



FAQ – Frequently Asked Questions

Q: How do I order supplies from Office Depot?

A: You need to complete a New User Setup Registration Form. See the New (or Update) Profile Request Form.

Q: I have a service related concern or complaint. Who do I contact?

A: To get immediate service for general questions (i.e. short shipments, product questions, delivery status, backorder status, etc.) you should call our National Account Support Group at (888) 777-4044. If your issue requires escalation due to a specific challenge, please contact Susan Frey, susan.frey@officedepot.com, and she can forward it to the appropriate person for resolution. If you prefer to speak to a Fifth Third Bank staff member about your concern, contact the Program Customer Service at servicecenter.cincinnati@53.com.

Q: Can I order stocked 5/3 bank forms on the website?

A: No. You need to order by using the Sourcing Resource Center website. Go to the online ordering section and then the stocked supplies tab to place those orders.

Q: What if the item I am looking for is not on the website?

A: Fifth Third profiles are set to see all approved items. If an item is not shown on the Office Depot website, first look for a close alternate. If you cannot find one then request the item(s) you are looking for from your Affiliate Approver to place the order for you. They have access to Office Depot's full line catalog.

Q: Can I use Tech Depot for ordering technology items?

A: Approved technology items are on the website. If you would like to receive a quote, please email susan.frey@officedepot.com and she will determine if this is something we are allowed to quote. You can also go to the Sourcing Resource Center website's online ordering section and view the appropriate link for the technology item needed.

Q: How do I recycle my empty toner cartridges?

A: All you need to do is put your empty cartridge in your replacement cartridge box and attach the return label that is included in the box and give it to the Office Depot driver the next time you see him or give it to the UPS driver.

Q: What does it mean when an item is restricted or not viewable on the Fifth Third site?

A: Certain categories of items are restricted in order to comply with Fifth Third Bank policies. For example, some computer technology and related items are restricted because the IT department has policies about computers and software installation.

Q: Why can I not order or view the HP laser jet regular yield cartridge (ending in A)?

A: Fifth Third's policy is to only have their users purchase high yield equivalents. It is a price savings overall to buy the high yield cartridge.

Q: Why do we have a minimum order value to place our order?

A: This best practice of having a minimum order serves as a reminder to streamline your ordering process. This will save you time in decreasing the frequency of ordering and receiving product. There is also an environmental advantage since this will reduce the amount of shipping cartons and carbon emissions from deliveries. Approvers have the ability to override the minimum order requirement for emergency deliveries.

Q: I notice I only see a limited view of items when I'm online. Why is this and how do I know when items are added or deleted?

A: You will only see the standard items Sourcing has determined is needed for your area. Your Approver can view Office Depot's entire catalog and can place an order for you if you have a special request. Please email them directly. If you feel you might have a reoccurring order for a particular item you can send a request to ServiceCenter.Cincinnati@53.com to request approval for this item to be added. New items are added from time to time. When a new item is added to be used bank wide, those will be highlighted on Office Depot's Bulletin Board.

Q: How do I order a fax machine for a retail branch?

A: We have two standard fax machines we order from Office Depot.

Brother® IntelliFAX® 4750e Plain Paper Fax /Item # 267331 – For needs of high volume areas. This is fax handles letter/legal size paper, stand alone, non-network, scan and copy

Brother® IntelliFAX-2840 Laser Fax /Item # 846583 – For needs of basic incoming/outgoing fax's, letter size only.

Procedure for ordering:

You can order both machines through Office Depot website. These items will need to still be approved by your Affiliate Approver.

