

FAQS:

Q: **Can I continue to use Concur to expense office supplies?**

A: No, all office supply purchases must be placed online with Office Depot. Expense reimbursement for any office supply related items will not be reimbursed.

Q: **Are there spending limits on my orders?**

A: Yes. Office buyers will have a per order spending limit of \$1,500 and remote buyers have a spending limit of \$250. Merkle IT will be conducting monthly audits to review purchase history and trends and these spending limits can be changed.

Q: **Do my orders need to be approved?**

A: No. Approvals are not required. However, Merkle IT will be conducting monthly audits to review purchase history and trends

Q: **Will I be charged shipping on my order?**

A: Orders less than \$30 will be charged shipping costs. We stress that you try to purchase in bulk where you can. However, in some cases (remote employees in particular) this may be unavoidable. Office buyers should almost never be placing orders under the \$30 threshold.

Q: **How can I order an item on the web-site that is listed as "Sold Online for Pickup Only"?**

A: Simply call 888-777-4044 and let them know that you would like to place an order for an item that is only available in the stores. Just give them your Merkle account number and address and the order will be placed for you. You will then be able to go to the store and pick up your order.

Q: **I don't see a particular product on the website. Who can I contact?**

A: Open a helpdesk request under category procurement. Please send as much information on the product(s) as you can, for example product description, manufacturer name, manufacturer part#, etc.

Q: **I forgot my password, how can I get it reset?**

A: At the Office Depot login page you can click the link, "Forgot login name / password". Enter your Merkle email address as the user name and you will be prompted to answer your security question and provide a new password.

Q: **How often do I need to reset my password?**

A: You will be required to reset your password every 30 days.

Q: **What are the password complexity requirements?**

A: Passwords must be at least six characters in length and are alphanumeric. You will also be asked to respond to a security question. This will help us identify you if your password is lost.

Q: **I'm having trouble navigating the website, is there training available to help me use the site?**

A: Yes. Training is available. A recorded training video can be found by accessing Merkle University (MU), a URL can be found on the Bulletin Board page. Please note that you must be authenticated to the Merkle network using Merkle credentials provided through **Merkle Cloud** services.

- Then click into Merkle University.
- Then click into the Knowledge Bank.
- Then search or select the Office Depot Buyer Training folder

Q: I didn't receive everything that I ordered, what are my next steps?

A: 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 backorder will be noted on the packing slip. Office Depot Customer Service Desk can be reached at 1-888-777-4044; please reference account #11730131.

Q: Who should I contact for customer or website support?

A: Various support features are offered. Please have your account number available – #11730131.

Chat - You can connect immediately with a customer service representative, Monday–Friday 8:00 A.M. to 8:00 P.M. (ET) by using the Live Chat feature, to start a Chat session click on “Help”.

Website Support - call 800-269-6888 or by e-mail at ecsupport@officedepot.com.

General Customer Service - 1-888-777-4044

Q: I need to return an item or I received the wrong product. What should I do?

A: Below are the Office Depot return instructions, please follow these steps or view the return policy on the website.

Return Procedures:

Returns via Phone:

Step 1: Call the Office Depot Customer Service Desk 1-888-777-4044 and provide the following:

☐ Invoice and/or order number

☐ 6-digit Office Depot product/SKU number and/or the manufacturer's part number of the product being returned and credited.

☐ Brief description of the reason for the return/credit (i.e. ordered in error, damaged/defective, etc.)

Step 2: Place the merchandise in your standard delivery area for pick-up.

Returns via Web:

Step 1: Click on “Order Tracking” in the drop-down box when you toggle over the ‘orders box’ located at the top of your screen.

Step 2: Locate the sales order number that you need to place a return on by entering the appropriate information in the ‘search by’ section then clicking “Search Order”. Once the order detail appears, select the item to return, then 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 the number down and keep for your records.

Please visit our Customer Service page on business.officedepot.com for complete and updated details on our Return Policy.