



MCE123SM Marketing



Suggestions for Additional Products and Services to Offer, Gathered from Customers, Employees, and Marketing Research

*Plan to Reorganize Staples Store #0176 to Reflect Customer Demands,
Including Increased Demand from Customers Travelling from Other States*

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established in APPENDIX A.**

Executive Summary

The focus of this business model presented, including Products and Services We Don't Have, is to be a One Stop Shop for everything that a business and/or home office may need to get started, get setup, and/or operate. This includes High-Tech, Innovative Technology for Small Office, Home Office environments, as well as Enterprise solutions for larger businesses, such as those located at the Pease Trade-port – literally within walking distance.

Additionally, there are other splinter markets that are also covered by the Products and Services that Staples #0176 doesn't currently have, including Computer Enthusiasts, Computer Gamers, Teachers, Students, and other types of consumers.

It is intended that this business model could be adapted for Staples #0176, to make it a one-stop-shop, and that other Staples stores could be adapted into this business model in the future if it is successful.

The business model will require extensive training by Staples Associates, will require specialized employees in many different areas of expertise, and will draw customers from multiple states, as well as International customers.

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- Front End
 - A way for customer to lookup their Staples.com Account at the kiosk easier, such as by scanning their Staples Rewards card
 - Use of Corporate Issued Chip cards to link their Staples More Account, Staples Rewards Account, and Staples.com account, allowing customer to make quick purchases at any Kiosk – auto populates fields from Chip card, ability to lookup rewards coupons with the custom Chip cards
 - Check-in tablet in stand kiosk for pickup of Online Orders, that verifies the identity of the pickup person by scanning / swiping their Driver's License, and/or asking them to verify personal information based on the designated pickup person.
 - The system would automatically call out to a Manager on Duty, that the specific customer was there to pick up their order.
 - This system would use the new Digital Radio system that separates Managers' radio communications from Associates' radio communications, by compartmentalizing the online order pickup process, through an added level of security to protect the identities of the pickup person(s), while also increasing efficiency of time when verifying the pickup person.
 - The order would display on logged in Associate Device(s) that are logged into the Management System Portal. It would display the items in the order, the type of order, and the pickup person's name, as well as any other names on the pickup order.
 - Full Throttle Energy Drinks (Most of the #0176 Staff purchases them in large quantities.)
 - Improvement of Chip Card Security Verification with Facial Recognition through the Department of Homeland Security (DHS) and Payment Processing Centers
 - The register is linked to a separate system that verifies the identity of whomever is using a chip card, or a Credit swipe, or Debit card, in addition to the entering of the PIN and/or Chip
 - Uses the Facial Recognition Data stored in Government Systems to verify the identity of the purchaser, to crack down on theft, or "borrowing" of credit cards.
 - Department of Homeland Security and the Payment Processing Centers could setup a website, that asks for the Social Security Number and Birthdate of the authorized user(s) of the card, which then links Facial Recognition data, as gathered by the Department of Homeland Security, such as through DHS compliant Driver's Licenses, Identification Cards, Passports, and Frequent and/or Trusted Traveler Accounts
 - Would eliminate over 99.999% of Credit Card Fraud for all cases while the system was being used for multi-step verification.

- Front End, cont.
 - Instant coupon for first-time sign-up for Staples Rewards
 - Limit one per phone #
 - Phone # must be verified by text message to receive instant coupon
 - Marketing information about the good things that signing up for Staples Rewards and recycling computers & office equipment, ink / toner cartridges, batteries, phones, etc. as well as regular coupons and money back.
 - Stickers posted at registers
 - Displayed on Payment Keypad before payment, when customer first looks at it
 - Phone on Register #3 Needs to be Attached to Cisco Digital Phone Network
 - Robocalls to call customers with OMNI order status (when their online orders are received, when their BOPIS order is ready, when their Ship from Store order is processed or shipped, etc.)
 - Tablet that can be passed around to new customers for sign-up of Staples Rewards, or the ability with new key pads that have keyboards attached to them, to allow the customer to sign up for Staples Rewards, edit their account information, select whether they want Digital Receipt and/or Printed Receipt, such as through a selection menu on the keypad screen.
 - Have a goal of 100% sign-ups for Staples Rewards, because the customers would have an immediate benefit of doing so, such as an instant \$5 off coupon.

- Operations
 - **New Radios**
 - **Don't just go and buy new radios the first thing when you read this –** do a functional systems assessment, and make sure the new radio systems meet the following requirements, while there may be additional requirements that are identified later in the systems design process.
 - Allow Managers to communicate on different channels than Associates.
 - Have every radio on its own set of channels, or frequencies, controlled by a multiplexor, so only one transmitter is allowed per specific radio at a time
 - A multiplexor transmits to all the Rx channels for all the radios logged onto the network, while all the Tx channels stay open, and the messages are only transmitted on the Rx channels by the multiplexor, such that the messages are transmitted one at a time, in the order that they were received, per the timing of the Tx channels.
 - The multiplexor determines to wait to transmit to Rx channel when a specific employee is on Tx channel talking. When they finish talking, any messages they missed are sent from multiplexor.
 - Also, allows communications to be made directly to a specific radio.
 - From the GM to a specific Manager
 - From the GM to a specific Associate
 - From a specific Manager to another specific Manager
 - From a specific Manager to a specific Associate
 - From an Associate to another specific Associate
 - From an Associate to a specific Manager, if that specific Manager hasn't blocked the communications from that specific Associate
 - From an Associate to the GM, if the GM hasn't blocked that specific Associate's communications to them
 - Also, allows communications via Text Messages over the Radio Network
 - When the system detects that the Associate, or Manager, or GM is busy, the messages are converted into a TXT message that can be read while the employee is doing something else, i.e. assisting a customer
 - The system keeps a textual representation of all of the voice messages that have been sent over the network
 - The new Radios are digital, such that they can be programmed with computer systems in the future, such as to send information about training materials, or suggestions. Additional details will be provided in a future report of a R&D Project for Staples Corporate for Retail stores, pertaining to the **Sales Intelligence System**.

- Operations, cont.
 - **New Radios, cont.**
 - Radios have the Associate, Manager, or GM sign in on the radio, so it assigns their call sign name and employee ID to the radio communications.
 - Radios respond to commands, such as “Patrick, can you please help ring?” such that the system recognizes the name “Patrick” as it matches the call sign of a certain employee ID for Patrick M., and if he is signed on to the radio network, the message is sent to him. Otherwise the system responds to the manager or associate that “Patrick is not currently signed on.”
 - The system allows for multiple employees with the same first name, such that the last name, or the last initial can also be specified to select the destination of a specific employee’s radio.
 - GPS Coordinates tracked by computer system that manages the digital radios. Translated to current location, i.e. “Patrick is at the Tech Bench register” when manager says “Patrick location” into their radio.
 - Activity log generates a set of locations and stops along the way, that use Artificial Intelligence to determine what the employee was doing, or is doing, during their shift.
 - System that managers can easily be alerted to problematic activities, and request through online portal linked to clock system what employee was doing during <timeframe> at <location> and allow the employee to respond to the inquiry by writing a textual response before they can clock out.
 - If a manager reviews surveillance footage, that is automatically cued based on the input of the timeframes and locations based on the Radio’s GPS data, the manager can decide to discipline the employee if they were not doing their job correctly, or withhold pay if for instance they are tracked for taking an extra meal break that wasn’t punched in the clock system.
 - Security devices on radios – locator devices.

