Welcome to

Office DEPOT

*Taking Care of Business*

JACOBS

Effective: June 5, 2017

BUSINESS SOLUTIONS DIVISION

BUSINESS SOLUTIONS DIVISION

# WELCOME

JACOBS

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# WELCOME

## Welcome Jacobs Engineering

Office Depot, Inc. is proud to have the opportunity to partner with Jacobs Engineering. Backed by award winning customer service, and delivery centers throughout North America, Office Depot will continue to partner with your organization and has developed and has implemented the right solution for your unique business requirements. Our national program will provide your company with the most advanced ordering solutions and lowest overall price solution.

The following pages include:

- Ordering Information
- Product Information
- Delivery Information
- In Store Purchases
- Customer Service
- Returns

You will also find helpful tools to reduce the time and money spent procuring supplies.

Program Benefits:

- Customized Product Assortment
- Competitive Contractual Pricing
- Employee Store Discount Purchasing Card
- Dedicated Team for Jacobs Employees
- Easy way to purchase
- 24 Hours web available @ https://business.officedepot.com
- Locate a Store: 1-888-GO-DEPOT

## We look forward to doing business with you…

## So let's get you started!

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## Our customers are everything!

## Without them, nothing else matters.

| | |
|---|---|
| **Office Depot US Account Number:** | **90720830** |
| **Jacobs Customer Service information:** | procurement@jacobs.com |
| **Office Depot National Customer Service (toll free):** | 1-888-777-4044 |

*Customer Service should be your first point of contact. They will be able to assist with order inquiries, returns. You may contact Customer Support Monday - Friday from 5:00 AM to 5:00 PM PST at 1-888-777-4044.*

Web Ordering: Business.OfficeDepot.com
**User ID: Provided under separate cover within your user credential message.**
**Temporary Password: Welcome1**

***You will be prompted to change your temporary password and answer a security question.***
***For technical support*** *and user/password you may utilize our Live Chat feature or contact our eCommerce Support Desk at 1-800-269-6888 or by email at ecsupport@officedepot.com.*

*For a quick guide through the website, please click on the link below.*
*http://officedepotnow.com/v/txtp7v*

| | |
|---|---|
| **Office Depot Website Help Desk:**<br>(OD Website questions) or by e-mail: | 1-800-269-6888<br>ecsupport@officedepot.com |
| **Office Depot Account Manager** | Daniel Marks: 1-855-337-6811 Opt. 2 Ext. 16066<br>Daniel.marks@officedepot .com |
| **Office Depot Global Account Manager:** | Karla Powell: 1-469-475-7711<br>karla.powell@officedepot .com |

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## CHEAT SHEET: THINGS TO REMEMBER

- **YOUR OFFICE DEPOT ACCOUNT NUMBER IS 90720830**
- **YOU SEE YOUR ACTUAL CONTRACT PRICE FOR EVERY ITEM**
- **DELIVERIES:** Orders placed by 5:00PM YOUR LOCAL TIME will be for next day delivery unless otherwise noted.
- **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 immediately to the Office Depot **Customer Service Desk** at 1-888-777-4044. Items on backorder will be noted on the packing slip.
- **FREIGHT:** Office supply orders will be delivered free of charge. Please consolidate your orders whenever possible. Ordering in bulk is a simple way to reduce costs, waste, fuel and greenhouse gases. You will save on paper, staff time and logistical costs while also reducing the product packaging waste & carbon dioxide emissions associated with delivery of your office supplies.
- **ON-LINE TUTORIALS:** To review how to navigate through the Office DEPOT website please click on the Customer Service words located at the top right of the screen. The User Guide and Web Demonstrations can be accessed by scrolling down to General Help on the lower left side of the Customer Service page.
- **ORDER TRACKING:** Allows you to view 12 months of your order history. To track an order, view the order detail and/or make changes to the order. You can simply click on "Order Tracking" located at the top right hand corner of your screen under the "My Account" tab.
- **FIND PRINTER SUPPLIES:** Search for the right toner cartridges for your business machines.
- **RETURNS:** You may place returns online or by calling the Customer Service Desk. You will need to have your account number along with the order number.
- **NATIONAL CUSTOMER SERVICE DESK:**
  - **Hours of Operation: 8:00 AM to 8:00 PM EST, Monday – Friday**
  - **Phone Number: 1-888-777-4044**
- **INTERNET HELP DESK** (assistance with website, forgotten password)
  - **Hours of Operation: 7:00 AM to 8:30 PM EST, Monday – Friday**
  - **Phone Number: 1-800-269-6888**
  - **Email:** ecsupport@officedepot.com
- **RETURN POLICY:** Your complete satisfaction is our primary concern. If you are dissatisfied for any reason, you will receive full credit. Simply return the merchandise in its original packaging, within 30 days.

