

Frequently Asked Questions (FAQs)

We are excited to be taking care of your business!
Please utilize the below information to make your shopping experience quicker and more efficient.

OFFICE DEPOT ACCOUNT # 88022906

NEED ASSISTANCE?

We are here to help! Please utilize the below methods to contact us.

PHONE

Call us toll-free at 800.279.1528. Customer Service is available to assist with questions regarding products, orders, tracking and delivery. Hours of operation are Monday-Friday 8:00 A.M to 8:00 P.M (ET).

LIVE CHAT

Live Chat is available Monday-Friday 8:00 A.M. to 10:30 P.M. (ET) Initiate a chat session when logged into your account by navigating to the "CONTACT US" icon in the upper right corner.

EMAIL

Contact us at strategicsupport@officedepot.com. Important, email communication should not be used for time sensitive/urgent requests. Instead contact us via phone or chat when your request is time sensitive.

PROGRAM QUESTIONS

If you have specific program questions or need to escalate an issue, please contact your Strategic Account Manager, Brad Grescowiak at brad.grescowiak@officedepot.com

LOGIN NAME & PASSWORD

URL: <https://business.officedepot.com>

Login name format: mauricesXXXX

Password format (case sensitive): MauricesXXXX!

XXX = 4 digit store number

If you store has 3 digits, please add a "0" at the beginning.

****NOTE – passwords CANNOT be changed**

UNABLE TO LOCATE CERTAIN ITEMS?

Some maurices specific items (such as hangers, receipt tape, grippers etc) may not yet be available to order with Office Depot. We are working hard to make these items available for purchase. As they become available, you will see them visible in the catalog to order. In the meantime, please reach out to your District Leader for questions surrounding items that are not available.

SHOPPING BAGS

maurices poly/plastic bags are available to order on Office Depot. They can be found under the SHOPPING BAGS list. The bags are priced at \$0.01 because they are maurices owned but please be aware that the unit of measure is a CASE (like previously ordered via Bunzl).

These bags will ship direct from the vendor for the time being but will eventually be fulfilled by Office Depot. This is a short term solution.

Blank kraft bags are also available to order on Office Depot. They can be found under the SHOPPING BAGS list. maurices Procurement team will be pushing out maurices branded holiday bags in addition.

RESTRICTED ITEMS Restricted Item

Items which have the above restricted icon next to it will require District Leader (DL) approval. These items are identified as such because they are NOT being fulfilled by Office Depot and are processed on a monthly basis so please allow 4-5 weeks for arrival.

maurices APPROVED ITEMS Best Value

maurices approved items are identified by the above Best Value icon when shopping. Your search results will automatically sort by maurices approved (aka best value) thus bringing these to the top of your list. Additionally, we have preloaded shopping lists by category which contain these same items.

TRAINING SUPPORT

Watch the full web training session held for maurices stores by clicking [HERE](#).

RETURNS

Request a return by contacting us via one of the above methods (phone, chat, email) or self-serve by requesting a return online. Navigate to ORDERS (order tracking), click on the related order & select the "Begin Return" link located at the bottom of the order. NOTE: Order status must show as DELIVERED to initiate a return.

You may return most items in their original packaging within 30 days of purchase for a replacement or full refund. Please be sure and have your order number ready. NOTE: Special Order Products may not be returned or exchanged unless damaged or defective upon arrival. This includes items that are not stocked in one of our warehouses and/or are indicated as SPECIAL ORDER.

Budgets

All stores will receive a monthly budget to order supplies. This monthly budget does not rollover into the next month. All budgets refresh on the 1st of every month.