

## Welcome to Office Depot - Office Supply State Contract

### Introduction

Salt Lake Community College has formed a vendor partnership with Office Depot. This partnership will allow you, as our customer, to request office supplies by simply entering your order on the Internet. Office Depot has a State Contract (PD-142) that gives an average of 53% discount from the catalog prices. The best buy list gives even deeper discounts on selected items.

This is your reference for entering orders and handling returns.

All requirements for office products should be directed to Office Depot. If you need an office product that is not in the catalog, please contact Office Depot and they will assist you in ordering.

Items requiring special College approval (**furnishings, equipment, fire extinguishers, toner, etc.**) may be blocked from access. Those items should be submitted to Purchasing on a requisition. Toners should be ordered through Uinta Business Systems on the order form provided on our web site.

### Ordering Methods

You can place an Office Depot order by using three methods: (1) Internet, (2) fax, or (3) phone.

To be set up you must have a college VISA card. (If you need to get a VISA, contact Janice Lust 957-4621 for an application. Contact Shain Alvord at (801) 972-2200 ext. 161. He will need your VISA number, expiration date, name as it appears on the card, e-mail address, campus location, and your phone extension. He will then notify you via e-mail when you are set up.

Most items that are ordered by 5:00 p.m. are delivered the next day. It is very important that you fill in all the fields requested for prompt delivery.

### Internet Ordering

Internet orders can be placed at <http://bsd.officedepot.com/>. You will receive a confirmation via the e-mail. This is, by far, the best ordering method. Remember to print a copy of your order for your VISA log.

### Fax Orders

Fax orders may be faxed into Office Depot by using the enclosed order form at the back of these instructions. This form provides all information necessary to process your order. Fax this form to 975-6581.

## **Phone Orders**

Orders may be phoned into Office Depot by calling 972-2200. You may speak to one of three contacts:

Shain 972-2200 ext 161

## **Ordering Questions/Problem Resolution**

For questions regarding placing orders please call Bonnie F. Johnson in Purchasing at 957-4534. For other ordering problems contact:

Shain 972-2200 ext 161

## **Returns**

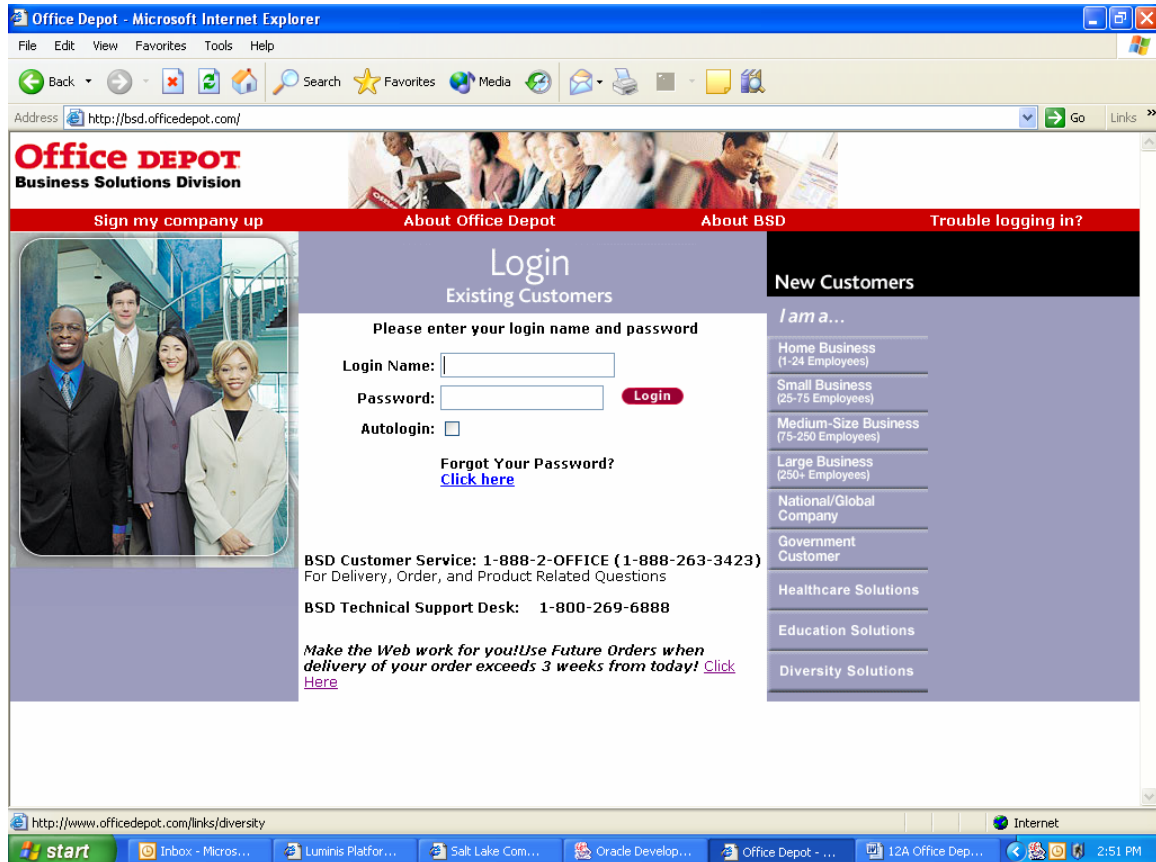
Returns, replacements and exchanges will be handled directly between you and Office Depot. If you receive a product that is damaged or incorrect for any reason, please call Office Depot at 972-2200. They will instruct on the disposition of the damaged or incorrect item, and order the correct item. Please make sure all returns are sent back to the pick up point, where they were delivered originally. **Office Depot will not come to your office to pick up the returned items. Please ensure that they are returned to that location the same day that you call them in.**

