



Office Depot Reference Guide

2018-2019

Teachers – business.officedepot.com

Bookkeepers - MUNIS

Revised July 30, 2018
Approved by Jana Flanigan – Purchasing

Dear DCSS Team Members,

Office Depot is excited continue the partnership with Douglas County School System as a trusted provider for office and school supplies. Backed by a customer centric team of passionate people and an industry leading supply chain; we will work with your team to ensure an exceptional experience. By providing an array of solutions tailored to your specific needs, our dedicated team of professionals will help you take care of business, so you can focus on your mission.

Please don't hesitate to reach out to any member of your account team with questions or for support as needed. Thank you again!

Andrew Klingman

Vertical Market Manager

T: 678-350-3506

E: andrew.klingman@officedepot.com

Dustin Miller

K12 Account Manager (Inside)

T: 1-855-337-6811 Ext. 12859

E: dustin.miller1@officedepot.com

Your Office Depot Representatives are listed above. However, in order to expedite your request Customer Service should be your first point of contact. Feel free to copy Andrew and/or Dustin on the request but also know that if it cannot be resolved in a timely manner it should be escalated to us by the team and/or by you as well. ***We are all here to help!***

Customer Service:

888.777.4044

ecsupport@officedepot.com

M - F; 7AM - 7PM CST

M - F; 7AM - 7PM CST

- Product or Pricing Questions
- Returns / Exchanges (new orders must be through web)
- Order Tracking / Missing Items

Account Information:

Your Office Depot Account #s:

District / MUNIS – 02182364

Local School Funds – 70426275

Billing Support

Invoice Copies INV-PODS@officedepot.com – Put your school name and/or invoice number(s) in the subject line and include the invoice or credit memo numbers you are requesting copies of in the body of the email request. You will receive in 24-48 hours. Invoice copies can also be retrieved through Bill Management online by any authorized user as applicable.

For payment application questions, past due notifications, etc. please use info below and copy your account manager.

Phone: 1-888-412-8545

Email: ABBillingsupport@officedepot.com

Customer Service Help

If you need additional assistance, you can contact our friendly Customer Service team! Whether it's a question about a product, tracking an order, returning items, getting help with the site or more, we're here for you. Feel free to email or chat with us right from the comfort of your desktop or call and speak with a representative.

Contact Method	Support Team Contact Info	Orders	Tracking	Returns	Billing	Tech Support
Online Website	business.officedepot.com	✓	✓	✓	✓	✓
Email	ecsupport@officedepot.com	✓	✓	✓		✓
Email	abbillingsupport@officedepot.com				✓	
Invoice Copies	Inv-pods@officedepot.com				✓	
Chat	business.officedepot.com	✓	✓	✓		✓
Phone	888-777-4044	✓	✓	✓	✓	
Tech/Web Issues	800-269-6888					✓

Self-Service Web Tools

We have powerful shopping tools available at business.officedepot.com/webdemos (login required) to help you get the most out of your Office Depot experience. There you can access many in-depth Demos and Helpful Links to answer your questions regarding Ordering, Products, Shipping, Returns, and more!

How-to Videos



Web Features

Learn how Office Depot's web features can make ordering, reorders and returns much easier by helping you streamline your processes from procurement to payment.



Intro to Business Mobile App

See how Office Depot's business app makes it easy to access our help from anywhere and when you're on the go, the app gives you a quick way to view, approve, and comment on orders and much more.



Future Orders

Discover how Future Orders lets you plan earlier for large re-stocking orders, allocate inventory with no back orders, plan delivery dates in advance and ensure on time delivery.



Product Subscriptions

Find out how Office Depot subscription ordering gives you convenient automatic deliveries with no commitments, obligations or fees and cancellation at any time.

Our self-service web tools are just a click away, making it quick and easy to complete everyday account management tasks like reviewing your purchase history, changing your password, and creating and/or updating shopping lists.

Have questions regarding your overall Office Depot partnership such as pricing, or availability of products/services under your contract? ***Your Account Manager is here to assist you!***

Return Procedures:

Returns via Phone/Email:

Step 1: Contact the Office Depot Customer Service team and provide the invoice number (i.e. - 123456789-001) and 6-digit Office Depot SKU number and/or the manufacturer's part number of the product being returned and credited.

IF UNAVAILABLE PLEASE PROVIDE YOUR ACCOUNT NUMBER AND ADDRESS AS WELL AS THE PO AS APPLICABLE SO IT CAN BE LOCATED.

