Welcome to your Office Depot program! Below are some helpful information regarding your program. Please refer to this information if you have questions or contact your local Alcoa Manager or Administrator for assistance.

What products are covered under the Alcoa - Office Depot Program?

Office Supplies, Copy Paper, Furniture, Toner Cartridges, Promotional Products, Basic Technology Items

What is our account number?

Your account number appears at the top right hand side of this screen where your log in name is noted.

If I need help, how do I contact Office Depot Customer Service?

By telephone: **888-777-4044**
By email: **ECsupport@officedepot.com**
Hours for telephone contact: **6:00 AM to 6:00 PM EST**

If I contact Office Depot Customer Service, what do I need?

If calling: Please have your account, PO and order number available. The Office Depot order number is 9 digits typically followed by a -001.

If emailing: Depending on your request, include your name, full address, account number, telephone number, email address. Explain your concern and provide your account, PO and order number. The Office Depot order number is 9 digits typically followed by a -001. Include an item number if specific to your request.

What can Office Depot Customer Service help me with?

Returns, damaged items, missing items, credits, estimated delivery times, billing and invoice issues, packing slip requests, proof of delivery/signature, back orders, suggested alternate assistance, out of stock assistance, custom stamps. Customer Service cannot assist with placing new orders.

What can't Office Depot Customer Service help me with?

Office Depot cannot add users or assist with adding new or changing current ship to addresses. All orders must be placed online, as part of the program, Office Depot Customer Service will not accept phone/fax/email orders. Contact your Alcoa Manager or Administrator for assistance.

What is a reasonable response time for my request to be resolved?

Depending upon the situation and method of contact, your resolution can be completed within 24-36 hours, normally. Faster resolution may be completed with more detailed information and calling Customer Service directly at 1 (888) 777-4044. For urgent matters, it is suggested to "call" Customer

Service. If you email Customer Service, it is recommended to also "copy" your dedicated sales representative so they are aware of the issue.

Who can help me have add a new ship or change a current ship to?

Complete the form located on the Alcoa portal to request a change to or addition of a new ship to: http://my.alcoa.com/noadfs/PGH/InfoShare1/Procurement/Center_Of_Excellence/Global_Solutions/Teams/Cross_Team/Portal_Documents/NA Help Chain/New Ship-to Location template.xlsx

Please copy B2BSupport@officedepot.com when requesting a new ship-to location.

Tell me about delivery?

Delivery is free and typically next day, if ordered by 5PM local time.

What happens if items is on back order?

Office Depot will automatically fill all back orders. To be safe, if you do not receive your backordered item with 72-96 hours, it is suggested you reach out to Customer Service to expedite the delivery process. Provide your account, PO and Office Depot order/item number in question.

We use a lot of paper, what Office Depot Item number is 8.5 x 11 copy paper?

273646 is Office Depot, 20 LB, US92/Euro104 Brightness, 10, 500 sheet reams per carton.

I want a catalog, how do I obtain one?

Enter item number **559619** to place an order for a catalog, or contact your local Office Depot Account Manager to request one. These are free of charge to Alcoa.

Who is my Office Depot Account representative?

Office Depot has assigned representatives to each Alcoa location. To determine your local representative, please email Ronald Mazza and provide your account number and Alcoa Address in your request.

Ronald Mazza (Office Supplies)
724-759-4166
Ronald.Mazza@officedepot.com
200 Corporate Center Drive, Suite 300
Moon Township PA 15108

Who can help me with other products besides office supplies?

The following Office Depot product specific personnel are available to assist you with product information, catalog support, literature, quotes, creative suggestions, budget and planning initiatives, and product advice. Please copy Russ Estey when contacting any of these specialists.

Russ Estey (Copy on all requests)
508-344-9351
Russ.estey@officedepot.com

Tu Tran (Cleaning & Break Room Supplies)
484-571-8172
Tu.tran@officedepot.com

Thomas Frank (Printing & Stamps)
412-818-2511
Thomas.Frank@officedepot.com

Karen Wantland (Furniture)
412-720-4905
Karen.wantland@officedepot.com

Arlyn Owens (Technical Supplies)
Arlyn.owens@officedepot.com
888-707-7040 ext. 12877

Beth Pawol (Promotional Products)
elizabeth.pawol@officedepot.com
412-956-0999

How do I process a "special order"?

Please contact your sales representative to begin the process. A quote or order form will be sent to you when an item that you are requesting is not a typical or stocked item at Office Depot (typically unique technical items, promotional items, and special furniture). Please forward the completed/approved form to your Procurement Administrator, who will enter the order into the JD Edward system to place the order. Further instructions can be provided by your Administrator.

Who is the Alcoa SCO for office supplies?

Mr. Bryan Duford
Assistant Sourcing Manager
412-553-4758
Bryan.Duford@alcoa.com
201 Isabella Street
Pittsburgh Pa. 15212

I want to purchase something in an Office Depot store and receive our contract price, how do I do this?

Office Depot has developed a program to provide you with your contact pricing within any of nationwide stores. LVP card holders can register their LVP card for in-store discounts via the SPC Card

Office Depot link on the “employee discount page” on the Alcoa intranet. The Office Depot SPC Card (Store Purchasing Card), must be presented to the cashier at the time of purchase to receive this discount. Your location buyer will have access to an LVP card.

Does Office Depot provide employee discounts to Alcoa associates?

Yes! As a valued customer, Office Depot offers a 10% discount on purchases to all Alcoa employees for your personal office supply and technology needs. Simply register for a log in and password to receive your discount on www.officedepot.com. Once registered, you will receive your log in and password via a welcome email. You can also register for the employee discount via the Office Depot link on the “employee discount page” on the Alcoa intranet.

Registration Link - https://odams.officedepot.com/registrations/portal.php?a=21495343