## **Billing Information**

All items ordered through Office Depot will be billed on your VISA card bill unless it is over your \$1,000 limit. If you have a need to order supplies over your limit, contact Bonnie Johnson at 957-4534 and make arrangements for her to put it on her VISA.

Logging in:

Your log in name will always be your phone number 801957xxxx. No dashes or spaces. The first time you login, the password will be your phone number, no dashes or spaces; exactly as it was typed for the login name. You will then be prompted to select a new password. Be sure to write down this password for future reference.



<http://bsd.officedepot.com>

From the “Order History & Tracking” menu you can order by item number, search for an item, or check your history.

The screenshot shows the Office Depot Business Services Division website. At the top left is the Office DEPOT logo with the USA Olympic rings and "Proud Sponsor" text. To the right, a navigation bar contains links for "Order History & Tracking", "EC Support", "Log Out", and "Help". Below this, a welcome message reads "Welcome BONNIE JOHNSON of SALT LAKE COMMUNITY COLLE". A main navigation bar includes "Products", "Account Center", "CUSTOMER SERVICES", "COMPANY INFO", and "USER PROFILES". A secondary navigation bar features "Order By Item #", "My saved Lists", "Toner/ink Quick Find", "Custom Stamps", a "Go To Cart" button, and a cart summary: "0 items in Cart Subtotal: \$0.00". A search bar is present with a "Search" button and an "Advanced Search" link. Below the search bar is a "Home & Browse" link and a "Bulletin Board" icon. A "Continue" button is visible above a grey box containing a "SALT LAKE COMMUNITY COLLE" header, a "Last updated by: SUPER USER" sub-header, and a message: "NEW!!! Please review the new items that are now available to make your job easier! 1. You can issue your own return on most items...no more customer service needed! 2. You can find out exactly where the driver is and the status of your order. See below. \*\*\*\*\* MERCHANDISE RETURNS: Please make sure that after requesting a product pick-up you get the product(s) down to the shipping/receiving dept. on the same day. This will insure that you receive credit immediatley. Thank you for your help."

You can order up to 20 items on one screen by entering the item numbers. At the bottom of the screen, you must click on the red box. "Add all items to cart". You can then add more items on the next input screen if desired. Be sure to click the "Add all items to cart" button when finished.

