



INTEGRITY

Business Services Division

Welcome

Business Supply Source

VALUE



**Office
DEPOT®**

Office Supply Program for
Southwest Physician Associates

<https://business.officedepot.com>

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Welcome Southwest Physician Associates Members...

Re: New Office Depot National Office Supply Partnership
From: Lisa Potraza, Major Account Manager, Office Depot

Dear Southwest Physician Associates Members:

I would like to introduce myself to you, my name is Lisa Potraza and I am the Major Account Manager for your Southwest Physician Associates/Office Depot account. I am based in Dallas, TX and am very excited about the opportunity to work with you.

We have completely revamped the SPA & Office Depot program with better pricing. If you already have a SPA/OD account, please continue to use the same log in as the updates on the account have already been made.

If you have questions about your account, please don't hesitate to contact me.

My preferred method of contact is via Email:

Lisa.Potraza@officedepot.com. If you need to reach me directly please call my cell phone at 214-681-0022.

For product related or delivery questions, please contact your dedicated Customer Service Team at **(888)-263-3423**. This team is available to support you from 8am – 5pm.

I look forward to working with each of you and I greatly appreciate your business!!

Kind Regards,

Lisa Potraza

Office Depot- Major Account Manager



Office DEPOT



Office Depot Welcomes You!!!

Office Depot is pleased to be the preferred National Partners for Office Supply Products for Southwest Physician Associates:

Office Depot's award-winning website is your primary mode for researching product, ordering, or returning products. In the event of service disruption via our website, you may contact our Customer Service Team and they will happy to assist you.

Account #: 36894257

Website Information:

Hours of Operation: Monday – Friday
⌚ 8:00 A.M. – 5:00 P.M. CST

To Place An Order:  Internet: <https://business.officedepot.com>
 Internet Help Desk: (800) 269-6888

Order Cut-Off:  Internet: 4:00 P.M. Local Time

Your log-in is: Users will create their own login via the portal. See link:
<https://community.officedepot.com/GPOHome?id=36894257>

Your password is: Must be 8-30 characters and contain one upper case letter, one lower case letter and one number.

Customer Service Team Number: PH (888) 263-3423

Please call for General Information about your account, conduct product research (Items not found in our catalog), and to schedule returns, etc.

Customer Service Hours of Operation: Monday – Friday - 8:00 A.M. – 5:00 P.M. CST

Your Office Depot National Account Manager is: Lisa Potraza

My preferred method of contact is via email at: Lisa.Potraza@officedepot.com

To speak to me please call my cell phone # at: **214-681-0022**. If I am unavailable, please leave a message and I'll respond as soon as possible.



What to call your Office Depot Account Manager for:

1. Questions about your account
2. Account Maintenance – address change, new user information
3. Help projects or bulk orders
4. Help with special returns past 30 days of purchase date

What to call your Customer Service Team for:

1. Product questions and help locating product. (Example: Items not located in the catalog), special order or product inquiry
2. To Place an order via the phone.
3. To check on the status of an order.
4. To schedule a return w/in the first 30 days of order date.

What your Customer Service Team (can not) do for you:

1. Override your contract pricing.
2. Perform maintenance on your account.
3. Give special pricing and/or discounts.
4. Reactivate an account ship-to/change existing info on your account.
5. Assist in online ordering.

If you have problems logging into the Office Depot website:

Office Depot BSD Website Support Team Number: 1-800-269-6888

What to call IT Technical Support for:

1. Reset passwords
2. Technical Problems with BSD Website
3. Sign-On Questions



Ordering Methods

When shopping, look for the **BEST VALUE** items. These are products that are on the SPA contract.

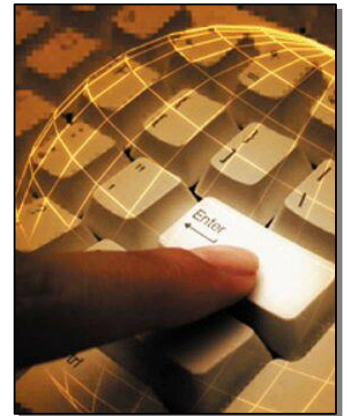
Internet Orders

[HTTPS://business.officedepot.com](https://business.officedepot.com)

Below is your login name and initial password to your account:

Login Name:

Password:



When you click on Start Shopping, the Office Depot Business Services Division homepage appears.

Phone orders please call: PH (888)-263-3423

To place orders by phone, please have the following information ready for your Customer Service Representative:

- Account #
- Ship To information
- Contact Name and Telephone #
- Order entry requirements (name is required and dept is optional)
- Office Depot's 6-digit item numbers or manufacturer's part numbers
- Quantity of Item

Phone orders must be placed by 4:30pm to ensure next business day delivery.





Ordering Methods (cont'd)

In-Store Purchasing

Because your credit card will be linked to our retail stores, you are able to shop at a store and receive your discounts. If the store is running a special, which may be lower than your price, you will be charged the lower price. This is a win for our customers!