- EasyTech
 - Contract Services (to Make Available Through EasyTech)
 - Domain Registration & E-mail / Website Hosting Services
 - Lab Service for Damaged Hard Disk Drives (Service fees should be assessed based on the complexity, not one flat fee. Process is unclear. Costs too much.)
 - Offer Website Development Services (software development out-sourced, to compliment Print & Marketing Services of offering Website Design Services)
 - ET Toolbox Upgrades
 - Sometimes the ETToolBox program displays the right-side box of information out of its normal position. It looks like it is being displayed outside of the program's menu.
 - EasyTech employees aren't renewing ETTOOLBOX drives when they expire, sometimes they go for 3-4 days before getting renewed.
 - Make Premier PC Setup pop up after computer is restarted, automatically, either if program is reopened or not.
 - Automatically reopen program ETTB after computer is restarted. After VR process, either from PE or In Windows, or after any other ETTB operation that requires a restart.
 - Prompt / Alarm when Ethernet cable is unplugged
 - Automatic disabling of WiFi network when attempting to connect to Matrix, and automatic re-connecting of WiFi network when done with Matrix application
 - Automatically apply power settings, so that computer will not turn off while ETTB is running, and the removal or reversion to the previous power settings after ETTB is closed – i.e. add an applet that runs when the computer starts to reset, and then ETTB sets the temporary settings when it is run.
 - Network & Devices Configuration
 - Display laptops and display desktops using locking cables in addition to alarms, to prevent all possibilities of theft.
 - Hard-wire the display laptops to Gigabit Ethernet on a separate network than the Tech Bench computers (because customers are always testing the Network speeds on the Laptops)
 - Reliable Wi-Fi service – (everyone complains about ours not working correctly for them.)
 - Wireless Cisco IP Phone for EasyTech – since often times, especially now, there is only one Certified Tech, and they are usually responsible for being on the floor and behind the bench at the same time.

- EasyTech, cont.
 - On-Sites Business Model
 - [REDACTED] has sold a significantly less number of on-sites, overall, not just because of him lacking in the sales of them, but also the team not selling them because of constraints that were put onto the on-sites scheduling, which started after Bill left to Rochester.
 - Pursuant to [REDACTED] informing me on 2/12/2017 that we would no longer be scheduling local on-sites, that not only were there a considerable number of up-sells occurring with my on-sites, but also that specific business activities are systemic to the on-sites, and are systemic to the quality of work that I provided customers, because of my extensive background with providing on-sites
 - I personally purchased over \$500 in tools to use on on-sites, and now those tools will go un-used, unless I find another job.
 - Staples never paid anything extra for doing on-sites, and I got a considerable number of up-sells that were not reflected on my sales for EasyTech
 - Essentially, I was passed up on promotional capabilities because of the way those activities were reported.
 - Takes away services that loyal customers trust upon.
 - It could be detrimental to our business model, not just simply looking at profits and margins
 - Activities as a response to the on-sites increased business
 - Most of the on-sites were in the Portsmouth area
 - Most of the on-sites were resolved in about 1 hour
 - Most of the time I spent on-site would have had to be spent in the store, anyways.
 - We are in business because of the customers – so I don't see cutting the local on-site business an issue affecting me specifically, however it's basically shooting ourselves in the foot, because there is on-site rapport that is built up, and basically, we lose all of that by shutting it down.
 - It will negatively affect sales a lot more than you think.

- Paid Performance
 - Track digital footprints of activities in OMS, regarding what the specific employee did over the course of a promotional consideration period, and assess their readiness for a promotion based on different metrics (such as work completed, work orders created, work started – and also do a comparison of the sales during their timeframe of working, to determine who got the sales during that timeframe and advise them on how to improve during that timeframe based on other intelligence, such as consumer behavior, etc.)
- Systems Configuration & Upgrades / Fixes
 - Ability for Customers to Check Status of EasyTech Order(s) on the Staples.com website, or through the Staples app, or by calling an automated telephone system.
 - Inconsistencies in reporting status updates to EasyTech customers when Certified Techs aren't here.
 - E-mail for Certified Techs to Communicate with Customers Directly Through OMS (so we don't have to use our phones to communicate with customers when they say they specifically don't want to be called.)
 - Fix the ESP / Tech Dollars Sales Statistics Report System to:
 - Output the Sales Numbers Correctly
 - Display the Period of Report Correctly, and
 - Display the Date Printed Correctly
 - Robocalls to notify customers when their computer has been marked completed in OMS.
 - Automatically link Staples Rewards account with, or by, any of the phone numbers or E-mail addresses in OMS.
 - Automatically lookup discounts for Tech Services based on Staples Rewards Account, such as Total Support redemption or Staples Rewards Redemption.
 - Impose Caps Structure on Text Entry in OMS, so there aren't some information that's all lower case, and some that isn't.
 - Automatically notify customers based on status of OMS orders, such as parts orders, ability to lookup online. Notify of tracking.
 - Merge Parts Ordering system with OMS, ability to source from multiple parts vendors.

- EasyTech, cont.
 - Unresolved Issues
 - Sometimes recently, tech issues are not being resolved the first time the customer brings computer in. Customer service issues.
 - Notes on EasyTech orders are not typed into OMS for the most part, so there is no record of the information if the customer comes back in with the same problem. We would then have to go through months, or possibly even years' worth of paperwork to locate the notes, when all we would have to do to solve this problem is write the notes into OMS.
 - There are EasyTech employees that don't have the proper skills and/or training to sell computers and/or technology. We keep hearing from customers that there are issues with certain employees telling them things that are off par, i.e. Ben
 - Also, now that everyone wears red shirts, there is no compartmentalization of employees, so regular Staples employees may be challenged to sell EasyTech, while they have no knowledge of the business model, while at the same time EasyTech may have issues selling Office Supplies, because it isn't their specialization.
 - The proper SKUs not being added in OMS, such as services requested, but not billed to customer because of customer service issues.
 - Some customers take advantage of the company in this way by getting refunds for their services, which hurts our sales – even though the salesman usually didn't do anything wrong.
 - Customer Assets not being labeled and/or entered into OMS – we are all guilty of this.
 - Not assigning a bin to a computer, improper bin assignment.
 - Not putting computer and assets away in bin when system is complete to free up bench space.
 - Not writing notes at all on back of work order, or writing abstract or incomplete notes that don't satisfy the communication requirements of the EasyTech documentation policy – i.e. if another Tech can't understand what the other Tech wrote, either because of illegibility, or because of improper or incomplete notes, then the notes aren't good enough.
 - This has at times required phone calls to other Techs during time periods that they aren't working, to gather their knowledge about the specific computer(s).
 - Tech work not being completed at night. Basically, we need at least 2 full time employees in Tech, in addition to 3-4 part time employees in Tech, that can also float to other purposes when they aren't needed, but anything less than that and our quality of service will start to deteriorate, or take up Managers' time, because of break schedules and/or unscheduled times.
 - Can't order motherboards through parts depot.
 - Misprints on Computer Spec Sheets
 - Printer Spec Sheets with No Details on them

