

OFFICE DEPOT REFERENCE GUIDE

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ORDERING:

Visa's preferred office supplies provider is Office Depot.

Initiating Your Order in Ariba:

- Log into Ariba. <https://sw550aribaw03.trusted.visa.com/Buyer/Main>.
- From the Ariba home page, click create **Requisition** on the left side under Create or **Create** on the swoosh followed by **Requisition**.
- Add a title that is brief but meaningful (example: Supplies, cc: 12345, March 14, 2007).
- Organization: Which organization will pay for this purchase?
- On-Behalf-Of: Select the Requester; Who should this order be delivered to? (Note: One Ship To / Deliver To location per requisition.)
- Click **Next**.
- To add line item(s), select a category from the catalog page:
 - Click on **Office Supplies (Punchout Catalog)**.
 - Click the **Buy from Supplier** to punchout out to the Ariba Office Depot catalog.

Quick Steps for Ordering:

Ariba Office Depot Catalog:

- Click **Order by Item #**, located on the **Shopping Tools** navigation bar on the left side of the page. Enter the item number and quantity for each item(s) you want to purchase.
- Once you have entered all items for the order, click the **Add to Cart** button. You will then see a listing of the items that were added to your cart. If you have more items to add, simply click the **Order by Item #** button again.
- To review your shopping cart, click the **View Cart** button located on the **Shopping Tools** navigation bar on the left side of the page. You will then be given the opportunity to review your Shopping Cart. If you make any changes (examples: quantity), click the **Update Shopping Cart** button. If you are ready to proceed with your purchase, click the **Checkout** button.
- You will then be taken to the **Checkout** page.
- Click **Continue** to proceed with pulling your order back into Ariba.

Ordering Tips:

Best value items identified as  will display first in search results. These items are ordered more frequently and have deeper discounts.

Inventory Availability: In the Ariba Office Depot punchout catalog, you will see the availability for each item from your local warehouse. If the quantity you need is not available, you can simply select a similar item to fit your needs instead of ordering the initial item and having the item backordered.

Recycled products are identified in the Ariba Office Depot punchout catalog with the green recycled symbol. 

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Creating your Shopping Cart:

Any of the following options can be used to add items to your Shopping Cart.

- **Browsing the Catalog:** To find and select items by searching the online catalog, utilize the **Home** page to browse product categories or use **Search** to the top of the page.
- **Order by Item #:** To enter up to 20 item numbers and quantities at a time, select **Order by Item #** from the **Shopping Tools** navigation bar on the left side of the page.
- **Find Printer Supplies:** A quick-search function for locating business machine replacement items like toner or ink cartridges, saving time and reducing costly ordering errors.

Browsing the Catalog:

- From the **Home** page, select a category to browse. A page appears displaying a list of subcategories from the category selected. Select the subcategory you want to view. The next page displays either another list of subcategories or a list of items in the subcategory selected.
- From this page, items can be added to the **Shopping Cart** by entering the quantity you want and then selecting the **Add to Cart** button. **Note:** If you leave the quantity box blank, the item will be added to your **Shopping Cart** with a quantity of 1.
- A **Search** can be performed with keywords, Office Depot SKU, the manufacturer number or name. Utilize the **Search** feature located on the navigation bar at the top of the page.
- You may narrow your search by selecting a subcategory or one of the narrow your results options on the left navigation bar.
- **Note:** To see additional product details, click on the blue underlined item description.
- Additional product details include:
 - o item #
 - o list price
 - o our price
 - o units
 - o availability (current stock available from your local Office Depot warehouse)
 - o manufacturer item #
 - o manufacturer
 - o other item specific details

Order by Item #:

With **Order by Item #**, you can quickly enter up to twenty items directly to the **Shopping Cart** by entering the item numbers and 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**;

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- Type the item number in the **Item #** field. Item numbers include Office Depot SKU numbers and manufacturer numbers.
- Type in the quantity desired in the **Qty** field. **Note:** If you leave any of the quantity boxes blank, the items will be added to your **Shopping Cart** with a quantity of 1.
- When finished, select **Add to Cart** located at the top and bottom of the page.

