



that was easy.<sup>SM</sup>

## 20478 NextGen Reorder Project Wireframes

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**Business Owner:** Janet Kieran  
**Project Manager:** Karyn King  
**Date:** August 23, 2012

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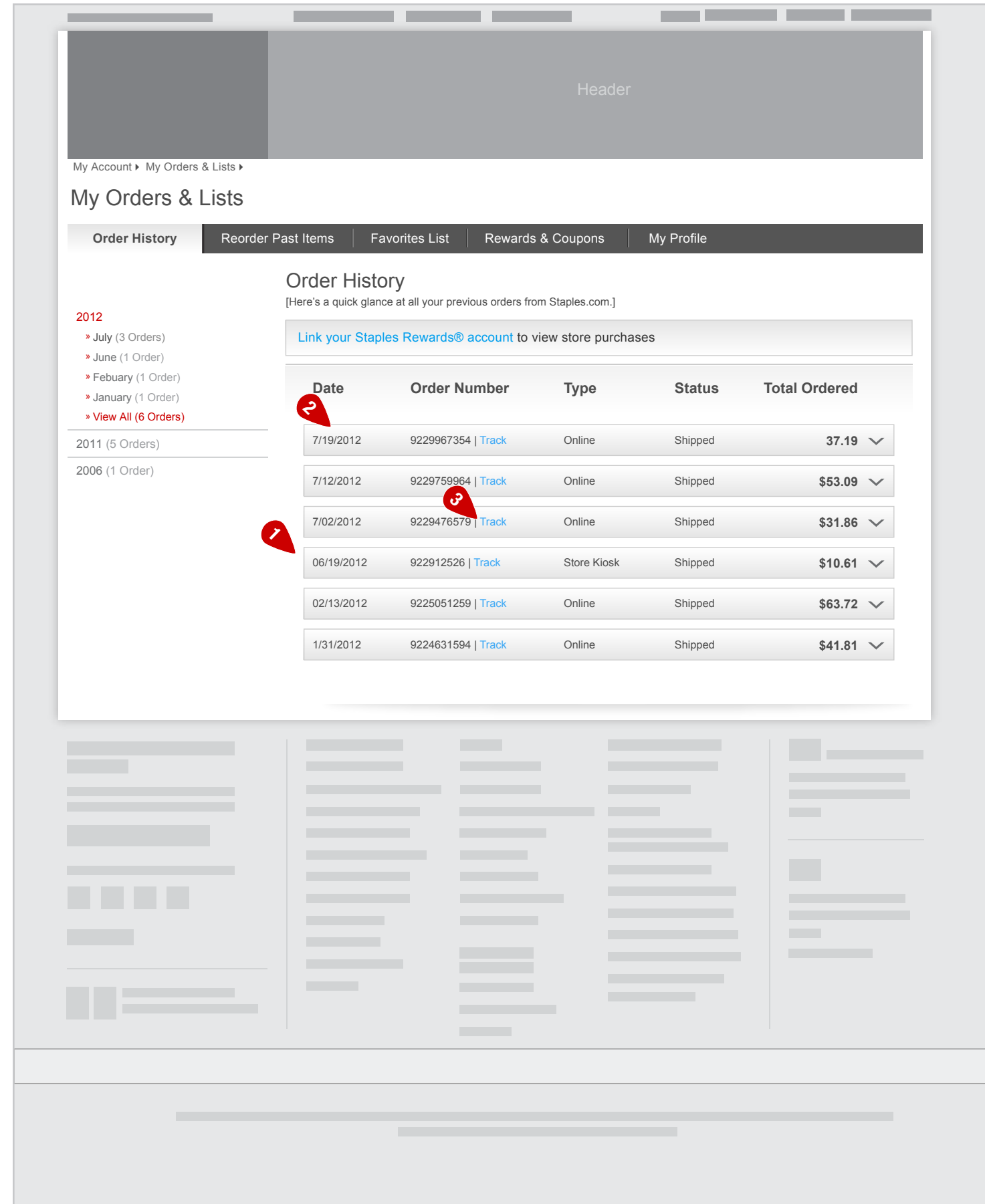
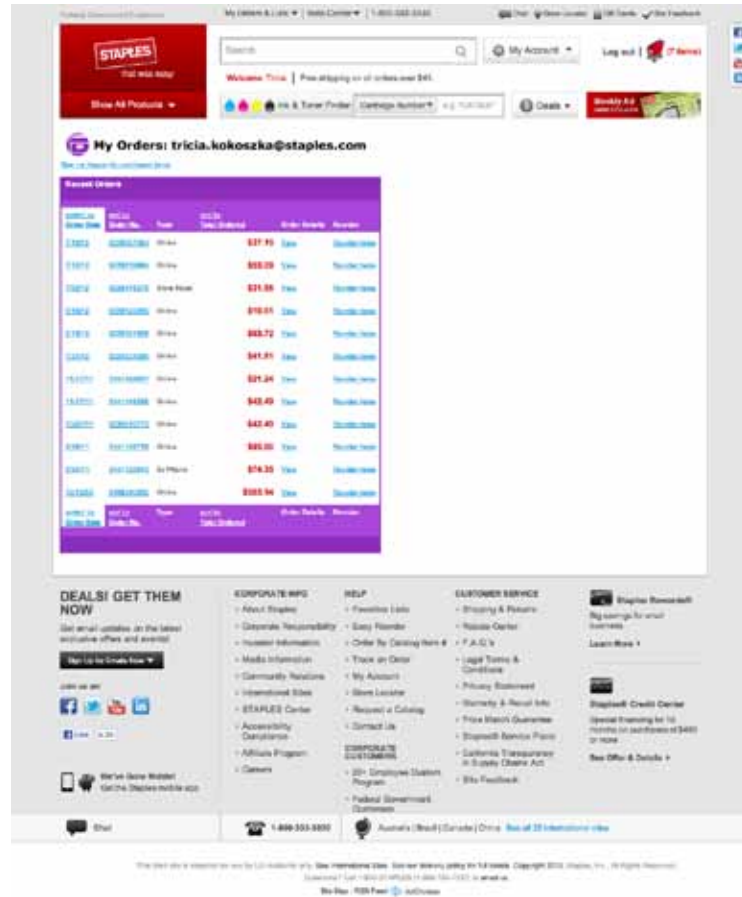
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## Change History

Date	Page(s)	Name	Change
8-17-2012	n/a	n/a	Initial submission for review
8-20-2012	4, 5, 7	Order History pages	Added "View All" to left nav
8-20-2012	4, 5, 7	Order History pages	Added header and intro copy
8-20-2012	10, 11	Favorites pages	Added header and intro copy
8-20-2012	10, 11	Favorites pages	Changed to "Add by Item #"
8-20-2012	10, 11	Favorites pages	Removed "Save As" buttons
8-20-2012	21	Add/Edit/Delete Notes	Redesigned
8-20-2012	21	Create/Add To/Rename/ Delete List	Redesigned
8-20-2012	21	Loading More Bar	Added design to page
8-20-2012	6	Order History   Multiple Shipments	Added page
8-23-2012	9	Order History Null	Redesigned
8-23-2012	11	Reorder Null	Added page
8-23-2012	14	Favorites Lists Null	Redesigned
8-23-2012	24	Appendix: Successes	Added log in page design

My Order History | Initial View

STAPLES.COM SCREENSHOT(S)

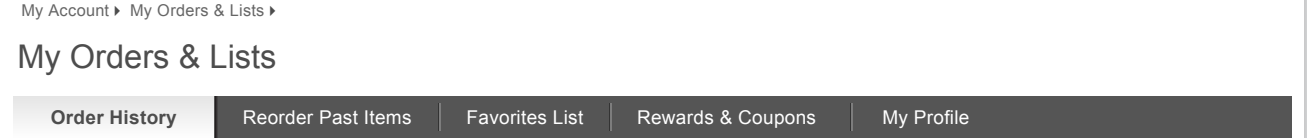
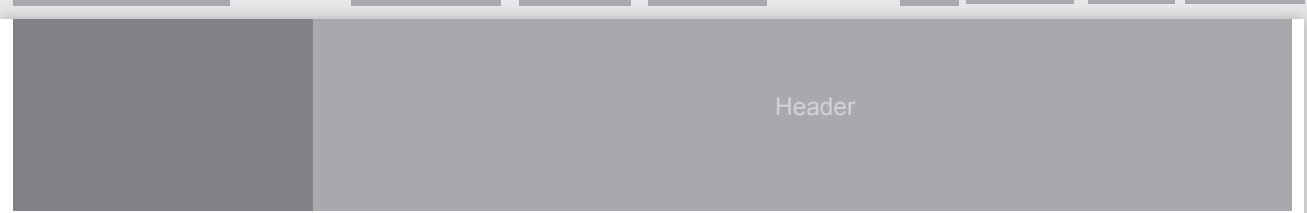
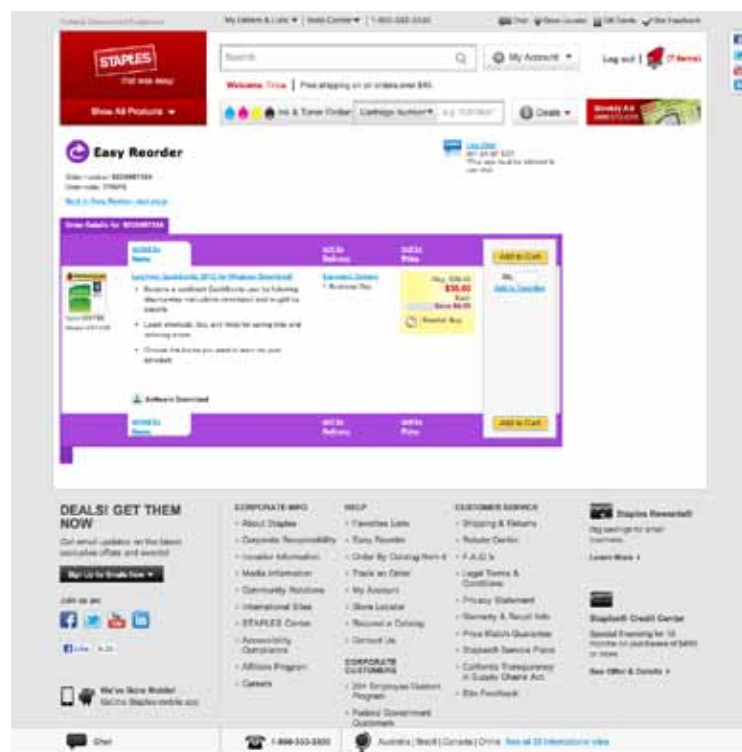
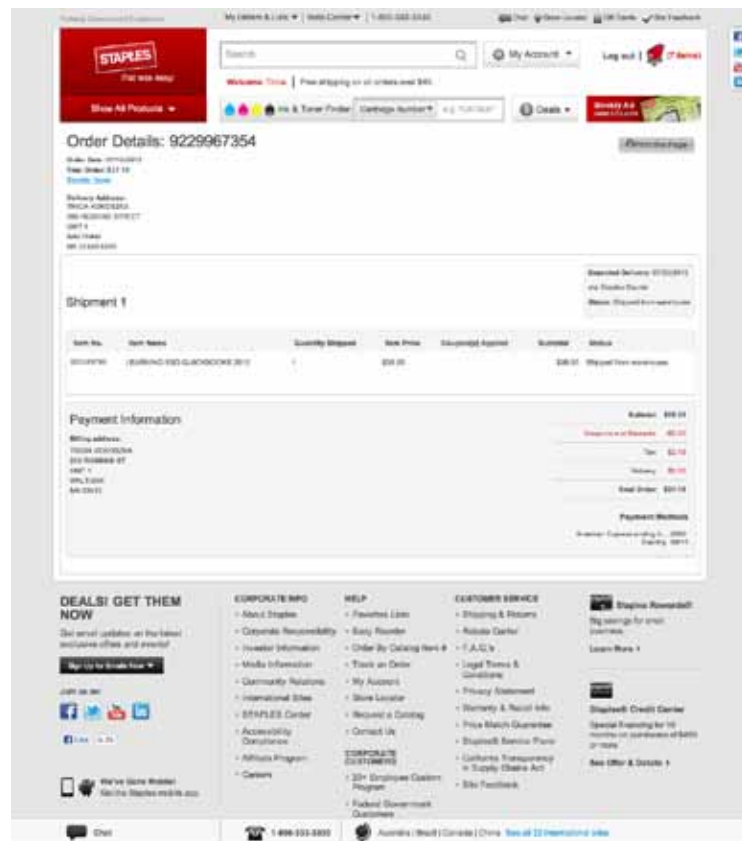


ANNOTATIONS

1. By default, orders for the current year are displayed (up to 20). If there are more than 20 orders for that year, the user can see additional orders by using the left nav or by scrolling to the bottom of the list. A bar will appear indicating that more orders are being loaded—additional orders will appear below the initial 20 once loaded (see Appendix - States & Variants).
2. Clicking anywhere within a row will cause the row to expand (see page 4). Clicking the row again will cause it to collapse. More than 1 row can be expanded at a time.
3. “Track” links to the tracking information for the order

My Order History | Order Detail

STAPLES.COM SCREENSHOT(S)



- My Account > My Orders & Lists >  
**My Orders & Lists**
- Order History
  - Reorder Past Items
  - Favorites List
  - Rewards & Coupons
  - My Profile

Order History  
 [Here's a quick glance at all your previous orders from Staples.com.]

