Office Supply Program For

UNIVERSITY OF
SOUTH FLORIDA

Effective July 1, 2008
We are pleased to announce the establishment of a Business Partnership relationship with Office Depot as they are named as the Office Supply provider for the University of South Florida. They bring to the table a wealth of new opportunities to include:

**How the Partnership benefits the University of South Florida:**

- Significant cost savings
- Convenience of anytime on-line ordering
- Single source provider of ALL Office Supplies
- Free next day departmental delivery on all in stock item orders
- Toll free National Customer Service assistance
- Retail store convenience when needed at USF contract pricing
- Significant savings on office furniture – delivered to your workstation
- Easily recognize **BEST VALUE** (deeply discounted) items by utilizing custom shopping lists via the online ordering site

Jointly the University of South Florida and Office Depot look forward to working with each of you to customize this Program to fit your individual needs. Our new office supply program is only going to reach its maximum effectiveness with your assistance and input. Please contact the Office Depot National Customer Service Center to resolve ordering and fulfillment issues and contact your Purchasing Department or myself with any comments and/or recommendations regarding how we can enhance your office supply program to better serve you.
Support Team Members

USF’s Office Depot account number is 27632864

Customer Service
Phone Number 1-888-263-3423
Hours M- F 8am-8pm EST
(Call this number for questions regarding products or to inquire about orders and to place returns that you do not place using the online tool)

Technical Support Desk
Phone Number 1-800-269-6888
Hours M-F 8am-8pm EST
(Call this number for questions/technical issues with the online site)

Additional Office Depot Information Channels
Account Manager Daniel Musto
Email daniel.musto@officedepot.com
Phone 727-798-8741

Tech Depot Technical Support
Phone Number 1-888-625-9866
Hours M-F 8am-11pm EST; Saturday 9:00am – 3pm EST

Tech Depot Phone Orders
Phone Number 1-800-721-8344
Hours M-F 8am-11pm EST; Saturday 9:00am – 3pm EST
Customer Comments

We welcome your comments about Business.OfficeDepot.com. Please email them to ecsupport@officedepot.com. For Tech Depot comments please email them to service@techdepot.4sure.com; as always, your comments are appreciated.

USF Information Channels

Contact Nicole Mathis, 813-974-3292
Email nmathis1@usf.edu

Ordering Methods

Internet Ordering via Office Depot’s Business Solutions Website
Preferred USF method for ordering

Open your Internet Browser, type in the following URL: https://bsd.officedepot.com, then add the website to your favorites. Enter your assigned Login Name and Password and click the Login button.

If you do not currently have a login name and password please click the following link and complete the registration in order to be set up for the program: https://odams.officedepot.com/registrations/usf.php

If it is your first time to login or your password has expired you will see the change user login screen which will ask you to choose a new “Password” and “Confirm Password”.

Security Page:
You will then be taken to the security page where you select a question by clicking on the down arrow, and then answer the question with your appropriate answer. Click "Update". If you forget your password, our EC Support Desk will ask you to answer this question in order to confirm your identity and will provide you with your lost password. You will only complete security information on your first login.

Placing your order online

1) If you know the item number(s) for the product(s) you wish to order select: 
2) Type in Office Depot Item #, quantity, and comment, if desired
3) If you do not know the item number(s) for the product(s) you wish to order, you can:
   a. Search for product using keyword or manufacturer part number by entering the information in the space provided at the top of the page in the gray toolbar and then clicking
   b. Shop using our online catalog. Simply click on in the upper toolbar and you will be directed to category listings of the catalog
4) Select to add your desired product to your shopping cart
5) Select to continue or if you have finished shopping
6) If you selected then click on to add more items
7) If you selected verify items in your cart and complete any required information
   a. You will then see your shipping, payment and order information detail and an order confirmation number like the example shown below.
   b. Once you have placed your order you may track the progress of filling and shipping using the Order Tracking page.

Order Confirmation

Thank you.
Your order has been placed.
Your Order Number is: 143991469-001

Need Assistance? Internet Help Desk 800-269-6888
Online Training is available in the Customer Services section.

*For additional information/training tools you may click on the Customer Services tab in the red toolbar at the top of the page then choose from several available tools in the Online training section at the bottom right of the page.

Phone Ordering (if internet is unavailable)

You may call our customer service team at 1-888-263-3423 to place an order should you not have access to the internet or are experiencing a system disruption. Please provide the Representative with the following information to complete an order.

- Your name
- Account number
- Phone number
- Physical shipping address
- PO, Dept ID and Campus, Attention (required data)
- SKU/Item number you wish to order
- Quantity (please remember to pay close attention to the unit of measure so that you are ordering proper quantities.
- Payment tender – P-card or Purchase Order

The customer service representative will place your order and provide a confirmation number for your tracking purposes.

Delivery

Deliveries will be made to the vast majority of the USF locations during the next business day for all in stock items. This is provided your order has been placed via the Internet prior by 4:59 p.m. or phoned in by 5:00 p.m. All In Stock orders with the exception of Furniture will be delivered the next business day.

