





















 Mike	09:53:42
Initial Question/Comment: Your weekly ad (Aug.15-Aug. 21) has the Item number 566641 the TI-84 Plus for \$119-30 instant savings - 10 easy rebate. = \$79.	
 System	09:53:42
Welcome to Staples. We will be with you shortly.	
 System	09:53:47
Tammy D has joined this session!	
 System	09:53:47
Connected with Tammy D	
 Tammy D	09:54:02
Hello, Mike . How are you? My name is Tammy. I have received your inquiry and I am happy to provide my assistance.	
 Mike	09:54:09
Hello there.	
 Mike	09:54:34
This item is \$79 final cost in the weekly ad, but stays \$99 in the cart during checkout	
 Tammy D	09:55:37
The final cost I show on the item is \$89.99 after \$10.00 rebate.	
 Mike	09:56:00
Did you look at the website to see what the weekly ad says?	
 Tammy D	09:57:02
The add I see states it is \$89.99 after rebate.	
 Mike	09:57:41
Why would mine be different?	
 Tammy D	09:58:02
I am not sure. Are you looking at a weekly ad or e-mail offer?	
 Mike	09:59:05
The weekly mailer says \$79, and when I log in to the website with my zipcode 45371 the weekly ad also says \$79. When I click on the item the popup product screen says \$79 but it changes to \$99 when I add it to the cart.	
 Tammy D	10:01:02
Is there an item number that look like this in your mailer? 566641-A1 or something like that.	
 Mike	10:02:24
That is the item number alright	
 Tammy D	10:02:47
Do you have the dash after the item number & any letters?	
 Tammy D	10:02:52
I am still only showing the price I gave.	
 Mike	10:03:07
No, just the 566641	
 Mike	10:03:27
Sounds like a \$10 typo at the printers, that got scanned into your website	
 Mike	10:04:31
I could send you a screen shot	
 Tammy D	10:05:07
I am NOT showing the price at \$79.99 listed at all.	
 Mike	10:05:58
Hey, its not my website or mailer that says its \$79. Its yours	
 Mike	10:06:03
:-)	

 Tammy D 10:07:38

You may need to refresh or something. I am not sure. I am looking at the site & other reps have as well the final price after the \$10.00 rebate is \$89.99.

 Tammy D 10:07:59

This is how it is priced Reg: \$119.99 Save: -\$20.00 Now: \$99.99 Rebate: -\$10.00 Price after rebate: \$89.99

 Tammy D 10:09:28

May I help you with anything else at this time?

 Mike 10:09:47

So if I drive to one of your stores with this ad and website printout they are going to charge me \$89 and not \$79?

 Tammy D 10:10:33

That is correct because in all the information I have web-site & weekly ad it states the final price after rebate is \$89.99.

 Mike 10:12:02

OK, well you should stop having the mail delivery guy dropping off ads with the wrong prices and that silly web marketing team scanning said ad into their website. I guess I don't get to say Wow! Thats a Low Price!

 Tammy D 10:12:39

I am sorry for your trouble.

 Tammy D 10:12:39

May I help you with anything else at this time?

 Mike 10:13:39

Its not my trouble. I'll be mailing these mistakes to your team.