Find Printer Supplies:

The **Find Printer Supplies** option on the **Shopping Tools** navigation bar on the left side of the page enables a user to search for business machine replacement products/supplies such as inkjet and toner cartridges, fax drums, etc.

- Select the manufacturer from the drop down list.
- Select the model # of your machine on the next page by clicking the appropriate link.
- The next page will provide a listing of the appropriate replacement parts for the specified machine.
- **Note:** The top 5 printer manufacturers are listed at the top of the manufacturer drop down list for your convenience.

Placing Your Order:

Once you have added all the items for purchase to your **Shopping Cart**, select the **View Cart** button found on the **Shopping Cart** navigation bar on the left side of the page.

- Review the items in your shopping cart.
- If you have made any changes, click **Update Shopping Cart**.
- Click **Checkout** to proceed with your purchase.
- Click **Continue** to proceed with pulling your order back into Ariba.

Within Ariba,

- To edit the accounting fields, check the check box and click **edit** on each selected line item to review and edit, if needed.
- Click the **approval flow** tab to view and add approvers or watchers, if needed.
- Click the **submit** button to route this requisition to the first approver.
- Once the requisition is fully approved, your order will be transmitted to Office Depot for order fulfillment.

You will receive an order confirmation from Office Depot via e-mail.

ORDER TRACKING:

The **Order Tracking** feature allows you to check the status of orders that have been submitted to Office Depot. With this feature, you will be able to view the details of all of your orders.

- Log into Ariba: <https://sw550aribaw03.trusted.visa.com/Buyer/Main>.
- From the Ariba home page, click **catalogs** from the menu on the left.
- Click on the **Office Supplies (Punchout Catalog)** catalog link, then buy **from supplier**.

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- At the Office Depot home page, click **order tracking** in the menu on the left.
- Search by **PO number** (default is Order Number – change to **PO number**), entering PCOXXXXXX. Click **search**.
- The **Order History** page reappears with the orders listed by the search criteria you selected.
- You can sort the search results by clicking any of the column headers.
- To view the details of an order, click the blue Office Depot **order number** in the **Order Number** column of the **Order Tracking** page, and then the **Order Detail** page will appear.
- **Note:** There are many other ways to filter your search: search by Order Number (Office Depot order #); Contact; Cost Center; Item Number; PO number; Ship To ID; Status; Date Range; and Dollar Range.
- **Foster City mailroom receiving contact:** If order tracking indicates your shipment has been delivered to Visa and you have not received it, please contact the Foster City mailroom receiving contact: Mike Rosado (mrosado@visa.com).

RETURNS:

Returns can now be done through Ariba on the Ariba Office Depot punchout catalog! To initiate a return within 30 days of merchandise receipt, access the Ariba Office Depot punchout catalog like you do when you place an order.

- Log into Ariba: <https://sw550aribaw03.trusted.visa.com/Buyer/Main>.
- From the Ariba home page, click **catalogs** from the menu on the left.
- Click on the **Office Supplies (Punchout Catalog)** catalog link, then buy **from supplier**.
- At the Office Depot home page, click **order tracking** in the menu on the left.
- Search by **PO number** (default is Order Number – change to **PO number**), entering PCOXXXXXX. Click **search**.
- The **Order History** page reappears with the orders listed by the search criteria you selected.
- To view the details of an order, click the blue Office Depot **order number** in the **Order Number** column of the **Order Tracking** page, and then the **Order Detail** page will appear.
- If an order detail page in **Order Tracking** has a **Submit Return** button, you may submit your return directly online by clicking on it.
- On the following page, just indicate the quantity of the item you are returning and the reason for the return from the drop down menu (damaged item; delivered late; catalog description incorrect; received wrong item; don't want item; defective item; ordered wrong item). **NOTE:** If you are returning the item because it is defective, please make sure you selected 'defective item' **and** mark the box as defective so the item is not placed back into inventory.
- Enter pickup instructions for the Office Depot driver (example: pick up from Visa Mailroom).
- Next, click the **Continue** button and you will be issued a return authorization number.
- Review your return request, click **Submit Return**.
- You can continue at the Ariba Office Depot punchout catalog with a new order, another return, or close browser window

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How to ship the item you are returning to Office Depot (from Foster City):

- Package your return in original box and enclose a copy of the packing slip with the item you are returning circled.
- Mark package **Return to Office Depot**.
- Leave package at a Visa mail stop for pick up by the Visa Mailroom staff.
- **NOTE:** Office Depot picks up returns from the Visa mailroom.

