

Office Depot's Top 20 Ways to Go Green at Work (and Save Money!)

[Please view our Top 20 ways to Go Green at Work](#)

Frequently Asked Questions

How do I place an order with Office Depot?

UW eProcurement is the preferred method for purchasing office supplies. However, for those "emergency" needs, you may use your Procard to make a purchase at any of our Office Depot stores and receive your UW price.

For help with eProcurement, please contact the eProcurement help desk at 206.685.3558 or eprocure@u.washington.edu.

What is the Office Depot Customer Service number? How do I get help?

For assistance with order related inquiries such as returns, exchanges on damaged or incorrectly delivered goods, as well as order shortages, please contact the National Customer Service at 1.888.777.4044 and reference UW account# 43271349. Customer Service can also assist with product information as well as availability.

Who are the UW's local contacts for Office Depot?

On Site Service Consultant, Scott Komine – scott.komine@officedepot.com – 206.685.3556

Account Manager, Cindy Tsuei – cindy.tsuei@officedepot.com – 253.872.1711

How do I receive a complimentary Office Depot catalog?

Catalogs are updated every six months from January through June and July through December. To receive the complimentary catalog, please add the current catalog item number with your order. The catalog item numbers can be found in the Office Depot punchout website in eProcurement under "My Shopping Lists", List Name "Catalogs".

How can I get additional savings with Office Depot?

Listed below are several ways to receive additional savings.

- Consolidate your orders and receive 1-3% instant discount

If your order is between \$251 to \$450, receive an additional 1% discount

If your order is between 451 to \$999, receive an additional 2% discount

If your order is \$1,000 and above, receive an additional 3% discount

- Order Office Depot Brand products - Savings between 10-25%
 - Order "Best Value" items - Savings between 20-60%
 - Order remanufactured toners - Savings between 15-35%
 - Order value packs - Savings between 5-15%
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How do I return an item?

Returns can be completed by the user that placed the initial order. A step by step guide is available for download - [Office Depot Return Guide](#). All returns over \$25 will be picked up within 5 business days.

Returns can also be completed by calling customer service at [1.888.777.4044](#). Please have your UW purchase order number (EI1234) or your nine digit Office Depot order number (example 491234567-001) ready before you call. The University's account number is [43271349](#).

If you only have the requisition number or the S# (S123456), please contact the eProcurement Help Desk at 206.685.3558.

What is Office Depot's Return Policy?

Your complete satisfaction is our primary concern.

At Office Depot, we want to be sure that every purchase is the right one for you. If you are dissatisfied with your purchase for any reason, you may return most items in their original packaging within 30 days of purchase for a replacement or full refund.

*Please Note: Only one return per order may be processed online. If an additional return is required, please contact Customer Service at [1.888.777.4044](#).

Exceptions:

-Furniture, Computers, and Business Machines with accessories in original packaging can be returned within 14 days after purchase for a full refund.

-Notebooks, PCs, and open software (with accessories in original packaging) can be exchanged for the same item within 14 days of purchase.

Special Order Products may not be returned or exchanged. This includes items that are not stocked in one of our warehouses and/or are indicated as SPECIAL ORDER. For additional information, please contact your Office Depot representatives.

How long will it take to receive my order?

Office Depot provides next business day delivery service unless your order is a special order. Delivery times on specials will be provided at the time of order.

Do I get a discount when I shop at your retail store?

When placing orders, we encourage using eProcurement. However, for those "emergency" needs, you may use your Procard to make a purchase at any of our Office Depot stores and receive your UW price.

What do these icons mean?



Indicates items that are included on your contract.



Indicates additional items with discounted pricing.



Contains Recycled Material

Represents items made from or containing recycled materials, as well as , environmentally preferable products.

▶ **HUB** These are items that come from Historically Underutilized Businesses include minority-owned, women-owned, disabled-owned, veteran-owned, and small (SBA 8(a), SDB, and HUB Zone) businesses.

▶ **Special Order** Special order items will be delivered from an alternate location, typically directly from the manufacturer, and will not adhere to standard Office Depot delivery times. A minimum of 3 business days is required for special order delivery.

▶ **Custom Product** Indicates this special order product may be customized by you during the order process. Please contact your onsite representative to place your order.

 **FURNITURE DELIVERY** Oversized items, based on product dimensions or weighing more than 70lbs, are charged a delivery fee of \$24.99 within our local trading areas or \$39.99 outside of our local trading area. This charge is per order, regardless of how many products are ordered. Delivery expected within seven business days of purchase; valid for in stock furniture and oversized technology.

Can Office Depot make Custom/UW Logo items?

Yes, Office Depot is approved by the CLC to product your UW logo items. Office Depot has hundreds of selections of IMPRINTED PRODUCTS to choose from. Get your department name and/or UW logo imprinted on bags, mugs, pens, hats, and many, many more. If you would like to place an order or see our entire product offering, please contact your onsite Service Consultant, Scott Komine at 206-685-3556 or scott.komine@officedepot.com.

Can Office Depot help with my furniture projects?

Office Depot has a local, full service, contract furniture team to assist with furniture projects. We can buy from over 200 furniture manufacturers on product related to reception, conference, seating, partitions, storage, etc. We provide complimentary layout design, product consultation, and offer the best solution for your space. If you would like more information, contact [Scott Komine](#).

I am interested in purchasing Environmental Preferred products. How can I find those items?

To view the Green Book catalog(s), which contains more than 2,300 environmentally preferable products to promote sustainability, please use the Green Book Online. Just click the "Green Book Online" tab underneath "My Shopping Lists" tab.

You can also find additional items by going to "My Shopping Lists" and utilizing one of many presorted shopping lists.

How do I order a 'Special'?

What exactly is a special? A "Special" is a non stocked or non catalog Office Depot item. Specials are "special orders" that we order directly from the manufacturer. Specials cannot be ordered through eProcurement. The UW/Office Depot account number for ordering specials is **43961351**. Orders can be placed via phone at **888.777.4044**, by fax at **800.973.3376** or by calling **206.685.3556**.

Who are the UW's internal contacts?

eProcurement Help Desk – 206.685.3558
Kevin Campbell – kjcam1@u.washington.edu
Liza Plotkin – lplotkin@u.washington.edu
Joe Kerchen – jkerchen@u.washington.edu
Laurie Hunt – lahunt@u.washington.edu