- EasyTech, cont.
 - Unresolved Questions Regarding Microsoft
 - Does Windows Hello project changes in its facial recognition algorithm? I.e. if you didn't use your computer for 20 years, would you still be able to log in?
 - privacy@staples.com has not responded to inquiry made by MCE123 Marketing.
 - Need RFID Alarms on Printer drums. People have stolen printer drums, including drums, image drums, etc. Especially on Laser and Page wide HP printers.
 - Alerts on Tech Bench PC – doesn't update based on actual status of orders. Order is marked completed, but still shows as incomplete.
 - Need new Printer ink / toner selector books. With backup copies because people tear out the pages – or a sign that says “Please don't tear out the pages...”
 - Tablets that link to Staples Rewards and lookup past ink purchases at the ink wall, by email or phone.
 - Virus Shield Plus
 - New Brochures / Rack Cards designed and printed, that explain all the benefits of Virus Shield, including ability of McAfee license to go on up to 5 computers, while only one is covered for Virus Removals.
 - New Removal Line Business Cards designed and printed – separate cards and numbers for Sophos line, Kaspersky line, and McAfee line.
 - Offer to install Virus Shield software on each additional computer, without the guaranteed protection, for \$29.99 for Software Installation Fee – for up to the 5 licenses that can be used with McAfee
 - Robocalls and automated e-mails when customers' Virus Shield subscription is about to expire in 30 days or less.
 - Multi-Computer Discounts for Virus Shield, Premier PC Setup to get school / enterprise contracts

- EasyTech, cont.
 - A poster, and a hand-out flyer, showing all the different **speeds / ranges / capacity / pros & cons / technology life cycle** of various computer components and network communications standards, such as:
 - USB 1.0 vs USB 2.0 vs USB 3.0 vs USB 3.1
 - Solid State Drive (SSD) vs. Regular Mechanical HDD
 - Different Performance Benchmarks of CPUs, i.e. Pentium, Celeron, i3, i5, i7, Xeon
 - Performance Benchmarks of Video Cards by chipset
 - Cable Modem Speeds
 - DSL Speeds
 - Wireless WiFi speeds and ranges, 802.11a, b, g, n, ac, ad, etc.
 - Optical Internet Speeds
 - Dial-up Modem Speeds
 - Capacity of CD vs. DVD vs. Blu-ray
 - A poster about the differences between genuine ink and toner cartridges, and refilled and/or remanufactured cartridges.
 - The importance of buying genuine Printer Manufacturer Supplies
 - The risks of printer damage, may void the printer warranty, with the use of remanufactured cartridges
 - You can still recycle re-manufactured cartridges with Staples Rewards benefits, however, they do not end up being used to create genuine cartridges.
 - Remanufactured cartridges are essentially lower quality copies of the genuine cartridge designs – such as by using 3d scanning technology, or stolen or black market designs, to make the plastic molds to re-create copies.
 - Remanufactured ink cartridges don't use the same high quality components and inks that the genuine cartridges do.
 - If they were truly identical copies of the genuine cartridges, they would be violation of the Patents on the genuine cartridges
 - The genuine cartridges are created with extremely high quality inks, of which their chemical compounds are Patented, created especially for each different model of printer, based on the type of ink applicator technology the specific printer technology uses.
 - Remanufactured toner cartridges use lower quality toners, and most of the time have defects as they re-use old parts including image drums and applicator drums that have already reached their end of technology lifecycle.
 - A poster that shows ink efficiency of different printer models on display, cost per page, ideal page usage for optimal ROI, and other specs.
 - Explanations of why some cartridges cost more than others.
 - Some cartridges have more ink, and thus have a lower cost per page, because of increased volume of ink – usually for bigger printers.
 - Some cartridges don't have the thermal print heads on the cartridges, and only hold the ink – which generally hold more ink and are cheaper to produce.
 - How to determine cost per page, based on printer efficiency ratings.
 - Smaller printers cost less when you print less.
 - Bigger printers cost less when you print more.

- Computers
 - All-in-Ones
 - i7 System with 960GB SSD
 - i5 System with 480GB SSD
 - Apple Products
 - iMac
 - Mac Book Pro
 - Gaming Desktops & Laptops (We sell gaming accessories, but not gaming computers.)
 - Alienware
 - iBUYPOWER
 - Laptops & Accessories
 - 960GB SSD for Performance User Laptop Upgrades
 - Acer Laptop Chargers (3x monthly, at minimum)
 - Asus Laptop Chargers (2x monthly, at minimum)
 - Chrome Books
 - Chrome Book Chargers (2x monthly, at minimum)
 - ✓ Clear Keyboard cover for Apple computers (back to school)
 - i7 Laptop – 2-in-1, x360, with 480GB or larger SSD (for Engineering and Computer Science Students – we are located right next to UNH and several other colleges!)
 - i7 Laptop with 960GB SSD for Video Editors, 3D Modelers, Engineers
 - Laptop Cases (Customers are dissatisfied with the current selection)
 - Mini-sized HP Laptop Charger (4x monthly, at minimum)
 - Neoprene Sleeves for Laptops
 - For Mac Laptops
 - For PC Laptops
 - Marketing Issues
 - List the dimensions of all products, such as computers, on the brochures and/or product information sheets, including online.
 - Tri-Fold Brochures for Computers / Laptops
 - Microsoft Surface Book
 - Microsoft Surface Studio (Patrick wants one of these for his work)
 - Mini computers that attach to TVs, and allow streaming services, e-mail, and other normal computer uses with wireless controllers, such as keyboard, mouse, and remote control.



