

Staples Stars Guide for Associates



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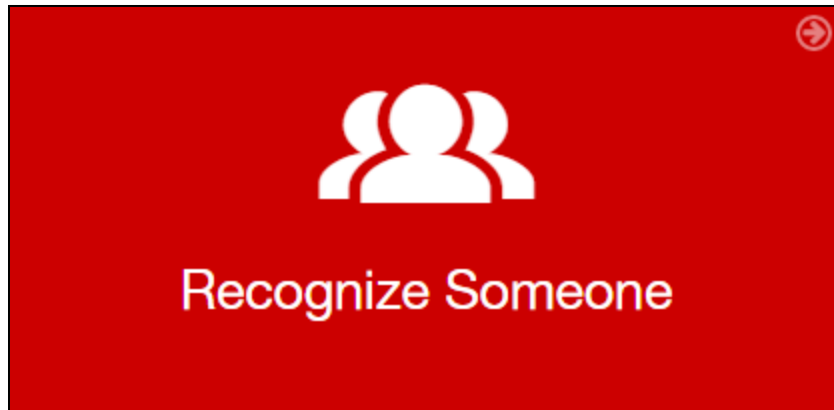
Stars

Make more happen.
Earn more points.

Sending Peer to Peer Recognitions

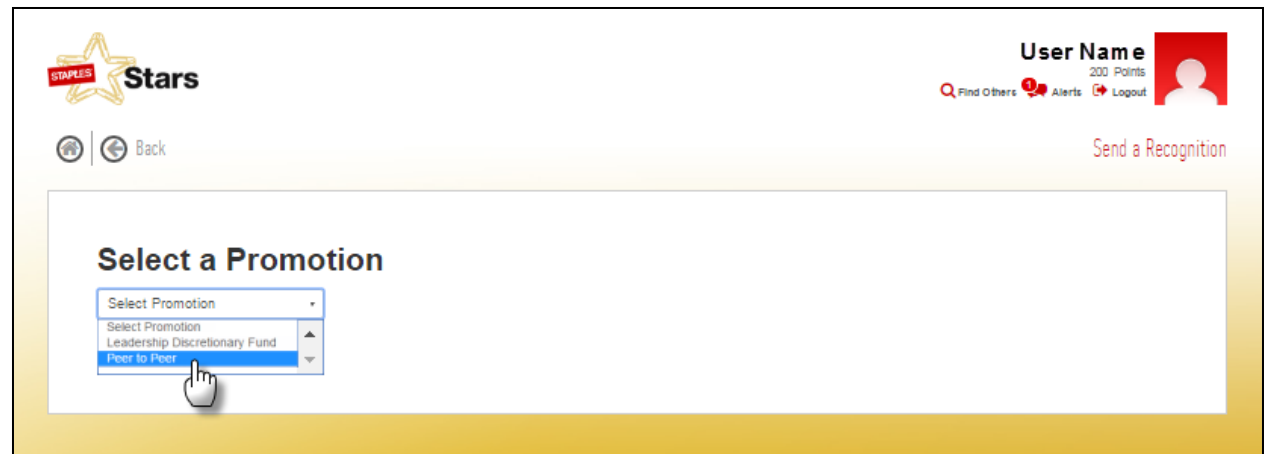
Starting Out

Selecting a promotion



1. Log on to the Staples Stars Website.
2. Click on the “Recognize Someone” tile on the homepage.

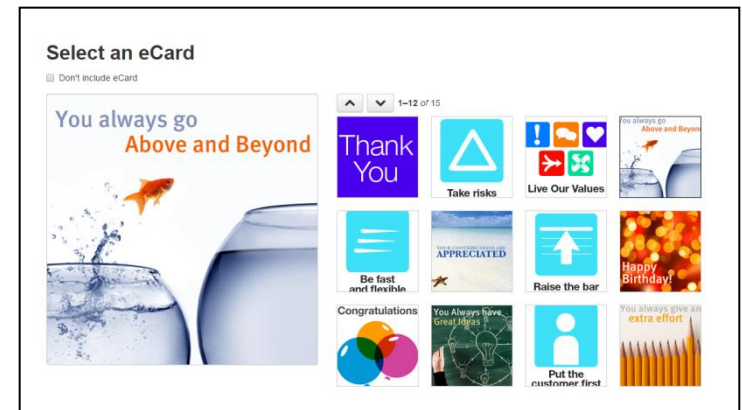
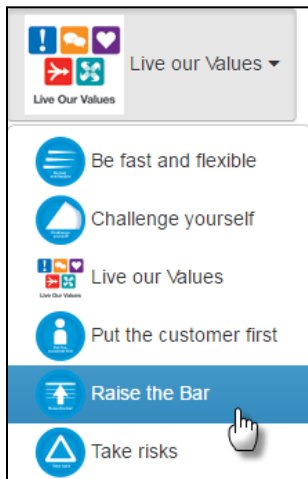
3. When it asks you to Select a Promotion, choose Peer to Peer.



