

Returning Items to Vendor Job Aid – Office Depot

1.	<u>Situations where the store is required to follow this process:</u> • To return a product the store received that was ordered incorrectly • To return an item that arrived damaged • To request credit for an item on the Packing List the store did not physically receive
2.	Returning Items to Office Depot: 1. Before a Return to Vendor or a credit can be processed, the items(s) must be received in Spend Management. 2. For Office Depot, rather than calling them to receive an RMA number, the RMA number will be issued from within their punchout catalog. 3. The store must follow the steps outlined in this document first, then continue with the regular Return to Vendor process outlined in the following document below: http://lowesnet.0998.lowes.com/lowesnet_store/thin_client/ezbuy/ALL_returning_items_to_vendor_9_2.pdf 4. Replacement, incorrect or damaged items will need to be ordered again on a new order. 5. If the self-service return option is not available or you experience any issues trying to initiate the return process on the Office Depot site, please reach out to the following: Office Depot Strategic Accounts Support Desk 1.800.279.1528, M-F 8AM-8PM EST strategicsupport@officedepot.com

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3.	Log into Spend Management. Access the Office Depot punchout catalog by starting to create a new Requisition (an actual order will not be created during this process). <i>Main Menu > eProcurement > Requisition</i> Select the Office Depot punchout catalog:  Web Browse Supplier Websites Green Guard First Aid & Safety BDA Inc. Office Depot MECHANIX WEAR BUNZL More...												
4.	On the Office Depot landing page, click on the Orders option.  Orders  Order By Item  Shopping Lists  Bulletin Board												
5.	On the Order History page, locate the order needed and click on the order number. <table><thead><tr><th>☐</th><th>Order #</th><th>Order Date</th><th>Ordered By</th><th>Approver</th><th>PO Number</th></tr></thead><tbody><tr><td>☐</td><td>202408551-001 P</td><td>10/08/2021</td><td>null-Collins,James R</td><td></td><td>0018180423</td></tr></tbody></table>	☐	Order #	Order Date	Ordered By	Approver	PO Number	☐	202408551-001 P	10/08/2021	null-Collins,James R		0018180423
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6. A summary of the order will display. To initiate a return, click on the Return Order option.

ORDER NUMBER	COST CENTER	STATUS	Print This Order	TOTAL
202408551-001 - Parent Order	SOP01	Shipped		\$213.13

	QUANTITY	BACK ORDER	SHIPPED	TOTAL
\$34.10 / case Boise® X-9® Multi-Use Copy Paper, Letter Size Paper, 92 Brightness, 20 Lb, White, 500 Sheets Per Ream, Case Of 10 Reams Item #196517 Best Value ⓘ	5	0	5	\$170.50
COMMENTS:				

	QUANTITY	BACK ORDER	SHIPPED	TOTAL
\$5.83 / ream Neenah Astrobrights® Bright Color Paper, Letter Size (8 1/2" x 11"), 24 Lb, FSC® Certified, Terra Green, Ream Of 500 Sheets Item #364065 Best Value ⓘ Eco-conscious ⓘ	5	0	5	\$29.15
COMMENTS:				

Subtotal:	\$199.65
Delivery Fee:	\$0.00
Adjustments:	\$0.00
Taxes:	\$13.48
Total:	\$213.13

Tracking Information [Return Order](#)

7. Select the item to return and then provide a reason for the return.

Select your items to return

Select your items to return

	QUANTITY	RETURN	TOTAL
☒ \$34.10 Boise® X-9® Multi-Use Copy Paper, Letter Size Paper, 92 Brightness, 20 Lb, White, 500 Sheets Per Ream, Case Of 10 Reams Item # 196517 • Return • Exchange *Reason: Please select a reason...	5	1	\$34.10
☐ \$5.83 Neenah Astrobrights® Bright Color Paper, Letter Size (8 1/2" x 11"), 24 Lb, FSC® Certified, Terra Green, Ream Of 500 Sheets Item # 364065	5	0	\$0.00

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8.

Click on the Return Selected button and an RMA number will be issued. Write down or copy this RMA number – it will be needed when creating the Return to Vendor request in Spend Management.

Select your items to return

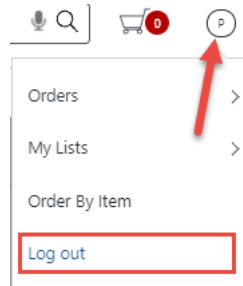
	QUANTITY	RETURN	TOTAL
☒  \$34.10 Boise® X-9® Multi-Use Copy Paper, Letter Size Paper, 92 Brightness, 20 Lb, White, 500 Sheets Per Ream, Case Of 10 Reams Item # 190517	5	1	\$34.10
☒ Return ☐ Exchange			
*Reason: Damaged Item			
☐  \$5.83 Neenah Astrobrights® Bright Color Paper, Letter Size (8 1/2" x 11"), 24 Lb, FSC® Certified, Terra Green, Ream Of 500 Sheets Item # 364065	5	0	\$0.00

Subtotal (1 item selected) \$34.10
Total: \$34.10

Cancel Return Selected

9.

Exit the punchout session and by logging out of the Office Depot site. This option is located in the top right corner of the screen.



10.

Once the Create Requisition page is displayed again, navigate to the Manage Requisitions page to continue the Return to Vendor process.

http://lowesnet.0998.lowes.com/lowesnet_store/thin_client/ezbuy/ALL_returning_items_to_vendor_9_2.pdf

If needed, create a new order for a replacement item.

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