- Computer Components
 - Processors (CPUs)
 - 7th Generation i5, top core layouts
 - 7th Generation i7, top core layouts
 - Xeon CPUs
 - Heatsinks
 - Large Heatsinks (that are compatible with the cases that we sell)
 - Water Cooling Systems
 - Over Clocking Kits
 - Thermal Paste
 - Thermal Putty
 - Memory
 - ✓ DDR3
 - ✓ For Desktops
 - ✓ For Laptops
 - Motherboards
 - Compatible with 7th Gen i5
 - Compatible with 7th Gen i7
 - Compatible with single Xeon CPU
 - Compatible with multiple Xeon CPUs
 - Video Cards
 - For Gaming
 - For High-Resolution 3D Graphics Program, such as CAD
 - Cases
 - Medium Size Desktop
 - Large Size Desktop
 - Server Size
 - Mid-Sized Desktop Form Factor
 - 19" Rack Mountable
 - Workstation Size
 - PCI Express Cards
 - Single Mode Fiber Optics Network Card
 - Multi-Mode Fiber Optics Network Card
 - 10-Gigabit Ethernet
 - Gigabit Ethernet
 - TV Tuner
 - Dial-up Modem
 - Cable Modem
 - DSL Modem
 - SATA RAID
 - Sound Cards
 - USB 3.0 / 3.1 Adapters
 - 5.25" Bay to Fan Controller System, USB 3.0 Port Hub, Memory Card Reader

- Office Safety & Security
 - Alarm Systems (that can be monitored over the Internet through encrypted iPhone / Android devices)
 - Contract Alarm Services, i.e. ADT
 - Custom Alarm Systems
 - Contract Electrician Services – for installation of security systems, alarm systems, surveillance systems, LAN/WAN wiring, phone wiring, etc.
 - Contract Services – Fire Suppression Systems Installation & Maintenance (Finder Fee for Real Estate Services – For Restaurants)
 - ✓ Doorbell webcams
 - Electrical Security Systems (Controlled through Internet or Wireless Networks, i.e. Bluetooth)
 - Electrical Outlets / Power Strips (with Wireless Controlled Switch, LAN/WAN Monitoring of Current / Electrical Usage)
 - Electrical Plugs (with Wireless Controlled Switch)
 - Light Switches
 - Electronic locks controlled by phone / Internet
 - Deadbolts
 - Door Handles
 - Exterior Doors
 - French Doors (i.e. Conference Rooms)
 - ✓ Interior Doors
 - Fire Extinguishers
 - Chemical-based Fire Extinguishers (We cleared out all stock of Fire Extinguishers)
 - Mini Fire Extinguishers
 - Standard Fire Extinguishers
 - Grip Tape for Steps / Staircases
 - OSHA Information / Containment Systems
 - Chemical Containment Systems
 - Eye Washing Stations
 - Safety Posters
 - Vehicle Decals / Signs (i.e. hazardous contents being transported)
 - Ventilation Systems
 - Security camera systems that can all synchronize to local network / server and/or upload to Police / Department of Homeland Security (DHS)
 - Indoors
 - Outdoors
 - Vehicle (including fleet tracking / security / management systems) i.e. Dash Cams
 - DVR / cloud-based hybrids
 - Security Lighting Systems
 - Exterior Security Lights – controlled over the Internet
 - Indoor Security Lights (with Battery Backup)
 - Light Strips

- Print & Marketing Center
 - Banner Stands
 - Different Sizes, Available Online (Customers are purchasing banners in store – should be able to purchase a banner stand last minute without having to go to a sign shop.)
 - Consulting Services
 - Sales Consulting for Large Office Machines (i.e. Printers, Copiers, Other Large Office Machines & Training for Printing Production Processes)
 - by Rent
 - by Lease
 - by Service Contract
 - for Consumables replacement
 - for # of Copies
 - for a Per Copy, or Per Impression Cost
 - for Training of Employees
 - How to Use Large Office Machines
 - How to Run Printing Production Machines
 - How to Produce Printed Materials
 - Contract Services to Offer Through Print & Marketing Center
 - Create Advertisements for:
 - Newspapers
 - Online Banners
 - Radio
 - TV
 - etc.
 - Development of Marketing Campaigns / Plans
 - Search Engine Optimization (SEO)
 - Search Engine Marketing (SEM)
 - Pay Per Click (PPC) Campaign Creation & Management
 - Social Media Campaigns / Management
 - Placement of Advertisements
 - Radio Advertisement Sales
 - TV Advertisement Sales
 - Other Types of Advertisement Placements
 - Website Design Services
 - Automated Direct Mail Responsive Marketing Services (for responding to inquiries for requests for brochures or other print media from the website.)
 - Automated Lead Generation Services
 - Corporate Identity Design
 - Integration with EasyTech Software Development Services (Customized Server-side Applications)
 - Responsive Website Design
 - Print & Marketing Ordering Kiosk for Customers
 - All Associates Trained on How to Use Order Placement Kiosk
 - Basic Graphic Design Software on Kiosk

- Computer Accessories
 - Blank Media
 - Mini CDs
 - Mini DVDs
 - BD-R (Blu-ray Writable)
 - BD-RW (Blu-ray Re-Writable)
 - Blu-ray Burners
 - Internal SATA for Desktop Upgrades
 - External USB 3.0
 - Books about How to Use Computers (Not just software.)
 - CD/DVD/Blu-Ray Drives that Read and Write All at Once (Drives that have arrays of optical sensors on a platter that reads the entire DVD or Blu-Ray Disc all at the same time.)
 - Decals / Stickers / Logos to go on laptops.
 - DVD cases
 - Encrypted On-The-Go (OTG) Drives
 - USB 3.1 OTG Drives
 - Micro USB OTG Drives
 - Encrypted Storage Drives
 - USB 2.0 / 3.0 / 3.1 Drives that are Hardware Encrypted
 - Optionally, require entry of PIN in keypad to access data.
 - Hard Drive Enclosures
 - MSATA to USB 3.0
 - MSATA to USB 3.1
 - SATA to USB 3.0
 - SATA to USB 3.1
 - Monitors – sizes above 27”, such as 30”.
(Also, packaging should be clearer about specifications, such as connections supported, and actual dimensions.)
 - ✓ Mouse with American Flag pattern
 - Pico Projectors
 - Solid State Drives (Larger sizes, and also, we run out of the sizes we have commonly.)
 - USB 3.1 Active Bridge
 - USB Drives that mount as Drives, rather than “Removable Drives”
 - USB 2.0 to 3.5mm headphone jack
 - USB sound card