Finish

Select a recipient and send message

4. Select a recipient. You can search for the recipient using the drop down menu.
5. Select an eCard (optional).



6. Add a behavior.
7. Add a message using up to 2000 characters.
8. Send.





EZ Thanks App

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Overview

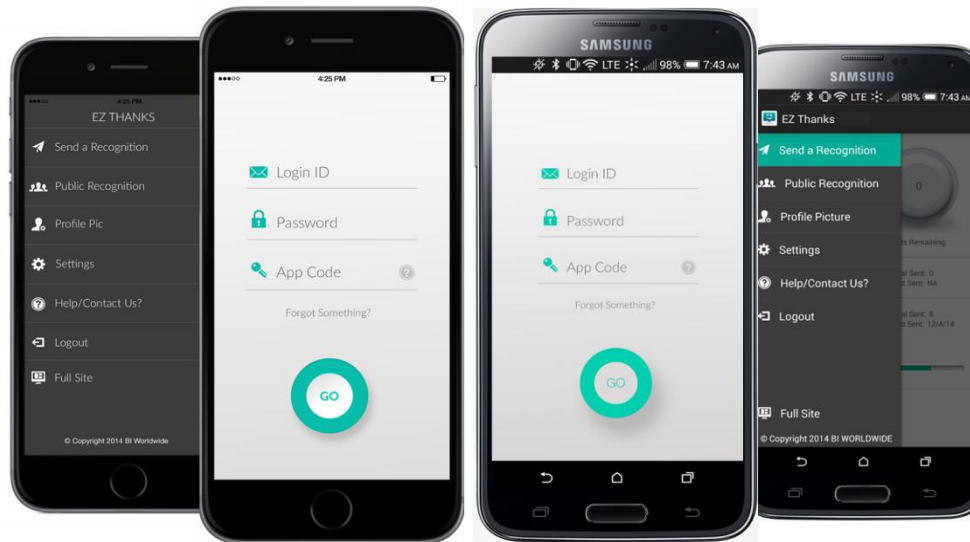
Learning about the EZ Thanks App

This app makes it fun, fast and easy to send recognition to your co-workers. Once you have logged into the Staples Stars full website and completed your first time registration, just download the app and follow these instructions:

Available for IOS
(iPhone)



Available for Android



Downloading the App

- Go to either the Apple or Google Play store
- Search for the EZ Thanks app
- Install the EZ Thanks app onto your mobile device (iPhone, Android)
- EZ Thanks icon will display on your device



Login

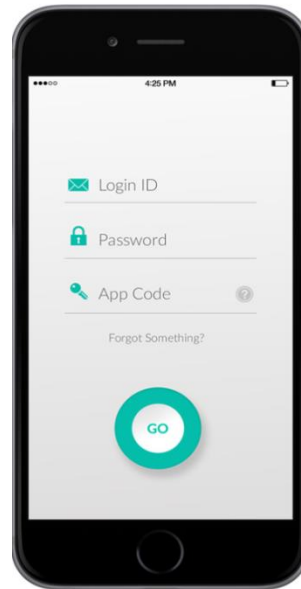
Click on EZ Thanks icon to open app. Login using your Staples Stars Login ID, Password and App Code which is **staplesstars**.

If you haven't logged into the Staples Stars website prior to January 2016, log in to the site using your year of birth + last 4 digits of your SIN/SSN before logging into the EZ Thanks app.

- Don't forget that to use the EZ Thanks app, you must have logged on and set up your profile on the Staples Stars website.

Use Login ID (your 7 digit employee id) and password for full Staples Stars website

Forgot your password or login? Tap here



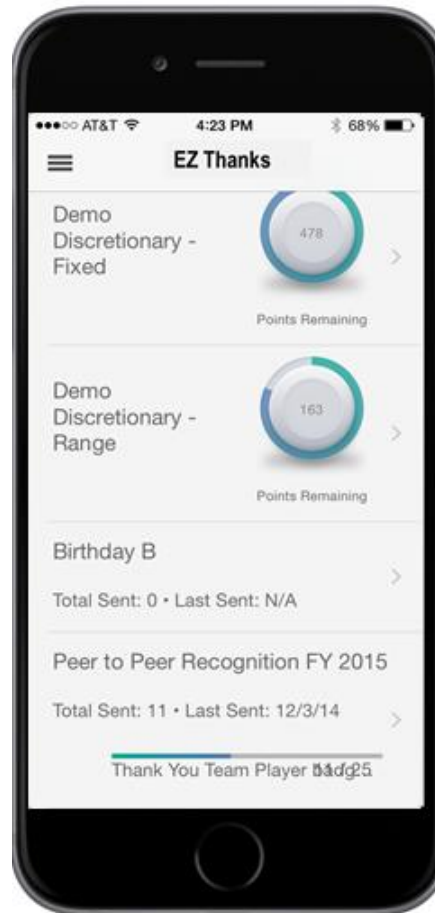
The App code "staplesstars" is required for the first time login process and if the participant 'logs out' of the app



Home Screen

Menu Button to find public recognitions, settings and other app functions.