Please Note:

- You may return most items in their original packaging within 30 days.
- All returns must be in their original packaging.
- You may submit only one online return request per order. Please contact Customer Service if you need to return an additional item from the same order.

MISCELLANEOUS:

Bulletin board:

Want to know the latest office supply updates? Check out the Ariba/Office Depot punchout catalog bulletin board. The newest items will be listed on top and identified as 'new'.

Where is the bulletin board located? When accessing the Ariba / Office Depot punchout catalog, it is the first screen/page that you will see. Click the **Continue** button to proceed to the **Home** page.

Catalogs:

Office Depot 'paper' catalog are available. The current SKU # for the catalog can be found on the Ariba Office Depot bulletin board.

Please note:

- Not all items displayed in the Office Depot 'paper' catalog are available for Visa requestors to order. To see items that are available to order, please see the Office Depot punchout catalog in Ariba.
- Paper catalogs should be used for product information only. To see Visa's current pricing, please see the Office Depot punchout catalog in Ariba.

Customer Service:

Many services can be obtained from the Ariba Office Depot punchout catalog (product information, order status, and returns.) If you need assistance from Office Depot customer service that cannot be handled through their Ariba catalog, please contact customer service at 888-777-4044 or NationalResearch@OfficeDepot.com. Our Office Depot account # is: 32450703. Please have your Ariba PCOXXXXXX number available if you are contacting them regarding a specific order.

If 888 customer service is unable to handle your inquiry and you need to escalate the inquiry, please contact: Fran Dinnauer at Fran.Dinnauer@OfficeDepot.com with a copy to ferg@visa.com or call Fran Dinnauer at 415-356-5723.

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Employee Purchase Program:

Want to receive Visa's corporate pricing for personal purchases at Office Depot? Search under Office Depot on Perks & More to obtain a flyer with all the details.

Perks & More: <https://authenticate.corporateperks.com/default.cfm?uOrgName=visa>.

Do you have any questions about the employee purchase program? Please contact our account manager Fran Dinnauer at: Fran.Dinnauer@OfficeDepot.com.

Large Quantity Orders:

Are you planning on placing a large order for a single item? If so, you may be able to receive a quantity discount, please contact our account manager Fran Dinnauer with the quantity and SKU # at: Fran.Dinnauer@OfficeDepot.com.

Mailing envelopes:

Plain white envelopes used with Visa logo labels are available from Office Depot.

- Columbian® White Catalog Envelopes, 24 lb., 9" x 12", SKU # 348136, box of 250.
- Columbian® Grip Seal® Catalog Envelopes, 28 lb., 9" x 12", white, SKU # 423749, box of 100 envelopes.
- Columbian® White Catalog Envelopes, 28 lb., 10" x 13", SKU # 348144, box of 250.
- Columbian® Grip Seal® Catalog Envelopes, 28 lb., 10" x 13", white, SKU # 423731, box of 100 envelopes.

Note: These items have also been added to the list of core products for maximum discount with Office Depot.

Promotional Manufacturer of the Quarter:

Each quarter, a different featured office supplies manufacturer will offer informational sessions, discounts, and free samples of their products. For the current promotional manufacturer of the quarter, please check the Ariba Office Depot punchout catalog bulletin board.

Questions:

Do you have any questions not covered in this reference guide? Is there an area that was not covered? If so, please contact Patty Ferg at: ferg@visa.com.

Recycled Products:

Recycled products are identified in the Ariba Office Depot punchout catalog with the green recycled symbol. 