- Computer Accessories
 - Cables & Accessories
 - Coax Cable
 - Splitter to split cable signal out of wall for cable modem and TV
 - Splitter to split to multiple TVs
 - RG58 / RG59 Crimper
 - RG58, RG59 Ends
 - RG58 / RG59 Cutting / Stripping Tool
 - Complete Cable Management Center
 - Cable Conduit or Raceway (Indoor)
 - Cable Clamps
 - Zip Ties
 - Different Sizes
 - Higher Quantities
 - More Colors
 - Multi-Quantity Packs
 - HDMI Extenders (such as over CAT-5e or CAT-6)
 - HDMI to VGA (to convert HDMI into a VGA monitor plug)
 - HDMI Splitter (to convert one HDMI input into multiple HDMI outputs)
 - HDMI Switch (to switch between multiple HDMI inputs, to one HDMI output)
 - Higher quantity of all cables, running out of them.
 - KVMs with Cables
 - RCA Cables to Bluetooth adapter
 - USB 3.1 Cables
 - Firewire 6-pin to 4-pin
 - Firewire 4-pin to 4-pin
 - Mini USB Cables (5-pin to USB 2.0), (4-pin to USB 2.0)
 - Mini HDMI to HDMI
 - USB 3.1 to HDMI
 - USB 3.1 to VGA
 - USB 3.1 to USB 2.0 Female
 - USB 3.1 to Micro USB
 - USB 3.0 to USB 3.1
 - Light-up Charging Cables for Lightning / Micro-USB

- Computer Accessories, cont.
 - Software
 - Accounting Software
 - Check Printing Software Kits
 - Checksoft
 - Instant Checks
 - TurboTax for Non-profits (501(c)3 or 501(c)4)
 - Clipart Software
 - Cooking & Recipes Software
 - American Recipes
 - BBQ Recipes
 - Chinese Recipes
 - Cooking Instruction Software
 - Family & Children's Games for PCs
 - Card Games
 - Disney Games
 - Minecraft
 - Scrabble
 - Sid Meier's Civilization
 - StarCraft
 - The Sims
 - World of Warcraft
 - Family Tree Maker software
 - Graphics Software
 - 3D Software
 - Autodesk 3DS Studio
 - Maya
 - Poser
 - Adobe
 - Adobe Creative Suite – Student Teacher 1-year Subscription
 - Acrobat DC Professional – Student Teacher Edition
 - Acrobat DC Standard
 - Human Resources Software
 - 360-Degree Feedback Software
 - Automate
 - Timecard Software
 - Lawyer Software (we have students from UNH Law, and we have lots of Lawyers in the area)
 - Attorney Reception Software
 - Bar Exam Digital Study Kits
 - Maine
 - Maryland
 - Massachusetts
 - New Hampshire
 - Washington, D.C.
 - Black's Law Dictionary (Digital Edition)
 - Business Law Kits
 - Corporate Stock Split
 - Incorporate
 - Initial Public Offering (IPO)
 - Sale of Corporate Stock
 - Digital Lawyer Software (DIY Lawyer Kits for Small Businesses and Residential)
 - Divorce
 - Medical Forms
 - Durable Power of Attorney for Healthcare
 - HIPPA Release Form
 - Wills
 - Time Management & Billing Software

- Computer Accessories, cont.
 - Software, cont.
 - Microsoft Office
 - A way to look up Microsoft Office product key based on Serial Number as printed on receipt of when purchased office if key card has been lost.
 - Visio
 - Visio Standard 2016
 - Visio Professional 2016
 - Visio for Office 365 1-year Subscription Cards
 - Project
 - Project Professional 2016
 - Project for Office 365 1-year Subscription Cards
 - Microsoft Windows
 - Windows 7 SP1
 - Windows 8.1
 - Windows 10 Home
 - Windows 10 Professional
 - Windows Server 2012
 - Windows Server 2012 R2
 - Windows Server 2016 Essential
 - Windows Server 2016 Standard
 - Multilingual Translator Software
 - My Perfect Wedding Planner
 - Programming Software
 - MSDN Subscription Card
 - Visual Studio
 - Security Software
 - Encryption Software
 - System Utilities
 - Data Recovery Software
 - Database Repair
 - Excel Spreadsheet Repair
 - Partition Repair / Recovery Software
 - PST Repair
 - Undelete Software
 - Word Document Repair
 - File Destruction Utility
 - Partition Software
 - Partition Magic
 - Partition Wizard
 - Snag It
 - Rosetta Stone

<ul style="list-style-type: none"> • Arabic • Chinese <ul style="list-style-type: none"> ○ Cantonese ○ Mandarin • Dutch • English <ul style="list-style-type: none"> ○ British ○ US • Filipino • French • German • Greek • Hebrew • Hindi 	<ul style="list-style-type: none"> • Irish • Italian • Japanese • Korean • Persian • Polish • Portuguese • Russian • Spanish <ul style="list-style-type: none"> ○ Latin America ○ Spain • Swedish • Turkish • Vietnamese
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 - VHS to DVD Software and Hardware Conversion Kit

- Networking & Devices
 - Adapters (NICs / HBAs)
 - 802.11ad Wireless Adapters (Why would we sell an 802.11ad compatible router and not an interface card to connect to the 60GHz Network?)
 - Host Bus Adapters (HBAs)
 - PCIe to Fiber Channel (FC)
 - PCIe to serial-attached SCSI (SAS)
 - USB 2.0 / 3.0 to 100 Base T, 10/100 Mbps Ethernet
 - We carry Mac version, not PC version.
 - USB 3.0 to Gigabit Ethernet adapter
 - We carry Mac version, not PC version.
 - USB 3.1 to 10 Gigabit Ethernet adapter
 - Contract Services
 - DSL/Cable Modem installation services certified through ISP
 - Electrician Services to Install Cabling
 - Networking Cables – (Higher Quantity)
 - CAT-6a (10 Gigabit Ethernet)
 - Exterior (Outdoors) Waterproof Networking Cables
 - STP Ethernet Cables
 - Supplies
 - 110 Blocks
 - Antennas for WiFi Routers and Adapters
 - RJ45 Connectors (Snag-less)
 - For CAT-5 (24AWG)
 - For CAT-6 (23AWG)
 - For CAT-6a (24AWG) (UTP)
 - For CAT-6a (26AWG) (STP)
 - For CAT-6a (28AWG) (UTP)
 - Tools
 - 110/66 Block Punch-down Tool
 - Cable Finders, Tools, and Accessories
 - Cable Conduit Grease
 - Cable Snake (Fish Tape) with optional Flexible End
 - Tone Finders / Scopes
 - Tone Generators
 - Cable Testers
 - CAT-5 (10/100 Ethernet)
 - CAT-6 (Gigabit Ethernet)
 - CAT-6a (10 Gigabit Ethernet)
 - CAT-5, CAT-6, CAT-6a Cutting / Stripping Tools
 - Network Analysis Tools, i.e. Fluke Meters
 - 10-Gig Ethernet Network Analysis Tools
 - Gigabit Ethernet Network Analysis Tools
 - Fiber Optic Network Analysis Tools
 - Wireless Network Analysis Tools
 - RJ45 Crimpers
 - 24AWG, CAT-5 (10/100 Ethernet)
 - 23AWG, CAT-6 (Gigabit Ethernet)
 - 24AWG, 26AWG, 28AWG – CAT-6a (10Gig Ethernet)