You can see the number of promotions you have sent



Here you will be able to see all of the available recognition promotions available for you to choose from.

Remaining Budget Amount





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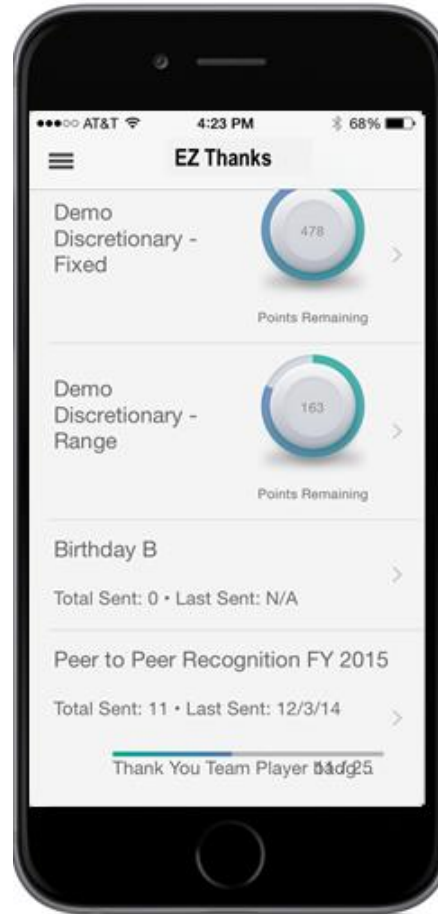
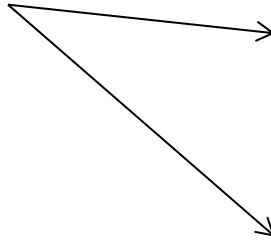
Sending Recognition

Follow these 5 Steps to recognize your co-workers



Step 1: Selecting a Promotion

Once you've logged on, tap the promotion you wish to select.



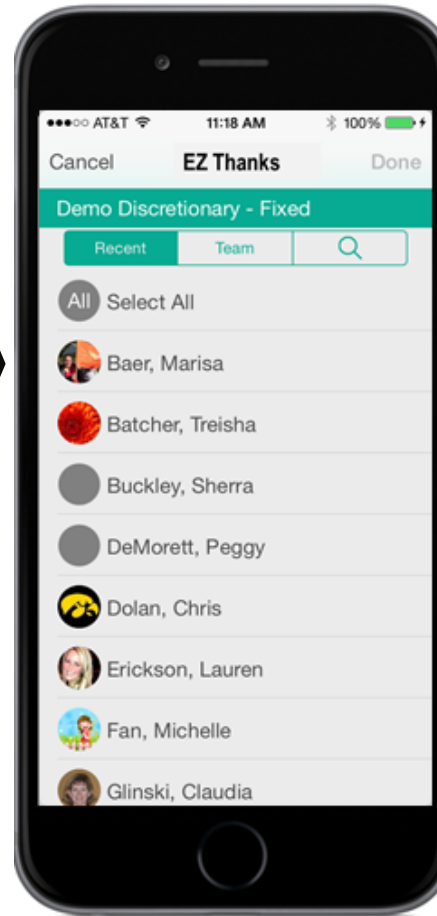
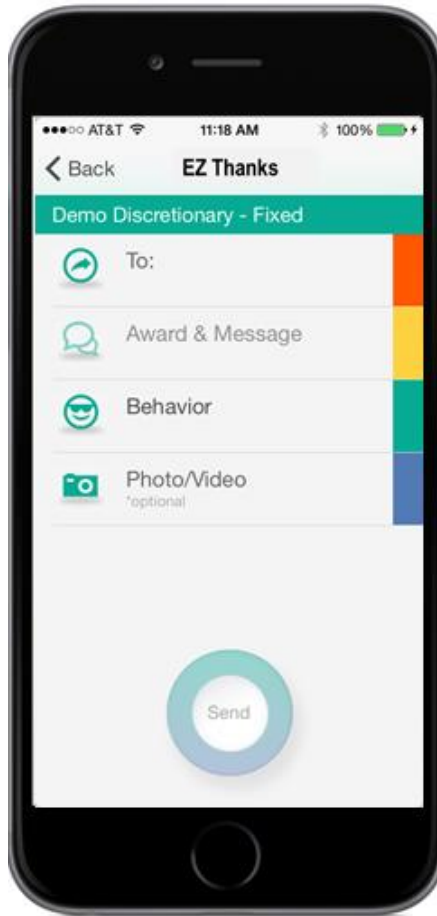
- You will start the recognition process from Home Screen
- Tap on the type of promotion you wish to send

Everyone is able to send peer to peer recognition and managers will often also have a discretionary program where they can recognize someone and include Staples Stars points.