Link your Staples Rewards® account to view store purchases

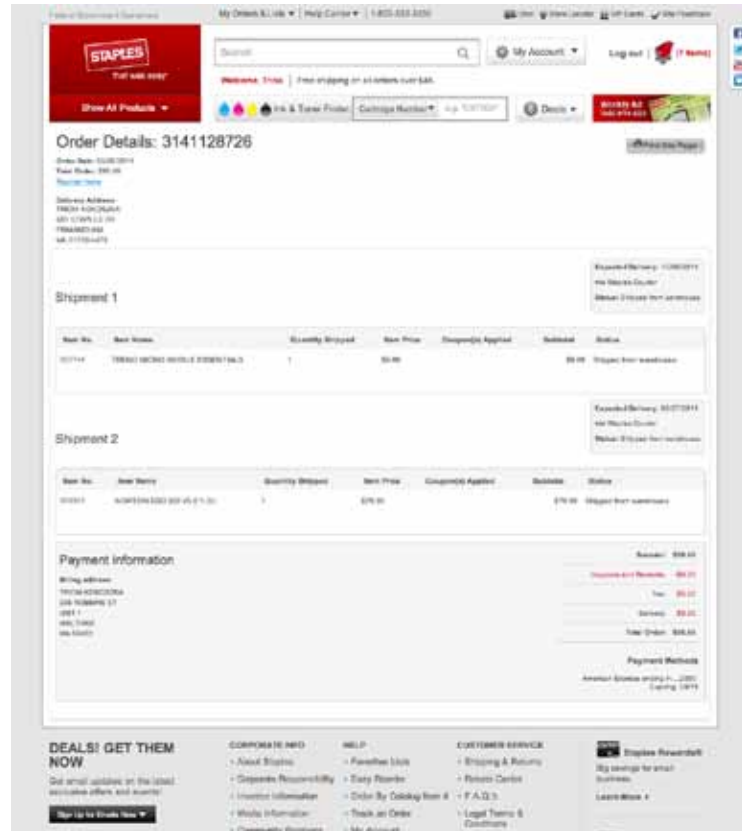
Date	Type	Status	Total Ordered													
7/19/2012	9229967354   <a href="#">Track</a>	Online	Shipped 37.19													
<b>Shipment 1</b> Expected Delivery: 7/20/2012   Status: Shipped from warehouse																
<table border="1"> <thead> <tr> <th>Item Name</th> <th>Qty Shipped</th> <th>Current Price</th> <th>Reg. Price</th> <th>Save</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>                      Learning QuickBooks 2012 for Windows [Download]                      Your Note: <a href="#">Edit</a>   <a href="#">Delete</a>                      Watch for the hidden costs. Product started out at \$35, then was cost of State \$30+ and then e-file was an add-on.                      Item 369786 Model 431306                 </td> <td>1 at \$35.00 each Total: \$35.00</td> <td>\$35.00 Each</td> <td>Reg. \$39.99</td> <td>Save \$4.99</td> <td> <a href="#">Add to Cart</a>                      Qty: - +  <a href="#">Add to Favorites</a> </td> </tr> </tbody> </table>		Item Name	Qty Shipped	Current Price	Reg. Price	Save	Actions	Learning QuickBooks 2012 for Windows [Download] Your Note: <a href="#">Edit</a>   <a href="#">Delete</a> Watch for the hidden costs. Product started out at \$35, then was cost of State \$30+ and then e-file was an add-on. Item 369786 Model 431306	1 at \$35.00 each Total: \$35.00	\$35.00 Each	Reg. \$39.99	Save \$4.99	<a href="#">Add to Cart</a> Qty: - + <a href="#">Add to Favorites</a>	<a href="#">Print Order Details</a>		<a href="#">Add to Cart</a>
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<b>Order Details: 9229967354</b>																
<b>Payment Summary</b> Subtotal: \$35.00 Coupons and Rewards: -\$0.00 Tax: \$2.19 Delivery: \$0.00 <b>Total Order: \$37.19</b>		<b>Delivery Address</b> Henry Wallace 123 First St. Apt. 1 Waltham, MA 02453														
<b>Billing Address</b> Henry Wallace 123 First St. Apt. 1 Waltham, MA 02453		<b>Payment Method</b> American Express ending in...2000 Expiring 08/1														

7/12/2012	9229759964   <a href="#">Track</a>	Online	Shipped	\$53.09
7/02/2012	9229476579   <a href="#">Track</a>	Online	Shipped	\$31.86
06/19/2012	9229125236   <a href="#">Track</a>	Store Kiosk	Shipped	\$10.61
02/13/2012	9225051259   <a href="#">Track</a>	Online	Shipped	\$63.72
1/31/2012	9224631594   <a href="#">Track</a>	Online	Shipped	\$41.81

ANNOTATIONS

1. "Add To Cart" adds any items with a quantity of 1 or greater to be added to the cart. The cart overlay should appear to confirm that the items have been added.
2. The "+" and "-" buttons change the quantity of the item.
3. "Add To Favorites" spawns the Add To Favorites popover (see Appendix).
4. Users may add notes to products in their order history. This experience is detailed on page 19.
5. Opens the Order Details Overlay, which provides the user with a concise, printer-friendly presentation of the order details.

STAPLES.COM SCREENSHOT(S)



Header

My Account > My Orders & Lists >

### My Orders & Lists

- Order History
- Reorder Past Items
- Favorites List
- Rewards & Coupons
- My Profile

#### Order History

[Here's a quick glance at all your previous orders from Staples.com.]

[Link your Staples Rewards® account to view store purchases](#)

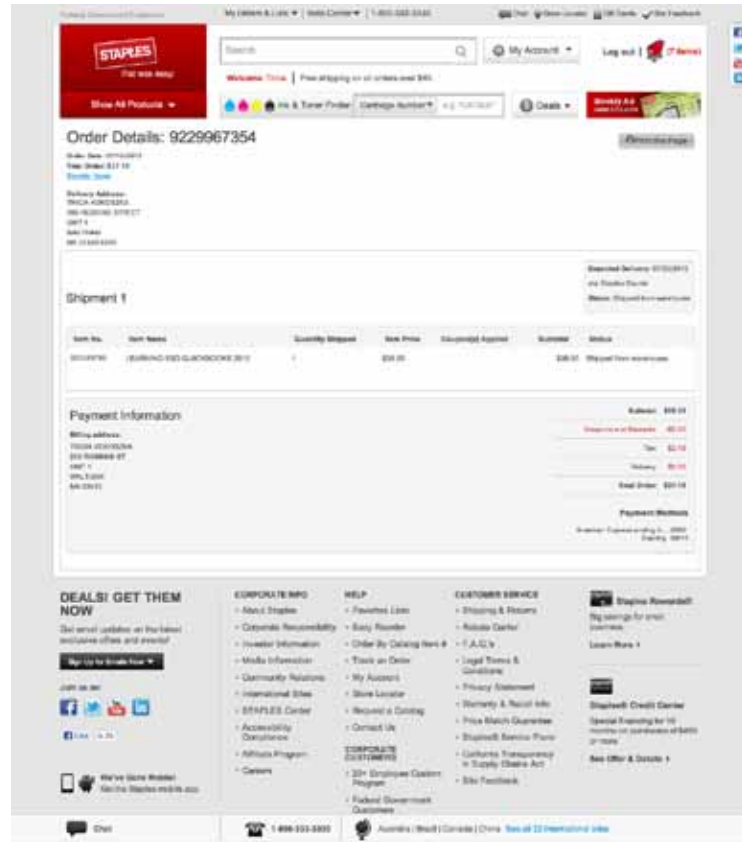
Date	Type	Status	Total Ordered																								
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My Order History | Order Detail | Printable Detail Modal

ANNOTATIONS

1. Prints the order
2. User may close the overlay by clicking outside the window or clicking on the X.

STAPLES.COM SCREENSHOT(S)



Header

My Account > My Orders & Lists >

### My Orders & Lists

Order History
Reorder Past Items
Favorites List
Rewards & Coupons
My Profile

[Link your Staples Rewards® account](#) to view store purchases

Date	Type	Status	Total Ordered
2012 (6 Orders)			
2011 (5 Orders)			
2006 (1 Order)			
7/19/2012	9229967354   <a href="#">Track</a>	Online Shipped	37.19

**Shipment 1** Expected Delivery: 7/20/2012 | Status: Shipped from warehouse

Item Name	Qty Shipped	Current Price	Add to Cart
SanDisk 4GB Standard SD (SDHC) Card Class 4 Flash Memory Card	2	\$19.99	<input type="text" value="2"/> <input type="button" value="-"/> <input type="button" value="+"/>

**Order Number 3141444931**

Order Date: 07/12/2012  
Total Order: \$53.00

Delivery Address:  
Firstname Lastname  
107 South Street 4d  
Boston MA, 02111

Status: Delivered via Staples Courier

Item No.	Item Name	Qty	Price	Coupon(s)	Subtotal	Status
674392	SanDisk 4GB Standard SD (SDHC) Card Class 4 Flash Memory Card	2	\$19.99		\$39.98	Delivered

**Payment Information**

Billing Address:  
Firstname Lastname  
107 South Street 4d  
Boston MA, 02111

<b>Subtotal:</b>	<b>\$49.97</b>
Coupons and Rewards:	-\$0.00
Tax:	\$3.12
Delivery:	\$0.00
<b>Total Order:</b>	<b>\$53.09</b>

**Payment Methods**  
American Express ending in...2000  
Expiring 08/14

### My Order History | Month View

### STAPLES.COM SCREENSHOT(S)

Header

My Account > My Orders & Lists >

My Orders & Lists

Order History | Reorder Past Items | Favorites List | Rewards & Coupons | My Profile

Order History  
[Here's a quick glance at all your previous orders from Staples.com.]

2012

- > July (3 Orders)
- > June (1 Order)
- > February (1 Order)
- > January (1 Order)
- > View All (6 Orders)

2011 (5 Orders)

2006 (1 Order)

Link your Staples Rewards® account to view store purchases

Date	Order Number	Type	Status	Total Ordered
7/19/2012	9229967354   <a href="#">Track</a>	Online	Shipped	37.19
7/12/2012	9229759964   <a href="#">Track</a>	Online	Shipped	\$53.09
7/02/2012	9229476579   <a href="#">Track</a>	Online	Shipped	\$31.86

### ANNOTATIONS

1. This page displays only the orders for the month selected in the left nav. If there are more than 20 orders for that month, the user can see additional orders by scrolling to the bottom of the list. A bar will appear indicating that more orders are being loaded—additional orders will appear below the initial 20 once loaded (see Appendix - States & Variants).

