



Partnering for Success!

Office Supplies | Travel & Local Business Expenses | Subscriptions & Publications | Computers, Software & Peripherals

Office DEPOT

What you need. What you need to know.™

Drexel University and Office Depot have developed a partnership in order to provide you with cost saving initiatives and procurement solutions to run your business! Let's get started! Simply follow these ordering instructions or contact us at the phone numbers below with any questions.

HELPFUL HINTS TO ENSURE PROMPT DELIVERY OF YOUR ORDER

Your Office Depot Account Number: 37016806.

Your account has been set up to order through the Office DEPOT website.

Our website address is <http://bsd.officedepot.com>

Your login is your (NetworkID)@drexel.edu

Your password is your last name You will be prompted to select a new password, 6-8 characters with a number in the middle, the first time you enter the site. Login example: jes23@drexel.edu Password: Smi3th

The home page will display your options on the navigation bar at the side. Orders can be placed under the tab My Shopping Lists or Order by Item #. The My Shopping Lists tab allows you to select the contracted items that provide you the best value. You can also create your own personal shopping list of items that are regularly purchased. Once you have finished shopping, you may check out by selecting the "Go to Cart" button under the shopping cart. Be sure to logout when exiting the website.

In the event you have any navigational questions or need assistance signing on, simply refer to the online Help or call the Internet Help Desk at 800.269.6888.

CUSTOMER SERVICE DESK

The Office DEPOT Customer Service Desk will answer any questions you may have concerning products, pricing, order status and item availability. They are also available to help you with any merchandise returns, or any other questions. The Customer Service Desk is available Monday through Friday, 8am to 5pm (EST). **PHONE 888.777.4044**

Status of your orders can be checked through the Order History and Tracking feature on the site. The Customer Service Desk can assist you with expected availability dates of backorders.

DELIVERY TIME

Deliveries will be made the next business day by Office DEPOT provided your order has been received by 5pm local time via the Internet.

FREIGHT

All orders will be delivered free of freight charges regardless of the order value. In the interest of controlling overall costs, it is suggested that you accumulate your requirements as much as possible and try to place orders valued at \$75 or more.

UPON RECEIPT OF YOUR ORDER

Verify that all items on the packing slip listed as shipped are in your order. Any shortages or incorrect items should be reported to the Office Depot Customer Service Desk within 10 days of delivery. Items on backorder will be noted on the packing slip.

BILLING

A monthly bill will be sent to Drexel University Accounts Payable Department for payment.

RETURN POLICY AND PROCEDURES

Returns can be processed through the Internet site under Order History and Tracking. Requests for return authorizations must be made within 30 days of delivery. Returnable items include any product sold by Office DEPOT Business Services Division EXCEPT:

1. Items not in the original packaging
2. Custom or imprinted items (unless produced incorrectly or are defective)

Special order items cannot be returned unless Office Depot has made an error. If you are dissatisfied for any reason, you will receive full credit with the exception of those items listed under RETURN POLICY AND PROCEDURES. Simply contact the Office DEPOT Customer Service Desk. Be prepared to provide the customer service representative with the following information:

Your Office DEPOT account number. Contact Name---Person who requested the office supplies. Your phone or fax number. The order number from the packing slip. The product number and unit of measure of the item to be returned. The reason for the return.

Please have returns ready for pick up the following day in the same area as deliveries are made.