Step 2: Selecting a Recipient

Select a recipient by tapping "To"



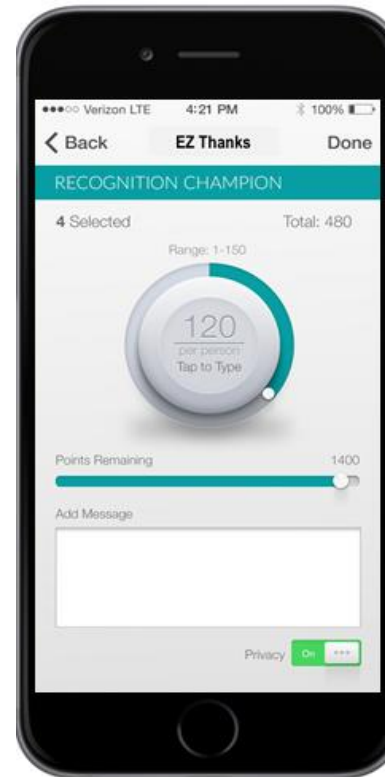
Find recipients by selection one of three options (Recent, Team, Search)

Press "DONE" when you have found your recipients.

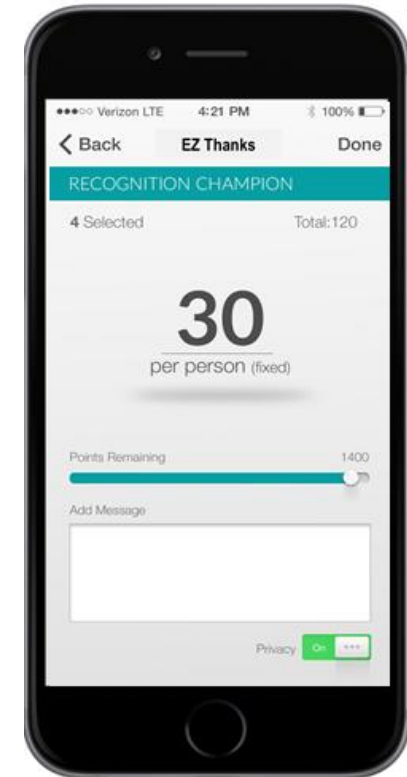


Step 3: Award & Message

- Manager Discretionary promotions:
 - Range promotions – A dial will be displayed showing the available Points ‘range’. Select points for the recognition by moving the dial or tapping on the dial to key in the number of Points
 - Some programs dictate the number of points, and this amount will be displayed.
 - If recognizing multiple recipients, all recipients will receive the same number of points
 - The “points remaining meter” is a visual display of the number of points remaining you have under that promotion
 - You can make the recognition private by sliding the privacy button



Range Budget

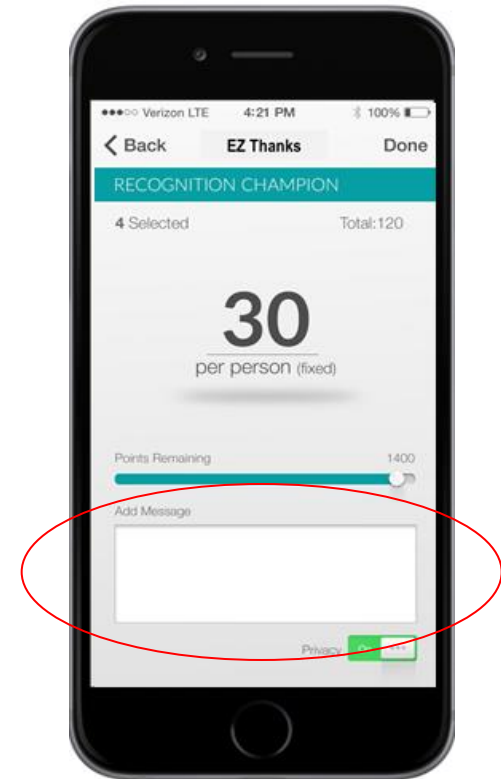


Fixed Budget



Step 3: Award & Message cont'd

- All types of promotions require that you send a comment or message with them. Remember to make this comment meaningful to the associate. While messages of thanks are great to receive, meaningful recognition includes what they did, and the positive impact it had.
- Participant can select to not have the recognition appear on the Public Recognition tile.
- By default, the “Make Recognition Private” setting is off.