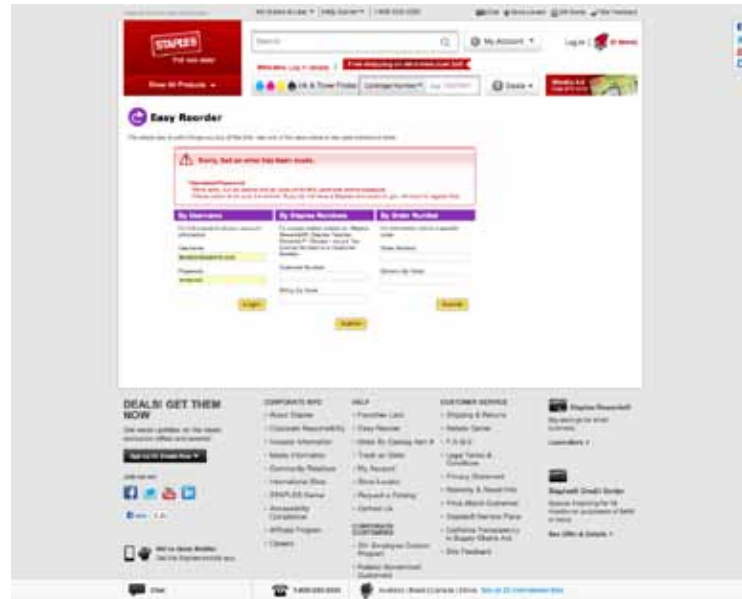


### My Order History | No Orders

### ANNOTATIONS

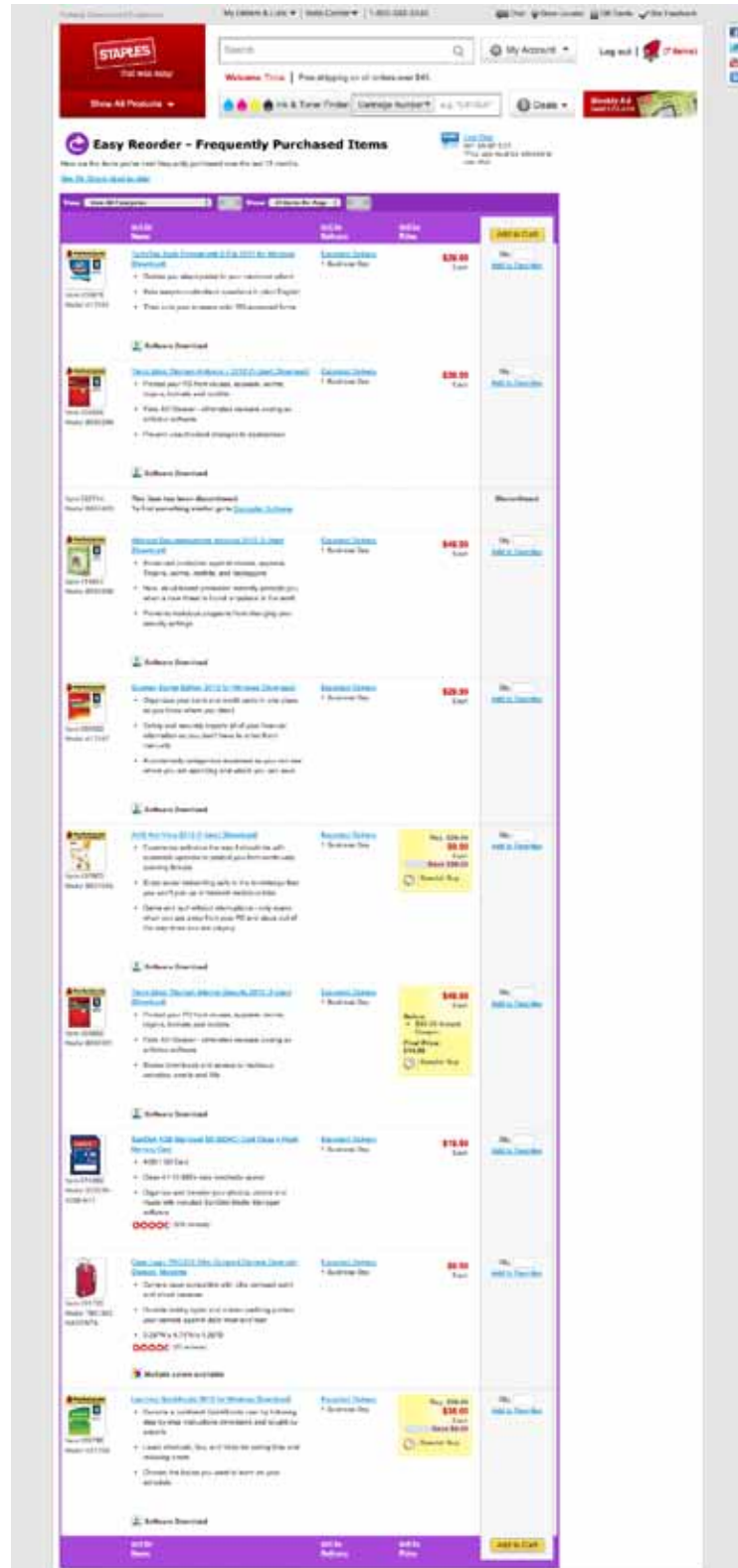
- 1. Users who have no order history will see this screen instead of the current experience (log in page with an error).

### STAPLES.COM SCREENSHOT(S)



Reorder Past Items

STAPLES.COM SCREENSHOT(S)



Header

My Account > My Orders & Lists >




My Orders & Lists

Order History | **Reorder Past Items** | Favorites List | Rewards & Coupons | My Profile

**Easy Reorder**  
Here are the items you've most frequently purchased over the last 12 months.

All Items (14)

- Computer Software (3)
- Flash Memory Cards & Readers (1)
- Cameras / Camcorders / Accessories (10)

Name	Delivery	Price	Add to Cart
 TurboTax Basic Federal with E-File 2011 for Windows [Download] Add Note	1 Business Day	\$29.99 Each	Qty: - + Add to Favorites
 TurboTax Basic Federal with E-File 2011 for Windows [Download] Add Note	1 Business Day	\$39.99 Each	Qty: - + Add to Favorites
Item 322744 Model 8080403 This item has been discontinued. To find something similar go to <a href="#">Computer Software</a>			Discontinued
 Webroot SecureAnywhere Antivirus 2012 (3-User) [Download] Add Note	1 Business Day	\$49.99 Each	Qty: - + Add to Favorites
Item 414647 Model 8090606 Add to Cart			Add to Cart

ANNOTATIONS

1. By default, all items ordered in the previous 12 months appear. The user can refine the results by clicking on the category facets in the left nav (e.g. Computer Software).
2. "Add Note," "Add To Cart," "Add to Favorites" and "Qty" are described in the Appendix.

QUESTIONS FOR SKAVA

1. How many items are available to present? How are they sorted?

### Reorder Past Items | No Past Items

### STAPLES.COM SCREENSHOT(S)

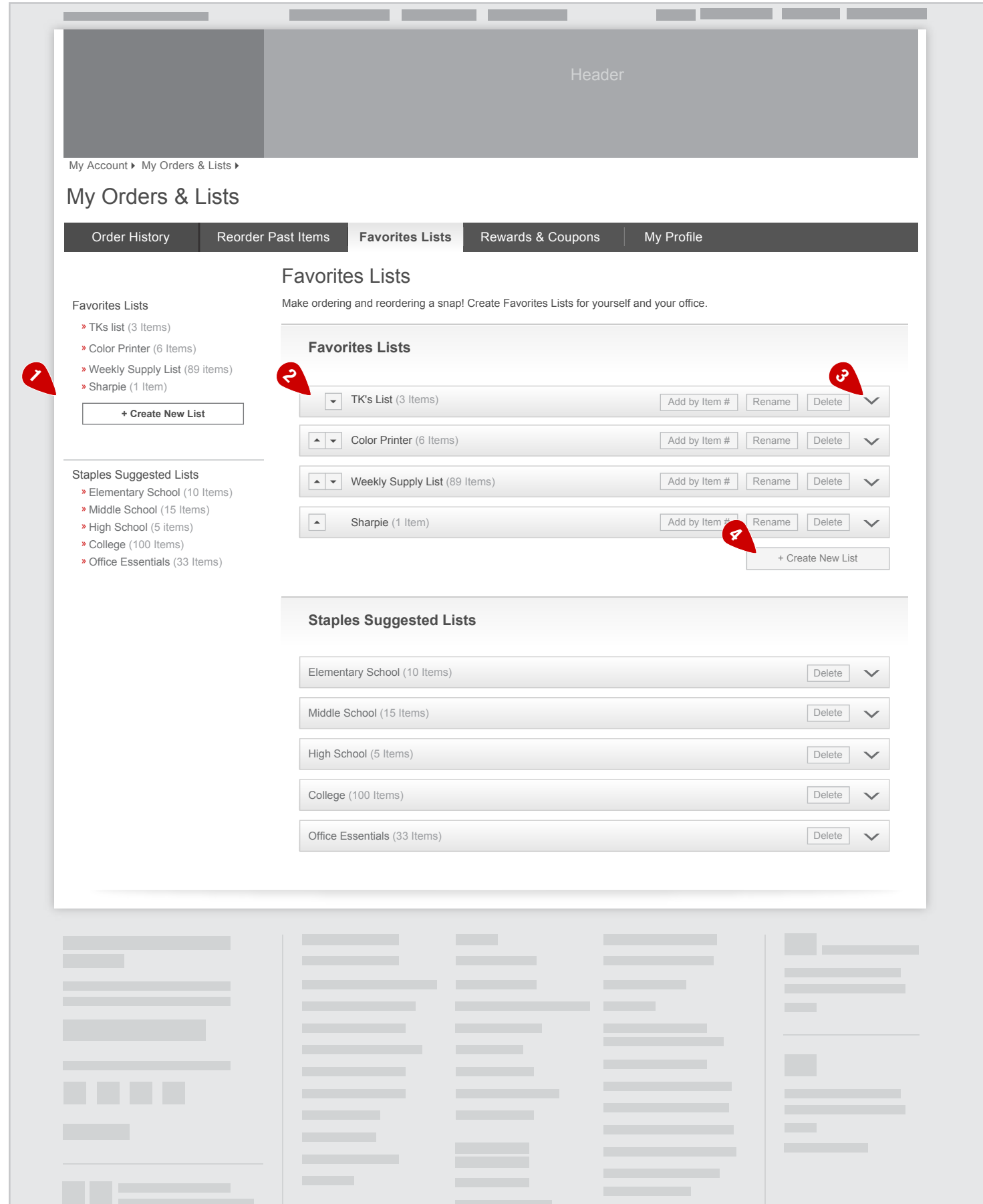
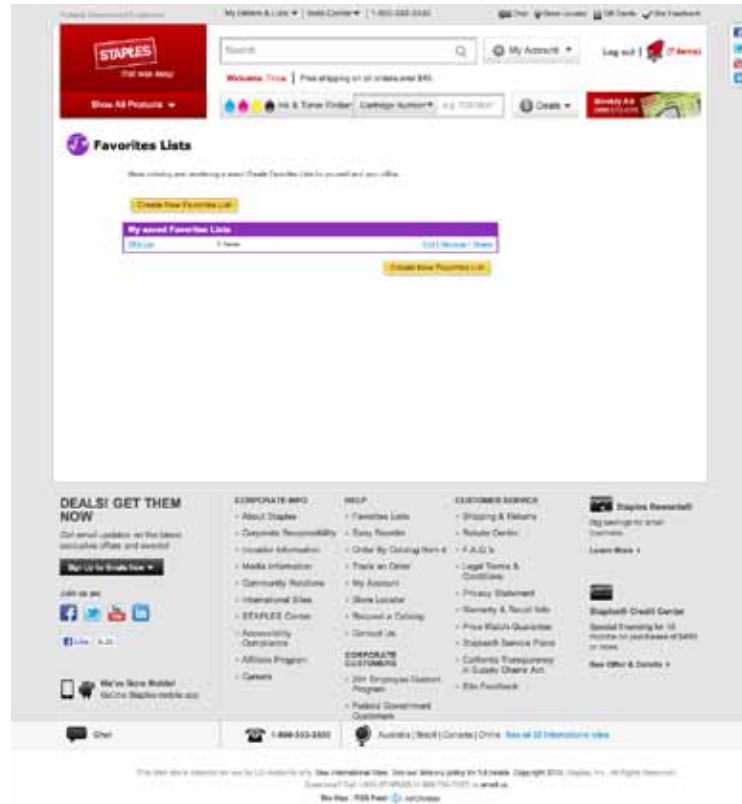


### ANNOTATIONS

1. Users who have no order history will see this screen instead of the current experience (log in page with an error).

### Favorites Lists | Default View

### STAPLES.COM SCREENSHOT(S)



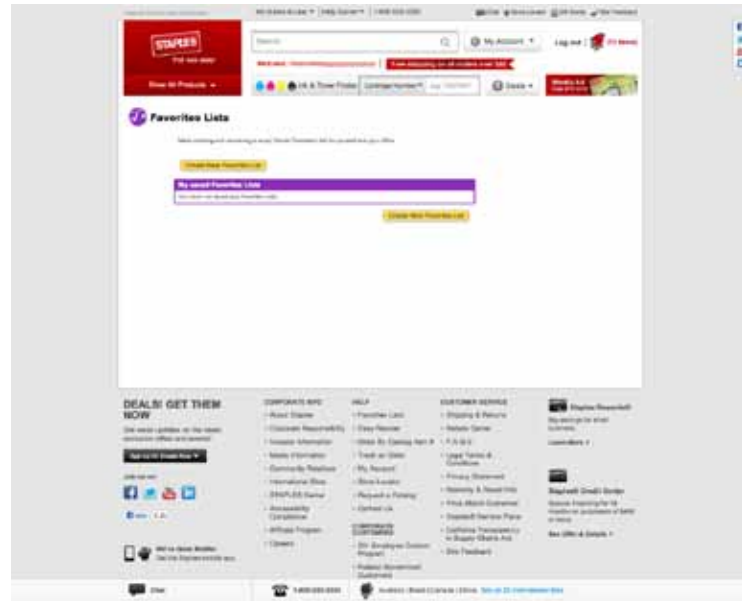
### ANNOTATIONS

1. Users may browse their favorites lists via the left nav or the expandable/collapsible bars in the main panel.
2. These arrows allow the user to move lists up and down in the order. Clicking on a list bar expands that bar, revealing the list.
3. Rename allows the user to type a new name for that list (see appendix). Delete allows the user to delete the list (see appendix).
4. "Create New List" allows the user to create a new list (see appendix).