Backorders

In some instances, Office Depot may not have the requested quantity of items in stock. In those situations, the products not being shipped on the original order are automatically back ordered and are listed as such on the packing slip. There is no need to reorder. These products will ship as soon as they reach the Office Depot Distribution Center, usually within 5 working days. For a status report on a back order item, call 1-888-263-3423. Office Depot will not furnish a substitute item for any backordered item without pre-authorization from you. If you need to check an item’s availability or alternative item options, contact Office Depot’s Customer Service Desk at 1-888-263-3423.
Shopping in the Office Depot Retail Stores

Procurement Card

To shop in the Office Depot Stores using your USF p-card you must first make sure your card has been registered for the program. To register your card you may do one of two things:

- You may provide your p-card information during the registration process for obtaining your login and password.
- You may contact your Office Depot Account Manager to have your card registered.

Any time you go to an Office Depot Store you present your P-Card for payment at the register and it enables you to receive your USF Price or the store price, whichever is lower. Charges will appear on your normal P-Card statement.

Store Purchasing Card

To obtain a store purchasing card contact your Office Depot Account Manager.

- This card links you with our nationwide Superstores for after hour, weekend and emergency purchases!
- You hand your Store Purchasing Card to the cashier at the store. The cashier slides the card thru the register. Your store receipt will show either your USF Price or the store price, whichever is lower.
- Invoices will be mailed to you on a weekly basis, just like if you ordered on-line, phone or fax. The proper person in your dept. signs off on the invoice and sends it to Accounts Payable for payment.

*IMPORTANT – You must provide a valid purchase order to the cashier during the checkout process in order to use the Store Purchasing Card.

Return Policy and Process

Return Policy

Your complete satisfaction is our primary concern. If you are dissatisfied for any reason, you will receive full credit. Simply return the merchandise in its original packaging, within 30 days.

Special order non-stocked merchandise will be ordered upon request, but may only be returned if damaged or defective.
**Return Process**

Online return requests may be created by following these steps:

- Click on order tracking located on the left toolbar
- Then click on the order number you need to place a return against
- On the order detail page click on submit return
- Then select the item or items you want to return and hit continue
- Review the information for the return and hit submit return at which point you will get a confirmation number for the return

Or, you may call our Customer Service department at **1-888-263-3423**. Please provide your Customer Service representative with:

- Your name
- Phone number
- Sales order number from the packing list (same as invoice number)
- Item number and unit of measure of the product being returned/credited
- Reason for the return.

The Customer Service Representative will assign a **RETURN AUTHORIZATION NUMBER** and inform you of the process to return the item.

Please do not write on the return product or the packaging. Our system will schedule your pickup to be performed on your next delivery. If you do not place an order within 5 days, the Delivery Service Representative will be instructed to complete the pickup.

**Custom Stamp Orders**

You may order Custom Stamps on-line with Office Depot.

- Click on the Custom Printing option on the top red navigational toolbar
- Choose Custom Stamps and choose the type of stamp you want
- Follow prompts to complete the configuration of the stamp and place the order
- Custom Stamps are considered Special Order Items that are sent via UPS, and are non-returnable and may take 7 – 10 business days for delivery.

**Ordering Special/Hard to Find Items**

If you cannot find an item in the Office Depot Catalog, do not give up. Secure a description of the item, the name of the manufacturer and if possible, the product number. Call Customer Service at **1-888-263-3423**, and they will be happy to assist you with a product search. If they cannot immediately locate the item, your inquiry
will be passed to the Office Depot Research Department. Their diligent search techniques include direct contact with the manufacturer. If the item is still manufactured, they will find it. Their response time to questions is 24 hours.

**Billing and Remittance**

The USF Office Depot account is set up as a Tax Exempt Account.

The USF P-Card is the preferred method of payment. Please use the p-card for payment when placing your orders. These orders/charges will be posted to your P-Card statement.

If you order by Purchase Order a copy of each invoice will be mailed to you on a weekly basis. Each invoice should be promptly signed by the appropriate person and sent to your Accounts Payable Department for payment.

Office Depot’s Federal ID # 59-2663954

Office Depot Remittance Address:
Office Depot
PO Box 633211
Cincinnati, OH 45263-3211

**Frequently Asked Questions**

**What is my Office Depot Account number?**
- There are several ways to retrieve your account number
  - When you register for the program you will receive a confirmation when the process is complete this confirmation will have your account number listed.
  - When you log in to the secure Office Depot supply ordering site you may click on My Profile and then My Profile Summary and the account number is displayed at the top of the page.

**What is the Bulletin Board?**
- The Bulletin Board is an information page customized by Office Depot and/or your purchasing department. It will change periodically, so it should be read periodically also.

**When are deliveries made?**
- All orders placed by 4:59PM (local time) are delivered next day (Monday thru Friday 8:30 AM – 5:00 PM). Exceptions are made for very remote locations (2 to 3 day delivery) and specific items requiring extra time for delivery (ex. Special order and out of stock or virtual SKU’s).

**How do I track my order?**
- To track packages via the internet login with your secure login and password and go to your “Order History” and select your order. Live tracking will be loaded into the system. You may also contact Customer Service to track your order.

**Who do I contact if my password expires or becomes disabled?**
- ELECTRONIC COMMERCE SUPPORT DESK: 1-800-269-6888

**Will the online system Time-Out?**
- Yes, our system has a 20 minute (idle time) Time-Out

**Will the Time-Out empty my shopping cart?**
- Yes, unless you previously saved your order.

**Can I also save my shopping list?**
- Yes all users can create and save multiple customer shopping lists. Users, can also copy previous orders into a list through “Order Tracking”

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