Fixed Budget



Step 4: Add a Behavior

- You must include a behavior with the recognition
- If badges are associated to the behaviors, the badge image will also be displayed with the behavior name



Step 5: Photo & Video

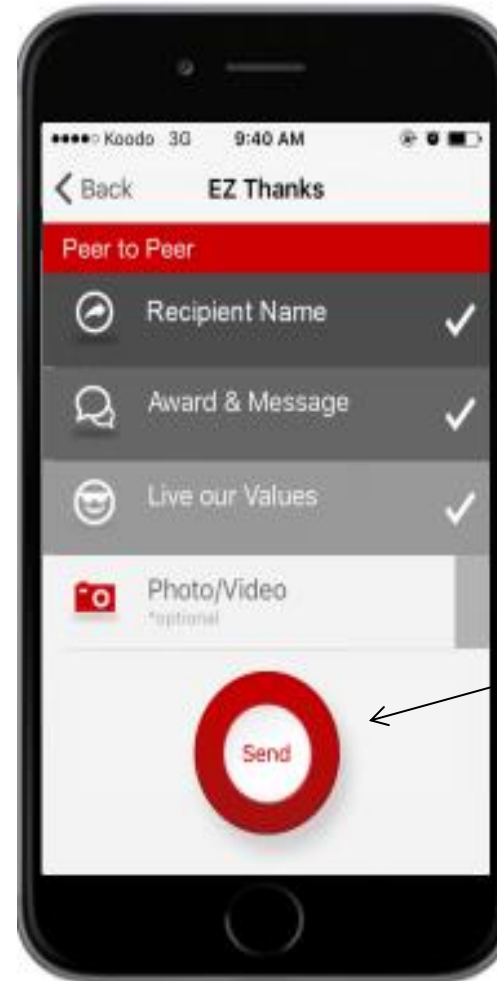


- eCards and Certificates aren't available on the EZ Thanks app so you can submit your own photo or video to contribute to your recognition.
- This Step is optional.



Step 6: Send

- When you are finished steps 1-5, you are ready to tap the send button on the bottom of your screen.
- Remember that you must have a recipients, a message and a behavior to send your recognition.



Tap Send



Public Recognition & Notifications

- Public Recognition on the mobile app will allow participants to view, comment and like the recognitions.
- The 3 filter tabs from the Public Recognition tile (Team, Following and Mine) will be available.
- The participant has the ability to 'Hide' a recognition, if they so desire.
- (IOS) The notification will be a banner alert, and/or in the notification center, based on the individual device settings.
- (Android) The notifications will reside in the notification center. The EZ Thanks app icon will be displayed in the top status bar.
- The app icon on the home screen will display a 1 if there are any new recognitions received (for you or if a manager for someone on your team). Once the participant goes into the app, the 1 goes away.
- You can turn on/off notifications by selecting settings from the menu.



Get Recognizing!



Have questions? Send inquiries to **StaplesStars@staples.com**



Redeem Your Points

Shopping the Staples Stars Catalogue

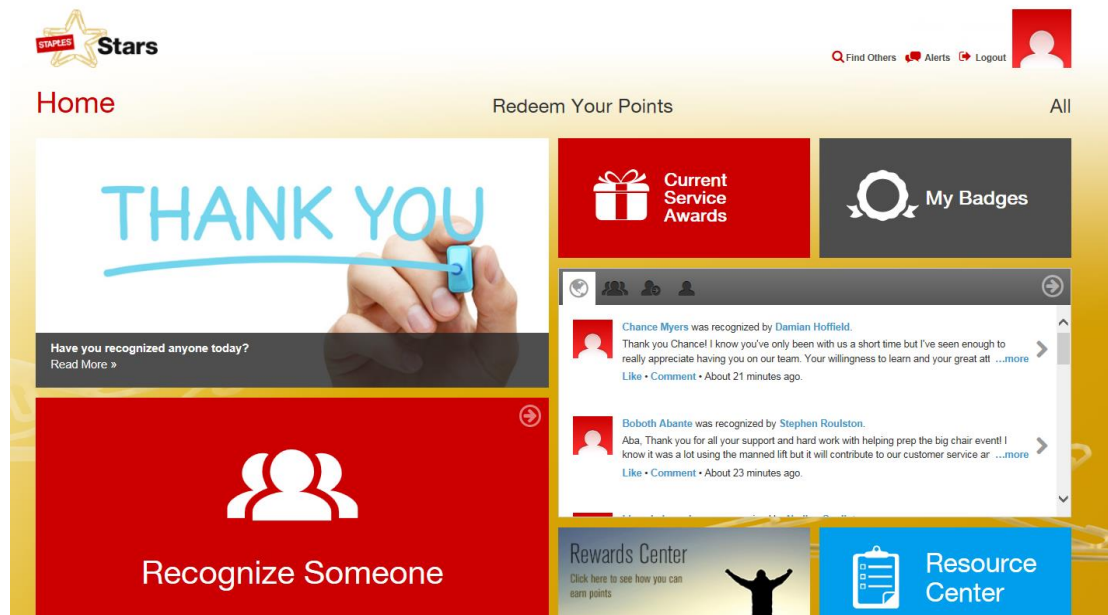


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Using Your Points

Redeeming Award Points for Gifts

- Go to the Staples Stars website
- From the home page, click on “Redeem your Points”
- Search for over 80,000 different items
- Use your award points to make your purchase(s)



Categories

Here's What You Can Use Your Points For

Merchandise

- Apparel
- Video Games
- Health & Beauty
- Tools
- Lawn & Garden
- Kitchen Items
- Plus, Much More