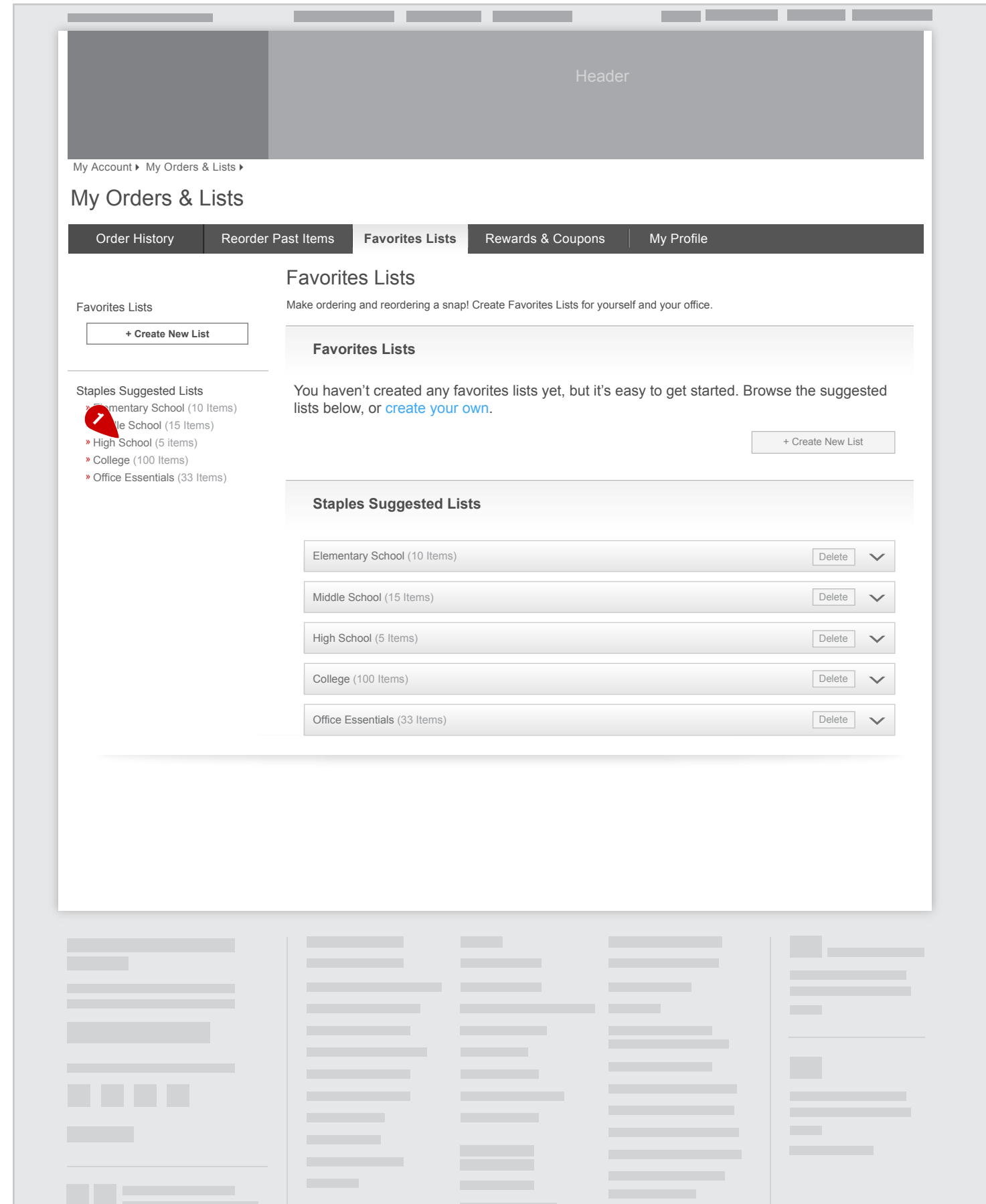
### Favorite Lists | No Lists

### STAPLES.COM SCREENSHOT(S)



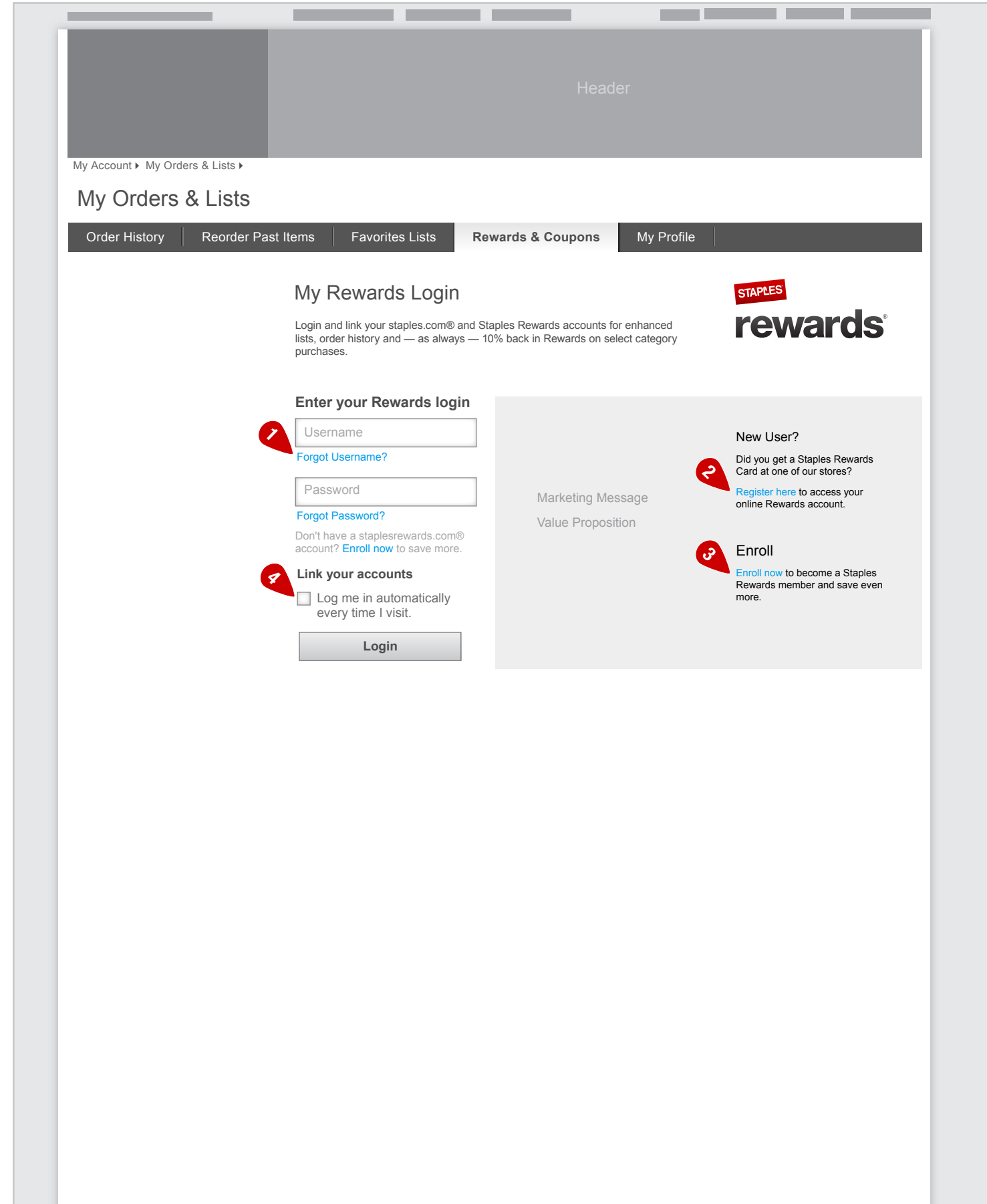
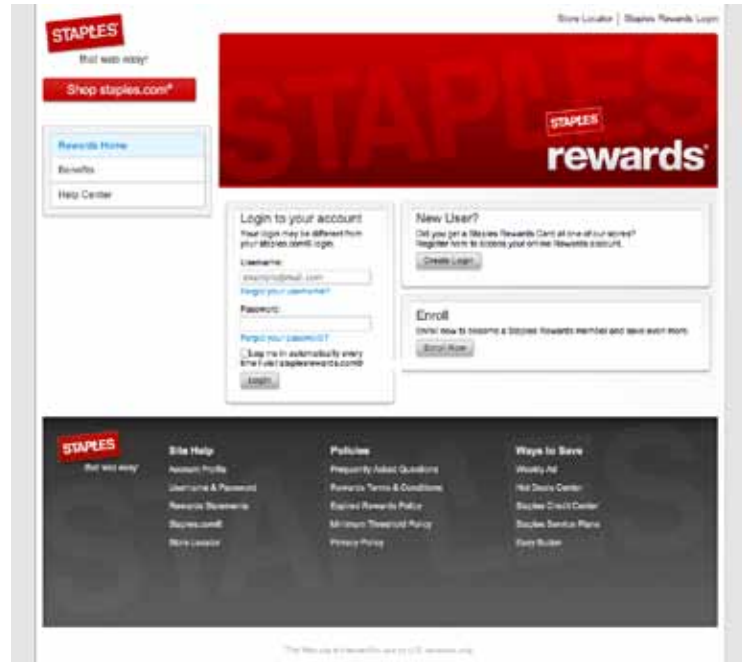
### ANNOTATIONS

1. Users who have not yet created any Favorites Lists (or who delete all their lists) will see a redesigned version of the 'No Lists' page including brief instructional text and calls-to-action to create a new list.



