1. Have the customer test access to the following url.

For Single Procurement Card submission
https://webmethods.contractservices.staples.com/invoke/Staples_DPS.PCARD.main/processIFrameRequest?domainName=staples.com
This is what they should see:

2. If at the time of accessing the application, the user gets an error then, the user should add https://*.staples.com to the list of trusted sites for the browser that’s used for accessing the application.

Adding trusted sites to Internet Explorer

Open up Internet explorer, click on the Tools menu and then the Internet Options menu.

Once Internet Options are open select the security tab, shown below. Click on the Trusted sites button (Green Circle with a checkmark)

Then click on the Sites… button
This will bring up the below screen, add https://*.staples.com to the list.
You can add and remove Web sites from this zone. All Web sites in this zone will use the zone's security settings.

Add this Web site to the zone:
https://*.staples.com

Web sites:
http://*.14print.com
http://*.14print.com
http://Checkout.aidestore.com
http://Checkout.aidestore.com
http://b2b.amercand.com
https://b2b.amercand.com

Require server verification (https:) for all sites in this zone
Adding trusted sites to FireFox

Open up Firefox, click on the tools menu and then the Options Menu.

Once Options are open select the Privacy tab, shown below. Click on the Exceptions… button

This will bring up the below screen, add https://*.staples.com to the list by clicking Allow