

Dear CCSD Team Members,

Office Depot is excited continue the partnership with Cobb County Schools as a trusted provider for office and school supplies. Backed by a customer centric team of passionate people and an industry leading supply chain; we will work with your team to ensure an exceptional experience. By providing an array of solutions tailored to your specific needs, our dedicated team of professionals will help you take care of business, so you can focus on your mission.

Please don't hesitate to reach out to any member of your account team with questions or for support as needed. Thank you again!

Debbie Klein

Vertical Market Manager

T: 678-414-2462

E: debbie.klein@officedepot.com

Stuart McQuiddy

K12 Account Manager (Inside)

T: 1-855-337-6811 Ext. 12859

E: stuart.mcquiddy@officedepot.com

Terry Sterck

Regional Sector Director

T: 904-699-6377

E: terry.sterck@officedepot.com

Your Office Depot Representatives are listed above. However, in order to expedite your request Customer Service should be your first point of contact. Feel free to copy Debbie and/or Stewart 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:

800-279-1528

M - F; 8AM - 8PM EST

strategicsupport@officedepot.com

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

Account Information:

Your Office Depot Account #:

Schools – 90375646

Administration – 70981523

Billing Support

Invoice Copies INV-PODS@officedepot.com – Put your school name and/or invoice number(s) in the subject line and include the invoice or credit memo numbers you are requesting copies of in the body of the email request. You will receive in 24-48 hours. Invoice copies can also be retrieved through Bill Management online by any authorized user as applicable.

For payment application questions, past due notifications, etc. please use info below and copy your account manager.

Phone: 1-888-412-8545

Email: ABBillingsupport@officedepot.com

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. 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
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This information cannot be changed. If locked out, please notify your account manager.

Bookkeepers – All orders will route to you for approval. You have one login to order and approve. Logins are assigned at the school level and will remain there to ensure continuity with personnel changes. Password will be updated as applicable.

Standard Delivery:

FOR IN-STOCK ITEMS, most deliveries will be made the next business day. Orders must be processed before **5:00PM EST**. ***There are times when an item is shipping from an alternate source 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 request only if multiple orders appear at checkout.**

If your school or department wishes to consolidate your order to reduce deliveries and/ or invoices you can request at checkout. Please keep in mind this **does not guarantee** that every item will arrive all at once; however complete status will be reflected at checkout.

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

Taxes \$0.36 Total \$6.33 Have you made changes to your cart or delivery option? UPDATE CART ☐ Consolidate this order into as few deliveries as possible. ⓘ By submitting this order, you agree to the Terms and Conditions Place Order	Your order will be consolidated into as few deliveries as possible. This may take longer to deliver depending on product availability. Please be aware that items listed as backordered can potentially delay delivery.
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Status: In Process Delivery: N/A Date/Time: Your order will be consolidated into the fewest deliveries possible. Product availability may affect delivery time. Comments:

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 status of the items you ordered. You can track your order at any time online or by calling customer service. To track an order, view the detail and/or modify; simply click on "Orders" from the home screen. Bookkeepers will be able to access orders "pending approval" from this view as well.

Upon Receipt of Your Order:

Verify that all items on the packing slip listed as shipped are in your order. Any shortages or incorrect items should be reported to the Office Depot Customer Service Desk within 10 days of delivery. Items on back order will be noted on the packing slip.

Freight & Small Order Processing:

All orders will be delivered free of charge. Please consolidate your orders where possible. Ordering in bulk is a simple way to reduce paper, staff time and logistical costs. Alternative purchasing methods are available such as **buy online; pick-up in store** as well.

Searching for Items:

Enter your keywords in the search parameters box to search for items (you may enter up to 5 descriptive words). **Once search your results appear, you may click on “Sort By” and select “Best Value”.** You can simply add the quantity of the item you wish to order & click on ‘Add to Cart’ to add the item to your cart. If you have created a shopping list, you can also click ‘Add to Shopping List’ to add the item to your list.

 ★ ★ ★ ★ 3 Reviews Office Depot® Brand Basic Round-Ring View Binder, 3" Rings, 32% Recycled, Black Item # 390221 \$ 2 82 / each Qty ADD TO CART ADD TO SHOPPING LIST Subscribe ✓ Sold Online (Delivery Only) Limited Availability ➤ BEST VALUE ♻ Recycled content ☐ Compare	 Write a review Wilson Jones® Ultra Duty View Binder, 3" D-Ring, 39% Recycled, White Item # 544979 \$ 6 00 / each Qty ADD TO CART ADD TO SHOPPING LIST Subscribe ✓ Sold Online Availability: 9 ✓ Sold in Stores ➤ BEST VALUE ☐ Compare	 Write a review Wilson Jones® Ultra Duty View Binder, 3" D-Ring, 39% Recycled, Black Item # 544988 \$ 6 00 / each Qty ADD TO CART ADD TO SHOPPING LIST Subscribe ✓ Sold Online Availability: 16 ✓ Sold in Stores ➤ BEST VALUE ☐ Compare	 ★ ★ ★ ★ 2 Reviews Wilson Jones® Binder, 3" D-Rings, 39% Recycled, Black Item # 796202 \$ 6 28 / each Qty ADD TO CART ADD TO SHOPPING LIST Subscribe ✓ Sold Online (Delivery Only) Availability: 107 ➤ BEST VALUE ♻ Recycled content ☐ Compare
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Order by Item Number:

With **Order by Item Number**, you can enter up to twenty items directly to the Shopping Cart or a Shopping List by entering the item numbers & quantities. To display the **Order by Item #** page, select ‘Order by Item #’ on the left navigation bar. To begin adding items to the Shopping Cart:

1. Type the item number in the ‘Item #’ field. Item numbers include Office Depot SKU numbers or manufacturer numbers. **(Click “show images” to verify correct products)**

Our Business Solutions Catalog is Digital!

Scroll to the bottom of the website page and select Online Catalogs under the Shopping section.

Digital Catalog Highlights: The catalog has not changed, only how you use it! Search by keyword or click on a category under the Table of Contents to go. Click on an item and it will take you to it within the business.officedepot.com website. Print a page or share via email with a co-worker. Access from any computer without a login needed!