

Frequently Asked Questions

Office Depot IT Store

Q: New Office Depot IT Store with \$250 Stipend: What is it?

A: The firm is enhancing the IT Store experience by streamlining the process and allowing you to go straight to Office Depot to request items. The goal is to provide increased value with this direct relationship and remove any unnecessary dependency on IT.

Q: What is happening to the previous IT Store?

A: The previous IT store (called “Remote Work Essentials”) has been replaced by the new Office Depot IT Store. Any unused funds in the legacy store have been retired and are no longer available.

Q: How do I access the new Office Depot IT store?

A: You will receive two email messages. The first will be from Chief Operations Officer Stacey Martinez and will provide a short introduction to the new Office Depot IT Store. Then, you will receive a second email from Susan Campbell at Office Depot (susan.campbell@officedepot.com). This message will contain the hyperlink to the firm-designated Office Depot IT Store, along with important login information you will need to access the site.

Q: What can I buy on the new Office Depot IT Store?

A: The \$250 stipend is provided to help enhance your remote working environment. The site gives you access to most items that Office Depot sells, with just a few exceptions.

Q: Am I limited to items on the “Shopping Lists”?

A: No. The items in the Shopping Lists have been vetted by IT, but you are free to purchase items not listed on the Shopping Lists. As with all online shopping, do research, read reviews and be familiar with the Office Depot return/exchange policies.

Q: Why are some items “restricted”?

A: The \$250 stipend is provided to enhance your remote working environment, so items like janitorial and breakroom supplies are not available for purchase using the stipend and therefore are tagged as restricted. If you have a question about a restricted item, contact [David Ede](#).

Q: What about the prices? Do they include taxes and shipping?

A: The pricing on the site includes discounts negotiated between our firm and Office Depot. The prices do not include shipping and sales tax.

Q: Can I spend over \$250 on the new Office Depot IT store?

A: Yes, the process requires a payment by personal credit card along with a partial reimbursement from the firm. For example,

1. An employee logs into the site and purchases a \$400 chair
2. Since the order is over \$250, the order is placed on hold and the account administrators are notified
3. The account administrators will switch the employee’s account from *firm billing* to *credit card billing* and the employee will be need to complete the purchase using their credit card

4. Since Office Depot cannot accommodate split billing, the entire purchase (\$400 in this case) will be placed on the credit card supplied by the employee, and the order will be released
5. After the order is complete, the employee will make a request for reimbursement (\$250 in this case) using Chrome River. Detailed instructions are available [here](#).

Q: What if I want to purchase a second laptop docking station for use while working remotely?

A: We have tested several docking stations and recommend the Dell WD19S for remote work. The negotiated price on this docking station is slightly above the \$250 stipend, but leadership has decided to cover the entire cost of this docking station (included shipping and sales tax) for those using the stipend. This docking station can be located on the site by looking in the “Shopping List” for docking stations or by searching the site for “WD19S”. Once the docking station has been placed in the cart and the order has been submitted, the account administrator will be notified and the order will be released for processing.

Q: There are two Dell docking stations listed in the laptop docking station “Shopping List”. What's the difference?

A: The WD19TB is the same model you received or will receive with your new Dell laptop. This is a Thunderbolt 4 dock, meaning it is faster and can support two 4K monitors (or 4 full HD monitors). It is also more expensive. The WD19S can support one 4K monitor (or 3 full HD monitors). Much more information from Dell can be found [here](#).

Q: Once I have exhausted the \$250 stipend, may I still purchase items from Office Depot utilizing the firm discounts?

A: Yes, Office Depot has set up another site for employees called EPP (Employee Purchase Program). This site provides access to all Office Depot products, along with any firm discounts. You may register for the EPP [here](#).

Q: Where do I go with questions?

A: Refer to the email message you received from Office Depot with your ID and password. In the email, you will find a quick start guide containing instructions on how to access the Office Depot store as well as ordering instructions. If you have any navigational questions or need assistance signing on, refer to the Office Depot online help or call the Office Depot Help Desk at 1 800 269 6888. If you have a question for the account administrator, please call the [IT Service Desk](#). A ticket will be created and assigned to the account administrator.