  **Special order non-stocked merchandise will be ordered upon request, but may only be returned if damaged or defective.**

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## FREQUENTLY ASKED QUESTIONS

**1. Q: I've looked all through the catalog online and can't find the item I really need; does this mean Office Depot doesn't have it?**

A: Not at all, Office Depot carries over 15,000 items in its full line catalog, but we have access to many other products through various sources. Please call your customer service representative at **1-888-777-4044** for help.

**2. Q: I just received my order and thought I ordered 12 pens, but received 12 BOXES, what should I do?**

A: First of all don't panic, remember our Return Policy. You can easily submit a return online. Note, every item in the catalog is assigned a unit of measure (each, dozen, box, pack, set, etc.) to assist you when placing your order.

**3. Q: When is the latest I can order to receive my delivery tomorrow?**

A: Orders received in Office Depot's system by 5:00 p.m. local time from your system are processed for next day delivery, unless otherwise noted.

**4. Q: When I'm placing an order, occasionally I see the letters HUB next to the item; what does it mean?**

A: HUB (Historically Underutilized Businesses) indicates items manufactured or distributed by companies owned by minorities, women, or disabled veteran enterprises.

**5. Q: What is the difference between a cart & a list?**

A: The Shopping Cart is used to make purchases right away, when you check-out the items in your cart are brought back into your system. My Shopping Lists are used to create lists of commonly ordered items for future reference.

**6. Q: How do I search my "Order Tracking" by order number?**

A: Click on **My account** then 'Order Tracking' and type your Office Depot order number in the 'Search By' blank field. You can also search by your PO number to retrieve the Office Depot order number.

**7. Q: Why am I only able to see part of the screen on my monitor?**

A: Settings in your browser control the way your screen is displayed. In Microsoft Internet Explorer, change fonts under browser options: select View, select Fonts, and select Smallest. In Mozilla Firefox, change the fonts by clicking: Tools then click Options, in the Options window click Content and change the font size.

**8. Q: When printing an acknowledgment I am missing the right side of the page, why?**

A: Settings in your browser control the printing function. In Microsoft internet Explorer, change margins under browser printing options: select File, select Page Setup, and change Margins (inches), left to .25", right to .20". If you would like, you can change the Top and Bottom to .25".

**9. Q: I put the items in my shopping cart, why haven't you filled my order yet?**

A: Putting an item into your shopping cart is only the first step. Click View Cart to verify your items and click Checkout. At the Checkout screen, you can verify all information and then click on "Place Order" button located at the bottom right hand side of your screen.

**10. Q: What is the difference between a company wide shopping list and a personal shopping list?**

A: A Company Wide allows all users on the account to view and select items for purchase. A Personal list can only be viewed and modified under the login of which it was created.

**11. Q: How do I find the number for my Customer Service Center?**

A: Office Depot customer service phone number **1-888-777-4044**. This number is also listed on the bulletin board when you enter the Office Depot site.

**12. Q: I need additional copies of the catalog, how do I get additional copies for my office?**

A: The catalogs are offered to our customers free of charge. You can request a catalog with your next supply order. Simply add item number # 404-384 to your cart at no cost.

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## Store Purchasing Card

Our Store Purchasing/Procurement Card program allows contract customers to shop at Office Depot retail stores and receive contract pricing. Pricing on items purchased will be adjusted at the register to reflect either your contract price or the retail price, whichever is lower.

## Return Procedures over the Phone:

**Step 1:** Call the Office Depot Customer Service team and provide the invoice number and 6-digit Office Depot product/SKU number and/or the manufacturer's part number of the product being returned and credited.

**Step 2:** Provide a brief description of the reason for the return/credit (i.e. ordered in error, damaged/defective, etc.).

**Step 3:** Place the merchandise in your standard delivery area for pick-up. (Example: Mail Room)

## Return Procedures from the Web:

**Step 1:** Click on "Order Tracking" located in "My Account" in the top navigation bar.

**Step 2:** Locate the sales order number that you need to place a return on. Once the order detail appears, click "Submit Return."

## Internet Orders

When you log in for the first time, you will be prompted to change your password. Passwords must be at least six characters in length and are alphanumeric. You will also be asked to respond to a security question. This will help us identify you if your password is lost.

## Cost Saving Products

While shopping for products, keep in mind these shopping methods to find the most cost effective options to meet your needs.

- Use the default shopping list to find the most common, most aggressively priced items available.
- When searching for items, sort by price (low to high) or sort by Contract or Best Value items.
- Review cost savings alternatives offered in the Private Label Cart or Smart Cart recommendations.

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