



Office Depot User Guide

business.officedepot.com

Revised May 24, 2018
Approved by Gary Blount – Purchasing

Dear CCSD Team Members,

Office Depot is pleased to continue our partnership which extends well over a decade as a trusted solutions provider. Backed by a customer centric team of passionate representatives and an industry leading supply chain; we will work with Cobb County Schools to ensure your experience is as seamless as possible so you can continue to focus on your mission. By providing an array of smart solutions tailored to your specific needs, our dedicated team of professionals will help you take care of business more productively than ever.

We look forward to bringing even greater value to Cobb County School District on the road ahead! Please don't hesitate to reach out to any member of your account team with questions or for support as needed. Thank you again!

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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 Andrew and/or Nate 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:

888.777.4044

ecsupport@officedepot.com

M - F; 7AM - 7PM CST

M - F; 7AM - 7PM CST

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

Account Information:

Your Office Depot Account #s:

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. If you do not have access or require training, please reach out to your account manager.

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

Phone: 1-888-412-8545

Email: ABBillingssupport@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 regardless of funding. 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 unless approved by your schools' administration via written notice. If locked out or change is required, please forward notification to your account manager and it will be addressed within 24 hours.

Bookkeepers – All orders will route to you for approval. You have one login to order and approve. As transition happens within schools we will reassign the names/emails associated with the logins and reset passwords to ensure the new bookkeepers maintain access to order history, shopping lists, etc.

Standard Delivery:

Most deliveries will be made the next business day. These orders must be processed before the assigned deadline, as follows: **ORDERS PLACED BY 5:00PM EST, FOR IN-STOCK ITEMS, WILL BE SCHEDULED FOR NEXT DAY DELIVERY.**

****There are occasions when an item is shipping from an alternate source (not stocked) 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 only request if order is scheduled to split in order to avoid delays.**

If your school or department wishes to consolidate your order as much as possible to reduce the number of deliveries and/ or invoices you have the option to request this at checkout. Please keep in mind that this does not guarantee that every single item will arrive all at once; but most items will consolidate down as will be updated in the checkout screen.

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

See checkout examples...

and choose one of the options at the bottom of the page to submit your order.

Change

Delivery information

OO B2B TEST ACCT
94 S ALLWOOD DR
HANOVER, PA 17331
(Taxable) **Consolidated Delivery**

Change

Order summary

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.

See confirmation examples...

Thank you for your order! Please print this page for your records. [Print This Page](#)

You will receive an order confirmation email shortly. Please save this email for your records. Your Credit Card will be charged when the order ships.

Your order will be consolidated into the fewest deliveries possible. Product availability may affect delivery time.

Shipment Summary

Shipment 1	Order Number: 34228532-001	Estimated Arrival By: 09/19/2016	View Order Details
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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:

Future Orders – Back To School Preparation

✓ **For large orders including Back To School; please ensure the “Future Order” function is ALSO used to allow at least 3 weeks to ensure all items can be filled.**

See checkout steps...

Schedule Future Delivery

To place an order for FUTURE delivery, (delivered in no less than 21 days and no greater than 180 days) [Click Here](#)

Delivery options

Schedule Future Delivery

Select a desired delivery date:

(delivered in no less than 21 days and no greater than 180 days)

⚠ You are creating an order for Future delivery. Pick-up orders are not available with Future delivery.

[Home](#) / [Advanced Orders for Future Delivery](#)

Advanced Orders for Future Delivery

Need Help?

- Email Assistance
- Phone Support
- FAQs

[Talk with a Representative](#)

[Chat Now](#)

This feature has been designed to allow you to place your orders now for FUTURE delivery. This should ONLY be used for orders you wish delivered in NO LESS THAN 21 DAYS and NO GREATER than 180 days.

The advantages of Advanced Orders include:

- Earlier back-to-school planning
- Early allocation of inventory, less back orders
- Advance planning online for delivery date and summer telephone contacts
- Deliveries sent on time

Not all items are eligible for future delivery. If you order an item that is not eligible, you will receive an error message notifying you that the item is ineligible and should be ordered for standard delivery (within 1-20 days).

Thank you for using our new “Advanced Orders for Future Delivery” feature. If you should have any questions, please contact your Account Manager or Customer Service.

[CONTINUE](#)

On-line Tutorials:

To review how to navigate through the **Office Depot** website please click on the Customer Services link located at the bottom of the screen. The User Guide and Web Demo Videos can be accessed via the General Help section, under Helpful Links, on the left side of the Customer Services page.

Customer Service Page

- ORDERING
- PRODUCTS
- PRIVACY & SECURITY
- SHIPPING & RETURNS
- CUSTOMER SERVICE CONTACTS
- MY PROFILE
- GENERAL HELP
- BULLETIN BOARD

Need Help?

- Email Assistance
- Phone Support
- FAQs

Talk with a Representative
[Chat Now](#)



let us
help you!