### Rewards | Login

#### STAPLES.COM SCREENSHOT(S)



#### ANNOTATIONS

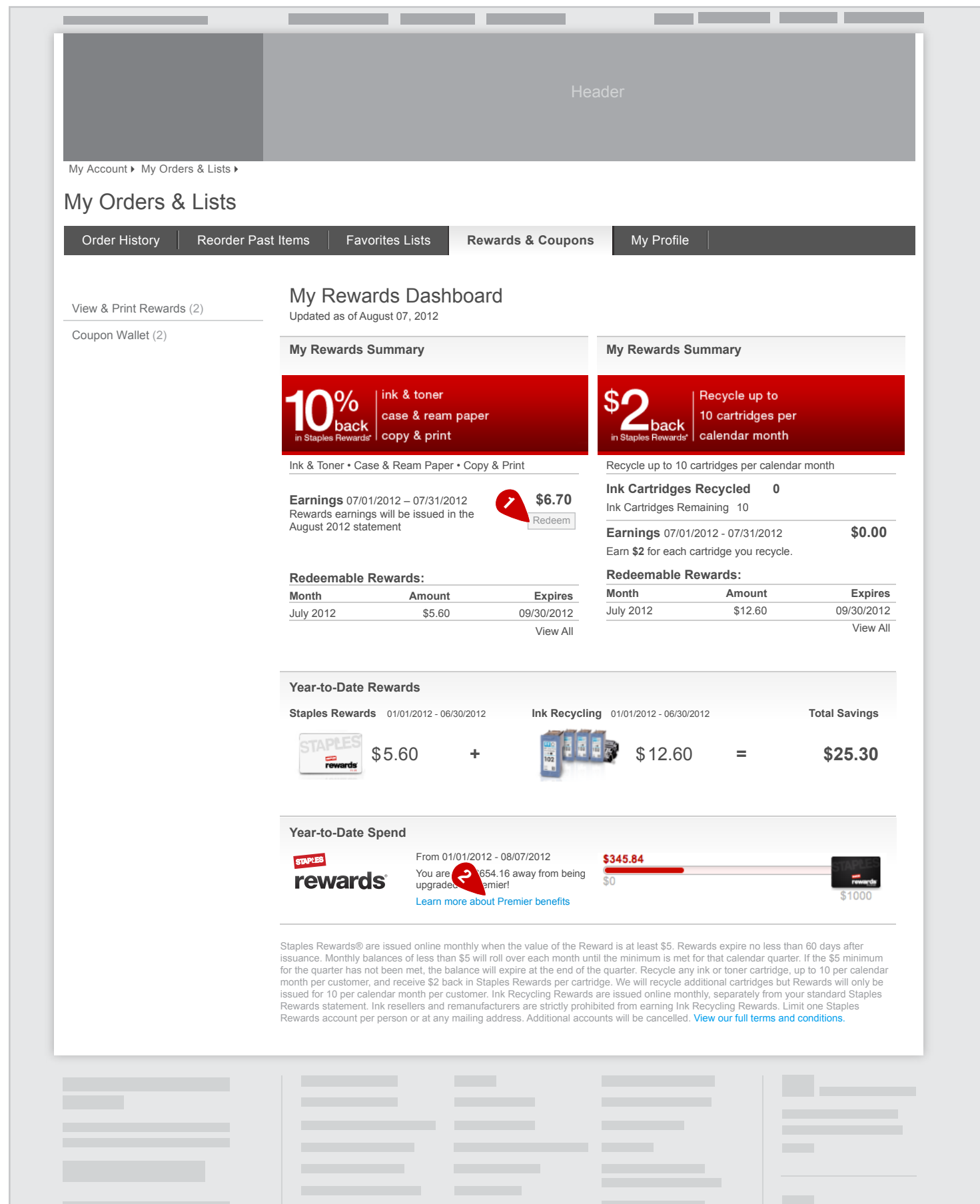
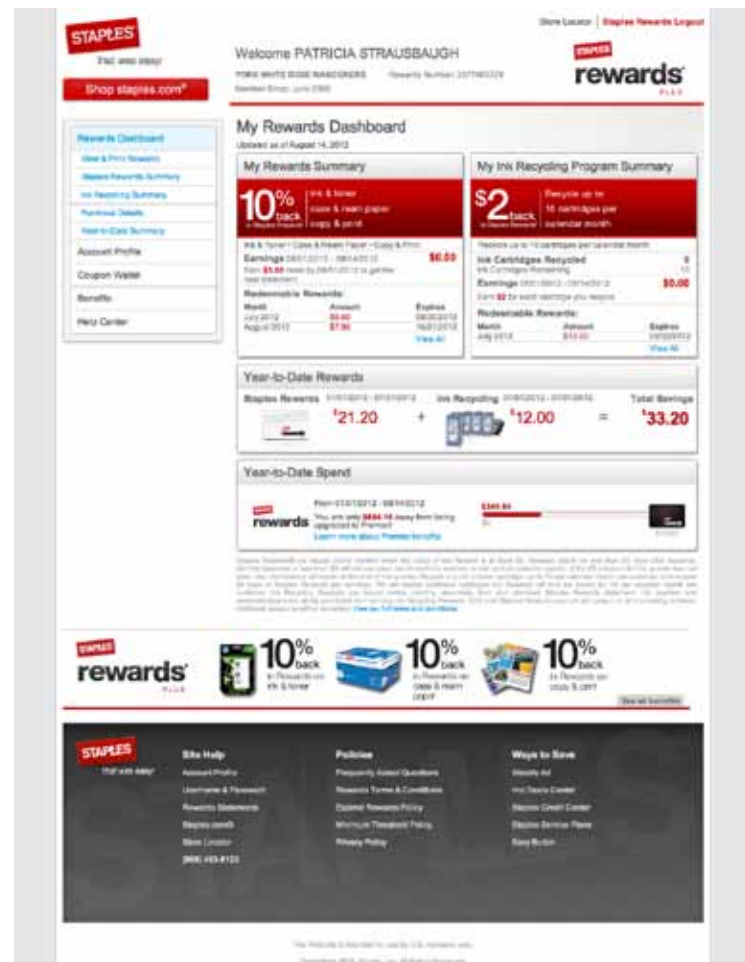
1. Users who have not linked their Staples.com account to a Staples Rewards login will see this page. The user can log in to their Staples Rewards account by entering their username and password in the appropriate fields.
2. Takes users to the existing Create Username & Password page on Staplesrewardscenter.com.
3. Takes users to the existing enrollment page on Staplesrewardscenter.com.
4. Users wishing to log in may check this box to ensure they'll remain logged in. If they don't check this box, they'll be asked to log in to Staples Rewards again after the current session expires.

Rewards | My Rewards

ANNOTATIONS

1. Allows the user to redeem the corresponding reward by adding it the user's cart.
2. Displays the Premier Benefits page from Staplesrewardscenter.com.

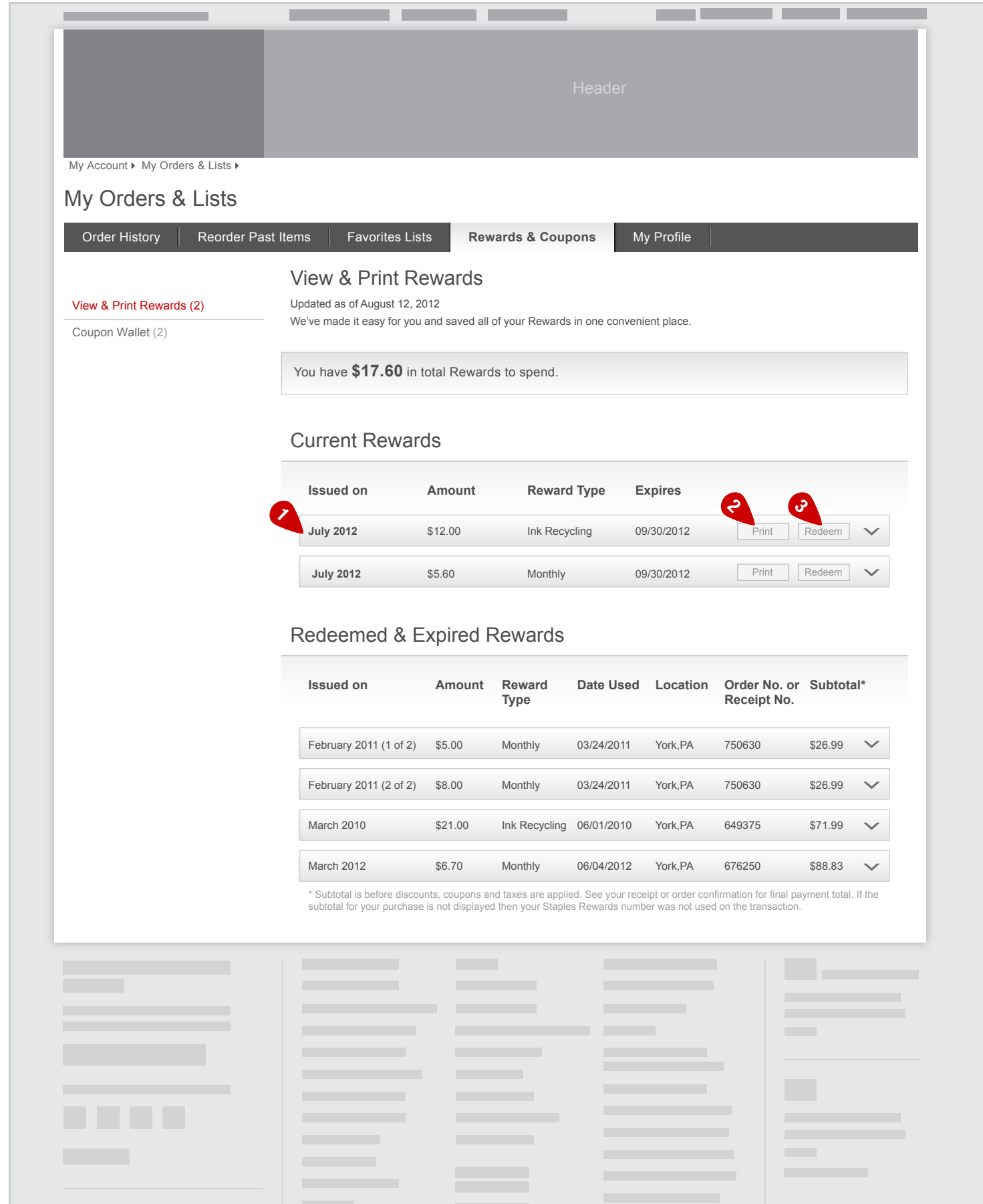
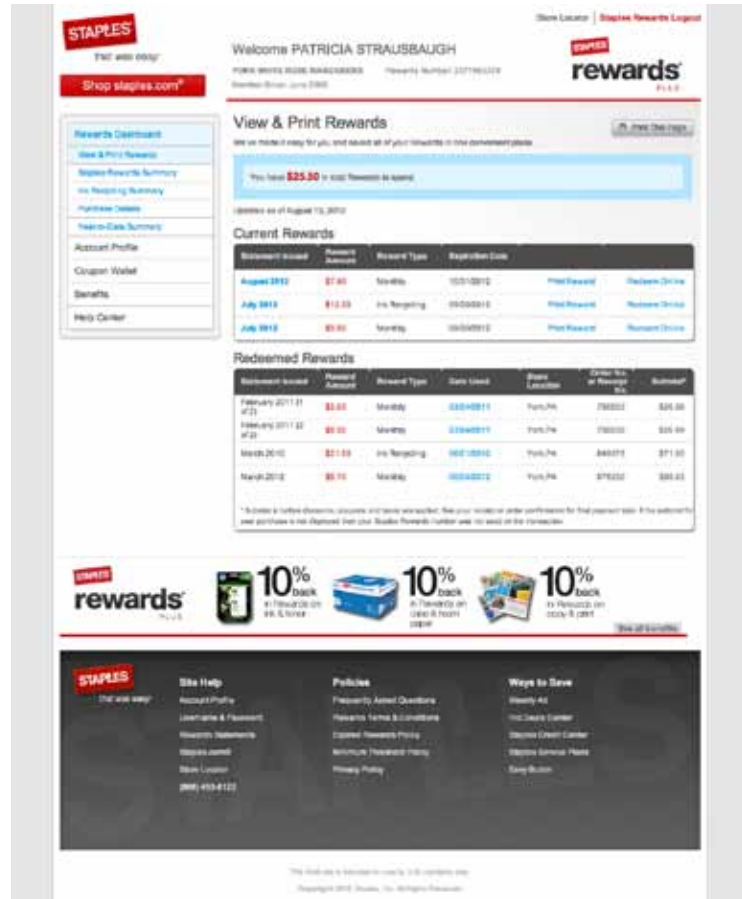
STAPLES.COM SCREENSHOT(S)





