



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!

Andrew Klingman

Vertical Market Manager

T: 678-350-3506

E: andrew.klingman@officedepot.com

Nathan Sichali

K12 Account Manager (Inside)

T: 1-855-337-6811 Ext. 12795

E: nathan.sichali@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

ecsupport@officedepot.com

M - F; 7AM - 7PM CST

M - F; 7AM - 7PM CST

Account Information:

Your Office Depot Account #s:

District Funds – 24652419

Local Funds – 69225768

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

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.

* Contact	
CARR TEACHERS	
Contact Phone	Ext
(334) 223-6700	

Email options
☒ Send me an email confirmation of this order
☐ Send a copy of order confirmation to



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. ****

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:

You can track your 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 click on "Order History" from the home screen.