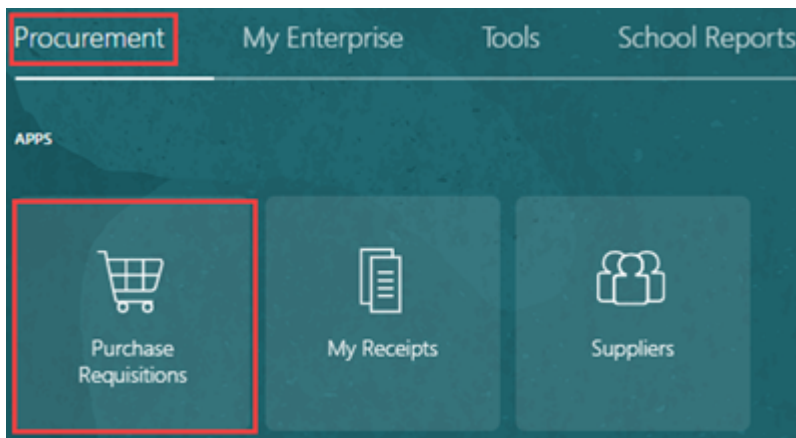# Return Items to Staples

In this topic you will learn how to return an item to Staples and to track a package. Staples will only accept returns on items in their original packaging, and a new order would need to be entered for a replacement, as exchanges are not allowed. Once the return process has been completed, Staples will send a courier to pick up the returned package. The information in this guide does not apply to catalog, other punchouts, or MCPS Warehouse orders. See the Dept. of Materials Management page for instructions for returning those items.

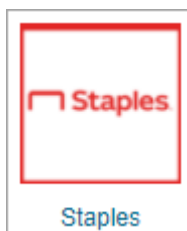*Image quality in this guide may vary across devices. If images are not clear, increase your viewing size.*

Directions

1. Scroll to the **Procurement** menu and click on the **Purchase Requisitions** tile.

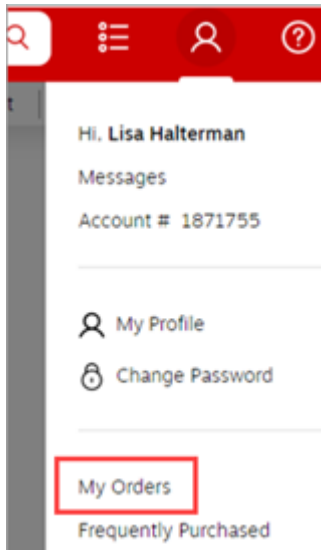
2. Click the **Staples** punch-out link.

3. Put in your zip code if requested. Then click the **Person** icon, second to the right of the **Search** box.

4. Click on **My Orders**.

5. Type the order # for the item you would like to return in the box and press return or the **Go** button.

6. When the correct order number appears, click on the **Return an item** button.

7. Follow the instructions to process the return.
   Note: *If your item is defective or not needed, it needs to be returned in the original packaging. It is recommended best practice that you keep the original packaging until you, or the person who the order is for, has confirmed that the order is complete and correct.*

8. Fill in the total # of boxes to be returned above the **Submit return** button and then click on the **Submit return** button to complete the return process for Staples. After you submit the return, Staples will send a courier to pick up the return package.
   Note: *Contact Staples Customer Service at (877) 826-7755 if further assistance is needed.*

Note: *Your screen may differ from screenshots in these instructions, due to variations in user roles and system upgrades.*

Last updated 9-20-23