Step 2: Provide a brief description of the reason for the return/credit (i.e. ordered in error, damaged/defective, etc.)

Web Return Orders:

Step 1: Click on "Order History" located on the Home Page.

Step 2: Locate the sales order number that you need to place a return on. Once the order detail appears, click 'Submit Return'.

Step 3: Fill in the return quantity, select the reason for the return and enter any special instructions and click 'Continue'.

A confirmation number for your return will appear. Please print this page and/or write this number down and keep for your records.

*****In addition please attach to the box and place in the location where your deliveries are normally made.*****

IMPORTANT - If it is not picked up in 1-3 business days, let your account manager know. If it is not credited in 7-10 business days, let your account manager know.

Upon Receipt of Your Order:

Verify that all items on the packing slip listed as shipped are in your order. Any shortages or incorrect items should be reported to the Office Depot Customer Service Desk within 10 days of delivery. Items on back order will be noted on the packing slip.

Standard Delivery:

Most deliveries will be made the next business day. These orders must be processed before the assigned deadline, as follows: **ORDERS PLACED BY 5:00PM EST, FOR IN-STOCK ITEMS, WILL BE SCHEDULED FOR NEXT DAY DELIVERY.**

****There are occasions when an item is shipping from an alternate source (not stocked) and may deliver outside the normal delivery window. Any extended shipping or backorders will be noted at checkout prior to order placement and on your order confirmations. ****

Freight & Small Order Processing:

Orders over \$50.00 will be delivered free of charge. Please consolidate your orders where possible. Ordering in bulk is a simple way to reduce paper, staff time and logistical costs.

Alternative methods are available in the event of emergencies such as **buy online; pick-up in store** as well. See additional detail below.

Frequently Asked Questions:

I have forgotten my password for the Office Depot BSD website.

Simply go to our website (business.officedepot.com) and click on the 'Forgot your login name/password?' link. You will be prompted to enter your login name and respond to your pre-determined security question. You will then be asked to update your profile with a new password. If you do not remember your login name, or this process does not work please contact your account manager.

I'm on the Office Depot website and forgot how to create a Custom Shopping List.

Click on 'My Shopping Lists': You can create a new list there or open the "How to use and create lists" guide. This will guide you through each of our online tools step-by-step. **Make sure to look for any existing Best Value Shopping lists that may have already been created for your convenience!**

We just received our order and I ordered 12 pens, but instead received 12 boxes of them.

Our product return policy and procedures are designed to help our customers make returns and exchanges quickly and efficiently. You can place your return online. Simply go to the Order Tracking and History feature under 'My Account', locate your order, click on the order then go to the bottom right hand corner of the page and select Begin Return. You may also refer to our website for our complete Return Policy and for instructions on how to process such requests.

I've looked all through the catalog and can't find the item I really need.

Office Depot offers over 15,000 items but we also have access to **a large assortment of additional products** that are made available through various third-party sources. Please call/email your field account representative or customer service representative for assistance in ordering the product you need.

It's early in the morning and I just realized that I need to add something to an existing order. My order usually arrives around noon. Can I call to add this item to my order?

Our orders are packaged at night so that trucks can be loaded early in the morning before embarking on their routes. Our delivery trucks usually leave our distribution centers well before 8:00 AM, so unfortunately it would not be possible to update this existing order. We instead encourage you to leverage our **"buy online; pick-up in store function (as authorized)"** at a local Office Depot or OfficeMax store near you.

Schools may also opt to register for a Store Purchasing Card which is available in several formats to ensure discounts are extended properly. Please contact your account manager for more information.

Our new DIGITAL Business Solutions Catalog is now available!

“Office Depot’s catalog has Gone Green!” Click on the link below and experience a faster and more sustainable experience.

2019 Office Depot BSD Catalog

You can also scroll to the bottom of the website page and select Online Catalogs under the Shopping section.

Digital Catalog Highlights: The catalog has not changed, only how you use it! Search by keyword or click on a category under the Table of Contents to go. Click on an item and it will take you to it within the business.officedepot.com website. Print a page or share via email with a co-worker. Access from any computer without a login needed!



Looking for other catalogs?...