The screenshot shows the Office Depot Business Services Division website. At the top, there is a navigation bar with links for Members, WebMail, Connections, BizJournal, SmartUpdate, and Mktplace. The Office Depot logo is prominently displayed, along with the text "Business Services Division" and "Proud Sponsor" of the 2008 Olympics. A welcome message for BONNIE JOHNSON of SALT LAKE COMMUNITY COLLEGE is visible. Below this, there are several red buttons for navigation: Products, Account Center, CUSTOMER SERVICES, COMPANY INFO, and USER PROFILES. A red bar contains buttons for Order By Item #, My saved Lists, Toner/ink Quick Find, Custom Stamps, and Go To Cart. The cart status shows "0 items in Cart" and a subtotal of "\$0.00". A search bar is present with a dropdown menu set to "All Categories" and buttons for Search and Advanced Search. A blue bar reads "Home & Browse". Below this, a section titled "Order by Item Number" contains a blue bar and a paragraph of instructions: "Quickly add items to your shopping cart or custom shopping list by entering an item number and a quantity. Simply key in the item number, the quantity, and click 'Add To Cart' or 'Add To List.' You may change quantities from within your Shopping Cart or Saved List later." Below the instructions is a table with four columns: Item #, Qty, and Comment (i.e. "Breakroom Supplies"). The table contains four rows of data:

	Item #	Qty	Comment (i.e. "Breakroom Supplies")
1	926220	1	Martha
2	696237	1	Janice
3	926238	1	Stock
4	926253	1	Bonnie

When you are done with all the items you wish to order, push the button “Go To Cart”.

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**Items in your Cart**

**Delivery Info:** Your location receives Next Business Day Delivery  
**The items listed below were added to your shopping cart.**

Quantity	Item #	MFG #	Item Description	Unit of Measure	Your Price	Total Price
1	926220	25009EA	<a href="#">Sanford® Major Accent® Highlighter, Pink</a>	each	\$0.42	\$0.42
1	696207	25019CA	<a href="#">Sanford® Major Accent® Highlighter, Lavender</a>	each	\$0.42	\$0.42
1	926238	25010EA	<a href="#">Sanford® Major Accent® Highlighter, Turquoise Blue</a>	each	\$0.42	\$0.42
1	926253	25026EA	<a href="#">Sanford® Major Accent® Highlighter, Fluorescent Green</a>	each	\$0.42	\$0.42

At this menu, you can remove an item if you made a mistake, or increase the quantity. You must click the “**Update**” button to save your changes.

If your order is correct and you are done ordering your supplies, click the “Continue” button.

Members WebMail Connections BizJournal SmartUpdate Marketplace

Listed below are the items you have put into your shopping cart so far. You can [click here to continue shopping](#), or you can buy these items now.

Review the contents of your cart. Remember to press the Update button if you change anything below.

Items in your Shopping Cart							
Quantity	Item #	Item Description	Your Price	Total Price	Unit of Measure	Remove from Shopping Cart	Comments
<input type="text" value="1"/>	926220	<a href="#">Sanford® Major Accent® Highlighter, Pink</a>	\$0.42	\$0.42	each	<input type="button" value="Remove"/>	<input type="text" value="Martha"/>
<input type="text" value="1"/>	696237	<a href="#">Sanford® Major Accent® Highlighter, Lavender</a>	\$0.42	\$0.42	each	<input type="button" value="Remove"/>	<input type="text" value="Janice"/>
<input type="text" value="1"/>	926238	<a href="#">Sanford® Major Accent® Highlighter, Turquoise Blue</a>	\$0.42	\$0.42	each	<input type="button" value="Remove"/>	<input type="text" value="Stock"/>
<input type="text" value="1"/>	926253	<a href="#">Sanford® Major Accent® Highlighter, Fluorescent Green</a>	\$0.42	\$0.42	each	<input type="button" value="Remove"/>	<input type="text" value="Bonnie"/>

Cart subtotal: \$1.68

Click 'Update' once if you have changed anything above.