Events

- Sports
- Concert
- Theatre

Travel

- Flights
- Hotels
- Vacation Rentals
- Car Rentals
- Tours & Transfers
- Cruises

Digital Downloads

- eBooks
- Audiobooks
- Music



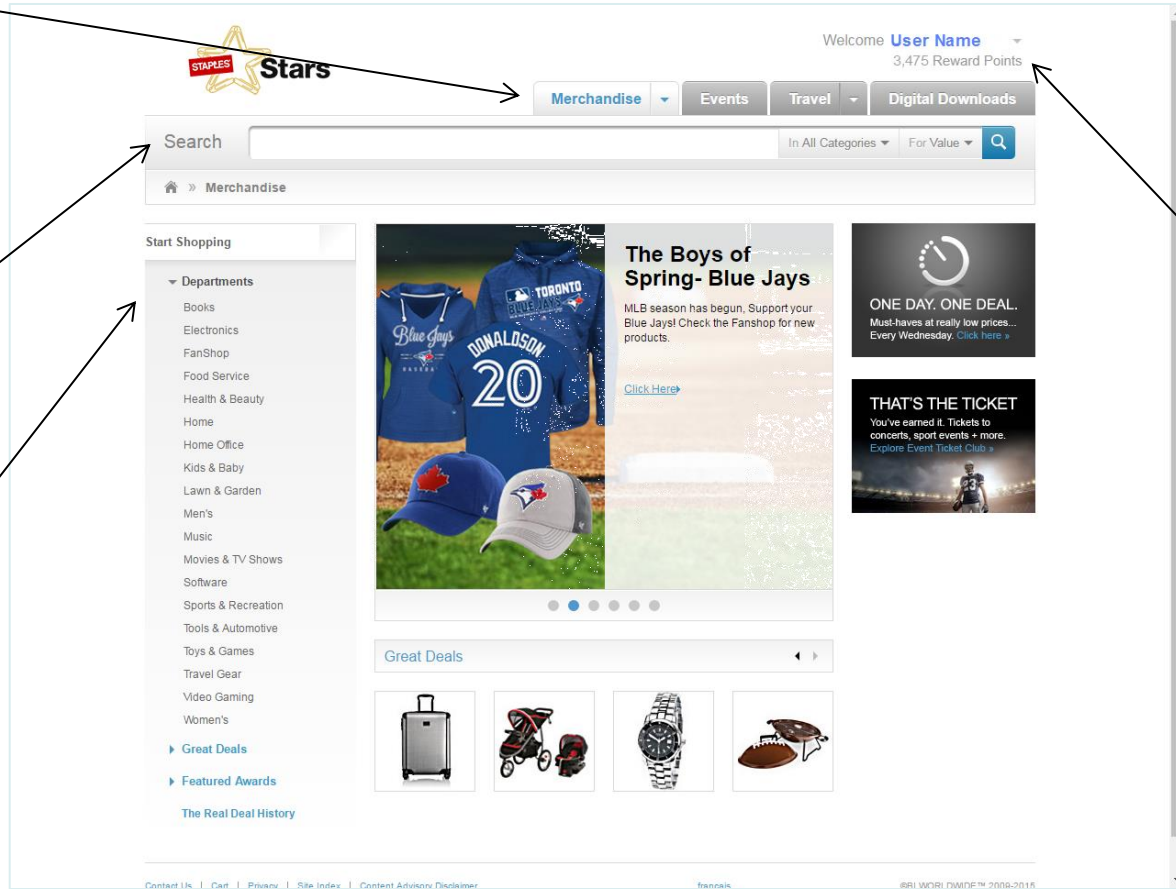