- Networking & Devices, cont.
 - Network Devices / Smart Appliances
 - Biometric Security
 - Biometric Security Pad (Retinal Scanner) for Home / Office
 - Facial Recognition Scanner
 - Fingerprint Scanner
 - Environment
 - Security
 - Air Quality / Air Security Sensors
 - Chemical Detection Sensors
 - Thermostats
 - Wi-Fi Thermostats
 - Wired Thermostats
 - Weather Sensors
 - Ethernet Wired Weather Center
 - Wi-Fi Weather Center
 - Internet Appliances
 - DNS Server
 - Email Server
 - Firewalls
 - Google Home
 - Intrusion Detection System
 - Remote Access Server
 - VPN Encrypted Endpoint
 - VPN Server / VPN Router
 - Network Attached Storage (NAS)
 - Cases with Controllers
 - Complete Systems with Drives
 - Systems with Drives, expandable.
 - Print Servers
 - USB
 - Parallel
 - Multi-Port Support (for more than one printer)
 - Sonos
 - Standalone Servers
 - FTP Servers
 - Linux Servers
 - Mini Configurable Servers
 - UNIX Servers
 - Web Servers
 - Windows Servers
 - VoIP Devices
 - Cordless VoIP Phones
 - PBX Servers
 - VoIP Router / Server
 - WiFi VoIP Phones
 - Wired VoIP Phones

- Networking & Devices, cont.
 - VoIP Supporting Cable Modems
 - 340mbps Cable Modem (that support VoIP phones connected via RJ11)
 - 680mbps Cable Modem (that support VoIP phones connected via RJ11)
 - 960mbps Cable Modem (that support VoIP phones connected via RJ11)
 - VoIP Supporting Wireless Routers with Cable Modems
 - 340mbps Cable Modem (that support VoIP phones connected via RJ11)
 - 680mbps Cable Modem (that support VoIP phones connected via RJ11)
 - 960mbps Cable Modem (that support VoIP phones connected via RJ11)
 - Cable Modem Routers with 802.11ad
 - Cable Modem Routers with Tri-Band
 - Cable Modem Routers with Mesh
 - Routers with Multiple WAN ports
 - Routers with Backup modems, such as combinations of Cable Modems and ISDN or Frame Relay for backup
 - PoE Switches – greater than 4-port that we have. (Power over Ethernet) for security cameras and other devices that draw power from the Ethernet cable.
 - Security Camera Baluns (convert power cable & BNC Video Cable to PoE Ethernet signal.)
 - Security Camera Extenders (convert power cable & BNC connector to Ethernet, and then back to power cable & BNC connector on the other end, for extending hard-wired cameras beyond their normal range from DVR system.)
 - Cable raceway for Networking / Security Camera cabling
 - Cable junction boxes for Ethernet
 - Convert Ethernet to WiFi Adapter

- Office Supplies
 - 1" Accordion Folders Without Flaps
 - 35mm Film Protectors for Binders
 - A self-inking electronic stamp that prints the date and time with seconds
 - Automatic Medicare Stamp
 - A manual self-inking stamp that you can set to stamp the date and time with seconds a document was received.
 - Ballot Boxes
 - Binding Machines & Supplies
 - Black Sticky Notes
 - ✓ Book Covers (we had a limited quantity during back to school 2016 and the images on them were not appealing to customers, i.e. horses, puppies. Then we got some in after the initial version of this document was posted.)
 - Brother QL-700 Labels
 - Shipping Labels
 - Round Labels
 - C-Line Poly Vinyl Products (Available online but not in store, eBay cheaper.)
 - File Folders
 - File Pockets
 - Report Covers
 - Calendars (2 year and 3 year)
 - Flip Calendars with Pencil and Paper Clip / Desk Organization Compartments
 - Conversion Charts (Metric to Standard, i.e. Meters to Inches, Liters to Cups, Kilograms to Pounds, Kilometers to Miles, etc.)
 - Custom Stamp Refills
 - Document Displays →
 - Anti-microbial
 - Desktop Document Display
 - Floor Stands
 - Pivot Pockets
 - Wall-Mount Display
 - Wall Metric Boards
 - Dry Erase Poster Board
 - Dry Erase Poster Paper
 - Durable Poster Board
 - Envelopes – 4" x 6" (we ran out of them at Christmas time)
 - Job Ticket Holders
 - Different Colors: Red, Blue, Orange, Green, Yellow, Pink, Black
 - Magnetic
 - With a String
 - Kant Kopy Paper (paper that can't be photocopied, for inkjet and laser)
 - Locking index card files, such as with multiple rows, multiple levels.
 - Magazine Covers
 - Magnetic refrigerator calendars that are magnetic and apply to the fridge securely with magnets.
 - Another customer asked for the same thing on the same day, except said it had filler calendar papers that went into the thing that went on the refrigerator.



- Office Supplies

- Pen Holder →



- Picture Frames (such as for diploma or award)
- Pink #10 Envelopes (In a quantity higher than 5 and not contained in a multipack with another color envelopes)
- Photo Albums
 - Photo Page Protectors, 5" x 7" (Not available in-store or online either.)
- Planners
 - Moleskin Planners
 - Annual or 2-year Planners (A lot of people ask for them.)
 - Planners (2 year and 3 year)
 - Planners in smaller sizes / more designs.
- Pocket Protectors (We don't have them in-store – online only.)
- Poly Envelopes and other Poly products (a large selection should be available in the store)
- Popsicle Sticks
- Push Pins
 - That have a metallic or magnetic surface, that you can attach a second layer to them.
 - Push Pins that convert into a small Bulletin Board square, or oval / circle (So that you don't have to keep re-using the same hold for pinning something up, or make multiple holes in the wall in the same area.)
- Reverse-Sticky Labels (including for digital label printers)
- Rubber Bands
 - Gear Rubber Bands
 - Giant Rubber Bands
- Refillable Hi-lighters
- Self-healing Cutting Boards & Mats
- ✓ Sharpie Art Pens
 - (They came in late and I was overcharged for them, based on their initial asking price per Staples print ad when they were not in stock. I believe the difference was about \$20.00)
- Sharpie Clear View Highlighters – Green in Large Size, and other colors.
- Sheet Protectors
 - Anti-microbial
 - Archival Quality
 - Nonglare
- Specific Pen Refills (brands we do not carry)
- Stress Balls
- Tax Forms (lower quantities for small businesses with 1-2 employees)
- Teacher Planners
- Temporary Tattoos for Inkjet and Laser Printers
- Velcro Blotters
- X-ray Covers / Protectors (with anti-microbial protection)