Rewards | View & Print

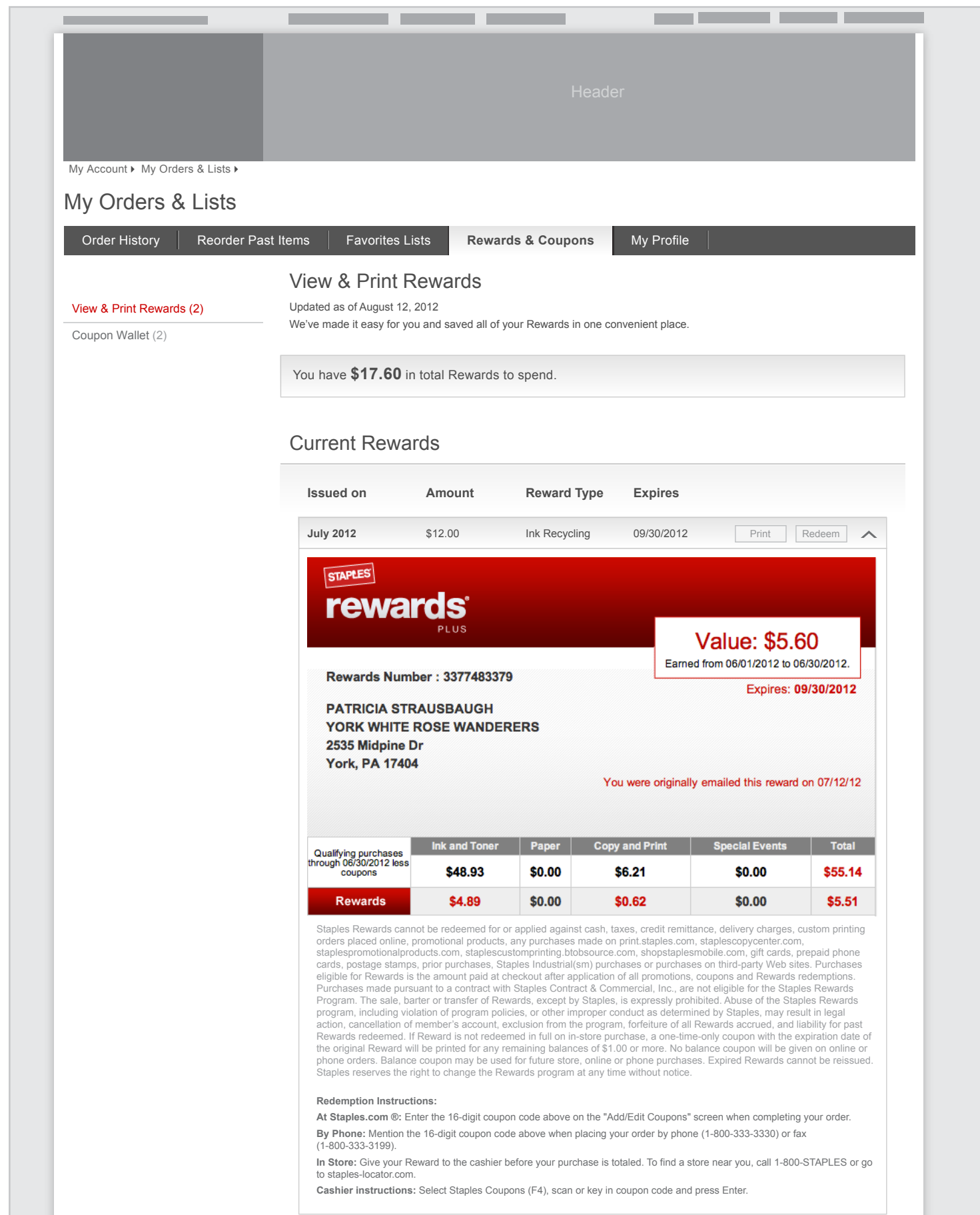
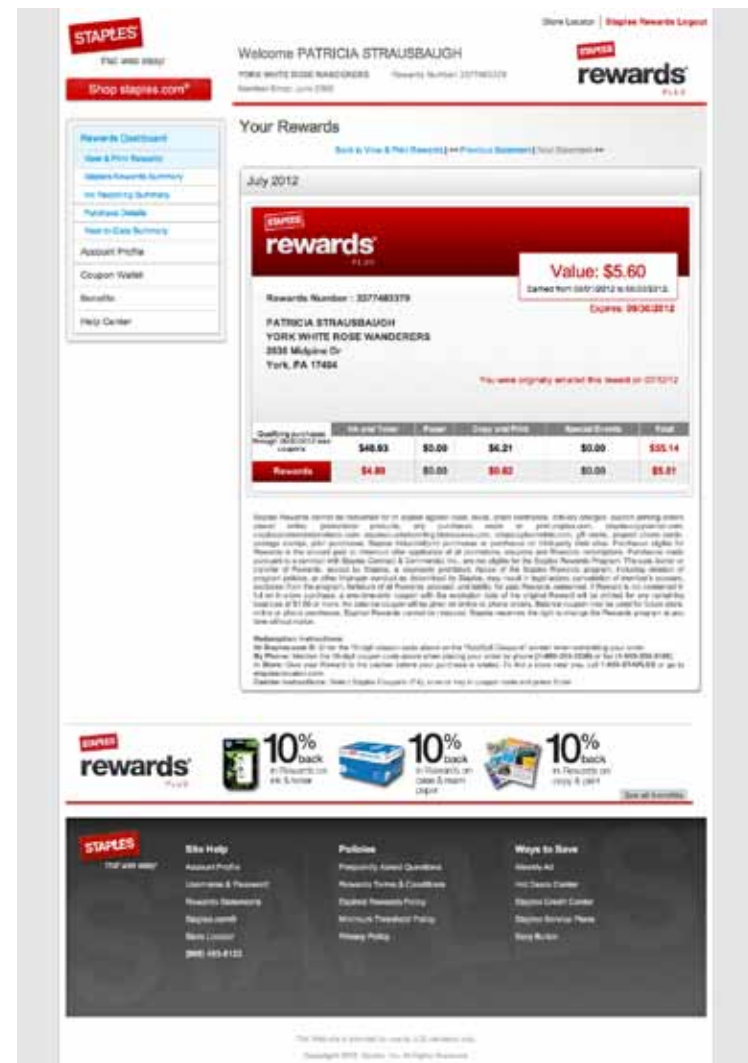
STAPLES.COM SCREENSHOT(S)



ANNOTATIONS

1. Clicking anywhere in the row will cause the row to expand.
2. Spawns a modal window with a printable view of the reward coupon, and triggers the browser's print function.
3. Redeems the corresponding reward by adding it to the user's cart.

STAPLES.COM SCREENSHOT(S)

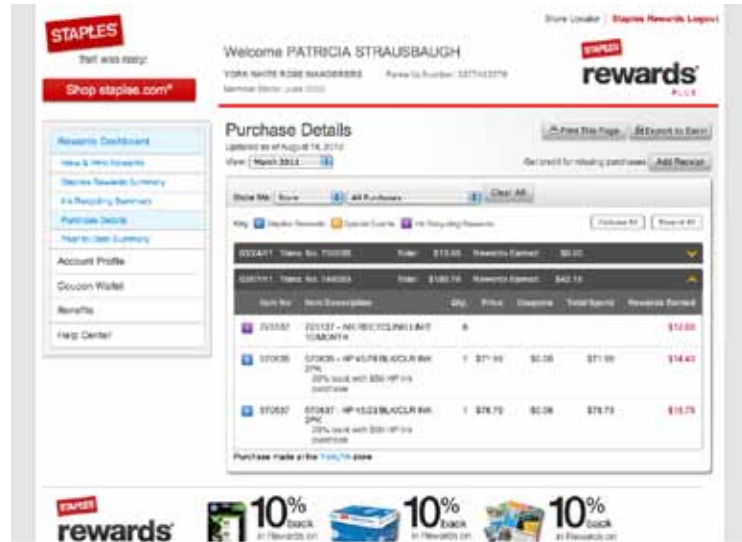


Rewards | View & Print | Redeemed/Expired Detail

ANNOTATIONS

- 1. Opens the store locator, functions as designed on StaplesRewardsCenter.com.

STAPLES.COM SCREENSHOT(S)



Header

My Account > My Orders & Lists >

### My Orders & Lists

Order History
Reorder Past Items
Favorites Lists
Rewards & Coupons
My Profile

#### View & Print Rewards

Updated as of August 12, 2012  
We've made it easy for you and saved all of your Rewards in one convenient place.

[View & Print Rewards \(2\)](#)

Coupon Wallet (2)

You have **\$17.60** in total Rewards to spend.

#### Current Rewards

Issued on	Amount	Reward Type	Expires	Print	Redeem
July 2012	\$12.00	Ink Recycling	09/30/2012	<a href="#">Print</a>	<a href="#">Redeem</a>
July 2012	\$5.60	Monthly	09/30/2012	<a href="#">Print</a>	<a href="#">Redeem</a>

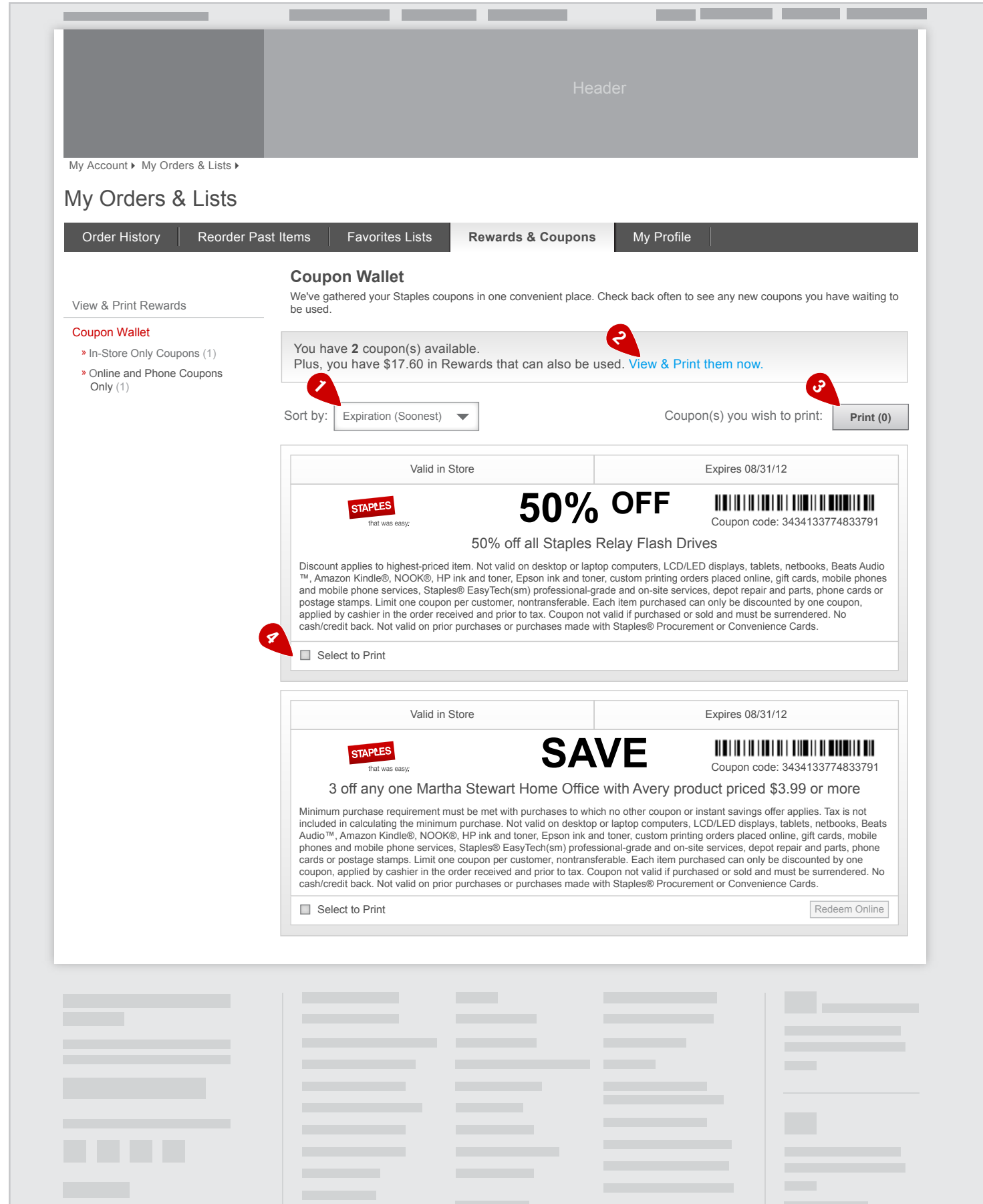
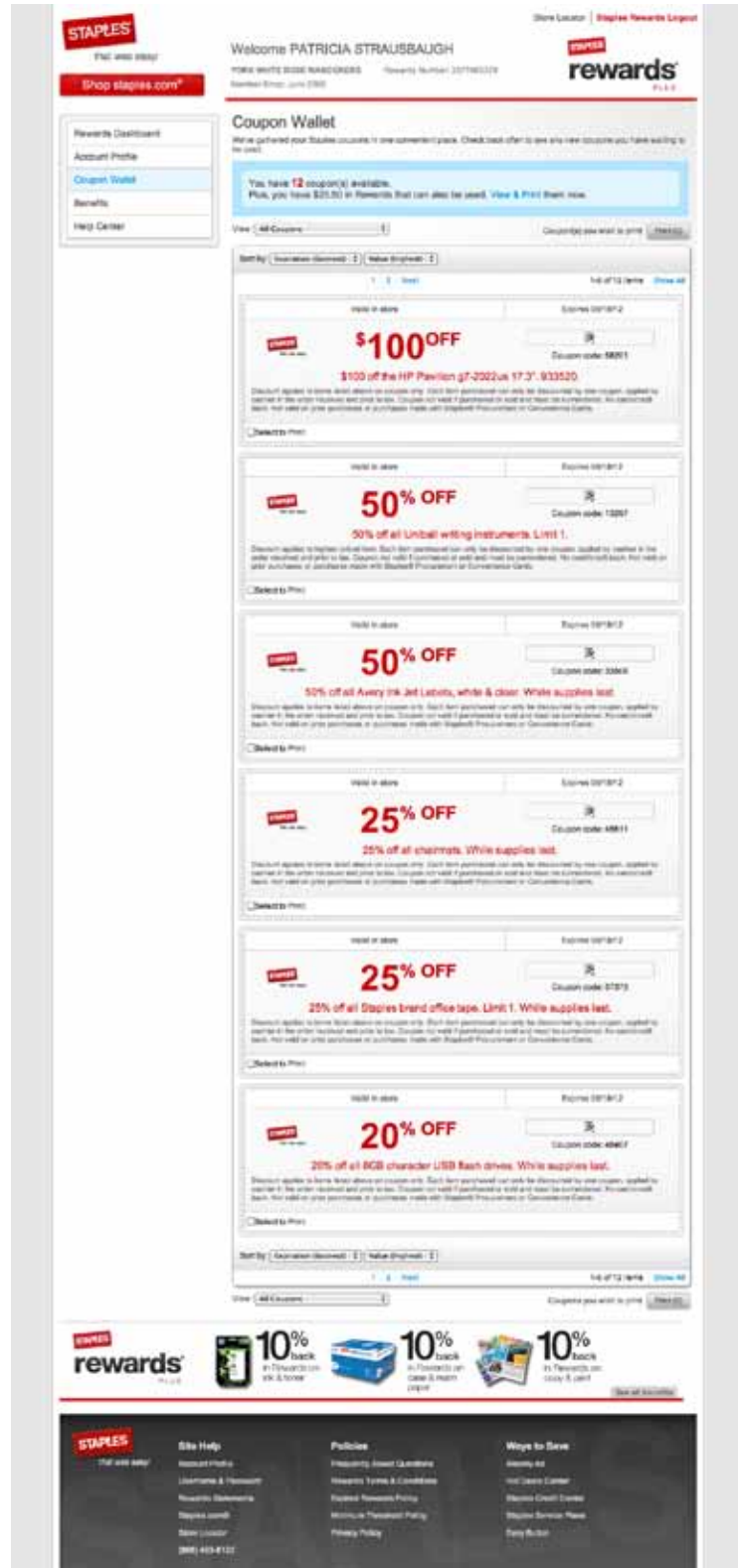
#### Redeemed & Expired Rewards