Merchandise

There's so Much to Choose From

Select the category you wish to view

Use the Search bar

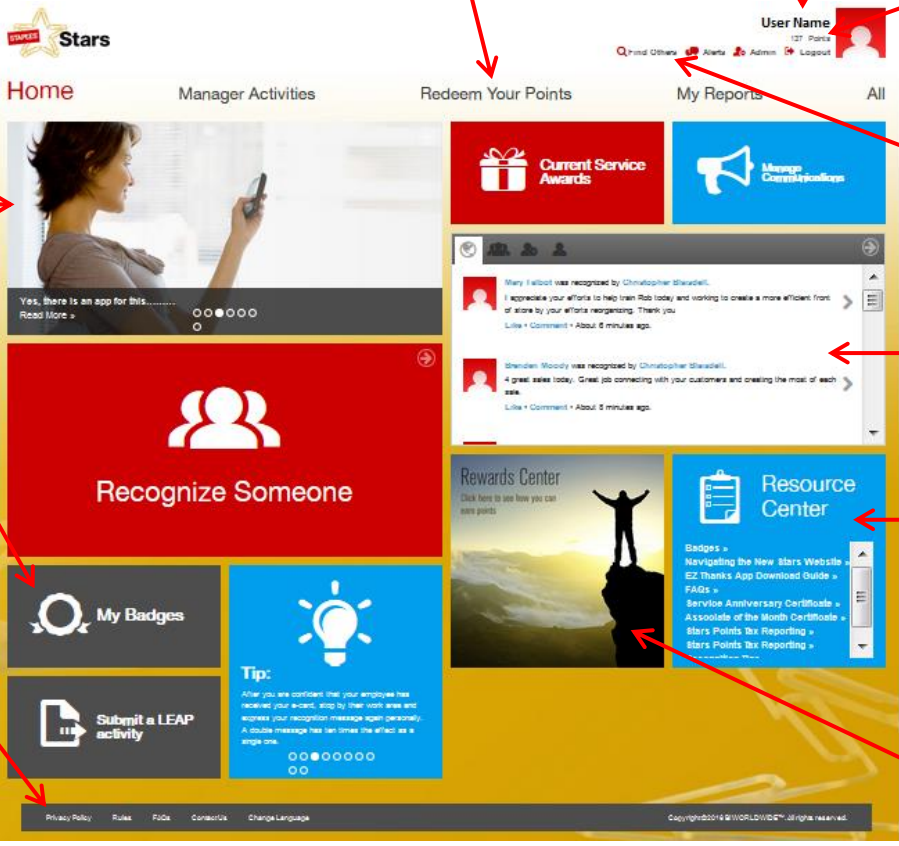
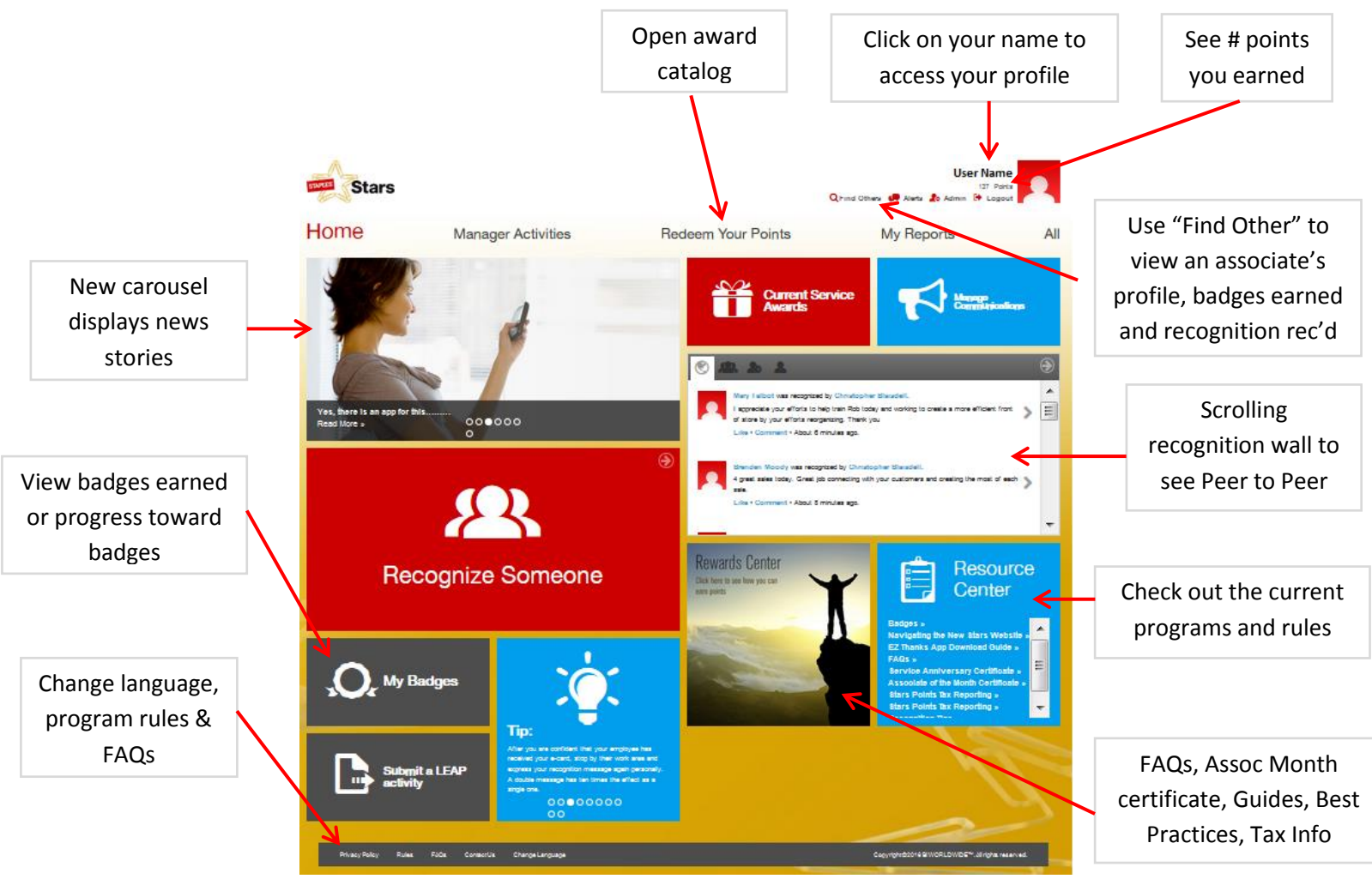
Or, browse through departments