Return Procedures

If you are dissatisfied for any reason, you will receive full credit provided **general supply items** are returned in the **original packaging** within **30 days** or **technology** and **stocked furniture items** in the **original packaging** within **14 days**. **Folding chairs and tables, which have been used and are out of their original carton, may not be returned.**

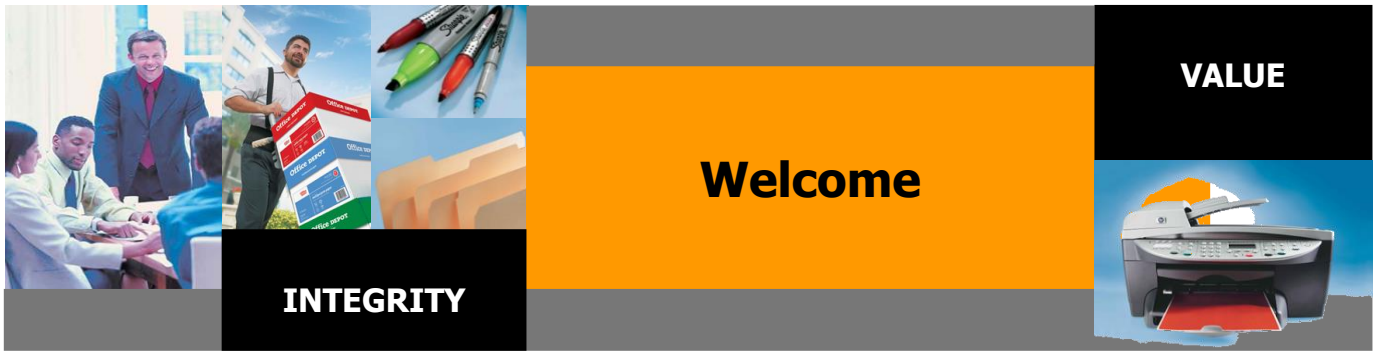
Returns are performed on your next delivery. If you do not place an order within 5 days, the Delivery Service Representative will be instructed to complete the pickup on day 6. **To enable us to re-sell the merchandise, please do not write on the packaging or on the product that is being returned.**

If your order was placed via phone, follow these steps in requesting a return:

- Call Customer Service and provide them with invoice number and 6-digit Office Depot SKU number (or manufacturer's part number) of the product being returned and credited.
- Give a brief description of the reason for the return/credit, i.e. ordered in error, damaged/defective.
- Place the returning merchandise in your standard delivery area.

If your order was placed via the Office Depot website, follow these steps in requesting a return:

- Click on Order History & Tracking on the gray bar at the right top of the screen.
- Find the sales order number you need to place a return on.
- Once the order detail appears, click on Submit Return.
- Fill in the return quantity and select the reason for the item(s).
- Type in any special instructions for the return and then click continue.
- A confirmation number will appear on the screen for your return.



Quick Step Internet Ordering Instructions

- 1) Use browser to access the Internet
- 2) Type in <https://bsd.officedepot.com/>
- 3) Type in your Login-Name:
- 4) Type in your Password:
- 5) Click on: **Login**
- 6) Select: **Order by Item #** 
- 7) Type in Office Depot Item # (found in catalog), quantity, and comment if desired
- 8) Select: **Add to Cart**
- 9) Select: **Continue Shopping** if you are not through or **Checkout**  if you are done.
- 10) If you selected **Continue Shopping** then click on **Order by Item #**  to add more items.
- 11) If you selected **Checkout**  then validate and complete any required information.
- 12) Review your order and select **Place Order**  to complete the process.
- 13) When you see **Thank you for ordering with Office Depot Business Services Division** your order has been successfully completed.

Order Confirmation

Thank you.

Your order has been placed.

Your Order Number is: 143991469-001

Need Assistance? Internet Help Desk 800-269-6888
Online Training is available in the Customer Services section.



Frequently Asked Questions

- *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 carries over 15,000 items in its full line catalog, but we have access to many other products through various sources. Please call your customer service representative for help.

- *We just received our order and I thought I ordered 12 pens, but received 12 BOXES, what do I do?*

Don't panic, remember our Return Policy (they can be returned). Every item in the catalog is assigned a unit of measure (each, dozen, box, pack, set, etc....) to assist you when placing your order.

- *I went to my local Office Depot retail store, and I told the cashier I have a Business Services Division account and they wouldn't let me have my discount, why?*

If you pay with the credit card that is linked to the Office Depot Business website, you will receive your discounts in the retail stores. If the store is running a special, which may be lower than your price, you will be charged the lower price. This is a win for our customers!

- *My order usually arrives around 2:00 PM, which is usually fine, but I need this order first thing tomorrow morning because of a special project, what can I do?*

Orders are usually routed on a truck early in the morning and the Delivery Service Representative follows the same route everyday, which is why your orders are delivered around the same time everyday. Due to many factors we are unable to change the routes due to customer demands. You may also call our customer service and place a pick-up order at the store of your choice.

- *It's early in the morning; I just arrived at work and realized I needed something added to my order. My order usually arrives around noon; can I call to have it added to today's order?*

Orders are pulled at night and the delivery trucks are loaded and usually leave well before 8:00 AM.

- *Help, I'm in the Office Depot Internet Site and forgot how to set up a Custom Shopping List, what do I do?*



Frequently Asked Questions (cont'd)

Click on the ONLINE TRAINING button, it will go through each step of the set up for this or almost any other procedure on the Office Depot Internet Site.

- *With so many passwords I have to remember, I forgot which one I use for the Office Depot online ordering. How can I find out my password?*

You may call the LPC Associate Regional Contact listed in the account information section of this packet.

- *I need additional copies of the catalog, how do I get additional copies for my office?*

Many offices like to keep several of our catalogs on hand so that it is easy to find when you need it. The catalogs are offered to our customers free of charge. You can request a catalog with your next supply order by Internet, phone and fax. Use the item number printed on the lower right hand corner of the back catalog cover.