the grounds that a consumer did not use the original manufacturer's replacement cartridge.

16. If I have issues with the SEB toner or if I suspect the toner has caused issues with my printer – what do I do?

If you experience any issues related to the Staples Sustainable Earth brand toner, notify Staples Technical Support Line as soon as possible. This will not only enable Staples to replace the cartridge if necessary, it will also allow us to capture and track information.

Monday – Friday
8am - 8pm Eastern Time
Technical Support: 877-228-3128
support@staplesreturns.com

Staples Tech Support has two tiers of support:

- Tier 1 Support: Basic troubleshooting and replacements.
- Tier 2 Support: Based on technicians diagnosis of the issue, additional services maybe required, including on-site service technician at NO ADDITIONAL cost.

17. If a SEB Service Technician does need to come on campus – Do we need a Certificate of Insurance?

Staples has a Certificate of Insurance with the Chancellor's Office and your procurement department that covers our SEB technicians.