[School Supplies & Instructional Materials](#)

[2019 Calendars & Planners](#)

[Collaborative Classroom Furniture](#)

[Promo & Fundraising Products](#)

Ready to Ship - Healthy Schools

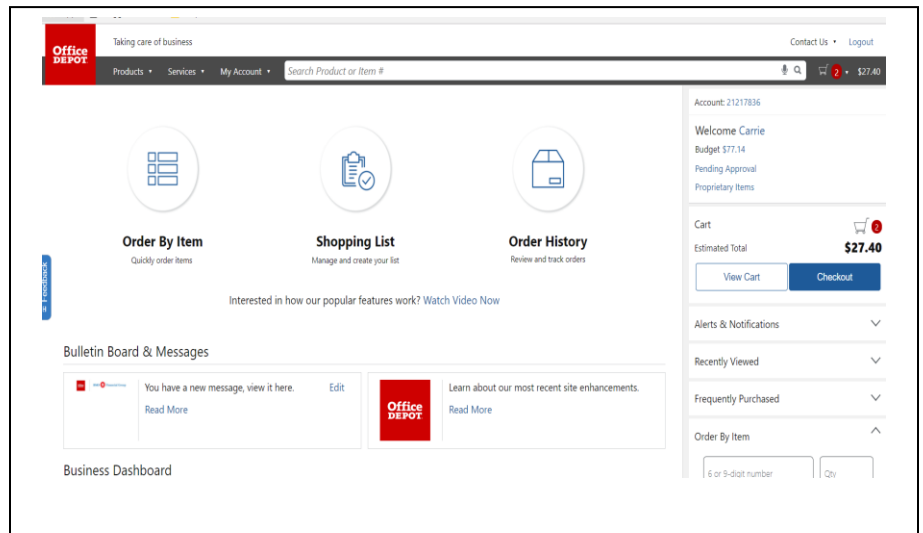
Munis Process for Teachers to Pass Cart to Bookkeeper

<https://business.officedepot.com>

User Name: dcssteachers

Password: Douglasteacher18

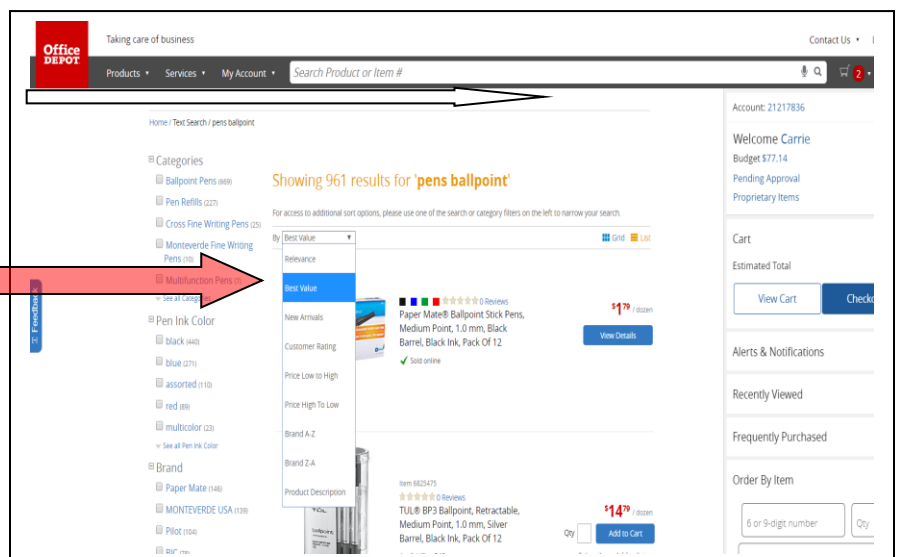
1. Teacher uses the portal (click on link) and connects to Office Depot online catalog.
2. Using any of the shopping tools, find desired products.



