



PARTNERING FOR SUCCESS!

Together, *Westwood College Group* and *Office Depot's* Business Solutions Division established a partnership to support and service your business. Recognizing the value of your time, we have developed a quick and easy ordering process and included this simple instruction guide.

HELPFUL INFORMATION TO PROCESS ORDERS AND SERVICE REQUESTS

- Your account has been set up to order through the Internet.
- Your Office Depot Account number is **43631710**
- You may go directly to **My Shopping Lists**  to find all the preferred list items.
- Office Depot catalogs free of charge please request when placing an order.

INTERNET

To place an Internet order, you will need a browser (Netscape Navigator or Internet Explorer 3.0 or higher) and Internet access.

1. Using your browser, type in *Office Depot* Business Service Division's web site address:
<http://bsd.officedepot.com>
2. Type in your assigned user name at the User Name prompt and your assigned password at the Password prompt to access your customized **Westwood College** account.

TO PLACE OR APPROVE ORDERS USE THE FOLLOWING LOGON & PASSWORD

- o **Login:** your full email address
 - o **Password:** welcome
3. The home page will display your options on the navigation bar at the top of the page.
 4. Once you have finished shopping, you may check out by selecting the gray "Go to Cart" button, located on the navigation bar.

QUICK INTERNET ORDERING INSTRUCTIONS

In the event you have any navigational questions or need assistance signing on, simply refer to the online Help or call the **E-COMMERCE SUPPORT DESK 1-800-269-6888 HOURS: 7AM-8:30 PM EST, MONDAY – FRIDAY.**





<http://bsd.officedepot.com>

GETTING STARTED:

- ✓ Open your Internet Browser, type in the following URL/address: <http://bsd.officedepot.com>
- ✓ Add the web-site to your favorites
- ✓ Enter your assigned Login Name and (initial) Password, and then click the **Login** button

PLACING ORDERS:

- ✓ To locate your contract, Best Value Items, on **My Shopping List** under '**Order By Item #**' or click on '**Order By Item #**' located on the **Shopping Tools** navigation bar on the left side of the page.
- ✓ Enter the item number(s) and quantity for each item(s) you want to purchase
- ✓ The '**Comment**' field allows you to enter a name or project name at the time of order
(This information prints on the packing list you receive with your order, individual invoices, and remains in your on-line order history, providing a reference tool.)
- ✓ Click the '**Add to Cart**' button

CHECKING OUT:

- ✓ To place your order, click the red '**Checkout**' button/arrow on the bottom right side of the page OR on the **Shopping Tools** navigation bar on the left side of the page
- ✓ Review your **Shopping Cart**
- ✓ If you are ready to proceed with your purchase, click the '**Checkout**' button/arrow
- ✓ You have to opportunity to make changes to your '**Shopping Cart**' on this page
- ✓ If you make any changes, click on the '**Update Shopping Cart**' button



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- ✓ Review all your information for your order
- ✓ Click '**Place Order**' to receive order verification.

TRACKING ORDERS:

To track an order, submit an on-line return, view the order detail and/or make changes to an order, click on '**Order Tracking**'.

THINGS TO REMEMBER:

- ◆ **REAL TIME INVENTORY AND 'YOUR' CONTRACT PRICING AT YOUR FINGERTIPS!**
- ◆ **PLACE ORDERS UP TO 5:00 PM TO RECEIVE YOUR ORDER THE NEXT BUSINESS DAY!**
- ◆ **ON-LINE TRAINING** – CLICK on **CUSTOMER SERVICES** on the red toolbar and go to the On-line training section to find your specific training need tutorial.
- ◆ **ON-LINE RETURNS** – Go into **ORDER TRACKING** click on the blue underlined order number. Click on the '**SUBMIT RETURN**' button to return items for credit only. Please note you may only do one on-line return per order. Please call customer service if you want to return an additional item from an order you had already submitted on on-line return.

CUSTOMER SERVICE

Office Depot's Customer Service Department is available Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. your local time. The Customer Service Department is available to assist you with any questions you may have concerning product, pricing, merchandise returns, and support services. The toll-free number for your convenience is 1-888-777-4044.

DELIVERY & FREIGHT INFORMATION

Deliveries to most markets will be made the next business day. These orders must be processed before the assigned deadline, as follows:

- Internet orders processed and approved by 5:00 p.m. local customer time.

