

Frequently Asked Questions for VAPHS

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

A 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, please contact your VAPHS Supply official or your VAPHS support team from Office Depot. They will assist you with your login name and resetting your password.

Your VAPHS Support Team from Office Depot.

(Account Manager)

Christopher H. Magee

Vertical Market Manager

6304 Woodside Court, Columbia, MD 21046

Tel: 301-613-2053

Fax: 1-800-537-0066

christopher.magee@officedepot.com

(Inside Sales Support Representative)

Mrika Kallaba

Federal Contract Account Specialist|Dept
of Veterans Affairs

9501 Amberglen

Bldg, Ste 200, Austin, TX 78729

Tel: (800) 218-6995 ext 16046

mrika.kallaba@OfficeDepot.com

Q *I've looked in the search field on your website and can't find the item I really need. Does this mean Office Depot doesn't have it?*

A Not at all. Office Depot offers over 15,000 items but we also have access to a large assortment of additional products. Most likely your view of items is limited to the assortment you are authorized to see by your VAPHS Supply department. Please contact them for any items for assistance in ordering the product you need but cannot find. They will work with Office Depot and get the item ordered for you.

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

A Please contact your VAPHS Supply official. They will contact your account support team to process a return, a replacement order or a credit for the missing item. Our product return policy and procedures are designed to help our customers make returns and exchanges quickly and efficiently.

Q *I went to my local Office Depot retail store and I told the cashier that I have a BSD account, but they wouldn't let me take advantage of my discount. Why?*

A Access to our store inventory will be limited to the VAPHS Supply officials. The end-users do not have access to our stores under your account.

Q *My order usually arrives around 2:00 PM which is usually not a problem. However, I need this particular order first thing in the morning because I am working on a special project. Is there anything I can do to expedite delivery?*

A Please check with your VAPHS Supply official first. They will make arrangements with Office Depot to expedite delivery if possible.

Q *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?*

A Please contact your VAPHS Supply official for assistance. Typically Office Depot 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. It is not possible to update an order an existing order on the fly. Our local retail stores are available to the VAPHS Supply department on a per emergency case basis. They can contact our customer service team to place an order for pick-up at a local retail store near you.

Q *When I'm placing an order, occasionally I see the letters 'MWDVE' next to the item. What does this mean?*

A 'MWDVE' indicates items that are manufactured or distributed by companies owned by Minorities, Women, or Disabled Veterans (the "E" stands for Enterprises).

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

A Click on "My Shopping Lists": You can start 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.