Issued on	Amount	Reward Type	Date Used	Location	Order No. or Receipt No.	Subtotal*
February 2011 (1 of 2)	\$5.00	Monthly	03/24/2011	York, PA	750630	\$26.99
<b>03/07/11 Trans. No. 748093 Total: \$150.78 Rewards Earned: \$42.00</b>						
Item No	Item Description	Qty.	Price	Coupons	Total Spend	Rewards Earned
209882	209882 - Avy 1x2 5/8 lsr lbl 100sh	1	\$26.99	-\$13.00	\$13.99	\$0.00
725137	725137 - INK RECYCLING LIMIT 10/MONTH	6				\$12.00
570635	570635 - HP 45/78 BLK/CLR INK 2PK 20% back with \$50 HP Ink purchase	1	\$71.99	\$0.00	\$71.99	\$14.40
570637	570637 - HP 45/23 BLK/CLR INK 2PK 20% back with \$50 HP Ink purchase	1	\$78.79	-\$0.06	\$78.73	\$15.75
Purchase made at the <b>York, PA</b> store Key: <span style="color: blue;">S</span> Staples Rewards <span style="color: orange;">E</span> Special Events <span style="color: purple;">I</span> Ink Recycling Rewards						
February 2011 (2 of 2)	\$8.00	Monthly	03/24/2011	York, PA	750630	\$26.99
March 2010	\$21.00	Ink Recycling	06/01/2010	York, PA	649375	\$71.99
March 2012	\$6.70	Monthly	06/04/2012	York, PA	676250	\$88.83

\* Subtotal is before discounts, coupons and taxes are applied. See your receipt or order confirmation for final payment total. If the subtotal for your purchase is not displayed then your Staples Rewards number was not used on the transaction.

### Rewards | Coupon Wallet

### STAPLES.COM SCREENSHOT(S)



### ANNOTATIONS

1. Allows the user to sort coupons. Functions as designed on StaplesRewardsCenter.com.
2. Displays the "View & Print Rewards" page.
3. Prints any coupons that have been selected using the selector checkbox. If no coupons have been selected, this button appears inactive.
4. Allows the user to select and deselect coupons to be printed.

STAPLES.COM SCREENSHOT(S)

Header

My Account ▶ My Orders & Lists ▶

### My Orders & Lists



Order History | Reorder Past Items | Favorites Lists | **Rewards & Coupons** | My Profile

#### Coupon Wallet

We've gathered your Staples coupons in one convenient place. Check back often to see any new coupons you have waiting to be used.

You have **2** coupon(s) available.  
Plus, you have \$17.60 in Rewards that can also be used. [View & Print them now.](#)

Sort by: Expiration (Soonest) ▼      Coupon(s) you wish to print: **Print (0)**

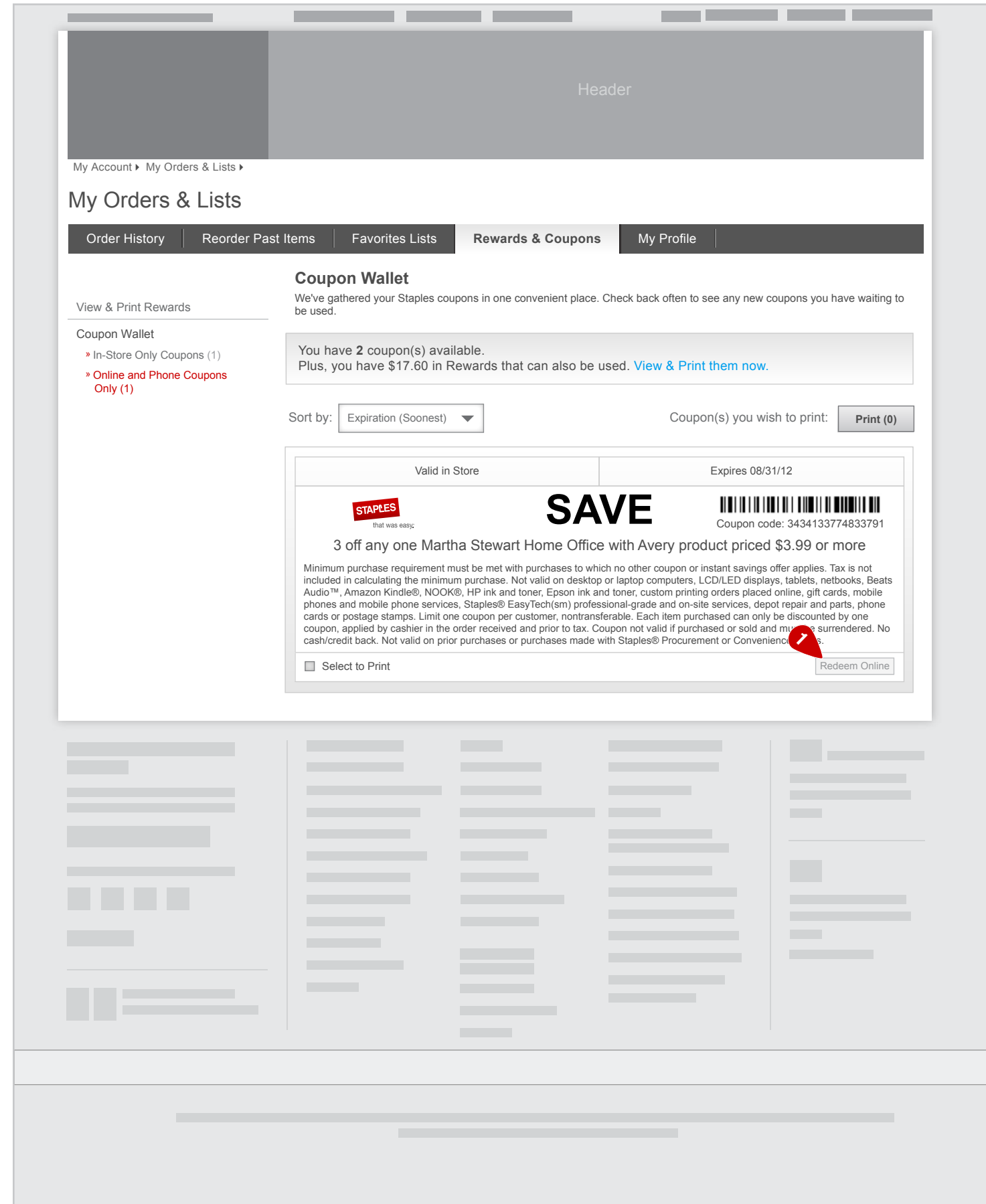
Valid in Store	Expires 08/31/12
 <span style="font-size: 2em; font-weight: bold;">50% OFF</span> 	
<b>50% off all Staples Relay Flash Drives</b>	
<small>Discount applies to highest-priced item. Not valid on desktop or laptop computers, LCD/LED displays, tablets, netbooks, Beats Audio™, Amazon Kindle®, NOOK®, HP ink and toner, Epson ink and toner, custom printing orders placed online, gift cards, mobile phones and mobile phone services, Staples® EasyTech(sm) professional-grade and on-site services, depot repair and parts, phone cards or postage stamps. Limit one coupon per customer, nontransferable. Each item purchased can only be discounted by one coupon, applied by cashier in the order received and prior to tax. Coupon not valid if purchased or sold and must be surrendered. No cash/credit back. Not valid on prior purchases or purchases made with Staples® Procurement or Convenience Cards.</small>	
<input type="checkbox"/> Select to Print	

Rewards | Coupon Wallet | Online & Phone

ANNOTATIONS

- 1. Allows the user to redeem the corresponding coupon by adding it to the user's cart.


STAPLES.COM SCREENSHOT(S)



### Appendix | States & Variants

## Add/Edit/Delete Notes


1. No Note Added

 TurboTax Basic Federal with E-File 2011 for Windows [Download]

Item 409878  
Model 417391

[Add Note](#)


2. Add Note Initial State

 TurboTax Basic Federal with E-File 2011 for Windows [Download]

Item 409878  
Model 417391

Your Note:  [Cancel](#) | [Save](#)

3. Saved Note


 TurboTax Basic Federal with E-File 2011 for Windows [Download]

Item 409878  
Model 417391

Your Note: [Delete](#) | [Edit](#)  
User's note text, ipsum lorem dolor sit amet, ipsum  
lorem dolor sit amet. ipsum lorem dolor sit amet ipsum...

[Read More](#)


4. Edit Note

 TurboTax Basic Federal with E-File 2011 for Windows [Download]

Item 409878  
Model 417391

Your Note:  [Cancel](#) | [Save](#)

5. Delete Note

 TurboTax Basic Federal with E-File 2011 for Windows [Download]

Item 409878  
Model 417391

Your Note: [Delete](#) | [Edit](#)  
User's note text, ipsum lorem dolor sit amet, ipsum  
lorem dolor sit amet, ipsum

[Read More](#)

**Are you sure you want to delete this note? This cannot be undone.**

[Cancel](#) [Delete Note](#)

## 'Loading More' Bar



## Create/Add To/Rename/Delete List

[+ Create New List](#)

**Create New List**



New Favorites List Name:

25 Character Limit

[Cancel](#) [Create Now](#)

Add by Item #

TK's List (2 Items) [Add by Item #](#) [Rename](#) [Delete](#)

Name	Delivery
 Learning QuickBooks 2012 for Windows [Download]	1 Business Day
Item 369786 Model 431306	
 TurboTax Basic Federal with E-File 2011 for Windows [Download]	1 Business Day
Item 368658 Model 8086299	

**Add Items by Catalog Item #**

Enter Item #  - Qty  +

Enter Item #  - Qty  +



Enter Item #  - Qty  +

[+Add Another Item](#)

[Cancel](#) [Add Items](#)

Rename List Popover

TK's List (2 Items) [Add by Item #](#) [Rename](#) [Delete](#)

Name	Delivery
 Learning QuickBooks 2012 for Windows [Download]	1 Business Day
Item 369786 Model 431306	
 TurboTax Basic Federal with E-File 2011 for Windows [Download]	1 Business Day
Item 368658 Model 8086299	

**Current Favorites List Name:**  
TK'S List



**New Favorites List Name:**

25 Character Limit

[Cancel](#) [Rename](#)

Delete List Popover

TK's List (2 Items) [Add by Item #](#) [Rename](#) [Delete](#)

Name	Delivery	Price	Qty
 Learning QuickBooks 2012 for Windows [Download]	1 Business Day		<input type="text"/>
Item 369786 Model 431306			
 TurboTax Basic Federal with E-File 2011 for Windows [Download]	1 Business Day	\$39.99 Each	<input type="text"/>
Item 368658 Model 8086299			

