

BUSINESS SOLUTIONS DIVISION



Welcome to **Office DEPOT®**

Office Depot is proud to have the opportunity to partner with Barry University. Backed by award winning customer service, and delivery centers through North America, Office Depot will continue to partner with your organization to develop and implement the right solution for your unique business requirements.

The following pages include;

- How to make updates
- Ordering Information
- Product Information
- Delivery Information
- In Store Purchases
- Customer Service
- Returns

We look forward to working together.

Racquel Coley

Racquel.Coley@officedepot.com

Ordering System: Workday & Office Depot

Customer Service #: 1. 888.777.4044

Account Information

**Account Number: Barry University –
Account # 21266852**

For internal Training and questions about requisitions please contact: Jack Gasso at JGasso@barry.edu or Maria Dopico at MDopico@barry.edu

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Barry University



Account Updates

For all contract related questions, please contact Jack Gasso, Email - JGasso@barry.edu and phone number is 305-899-4931. You may also contact Maria Dopico as an additional contact. E-mail address -MDopico@barry.edu

Ordering Options:

All orders must go through Workday.

Please visit Workday to place your supply orders. Should you have any questions or concerns about the procedures for Workday, please contact your Financial Systems and Support Services. **No phone orders allowed.**

For expedited orders, you can utilize the store purchasing card. This card will allow you to shop in our stores and still receive the University discounts.

Online Shopping Lists -

You may also create a personalized list for your Department. Simply build your list as you shop. Please remember to build your list while in the Office Depot platform. This will also facilitate future orders. You can also do this as you shop. Additional items can be purchased by using a variety of other search methods.



In-Store Purchasing

Our Store Purchasing Card program allows contract customers to shop at Office Depot retail stores and receive contract pricing. Pricing on items purchased will be adjusted at the register to reflect either your contract price or the retail price, whichever is lower.

In Store Purchases – Please present your SPC card to any associate to ensure you receive either your corporate discount or any in-store promotion. Cards can be used for supplies, printing and finishing services, furniture, Technology, stamps etc. Please note that these cards are to be used for emergency orders only.



Customer Support

Our nationwide network of sales offices, retail locations and delivery centers provide you with unparalleled customer support when you need it.

- More than 50 sales offices throughout North America
- Approximately 2,000 sales associates
- Nationwide customer service capability
- 25 delivery centers
- Over 1,100 Office Depot retail stores located across the country

You can connect immediately with a customer service representative by calling:

1-888-777-4044.



Return Procedures

Returns are all processed over the phone.

Step 1: Call the Office Depot Customer Service team at **1-888-777-4044** and provide the invoice number or PO number and 6-digit Office Depot product/SKU number and/or the manufacturer's part number of the product being returned and credited.

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

Step 3: Place the merchandise in your standard delivery area for pick-up.

Office Depot has two categories for catalog items:

1. Warehouse Items – items stored and shipped from an Office Depot Warehouse
2. Non-Warehouse Items – items stored and shipped from the Manufacturer

Types of returns based on the above two categories:

1. Warehouse Items (no credit/no additional transaction):

- a. **Missing Items** – Call the customer service line to report missing item(s). Office Depot will send the missing item(s) at no charge
- b. **Damaged Items** – Call the customer service line to report case. Office Depot will schedule pick up and replace the item (even exchange or like-for-like) at no charge
- c. **Wrong Item Received** – Call the customer service line to report case. Office Depot will schedule pick up and send the correct item at no charge

Note: Customer (end user) is required to create a receipt in Workday for the full order upon receiving the items(s) and must attach the packing slip(s). Office Depot will submit the invoice directly into Workday (via integration) for Accounts Payable to process payment

2. **Warehouse Item Return (for credit only)** - For items no longer wanted, call the customer service line to place the return request. Office Depot will process the claim and confirm pick-up. Office Depot will issue a credit and submit it directly into Workday (via integration) for Accounts Payable to process. Customer (end user) is required to create a receipt in Workday for the full order upon receiving the items(s) and must attach the packing slip(s) and return/credit notification to that receipt. The credit will off-set the returned item on the invoice
3. **Non-Warehouse Item Return (for credit only)** – For items no longer wanted, call the customer service line to place the return request. Office Depot will process the claim and confirm pick-up. Office Depot will issue a credit and submit it directly to Accounts Payable (via integration) for processing. Customer (end user) is required to create a receipt in Workday for the full order upon receiving the items(s) and must attach the packing slip(s) and return/credit notification to that receipt. The credit will off-set the returned item on the invoice
4. **Non-Warehouse Item Exchange (anything other than a return for credit will result in a credit with new invoice)** – Call the customer service line to report case. Office Depot will process the claim and schedule pick-up. Customer (end user) must create a **new requisition** for the new (replacement) item. Upon receiving the automated PO, Office Depot will place an order for new item and submit new invoice to AP via integration. Customer (end user) is required to create receipt for both POs in Workday. This means a receipt for the original order including returned item and attach the original packing slip with return/credit notification **AND** a receipt for the 2nd PO (replacement) with packing slip. Office Depot will issue both invoices and a credit to off-set the returned item.

How long does it take to get my order?

As long as a PO is in approved status in the Workday system by 4:30 pm EST and submitted via Workday, you should receive your order the next day.

Some items can take an additional day for delivery; however, you will be notified at the time you place your order.

Ordering Tips and Instructions

Add **ODOnline@OfficeDepot.com** to your trusted senders in order to ensure order confirmations route to your inbox and don't go into a clutter or junk folder.

When searching for products, please use advanced sorting options to sort products by *Best Value* and *Contract Item*. The *Best Value* icon indicates core list items that are specially priced for Barry University.

Purchase Orders need to be received in Workday as merchandise gets delivered to your location in order to approve payment for items physically received.

Please feel free to reach out to me with any questions or concerns.

Major Account Manager Contact Information:

Racquel Coley

Account Manager | Business Solutions Division

2925 West Corporate Lakes Blvd, Weston, FL 33331

Tel: 954.825.7297 | Fax: 561-438-0844

Customer Service 888.263.3423 | Customer Service Spanish 888.976.7337

Internet Support: 800.269.6888

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