

OFFICE DEPOT ORDERING SYSTEM

OFFICE DEPOT CONTACTS

Purchasing Office Depot Administrator:

- Michael Pflieger
- mpflieger41@ewu.edu
- 509-359-6804
- Set up new users or approvers
- Make changes to users or approvers accounts
- Deactivate/delete a users account
- Clarify Office Depot policies and procedures
- Resolve restricted item orders

Office Depot Team Representative:

- Linda Davis
- linda.davis2@officedepot.com
- 509-279-3722

Office Depot National Accounts Service Desk:

- 888-777-4044
- Product Questions, Returns, Exchanges

OFFICE DEPOT NATIONAL IPA CONTRACT

- Contract #618-000-11-1.
- Maximizes collective buying power.
- Provides everyday office product essentials and business solutions that make work life more productive.
- Office Essentials include copy paper, ink & toner, and office products.
- Essential items are updated to stay current with purchasing needs.
- 30,000+ items are available for next business day delivery.
- 5,000+ environmentally preferable products are available online.
- Ordering is made convenient through online system.

OFFICE DEPOT WEBSITE

All orders are placed via online Office Depot website: <https://business.officedepot.com>.

An individual user ID and password will be assigned to users submitting an approved Online Ordering Form to Purchasing for placing orders.

OFFICE DEPOT ONLINE ORDERING FORM

When the Office Depot Online Ordering Form is completed and sent to the Purchasing Office, the index numbers are checked to make sure the User and/or Approver's signature is on the Authorized Signature Card. After authorization is determined, Purchasing sets up the user and approver with an online account. We will notify the user and approver when they are ready to order online, generally the same or next business day.

DEPARTMENT RESPONSIBILITY

- Use the Office Depot online ordering system according to established Purchasing policies and procedures.
- Order information and tracking by the users will be through the Office Depot website. Activity for the last 18 months will be maintained for easy lookup and reconciliation purposes.
- Users must ensure receipt of goods and coordinate with Office Depot to resolve any discrepancies or to get credit for damaged goods.
- For audit purposes, the department must retain documentation for all purchases including the invoice included with the shipment. The documentation must be kept for a period of 6 years.

WORKFLOW ORDERING PROCESS

- All orders are processed through the online Office Depot Business website.
- User selects items to purchase and adds to shopping cart.
- User places order, which is routed to an assigned departmental approver (if applicable).
- Approver reviews order online and releases order if it meets approval.
- Any order(s) with restricted items are routed to Purchasing for final approval.
- The user and approver will be notified when Purchasing has approved or disapproved an order.

100% RECYCLED CONTENT PAPER

- Effective December 31, 2009 HB 2287 requires state agencies to purchase 100% recycled content white cut sheet bond paper used in office printers and copiers.
- Users and approvers of the online ordering system can access a 100% Recycled Paper shopping list under My Account, [My Shopping Lists](#). For a case of recycled paper you can search by the item number 521980 or 790206.



RESTRICTED ITEMS

- Computer Equipment
 - Printers
 - Fax machines
 - Scanners
 - Copiers
 - Projectors
 - Laminators
 - Binding machines
 - Monitors
 - TVs
 - Shredders
- Furniture
 - Desks
 - Bookcases
 - File cabinets
 - Chairs
 - Panel systems
 - Tables
- Printing Services
 - Business printing
 - Engraved products
 - Signs and banners
 - Promotional products
- Breakroom Supplies
 - Appliances
 - Beverages
 - Coffee & condiments
 - Food
 - Essentials including plates, cups, utensils, etc.
- Cleaning Supplies
 - Equipment including mops, brooms, buckets, etc.
 - Restroom supplies including soaps, sanitizers, paper towels, etc.
 - First aid/healthcare
 - Personal hygiene products
- Office Accessories
 - Clocks
 - Frames and albums
 - Certificates
 - Office décor

OFFICE DEPOT ORDER LIMITS

- Unit Price = \$275.00

ORDER TRACKING & HISTORY

- To track your orders, use the order number assigned during the checkout and purchase process.
- Use Order History for a powerful and easy way to refer to a chronological record of your purchases. Order History will show you all the orders that you have placed with Office Depot Business.
- Selecting a single order record from the list displays the details of the online transaction, including shipping and billing information, quantities, product numbers, short descriptions, and prices.

ORDER STATUS

- Held by Customer = Not submitted by user for departmental and/or Purchasing approval
- Held for Review = Submitted by user for departmental approval
- Held for Restrictions = Submitted by user for departmental and/or Purchasing approval when a restricted item or item unit price exceeding \$275.00 is in order.

RETURNS & EXCHANGES

- If you are dissatisfied with your purchase for any reason, you may return most items in their original packaging within 30 days of purchase for a replacement or full refund.
- To place a return online, click on the Order Number under Order Tracking. Click on the Begin Return link on the Order Detail page to start the return process.
- For further assistance in processing your return online, or if the order does not have a Begin Return link, please contact the Technical Support Desk at 800-269-6888.
- *Please Note: Only one return per order may be processed online. If an additional return is required please contact Customer Service at 888-263-3423.
- Special Order Products may not be returned or exchanged. This includes items that are not stocked in one of Office Depot's warehouses and/or are indicated as SPECIAL ORDER.