Click 'Continue' to proceed with your purchase.

If you were to set up to order for multiple campuses this is where you will be able to change which campus you want it delivered to. **Note: The comments area is for college use only. Office Depot does not read the comments.**

You must enter a campus location, phone number and contact. Then click the “Continue” button.

The screenshot shows a Netscape browser window titled "Office Depot Catalog - Netscape". The address bar contains the URL: `http://www.officedepot.com/online/shopping_cat_header.asp?SID=KAA71V5VMWV5SL3CW5GQU4777EU22HBF`. The page content includes:

- A search bar with the text "4600SREDWO" and a "Search" button.
- A notification: "Please be advised that your order is scheduled for Next Business Day Delivery".
- A section titled "Payment Information" with the following details:
  - Payment Method: Credit Card
  - Credit Card Number: \*\*\*\*\*
  - Expiration Date (MMYY): 0803
  - Footnote: (Because Office Depot cards have no expiration date, do not change the default date.)
- A section titled "\*Required information. Order Options" with several input fields:
  - CMP LOC: [Empty field]
  - PHONE X: 4534
  - CST CDE: [Empty field]
  - Desktop Location: [Empty field]
  - Contact: BONNIE JOHNSON
  - Comments: [Empty field]
- A "Search" button at the bottom right of the form area.

This is the last chance you have to review your order and make changes.

Be sure to print a copy for your VISA records. The press the PURCHASE NOW button.

You should receive your products the next day.



Members | Account | Connections | Essential | Marketplace | MySpace



Order History & Tracking | EC Support | Log Out | Help

Welcome **BONNIE JOHNSON** of **SALT LAKE COMMUNITY COLLE**

**Products** **Account Center** CUSTOMER SERVICES COMPANY INFO USER PROFILES

Order By Item # My saved Lists Toner/ink Quick Find Custom Stamps **Go To Cart** 0 items in Cart Subtotal: \$0.00

Search for  in All Categories

[Home & Browse](#)

 **Bulletin Board**

**SALT LAKE COMMUNITY COLLE**

If you lose or forget to print a copy of your order, you can click on “Order History & Tracking” and get a copy for your records. You can use this as back up for your VISA charges.

Members WebMail Connections BizJournal SmartUpdate Mktplace

[Home & Browse](#)

**Order History: Search Options**

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**Search by Order Number:**

-

**You may also search by any of the following parameters in any combination, including date ranges:**

CMP LOC:

Status:

From this menu you can search by order/invoice number if you have it. The order date ranges are a good tool when you do not have an order number but you have a time frame. When you click “Continue” you will either get the order that you specifically ask for, or you will get a list of all the orders that were from the time frame you requested.

Members WebMail Connections BizJournal SmartUpdate Marketplace

**Office DEPOT**  
Business Services Division

Order History & Tracking | EC Support | Log Out | Help

Welcome BONNIE JOHNSON of SALT LAKE COMMUNITY COLLEGE

Products Account Center CUSTOMER SERVICES COMPANY INFO USER PROFILES

Order By Item # My saved Lists Toner/ink Quick Find Custom Stamps Go To Cart 0 items in Cart Subtotal: \$0.00

Search for  In All Categories

[Home & Browse](#)

**Order History**

Click on an order number to see the products you have ordered.  
For more advanced search options including filtering by date, GST CDE, CMP LOC or Shipping Location [click here](#)

Order Number	Order Date	Total	Delivery Date	OK to Change	CMP LOC	Release	Status	Contact
<a href="#">139615868-001</a>	09/17/2001	\$4.78	09/18/2001	Yes	AD050/PURCHASING		Waiting to Fill	BONNIE JOHN
<a href="#">139612366-001</a>	09/17/2001	\$27.22	09/18/2001	Yes	CT296		Waiting to Fill	DIANE WALDF

You can put your arrow on the order number, click, and it will bring up your order. Then just print it for your records. If it is an old order or a past month that you are looking for, you can run an inquiry, by just putting your arrow on the **click here**, and clicking.