3. This example: "Pens ballpoint" are typed into the

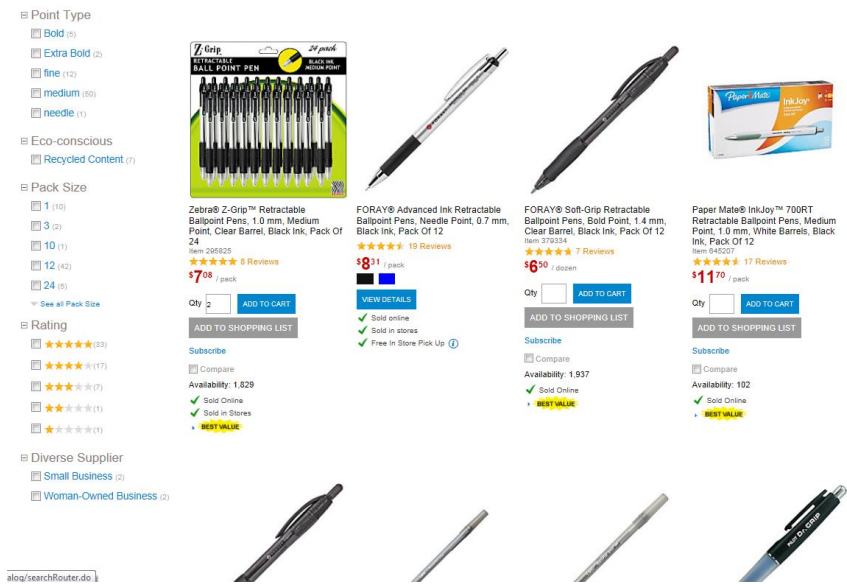
Search

4. Product search results may be resorted by "Best Value" to float preferred contract items to the top.

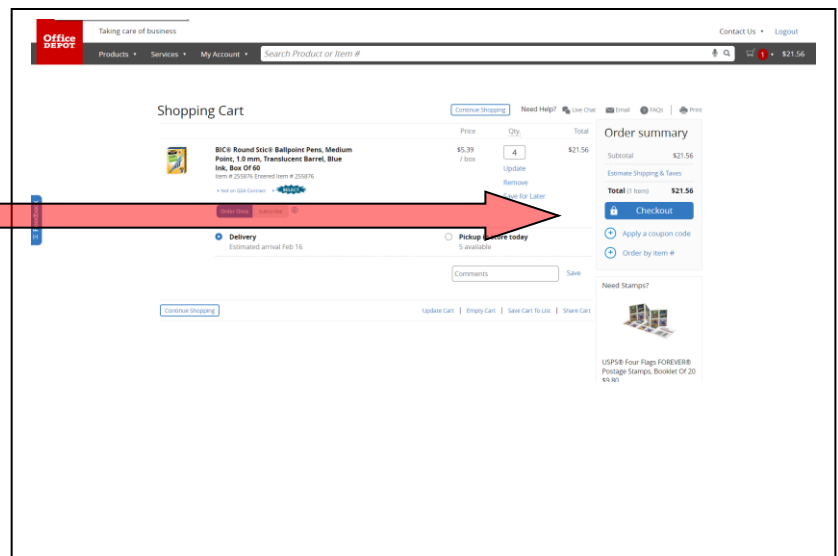


NOTE: Paper catalogs can still be obtained by contacting your account manager.

5. Enter a quantity on all desired items. Then click **ADD TO CART**



6. Confirm all items are correct. When satisfied, click **Checkout**.



Complete the information as follows:

7. ****Important**** Enter email address of School Bookkeeper who will create the purchase order

Scroll down to the bottom.

8. click

 Put This Order On Hold

[Home](#) / [Checkout](#)

Checkout

Please verify all of your order information below and choose one of the options at the bottom of the page to submit your order.

Need Help?

• [Email Assistance](#)
• [FAQs](#)

[Talk with a Representative](#)
[Chat Now](#)

User Information	Shipping Information
User Name: Horry County Schools Teacher Request Phone: (999)999-9999 Email Address: noreply@officedepot.com	01 Horry CNTY SCHL 1600 9TH AVE CONWAY, SC 29526-4100 USA (Taxable) SELECT
Email Options	Shipment Summary
☒ I would like an email confirmation for this order. Send an email confirmation to another contact: Additional Email Address:	Shipment 1 Order #: 786283551-001 Estimated Arrival By: 08/12/2015
Account Information	
• PO Number TEACHER REQUEST • Contact: Horry County SchC Contact Phone: (999) 999 - 9999 Ext. These comments are for your information only, they are not utilized by our Delivery Carriers. Comment: Comment: Comment:	
Payment Information	
☒ Account Billing	
Redeem a Gift Card or Rewards Certificate	
Card Number: PIN:	

Shopping Cart

[Hide Images](#)

Estimated Delivery Date: 08/12/2015 Order Number: 786283551-001

Description	Your Price/unit	Qty.	Available	B/O	Total	Remove Item
 Zebra® Z-Grip™ Retractable Ballpoint Pens, 1.0 mm, Medium Point, Clear Barrel, Black Ink, Pack Of 24 Item #: 0295025 Entered Item #: 205825 BEST VALUE	\$7.08 / pack	2	2	0	\$14.16	☐
Subscribe						

Available:	\$14.16
Backorder:	\$0.00
Subtotal:	\$14.16
Delivery Fee:	FREE
Miscellaneous:	\$0.00
Taxes:	\$0.99
Total:	\$15.15

[Back To Top](#)

Have you made changes to your cart or delivery option?