- Sticky Note Play Scenes (i.e. for kindergarteners, church groups, etc.)
 - Bible Scene Re-enactment
 - Baptism
 - Jesus
 - Baby Jesus Scene
 - The Apostles
 - God
 - Church
 - Christmas Calendars
 - A Christmas Story re-enactment
 - Celebrities
 - Animals
 - Lions
 - Tigers
 - Bears
 - Movies
 - Foreign Languages
 - Government
 - Constitution
 - Congress
 - Bills, Legislation
 - White House
 - Presidential Collection
 - Money, Domestic, Foreign
 - Medical Community
 - Neurological Disease Awareness
 - Alzheimer's
 - MS
 - Mental Health Awareness
 - Asperger's Syndrome
 - ADHD
 - Autism
 - School Subjects
 - Math
 - Science
 - Books
 - Cartoons
 - X-men
 - Batman
 - Super Man
 - Spider Man
 - Trading Sticky Notes
 - Computers
 - Components
 - Parts
 - Tablets
 - Smart Phones
 - Stock Market
 - Investor Awareness
 - Stock Charts
 - Blank Stock Charts
 - Blank Stock Portfolio Forms
 - Oil Industry
 - Oil Drum
 - Gas Station
 - Security & Safety
 - Police Car
 - Police Officer
 - Fire Engine
 - Fireman / Firewoman
 - Ambulance
 - EMS Worker
 - Food & Dining
 - Fast Food Logos, Products
 - Coffee Companies, Products
 - Starbucks

- Office Furniture & Organization

- 19" Racks (Inventory in store)
 - Fully Furnished Racks
 - Raxxess Racks
- Art Rack →



- Bookends
- Business Card File Trays
- Copy Document Holders →
 - Adhesive (Monitor)
 - Clip-on (Monitor)
 - Stand
 - Book Stand
 - Reference Rack



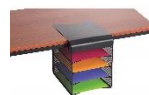
- Cubicle Hooks
- Cubicle Wall Clips
- Desk Organizer with Phone Charger / Sync Cradle →



- Door Hooks
- File Organizer →



- Folding Bookcases
- School / Student Desks
- Student Chairs
- Suggestion Boxes
- Time Card Racks
- Under Desk File Organizer →



- Victor "Tidy Tower" →



- Wall Mount Pencil Cup

- Flags / Easels / Signage
 - American Flags
 - Bulletin Board Display Rails
 - Tack Strip
 - Tackless Paper Holders
 - Also, Optionally With Tack Strip
 - Chalkboards
 - Enclosed Bulletin Boards →



- Letter Board Signs →



- Monthly Magnetic Calendar →



- Pedestal Letter Board
- Rectangular Sign Display →



- Sandwich Board →



- Weekly Bulletin Board →



- Dry Erase Boards

- Dry Erase Board on Easel →



- Dry Erase Pedestal →



- Magnetic Work Schedule Board →



- Monthly Dry-Erase Calendar

- Other Office Electronics & Devices
 - 3d Still Digital Image Cameras that have the ability to stitch multiple angles together and create wireframe objects from them.
 - Air Conditioners
 - Apple Watch
 - ✓ Apple Wireless AirPods
 - Better Digital Cameras (i.e. to take pictures)
 - Bluetooth to headphone (female) converter.
 - Headphone to Bluetooth converter.
 - Bluetooth transmitter for component audio to Bluetooth speaker(s).
 - Business Card Cutters
 - Business Card Scanners
 - Calculator Inks (it doesn't always say what ink it supports – look online, and match the ink based on the model(s) supported online vs. models supported on package. Needs to be better marketing of calculator / adding machine inks.)
 - Cardboard Shredder
 - Cameras with link to Internet, i.e. over Cellular networks, ability to identify people in photograph with Facebook or similar site
 - Ability to identify objects, scenery, based on GPS / directional sensor.
 - CB Radios
 - Cp-13 Canon ink for adding machine. Package is labeled wrong for both adding machine and ink. It's PR42.
 - Commercial Paper and Document Shredders
 - Digital Multimeters
 - EEG Headsets (for Brain Computer Interface software)
 - Electric Letter Openers
 - Electronic Binding Machines
 - Fax Machines with Cordless Phones instead of Wired Phones
 - FitBit Replacement Batteries (How could we not carry these, and sell the FitBit products?)
 - FitBit Products (We never get inventory.)
 - Zip
 - One
 - Flex
 - Folding Machines
 - GPS devices – Better selection. (Customers having issues with Rand McNally.)
 - TomTom
 - Garmin
 - HAM Radios

- Other Office Electronics & Devices, cont.
 - Hard Drives
 - 4TB USB 3.0 / USB 3.1 Drives (that don't require power source, like My Passport)
 - 6+TB USB 3.0 / USB 3.1 Drives (that don't require power source, like My Passport)
 - PNY SSD Drives
 - 240GB
 - 480GB
 - Cloud Mirror Hard Drives (cloud drives with mirrored hard drives)
 - Cloud SSD Hard Drives (There is a big market for this.)
 - External SSD Drives – (There has been a slow rollout at Staples, and the prices are too high. We have just 128GB as of 2/12/2017 - what's the point, just like USB Drive, but bigger in physical size.)
 - 240GB (same issue as 128GB, because of 256GB USB Drive - would be cheaper)
 - 480GB
 - 960GB
 - Hard Drive Shredder
 - Headset with microphone with volume control for Apple devices
 - Headphone (male) to Bluetooth Adapter
 - Large Format Scanners
 - Laser Pointers – Multiple Colors, including Green, Yellow, Purple, etc.
 - Night Light
 - Nike Hiking GPS band, or Nike Sports Watch with GPS powered by TomTom
 - Tags to identify charging cables
 - Tape Recorder for Voice Recordings (standard mini tapes)
 - Tapes for Standard Mini Tape Recorders
 - Transcription System with Foot Pedal for Voice Recorders
 - Translators (Universal Translator, Spanish, French, Russian, Chinese, Japanese, etc.)
 - Speech to Text ability
 - Text to Speech ability
 - Speech to Speech ability
 - Paper Shredders – Industrial Grade
 - Personal Check Printer Accountant (Panasonic)
 - Projector Screens (With or without tri-pod)
 - 60" x 60"
 - 70" x 70"
 - 84" x 84"
 - Projector Replacement Bulbs
 - Projectors – High Definition, such as equivalent to 4k TVs
 - Queuing Systems (i.e. for Deli, Customer Service)
 - Replacement Blades for Rotary Cutters
 - Samsung Watches