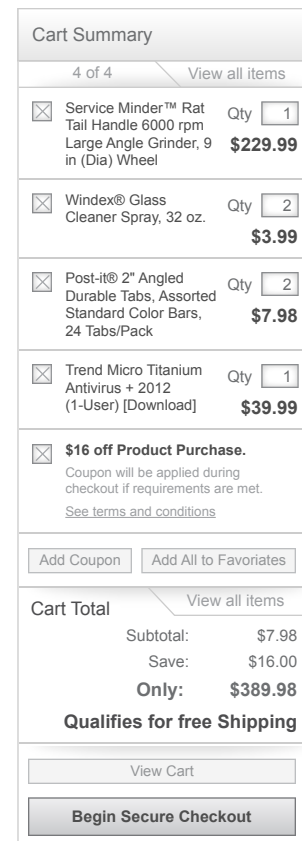
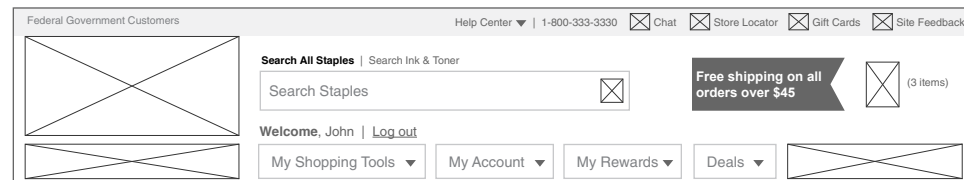
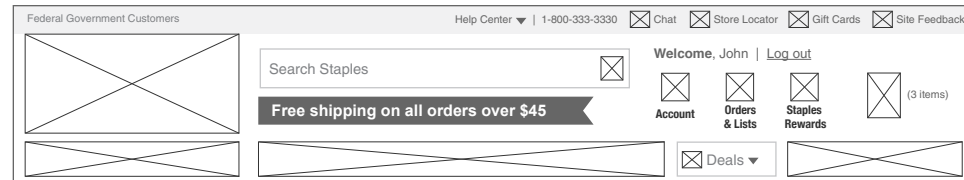
**Are you sure you want to delete this list? This cannot be undone.**

[Cancel](#) [Delete List](#)

# Successes A few ideas worthy of further exploration but which were eliminated due to scope considerations.

## Header As Entry Point

Much of the header real estate is promotional in nature; there is a natural tendency to look for tools or utilities as part of the site navigation. We should evaluate the balance of the two, and whether putting the entry points where people will naturally look for them is logical.

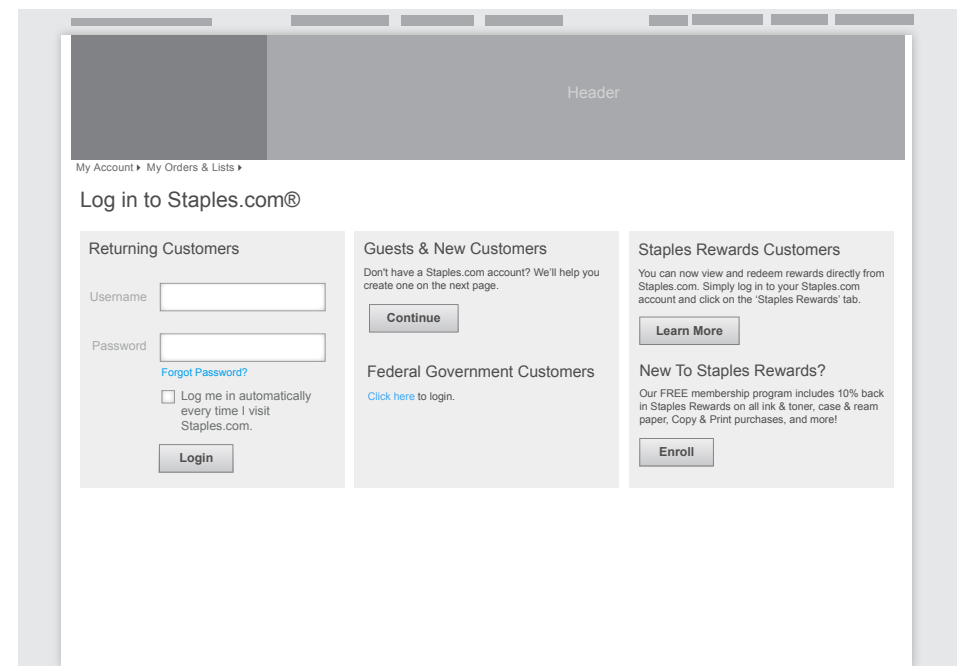


## Cart Summary

This provided through the use of an interactive tool, the ability to order from any saved list or historical order quickly and efficiently. It also provided the ability to create or add to a list from cart items. This is really a redesign of the cart page and more than what was agreed to in scope. It also provoked questions of the functionally needing to be more ubiquitous on the site and odd as restricted to a few select pages.

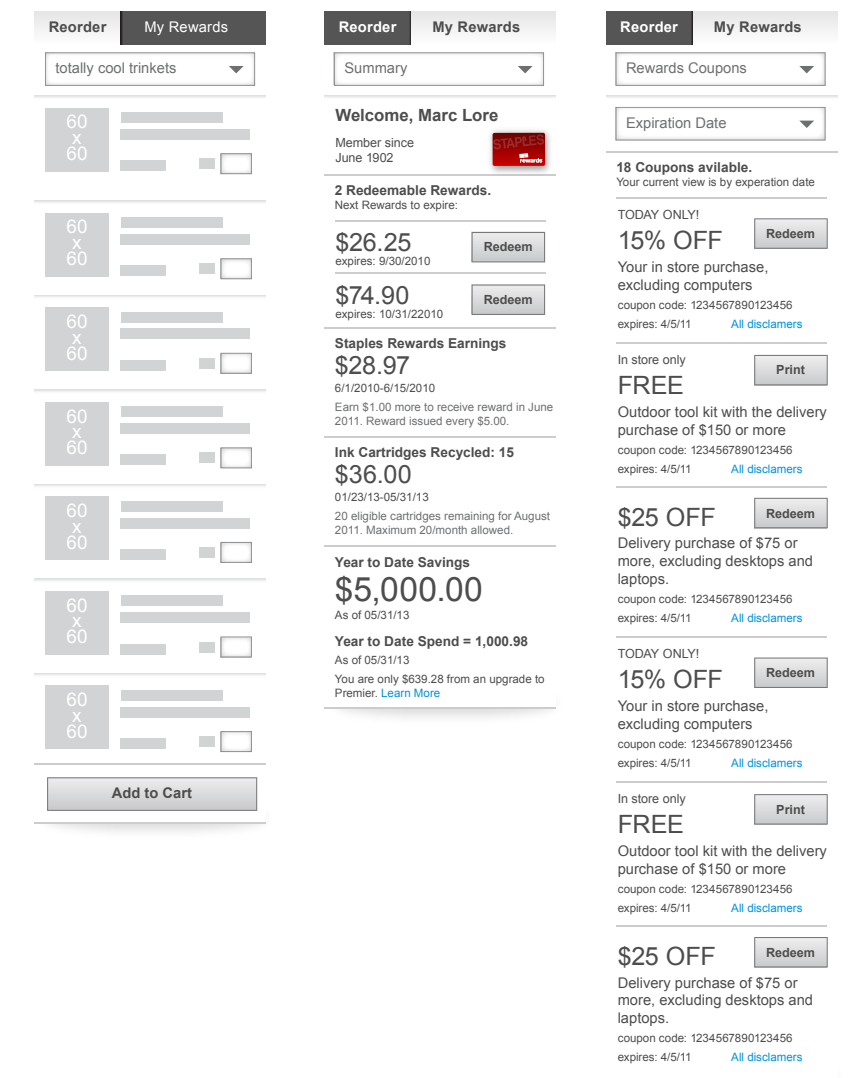
## Login Page As Entry Point

This seems to be one of the better places for the double login, as it follows the existing user process and is less overt than placement on the home page.



## Redeeming Rewards & Coupons from Sidebar

This was presented as an accompaniment to the existing "previously ordered items" directly under the left navigation on the site. Teasing the value of rewards and allowing customers to redeem their earnings and coupons quickly and easily seemed very valuable.





Appendix | Insight for Phase II | Failures

# Failures

Concepts we explored that raised concern, either with users, stakeholders or the design team.

**Link your Staples Rewards® account**

**10% back** in Rewards

Login and link your staples.com® and Staples Rewards accounts for enhanced lists, order history and 10% back in Rewards on select category purchases.

**1. Your staples.com login**

Username

Password  [Forgot?](#)

Don't have a staples.com® account? You can [create one](#).

**2. Your Rewards login**

Username  [Forgot?](#)

Password  [Forgot?](#)

Don't have a staplesrewards.com® account? [Enroll now](#) to save more.

**3. Link your accounts**

Link my accounts and Log me in automatically every time I visit.

## Double Log In

We suspected this might be bad; we just didn't know how bad it would be. At best there was a sentiment of non-compliance, at worst it confused our customers and caused alarm, due to an expectation that we are one Staples and we should already know these things.

**Recommendation:** Until single sign on functionality exists, we have to accept these strong emotions. However, will be best suited by offering something of value in return multiple log-ins.

## List Builder

This concept emerged from a desire to show users a working list of items from various sources (past orders, reorder, and favorites lists). However, the goal is to support repeat purchasing, and the cart summary provides a better function for this and is one step closer to purchasing.

**Recommendation:** Use summary cart instead, which performed better.

**Quick List**

Qty

**How it works**

Indicate the desired quantity of items while browsing your Order History and Favorites Lists.

Your items are automatically collected here for creating a new list, adding to an existing list, or simply adding them all to cart.

Post-it® Durable Tabs, Assorted Standard Color Bars

To remove an item from the Quick list simply uncheck it.

**Quick List**

1 of 1 [View all items](#)

Post-it® 2" Angled Durable Tabs, Assorted Standard Color Bars, 24 Tabs/Pack Qty  **\$7.98**

Trend Micro Titanium Antivirus + 2012 (1-User) [Download] Qty  **\$39.99**

**Summary total** [View all items](#)

Subtotal: \$7.98

Save: \$0.32

**Only: \$89.98**

**Qualifies for free Shipping**

## Data Model

Product vs. Order Level: most users seem to have a strong association with the product and less so with any given order at any given time. This means our order history, while improved, is limited in its potential. Customers simply do not have the recall for that type of data organization.

**Recommendation:** What was "Easy Reorder" is a prime opportunity to provide expanded views of product level data. Currently it lacks the data and technical ability for further personalization. Likely product views might include, in addition to popular or frequent, all purchased products by category, most ordered products, customized products (copy & print) and sale items or couponed items. There is also a social potential here.

Header

My Account > My Orders & Lists >

**My Orders & Lists**

[Order History](#) [Reorder Past Items](#) [Favorites List](#) [Rewards & Coupons](#) [My Profile](#)

[Link your Staples Rewards® account to view store purchases](#)

Date	Order Number	Type	Status	Total Ordered
2012 (6 Orders)				
• July (3 Orders)				
• June (1 Order)				
• February (1 Order)				
• January (1 Order)				
7/19/2012	922967354   <a href="#">Track</a>	Online	Shipped	37.19
7/12/2012	9229759964   <a href="#">Track</a>	Online	Shipped	553.09
2011 (5 Orders)				
7/02/2012	9229476579   <a href="#">Track</a>	Online	Shipped	31.86
2006 (1 Order)				

Federal Government Customers | My Orders & Lists | Help Center | 1-800-333-3330

STAPLES that was easy:

You are logged in. | Free shipping on all orders over \$45.

**Personal Information**

**My Information**

Username	test50@pehoo.com	Edit
Email Address	test50@pehoo.com	Edit
Receive special savings by email	Yes	<a href="#">Unsubscribe</a>
Payment	Saved on file	Edit
Auto login	Activated	Manage
Stored credit cards	0 credit cards stored	Manage
Stored addresses	0 addresses stored	Manage
Staples Rewards®M, Staples Teacher Rewards™, Tax Exempt, Customer Number		Edit
Password reminder question/answer	Saved on file	Edit

## Disjointed Experience in My Account

Most of the My Account pages will be consolidated, reordered and updated. My Profile is not included and The My Account page is pragmatically no longer needed.

**Recommendation:** Visually update My Profile and ideally make the functionally more contemporary. Consider replacing the "My Account" page with "My Orders and Lists" and renaming. Consider a mechanism perhaps a password wallet for managing all of the various log-ins and 3rd party vendors until single sign on can become a reality. It is a shame to only provide linking for rewards.