

## OFFICE DEPOT ORDERING SYSTEM

### OFFICE DEPOT CONTACTS

#### EWU Office Depot Program Administrator

Ken Ripley (Primary)

[kripley@ewu.edu](mailto:kripley@ewu.edu)

509-359-2885

- 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

- Erika Carden
- [Erika.Carden@officedepot.com](mailto:Erika.Carden@officedepot.com)
- 509-821-1989

#### Office Depot National Accounts Service Desk

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

### OFFICE DEPOT ACCOUNT SETUP

To request an Office Depot account, complete an [Office Depot Account Request](#) form and send it to the Procurement and Contracts Office.

Procurement and Contracts will set up the user's account and notify the user of their account login and password (usually within 2-3 days).

### WORKFLOW ORDERING PROCESS

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

- 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 or over \$275 are routed to Procurement and Contracts for final approval.
- The user and approver will be notified when Procurement and Contracts has approved or disapproved an order.

### DEPARTMENT RESPONSIBILITIES

- 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.

### 100% RECYCLED CONTENT PAPER

- 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 125420 or 790206.

## RESTRICTED ITEMS

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### Small and Attractive items over \$275

- Printers, scanners, cameras, copiers, projectors, laminators, binding machines, monitors, televisions, shredders, etc.

### Furniture

- Desks, bookcases, file cabinets, chairs, panel systems, tables, etc.

### Non 100% recycled copy paper

### Printing Services

- For printing services, contact Shelly Stickelmeyer in MarCom

### Breakroom Supplies

- Appliances, beverages, coffee & condiments, food, plates, cups, utensils, etc.

### Cleaning Supplies

- Mops, brooms, buckets, soap, sanitizers, paper towels, first aid/healthcare, personal hygiene products, etc.

### Office Accessories

- Frames and albums, certificates, office décor

## OFFICE DEPOT ORDER LIMITS

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- Order Price = \$275.00 Order prices over this amount are routed to Procurement and Contracts for Approval.

## ORDER TRACKING & HISTORY

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- 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

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- 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

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- 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.