**Email**

Contact our friendly customer service team at your convenience

[EMAIL US ▶](#)

**Live Chat**

Live Customer Support
Monday - Friday 8am - 11pm EST

[LIVE CHAT ▶](#)

**Call**

Call 1.888-2-OFFICE
(1-888-263-3423)
Monday - Friday
8am - 8pm EST

**Website Demos**

Learn more about our website.

[VIEW DEMOS ▶](#)

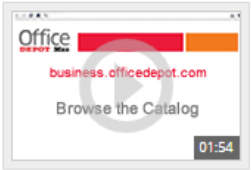
Video Demonstrations



Creating Orders

Learn how to add items to your shopping cart from Product Search, Product Categories the A-Z Index and other tools.

[Watch Demo](#)



Browse the Catalog

Learn how to browse the on-line catalog from our Office Supplies, Furniture and Technology categories.

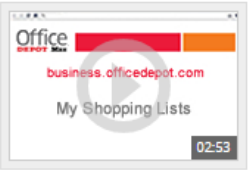
[Watch Demo](#)



Quick Order Entry

Perform quick order entries by watching this quick demo of the Order by Item number feature.

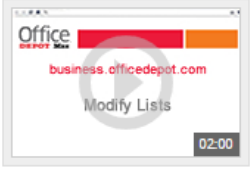
[Watch Demo](#)



My Shopping List

This simulation will show you how to create a new shopping list.

[Watch Demo](#)



Modify Lists

Learn how to modify a shopping list, add and remove items from your shopping cart, and delete an entire shopping list.



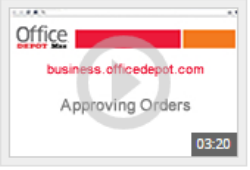
Comparisons

Choose the right product for you by learning to use our comparison feature.



Insufficient Quantity

This demo will show you the options available when ordering items that have insufficient quantities.



Approving Orders

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 product status of the items you ordered. You can track your order at any time online or by calling customer service.

Allows you to view 12 months of your order history. Bookkeepers will also be able to access "pending approval" orders from this view. To track an order, view the order detail and/or "modify"; you can simply click on "Order History" from the home screen.

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:

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 methods are available in the event of emergencies such as **buy online; pick-up in store** as well. See additional detail below.

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 # 786202
\$ 6.28 / each

Qty [ADD TO CART](#)

[ADD TO SHOPPING LIST](#)

[Subscribe](#)

✓ Sold Online (Delivery Only)
Availability: 107

➤ **BEST VALUE**

♻ Recycled content

☐ Compare

ORDER BY ITEM NUMBER:

With **Order by Item Number**, you can quickly 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)**
2. Type in the quantity desired in the ‘Qty’ field.
 - a. **Note:** If you leave any of the quantity boxes blank, the items will be added to your Shopping Cart with a quantity of 1.
3. When finished, select ‘Add to Cart’ (or ‘Add to List’) located at the bottom of the page.



[Order by Item Number](#) | [Bulletin Board](#) | [My Shopping Lists](#)

Search by Keyword or Item#

My Account

[Office Supplies](#) [Paper](#) [Breakroom](#) [Ink & Toner](#) [Cleaning](#) [Technology](#) [Fu](#)

[Home](#) > [Order By Item Number](#)

Order By Item Number**Enter Item Number(s) & Quantities**

Enter the 6 or 9-digit item number and quantity for each item you would like to order in the appropriate fields below.

Show Images ☐

Note: Please make your Show Images selection prior to entering products on this page.

Item Number	Qty	Comments

Frequently Asked Questions:

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

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, or this process does not work please contact your account manager.

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

Click on 'My Shopping Lists': You can create 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.

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

Our product return policy and procedures are designed to help our customers make returns and exchanges quickly and efficiently. You can place your return online. Simply go to the Order Tracking and History feature under 'My Account', select Order Tracking and History, locate your order, click on the order then go to the bottom right hand corner of the page and select Begin Return. You may also refer to our website for our complete Return Policy and for instructions on how to process such requests.

I need additional copies of the catalog for my office. How do I request them?

Many schools like to keep several catalogs on hand so that they can be used by different people. Our catalogs are offered to our customers free of charge. You can request a catalog with your next order. Simply add Sku # **817463 for the BSD Office Products catalog** and Sku # **523758 for the School Supply supplement catalog** to your cart when you place your next order.

I've looked all through the catalog and can't find the item I really need. Does this mean Office Depot doesn't have it?

Not at all, Office Depot offers over 15,000, items but we also have access to a large assortment of additional products that are made available through various third-party sources. Please call/email your field account representative or customer service representative for assistance in ordering the product you need.

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?

Our 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, so unfortunately it would not be possible to update this existing order. We instead encourage you to leverage our "**buy online; pick-up in store function (as authorized)**" at a local retail store near you.

Schools may also opt to register for a Store Purchasing Card which is available in several formats to ensure discounts are extended properly. Please contact your account manager for more information on these offerings.