Office DEPOT OfficeMax

COMMITTED TO LEARNING
One Student at a Time™
Office DEPOT

Office Depot User Guide

business.officedepot.com

2018-2019

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COLLABORATIVE CLASSROOMS | INSTRUCTIONAL TECHNOLOGY | HEALTHY LEARNING | COMMUNITY ENGAGEMENT

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Dear CCSD Team Members,

Office Depot is pleased to continue our partnership which extends well over a decade as a trusted solutions provider. Backed by a customer centric team of passionate representatives and an industry leading supply chain; we will work with Carroll County Schools to ensure your experience is as seamless as possible, so you can continue to focus on your mission.

We look forward to bringing even greater value to Carroll County School District on the road ahead! Please don't hesitate to reach out to any member of your account team with questions or for support as needed. Thank you again!

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Vertical Market Manager
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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, to expedite your request Customer Service should be your first point of contact. Feel free to copy Andrew and/or Nate 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 **M - F; 7AM - 7PM CST**
ecsupport@officedepot.com **M - F; 7AM - 7PM CST**

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

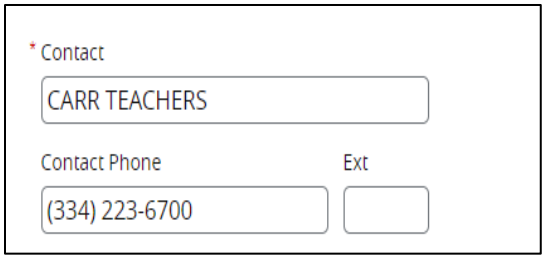
Account Information:

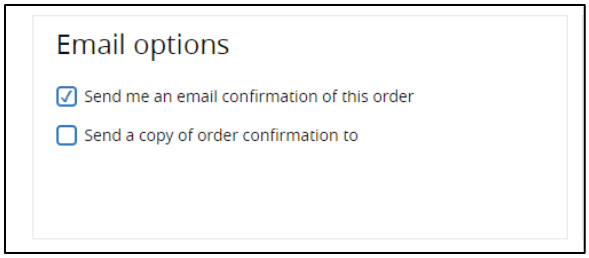
Your Office Depot Account #s:
District Funds – 24652419
Local Funds – 69225768

Ordering Method:

https://business.officedepot.com – **Orders may be placed via the web only.**
All contract pricing and live inventory for items kept in stock is shown online!

Teachers – Orders will submit to bookkeepers regardless. Be sure to include teacher name at checkout and email in order to receive confirmation and delivery details.





Bookkeepers – All orders will route to you for approval unless you have requested otherwise. You have one login to order and approve. As transition happens within schools we will reassign the names and emails associated with the logins and reset passwords to ensure the new bookkeepers maintain access to order history, shopping lists, etc.

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. ****

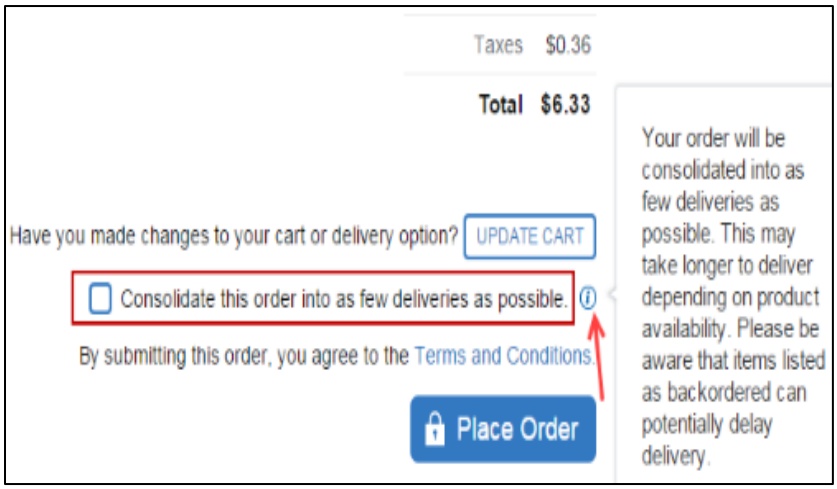
Consolidated Delivery – (Optional)

- ✓ ***Please only request if order multiple order numbers appear at checkout in order to avoid delays.***

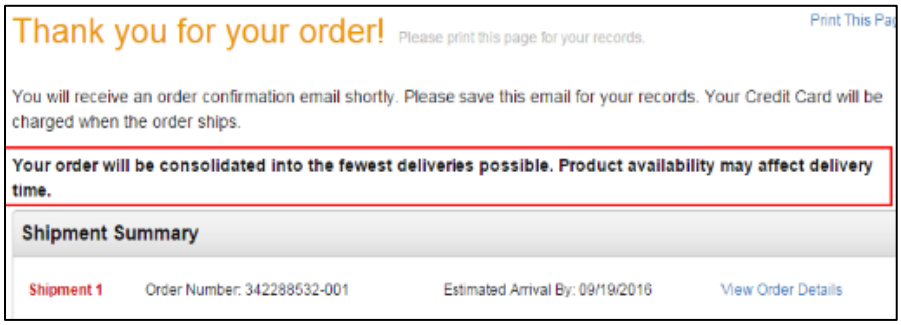
If your school or department wishes to consolidate your order as much as possible to reduce the number of deliveries and/ or invoices you have the option to request this at checkout. Please keep in mind that this does not guarantee that every single item will arrive all at once; but most items will consolidate down as will be updated in the checkout screen.

This may also impact your lead time depending on the items in your cart and the availability. ETA will be updated/provided through confirmation if no request is made. You can request status or make changes by contacting customer service or your account manager if needed.

See checkout…



See confirmation…



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.

Order Approvals, Confirmations & History:

For every order placed, you will receive an email confirmation that details your transaction and product status of the items you ordered. You can track you order at any time online or by calling customer service.

Allows you to view 12 months of your order history. Bookkeepers will also be able to access *"pending approval"* orders from this view. To track an order, view the order detail and/or *"modify";* you can simply click on "Order History" from the home screen.

Frequently Asked Questions:

I have forgotten my password for ordering on the* Office Depot *website. What should I do?

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.

Help, I'm on the* Office Depot *website and forgot how to create a Custom Shopping List. What do I do?

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.

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

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', select Order Tracking and History, 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 need additional copies of the catalog for my office. How do I request them?

Many schools like to keep several catalogs on hand so that they can be used by different people. Our catalogs are offered to our customers free of charge. You can request a catalog with your next order. Simply add Sku # **817463 for the BSD Office Products catalog** and Sku # **523758 for the School Supply supplement catalog** to your cart when you place your next order.

I've looked all through the catalog and can't find the item I really need. Does this mean Office Depot doesn't have it?

Not at all, 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 today's order?

Our orders are packaged at night so that delivery 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 retail store near you.