There are occasions where the destination point is out of a major market and/or our next day delivery zone. In these situations, orders will be shipped using a third party such as UPS.



RETURN POLICY AND PROCEDURES

What do you do if you have merchandise to return?

Please, use these guidelines to assist you in handling a return request.

- Returnable items include any products sold by *Office Depot*.
- Merchandise should be returned within 30 days of the original purchase.
- Returns may be requested via the **Internet**.
 - Office Depot Business Solutions Division Internet Address – <http://bsd.officedepot.com>
 - Click on order tracking
 - Click on order number that contained item you are returning.
 - Click submit return **Submit Return**
 - Enter quantity, reason and continue
 - Verify return request, print, and click submit return
 - Place a copy of the return request with the item you are returning in your designated return area.
- Items should be in their original packaging.

Returns may be requested via phone, **Customer Service Phone Number** 1-888-777-4044

- To ensure accurate credit and pick up coordination, please be prepared to provide the following information.
 1. Account number
 2. Original order number
 3. Item number of product being returned
 4. Reason for the return
 5. Your name and how a Customer Service Representative or the driver may contact you.
- This information may be located on your packing slip, within your account history on the Internet or by calling the Customer Service Department.

EXCEPTIONS:

1. Items not in the original packaging. (Please, contact the Customer Service Department if you have any concerns).
2. Custom or imprinted items (unless produced incorrectly or delivered defective).
3. Special order items (unless received in error from the manufacturer).
4. Dated items must be returned within 30 days of purchase.



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Once your return request is processed, your Customer Service Representative will provide you with a RETURN AUTHORIZATION NUMBER and inform you of the process, which will take place to pick up the item and deliver a new item or process the credit due.

Office Depot, your source for Knowledge, Selection, Solutions
Copy and Print Services Guide for Alta Colleges

For any print-related questions or quotes, call 1-877-9PRINT6 (877-977-4686)

Office Depot can handle most of your copying and print needs, from simple B&W and color copies to posters and banners to complicated digital and offset printing, finishing, etc.

Office Depot is proud to offer Alta Colleges a simple, flexible and cost-effective way to order copying, printing and finishing services.

Affordable Pricing for Alta Colleges!

B&W letter-size (8.5 x 11")	\$.03 each
Color letter-sized (8.5 x 11")	\$.39 each
Binding and finishing	35 % off retail

(Above copy pricing is per impression on std stock.)

Flexible Ordering Options!

You can order your copying and printing through Office Depot via one of these simple methods:

- 1. Online through the Office Depot website**
- 2. At any of our Retail Stores** *Please contact your Campus President for Store Purchasing Cards
- 3. Via Customer Service. Simply call us at 1-877-9PRINT6.**

Powerful NEW services to help you take care of business!

Print on Demand

Now your business can enjoy professional, full-service printing, copying, binding and finishing services you need. It's fast! Upload your documents and we'll deliver them from one of our nearest Regional Print Facilities from around the country or print them up at any of our over 1,000 store locations.

- All major file types are accepted
- No job too big...or too small
- Build and preter your order online
- Complete finishing capabilities including binding, stapling, folding, etc.
- Get a timely phone call from a live printing expert confirming your print job!
- Presentations, brochures, flyers, books and more...done right & on time!

Upload Document

CERTIFIED XEROX
ONLY AT OFFICE DEPOT
PRINT SPECIALIST

Online Ordering – Print on Demand (POD):

- Log in to officedepot.com/bsd
- Select **Upload Document** under the **Design & Print** tab
- Upload and configure your document
- We may call you back to confirm your order
- We'll finish your job and deliver to your specified location
- Customer support hotline: **877-9PRINT6**

Ordering via Customer Service:

- **Call 877-9PRINT6**
- Please have the following Information ready:
 - 1. Account Number 43631710**
 - 2. Natural Account #**



3. Location #
4. Dept #
5. Your Phone Number
6. # of copies you want and when you want the order back

**Only at Office Depot:
Xerox Print Specialist Certification**

Each of our Office Depot Print Specialists (those who will be producing your copy & print orders) are trained and exclusively certified by our partners at Xerox. This training includes expert machine utilization, enhanced production skills and customer service instruction. No other company can say that!



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