Your point balance will always be displayed in the top right corner of the page



Staples Stars Program – Navigating the new website



To Recognize someone from the Home page



Select a Promotion

Select Promotion
Associate of the Month December 2015
Manager Discretionary
Peer to Peer
Safety Bingo

To Recognize someone from the Manager Activities tab

Click on promotion you want to award points from

The screenshot shows the 'Manager Activities' page with a 'My Budgets' section. It lists three budget categories with their current and total values:

- Associate of the Month December 2015: 50 / 50
- Leadership Discretionary Fund: 4,900 / 7,500
- Manager Discretionary: 100 / 100

Select Recipient - type last name & click "Add"

Select Recipients

Last Name

Filtered by: Last Name: Thier

Select	Name ^	Org Name	Country	Department
<input checked="" type="checkbox"/>	Thier, Michelle T	1730444 Powers		8434

Done Adding

Type in # of points you wish to award

Selected Recipients

Recipient: Thier, Michelle T 1730444 Powers
8434 • Engagement Coordinator

Award Range (75-1000)

Budget Deduction

0 4825

points will be deducted

Redeem On the Spot Cards on Home page:

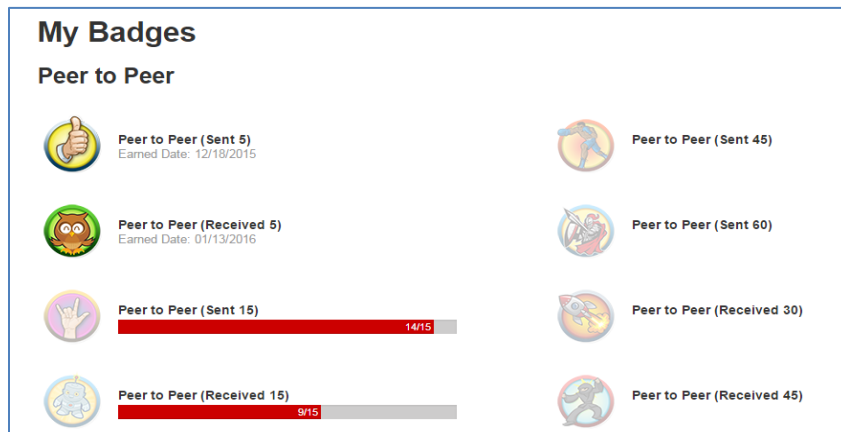
Please enter your **On The Spot**
Card serial number below:



Badges

A badge is a symbol of an accomplishment, skill or competency. Badges can be used to celebrate achievements and communicate successes. Badges can be earned by achieving thresholds of the same activity (i.e. sending peer to peer recognitions), exhibiting certain behaviors and other ways as well.

To view the badges you have earned or the progress you have made towards earning a badge, click on the “My Badges” tile on the Home page. You can also see badges that your associates have earned by clicking on “Find Others” (top right on Home Page), search for associate, click “View Profile” and then select “Earned Badges”.



There are different types of badges that can be earned:

- **Progress Badges** – Associates can earn a badge for achieving thresholds of the same activity. (i.e. sending or receiving certain # of peer to peer recognitions)
- **Behavior Badges** – Associates can earn a badge for every unique recognition behavior they are recognized for. For Staples, these are our Commitments.
- **One-time Badges** – Badges can be earned for a one-time activity. An example would be receiving a badge for a service anniversary (milestone years i.e. 5 years, 10 years, etc...)

Current ways you earn badges in the Stars Program:

- **Peer to Peer Recognition Sent or Received** – badges are earned when you send or receive certain numbers of peer to peer recognition. The thresholds are 5, 15, 30, 45 and 60 sent or received.
- **Recognition Received with Points attached** - badges are earned when you receive certain numbers of discretionary recognitions from managers that have points. The thresholds are 5, 15, 30, 45 and 60 sent or received. The recognitions can come from several different programs such as, but not limited to, Leadership Discretionary, Manager Discretionary, Mid-Market Sales Team Discretionary and Recognition Toolkit.
- **Behaviors** – badges are earned when certain behaviors are recognized. The behaviors are our Staples commitments which include ‘Put the customer first’, ‘Be fast and flexible’, ‘Challenge yourself’, ‘Raise the bar’, ‘Take risks’ and ‘Live our values’.
- **Service Anniversaries** – a badge is earned when you achieve a tenure milestone such as 5 years, 10 years, etc...

Note: other badges may be offered by different business units