To promote the use of green/recycled products, Visa has implemented the following:

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Toner: Effective 01/02/07, Office Depot brand toner will automatically be substituted when toner is purchased except on the HP 2600 series printers. Utilizing Office Depot brand remanufactured toner cartridges offers many advantages including:

- Cost savings;
- Environmentally friendly;
- While maintaining the same level of quality, yield, and warranty coverage.

Copy paper: Effective 02/12/07, Office Depot blue and red top copy paper will automatically be substituted with green top copy paper. Utilizing Office Depot green top copy paper offers many advantages including:

- More environmentally friendly,
- Maintaining the same level of quality, and
- Takes advantage of recently negotiated price decreases.

For questions or feedback, please contact Fran Dinnauer at Fran.Dinnauer@OfficeDepot.com or 415-356-5723 and copy ferg@visa.com on feedback.

Shipping:

In stocked items are shipped the next business day! Orders received by 5:00 p.m. in the time zone where the order is placed will be delivered the next business day. Office Depot must receive the fully approved PCOXXXXXX from Visa by 5:00 p.m.

Stamps (Custom):

To order a custom stamp, please return to the catalog home page and select 'STAMPS – CUSTOM (PUNCHOUT CATALOG)'.

Telecommuters:

A company wide shopping list has been added for telecommuters. Select 'my shopping lists' and scroll down and select 'telecommuters' to access the list.

Urgent Requests:

We understand there may be emergencies that require you to go to an office supply retail store; however, we hope that the majority of your routine purchases will be made through the Ariba Office Depot punchout catalog.

If you do need to make an urgent / rush / emergency purchase and you have an individual purchasing card, please visit your local Office Depot retail store. Office Depot retail store locator: <http://www.officedepot.com/stores/input.do>.

You will receive our corporate pricing or the retail price whichever is lower. All individuals purchasing cards are automatically linked to our Office Depot corporate account. When your individual purchasing card is swiped, your total purchase will be re-priced and if any of the items you purchased are less expensive on our corporate account the price deductions will be made with the updated pricing reflected on your receipt.

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Warranty:

For questions or concerns regarding warranties, please contact Fran Dinnauer at Fran.Dinnauer@OfficeDepot.com or 415-356-5723 and copy ferg@visa.com on feedback.

Website Resources / Newsletters:

Many of Office Depot's manufacturers have reference tools and/or newsletters on their websites.

3M Post-it® Perks:

<http://www.3m.com/us/office/postit/perks/perks.html?rp=postit>

ACCO Brands (Day-Timer, GBC, Kensington, Quartet, Swingline, Wilson Jones)

www.acco.com

Avery® - Great Results Newsletter:

<http://www.avery.com/newsletter/index.jsp?wtloc=poi>

Fellowes website:

<http://www.fellowes.com/Fellowes/site/home.aspx>

Pendaflex® - I Hate Filing Club™:

<http://www.pendaflex.com/enUS/Community/default.html>

Plantronics Product Support:

http://www.plantronics.com/north_america/en_US/support/index.jhtml

Rolodex™ – Organize Your Life

<http://www.rolodex.com/sanford/consumer/rolodex/yourlife/organizeLife.jhtml>

Smead - Solutions:

<http://www.smead.com/Director.asp?NodeID=315>

Uni-Ball – Check Fraud Prevention

<http://www.uniball-na.com/main.taf?p=3.1>

Please note that Visa's firewall may pick up some of these newsletter messages from outside sources as SPAM. You can either sign up to receive the newsletter via a personal e-mail account or make sure you are signed to receive 'Spam Quarantine Release' messages. Additional information:

<http://ose/Policies/Internet%20SPAM%20and%20Email%20Filtering.aspx>

What to do when you do not get an email you are expecting if you do not receive an email that you are expecting it may have been identified as SPAM on either the sending or receiving email gateways. Anti-SPAM filters are a common and necessary device today so many companies are monitoring and blocking messages they deem likely to be

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spam. We suggest you contact the sender and have them check with their messaging specialists to verify that message was sent successfully. Then contact our Operations department via email at SSSAdmin@visa.com and we will check the Anti-Spam quarantine we maintain and can add you to a Quarantine Release Group which enables you to retrieve your own quarantine items.