[UPDATE CART](#)

By submitting this order, you agree to the [Terms and Conditions](#).

[Continue Shopping](#)

[SAVE CART TO LIST](#)

[PUT THIS ORDER ON HOLD](#)

Site Info

[Site Map](#)
[International Terms & Conditions](#)
[Store Purchasing Card Terms](#)
[Terms of Use](#)
[Catalog Pricing](#)
[Privacy Policy](#)

Customer Service

[Email Assistance](#)
[Phone Support](#)
[Gift & Rewards Card](#)
[Customer Services](#)

Company Info

[Affiliate Program](#)
[International](#)
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Specials

[GreenerOffice](#)

Customer Tools

[Order by Item#](#)
[Online Catalog](#)
[Store Locator](#)

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On screen confirmation of
order placed on hold.

****Note****

*This is the # that is used by
your requestor to complete your
order.*



[Home](#) / [Thank you](#)

Thank you for your order! [Please print this page for your records.](#)

[Print This Page](#)

This order will be placed on hold.

You will receive an order confirmation email shortly. Please save this email for your records. Your Account Billing will be charged when the order ships.

Shipment Summary

Shipment 1 Order Number: 786283551-001 Estimated Arrival By: 08/12/2015 [View Order Details](#)

My Account

[View Order Details for This Order](#)
[Print Order](#)
[View Your Order History](#)
[View Your Account Information](#)
[Reorder](#)

Use the links to the left to quickly access information about your account. You may check the status of your order, view the order's details, change the information in your account, or view your previous orders.

Order Information

Account #: 28573923
Your Order Number is: 786283551
Company Name: Horry Cnty Schl
PO Number: TEACHER REQUEST
Contact: Contact: Horry County Schools TEAC
Contact Phone: (999)999-9999
Comments

Shipping Information

01
Horry Cnty Schl
1600 9TH AVE
CONWAY,
SC 29526-4100 USA
(Taxable)

Payment Information

Account Billing

Order Summary

[Hide Images](#)

Shipment 1		Order Date: 08/11/2015 Delivery date: 08/12/2015 08:30 AM - 05:00 PM		Order Number: 786283551-001			
Description	Your Price/unit	Qty.	Available	B/O	Total	Comments	
 Zebra® Z-Grip™ Retractable Ballpoint Pens, 1.0 mm, Medium Point, Clear Barrel, Black Ink, Pack	\$7.08 / pack	2	2	0	\$14.16		

Bookkeeper Process for Retrieving Carts in MUNIS and Copying to New Requisition/Order.

Bookkeeper will receive an email from ODonline@officedepot.com. Email will contain details

2. Please note the Office Depot Shipping Order #
3. Suggest copying the Order #
4. Login to your schools procurement system

We are confident you will be pleased and look forward to serving you again soon.

Note that due to product availability or size, items ordered together may not be shipped together. Shipping confirmation emails will provide details on all shipments.

For your reference, below is a summary of your order.

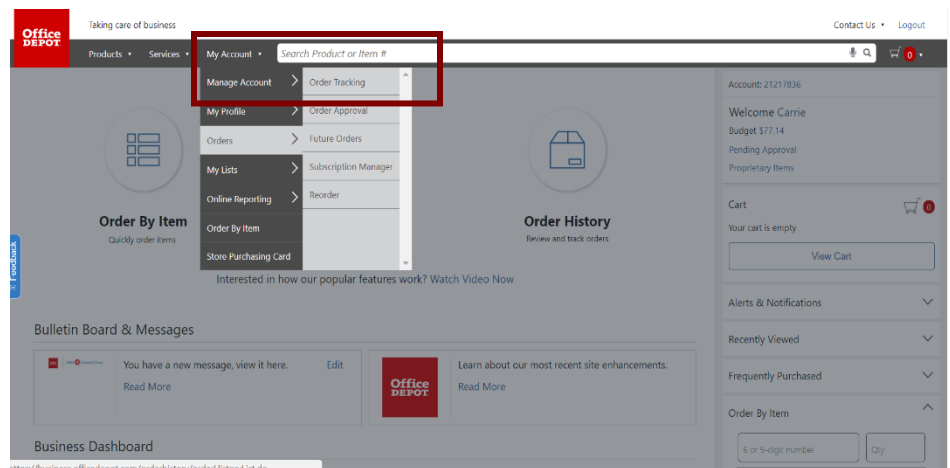
Expected delivery date: 08/05/2015 8:30 AM - 5:00 PM