- Other Office Electronics & Devices, cont.
 - Time Clocks
 - Auto Totaling
 - Biometric Time Clocks
 - Card Swipe
 - RFID
 - USB to headphone jack to listen to music from phone with headphone jack, converted into USB jack for USB headphones.
 - USB to Display Port
 - USB to DVI
 - USB to Mini-HDMI
 - USB to Parallel Port
 - USB to SATA / IDE
 - USB to Serial Port
 - USB to TV / VCR Component or Composite
 - USB to VGA
 - ✓ Virus Shield (For multiple computers.)
 - Voice Recorders
 - Ability to translate speech to text automatically
 - Ability to see display at night
 - Allows Bluetooth or proprietary devices to connect, i.e. headphones, microphones, computers, phones, tablets, etc.
 - Including wireless accessible storage
 - World Clocks
 - Desk Clocks
 - Wall Clocks
 - Xbox One S (for breakroom, reception room)
 - Games for Xbox One S





- Phones & Accessories
 - Apple olloclip 4-in-1 lens for iPhones
 - Device or service to get data off broken phones, or a mail-in service
 - IC Level Damage
 - Phone Dropped
 - Screen Broken
 - Water Damage
 - Distances of how far cordless phones will work away from base station(s)
 - × Mobile Phones (We got rid of them because we weren't making enough money.)
 - OTG Cables for iPhone / iPad, etc.
 - Lightning to DVI
 - Lightning to HDMI
 - Lightning to VGA
 - Lightning OTG Hub with multiple Lightning / USB plugs
 - Lightning to SD Card Reader
 - Lightning to Micro SD Card Reader
 - Micro-USB to Compact Flash Reader
 - OTG Cables for Samsung, etc.
 - Micro-USB to DVI
 - Micro-USB to HDMI
 - Micro-USB to VGA
 - Micro-USB OTG Hub with multiple Micro-USB / regular size USB plugs
 - Micro-USB to SD Card Reader
 - Micro-USB to Micro SD Card Reader
 - Micro-USB to Compact Flash Reader
 - Phone Cases (For other types of phones.)
 - Phone or Tablet Mount (next to computer)
 - Screen Repairs
 - And other types of phone repairs for other types of phones through WERX, such as for:
 - Samsung J7
 - Other models not listed on staplesrepairservices.com
 - ✓ For iPods (Too expensive.)
 - iPhone 5 Screens
 - iPhone 5C Screens (They went out of inventory for awhile.)
 - Phone Screens and Repair Kits (for After Market Phones and other types of Phones)
 - ✓ Vent Clip for Phone Attach to Car
 - We used to have insufficient quantity in Inventory, now we're doing better.


- Printers and Supplies
 - 3d printers
 - For Sale
 - In the Copy and Print Center
 - Apple LifePrint Photo and Video Printer, and Paper
 - Apple Photo Printer
 - Fuser Assemblies
 - HP Ink
 - HP 02 XL ink for Black (We only sell the standard capacity version.)
 - HP 02 XL inks for Light Cyan, Light Magenta (Not Currently Sold Separately)
 - × HP 26 Black Ink (Very old. HP may have stopped producing.)
 - HP 65 Cartridges (Many people keep asking for this cartridge, but it isn't even on the website.)
 - HP 96 / 99 cartridges
 - HP Toner (we have most B&W, but we don't have all color toner)
 - 410X
 - Most of the X, or high capacity cartridges, B&W and Color
 - Image Drums
 - Lexmark Ink
 - 200XL
 - 250XL
 - Marketing Issues
 - Flyers for Epson Ecotank and Canon Megatank
 - Flyers (Tri-Fold Brochures) for printers in general.
 - List the dimensions of all products, such as printers, on the brochures and/or product information sheets, including online.
 - Poster including about how genuine ink purchased at Staples is guaranteed.
 - Oil Roller Assemblies
 - Print heads for specific HP printers
 - 88 black & yellow
 - 88 cyan & magenta
 - Printers / Fax Machines with Mobile Phone (connected to Fax Machine portion)
 - × Remanufactured Ink and Toner cartridges. (People still ask for this, even though I don't think it's a good idea.)
 - Services to repair printers, such as:
 - Fee to Clean Print Heads / Nozzle Check.
 - Paper feed issues, i.e. replace rollers / cork strips. Low parts cost.
 - Toner and Ink for printers other than what we sell or sold in-store
 - i.e. Wal-Mart models, such as Canon PGBK 550
 - Other Printers Sold in Other Stores, because their customers would most likely visit Staples to get their ink / toner because it's easier
 - Transfer Drum Assemblies
 - Vinyl Printers / Poster Printers for sale in-store (Would compete with Copy Center.)
 - Xerox Toner
 - Xerox Wax Printers and Wax Printing Supplies

- Tablets & Accessories

- AAAA batteries (For Surface Pen)
- Griffin Survivor Slims Cases with Stands
- iPads (not only not in inventory, but not available online most times)
 - iPad Retina Mini (We don't have any hardly ever.)
 - iPad Air (we never get in stock)
 - iPad Air 2 (we barely ever have stock of)
- Kindle Fire HDX
- Marketing Issues
 - Brochures for tablets.

- Mount-It! Single Monitor Desk Mount (2093767) 
- Outdoors tablet mount (weatherproof)
- Tablet cases for Amazon tablets (Universal tablet cases don't fit all models.)
- Tablet stylus mount with wire attachment
- Tablet display mount
- Tablet kiosk mount
- Tablet stand that locks tablet to counter top.

- Tablet security mount (2140148) 

- Tablet tri-pod mount (277862) 
- Weatherproof Tablets that can go outside.

- Cleaning & Breakroom
 - No one ever buys anything from Cleaning and Breakroom Supplies aisle, because everything is too expensive. It needs to be competitive with Market Basket, BJ's, etc.

APPENDIX A

Limited information was gathered while Patrick R. McElhiney was an employee of Staples, Inc. at Store #0176, however it was not a specific assignment from any manager and was done on his own merit, and most of the work was done outside of work scheduled times, including before clocking in, and after clocking out, such as at night after the workday, in the morning before going to work, composed during or on the way to school, and on the weekends during timeframes that he did not work.

Patrick R. McElhiney, the MCE123 Company Founder, compiled the information in this report on his home office computer system, with specific knowledge about the Products and Services from other work experience and from his schooling in the field of Marketing Management, to which Staples, Inc. does not currently employ him in this job role.

Nearly all the information in this report was collected while MCE123 was a customer of Staples, Inc., since 1999 – therefore it was not directly related to his employment by Staples, Inc. The value of Patrick R. McElhiney's time is valued at a minimum of \$50,000 more than what Staples pays him per year, considering his past Cisco Certified Network Associate (CCNA) and Cisco Certified Network Professional (CCNP) training, his Bachelor's Degree in Marketing Management, and over 15 years of work experience in Business Management, Marketing, and Information Technology, in over 30 different industries, with clients of his own company.

Therefore, the ownership of the document is maintained by MCE123 Marketing, such that the information may be purchased by Staples, Inc. after it is compiled into a final version of this report. Otherwise the Intellectual Property rights of this information belong to MCE123 Marketing, and may not be used by Staples, Inc.

MCE123 Marketing is simply a department within the MCE123 organizations.