Welcome to

Office DEPOT

Office Depot is proud to have the opportunity to partner with Youngstown State Univ. Backed by award winning customer service, and delivery centers through North America, Office Depot will continue to partner with your organization to develop and implement the right solution for your unique business requirements.

The following pages include;

- Ordering Information
- Product Information
- Delivery information
- In Store Purchases
- Customer Service
- Returns

You will also find helpful tools to reduce the time and money spent procuring supplies.

We look forward to working together.

Sheri Papp, Major Account Manager
Questions? Please reach out to:
Sheri.papp@officedepot.com

Ordering Method:
SciQuest

Customer Service #:
888.263.3423

Web Help Desk:
800.269-6888
ecsupport@officedepot.com

Account Information

Account Number: 90725717

Sheri Papp
Office Depot Account Manager
sheri.papp@officedepot.com

Web address: Access Office Depot via **SciQuest**
Customer Service #: 888.263.3423

Cost Saving Products

While shopping for products, keep in mind these shopping methods to find the most cost effective options to meet your needs.

- Use the default shopping list to find the most common, most aggressively priced items available.
- When searching for items, sort by price (low to high) or sort by Contract or Best Value items.
- Review cost savings alternatives offered in the Private Label Cart or Smart Cart recommendations.

Customer Support

Our nationwide network of sales offices, retail locations and delivery centers provide you with unparalleled customer support when you need it.

- More than 50 sales offices throughout North America
- Approximately 2,000 sales associates
- Nationwide customer service capability
- 25 delivery centers

You can connect immediately with a customer service representative, Monday–Friday 8:00 A.M. to 8:00 P.M. (ET), using our **Live Chat** functionality or by calling us toll-free at 888.263.3423. For technical support, our **E-Commerce Support Desk** is available via phone at 800.269.6888 or by e-mail at ecsupport@officedepot.com.

Return Procedures

SciQuest Orders:

Step 1: Click on "Order Tracking" located in "My Account" in the top navigation bar.
Step 2: Locate the sales order number that you need to place a return on. Once the order detail appears, click "Submit Return."
Step 3: Fill in the return quantity, select the reason for the return and enter any special instructions and click "Continue."

A confirmation number for your return will appear. Please print this page and/or write this number down and keep for your records. For further assistance in processing your return online, please contact the BSD Technical Support Desk at 800.269.6888.

Please visit our Customer Service page on business.officedepot.com
for complete details on our Return Policy.

Frequently Asked Questions

Q We just received our order and I thought I ordered 12 pens, but instead received 12 boxes of them. What do I do?

A Our product return policy and procedures are designed to help our customers make returns and exchanges quickly and efficiently. Please refer to our website for our complete Return Policy and for instructions on how to process such requests.

Q My order usually arrives around 2:00 PM which is usually not a problem. However, I need this particular order first thing in the morning because I am working on a special project. Is there anything I can do to expedite delivery?

A Order deliveries are usually routed on a truck early in the morning and Delivery Service Representatives usually follow the same route every day. This is why your orders are usually received at roughly the same time each day. Unfortunately, due to a variety of factors, we are unable to change these routes to accommodate individual customer requests. In a situation like this, we encourage you to contact our customer service team to place an order for pick-up at a local retail store near you.

Q It's early in the morning and I just realized that I need to add something to an existing order. My order usually arrives around noon. Can I call to add this item to today's order?

A Our orders are packaged at night so that delivery trucks can be loaded early in the morning before embarking on their routes. Our delivery trucks usually leave our distribution centers well before 8:00 AM, so unfortunately it would not be possible to update this existing order. We instead encourage you to contact our customer service team to place an order for pick-up at a local retail store near you.

Q When I'm placing an order, occasionally I see the letters 'MWDVE' next to the item. What does this mean?

A 'MWDVE' indicates items that are manufactured or distributed by companies owned by Minorities, Women, or Disabled Veterans (the "E" stands for Enterprises).

Q Help, I'm on the Office Depot website and forgot how to set up a Custom Shopping List. What do I do?

A Click on "My Shopping Lists": You can start a new list there or open the "How to use and create lists" guide. This will guide you through each of our online tools step-by-step.