Order Number: 784864072-001
Customer number: 28573923
Customer Name: Horry County Schools
Ordered By: 28573923TEACHER
Last Modified By: 28573923TEACHER
Order Date: 08/04/2015
LOC: 1214 - BUFORD CSC
Delivery Type: Delivery
Delivery Method:

PO Number: TEACHER REQUEST
Contact: Horry County Schools TEAC
Desktop Location:
CC:
Release:
ASSET:
Status: Held for Review
Payment info: Account Billing.
Tracking: See below

4. Punchout to Office Depot

5. On landing page, hover over My Account and from the drop down click on Orders or Order Tracking



Pending Orders are displayed in section above processed orders

6. To find the Pending order placed by teacher Use the search, Select **Order Number** then paste or enter the Order# provided in the email

Home / My Account / Orders

Orders

Use one of the methods below to locate a specific order.

Showing All Orders Copy & Print Depot

Find Your Order

Search by item or order number, order status, or order date range

Search By: Order Number 786283551-001
Status: ALL
Date Range: From: 07/11/2015 To: 08/11/2015
Min: Max:
Dollar Range:
Approver:
SEARCH ORDERS

Click an order number to see the details of your order, or to view delivery tracking information.

Orders Pending Approval

Result 1 - 1 of 1

Order Number	Order Date	Total	Status	Delivery Date	PO Number	Contact	Approver	Type
786283551-001	08/11/2015	\$15.15	Held for Review	08/12/2015	TEACHER REQUEST	Horry County Schools TEAC		Order

Review details. If all are approved:

8. Click **Cancel Order**, then **OK**

9. Click the Select all check box

10. Click on “**REORDER**”

Order & Budget Information [Modify Order](#) [Cancel Order](#) [RELEASE ORDER](#)

Order Number: 786283551-001 Status: Held for Review
 Order Date: 08/11/2015 Delivery Date/Time: N/A
 Ordered By: 28573923TEACHER
 Last Modified By: 28573923TEACHER
 Last Modified On: 08/11/2015 Comments:

Shipping Information
 Shipping Address:
 Horry Cnty Schl
 1600 9TH AVE
 CONWAY,
 SC
 29528-4100
 USA

Billing Information
 Billing Contact:
 Horry County Schools Teac
 PO Number
 TEACHER REQUEST
 (999)999-9999Ext.0000
 Payment Method:
 Account Billing
 Amount: \$15.15

Order Summary [Hide Images](#)

Description	Your Price / Unit	Quantity	B/O	Shipped	Total	Reorder Price / Unit	Reorder Qty.	Deselect all
 Zebra® Z-Grip™ Retractable Ballpoint Pens, 1.0 mm, Medium Point, Clear Barrel, Black Ink, Pack Of 24 Item # 295825 BEST VALUE	\$7.08 / pack	2	0	0	\$14.16	\$7.08 / pack	2	☒

Comments:

Subtotal: \$14.16
 Delivery Fee: \$0.00
 Miscellaneous: \$0.00
 Taxes: \$0.99
Total: \$15.15

[My Account](#) [Print Order](#) [Email Us](#) [Back to Order Tracking](#) [Order / Modify Order / View Search Results](#) [ADD TO LIST](#) [RELEASE ORDER](#) [REORDER](#)

All selected items will be added to your shopping cart.

Items are now placed into the shopping cart.

11. If needed, go back to order tracking and to locate additional pending orders (repeat steps 4 - 8)

12. When ready Click Cart then “**Check Out**”

Office DEPOT Taking care of business [Contact Us](#)

[Products](#) [Services](#) [My Account](#)

[Home / Find Your Product](#)

The item listed below was added to your shopping cart.

Description	Your Price/Unit	Qty.
 Office Depot® Brand Chisel-Tip Highlighter, Fluorescent Yellow, Pack Of 12 Item # 128844 Entered Item # 128844 No applicable contract Eco-friendly Recycled content	\$5.84 / pack	1

[Continue Shopping](#) [SHOPPING CART](#)

Other products you might be interested in

Availability	Your Price	Qty.
 Post-it® Super Sticky Notes, 3" x 3", Rio de Janeiro Collection, 90 Sheets Per Pad, Pack Of 12 Pads Item # 344428	Available \$20.49 / pack	☐

Need Help?
 • Email Assistance
 • Phone Support
 • FAQs
 Talk with a Representative [Chat Now](#)

Customers with similar interests also viewed

 Bosch® X-98 Multi-Use Copy Paper, Letter Paper Size, ...
 2564 reviews
 \$57.99 \$32.99 / case