

Office DEPOT

What you need. What you need to know.

and



**Office Products Program
June 2004**

Office DEPOT

What you need. What you need to know.™

Welcome aboard! On behalf of **Office Depot** we are excited to be serving you as the preferred supplier of office products to **University of Dayton**. We look forward to providing you with world-class service when it comes to purchasing office supplies, paper, toner and other office products. This new strategic relationship features many benefits and services provided by the **Office Depot Business Services Division**. Benefits include:

- Negotiated deep discounts on **University of Dayton's** most frequently ordered items and aggressive discounts on **Office Depot's** entire in-stock assortment of over 12,000 name-brand office products.
- Outstanding distribution capabilities with next business day delivery.
- **Office Depot's** award-winning Internet site. As one of largest business-to-business Ecommerce companies in the world, our Internet site offers reduced transactional costs and timesaving measures through our efficient Internet ordering system.
- Outstanding customer service and local sales representation.

The details of how to do business with **Office Depot** are explained in the enclosed package. If you need additional training on our website or have any questions in regards to the program please don't hesitate to call us. We will come out and see you. Also note that we will be getting around to each department to meet you and hand deliver our new catalogs that are coming out July 1st. Thank you for the opportunity. We look forward to working with you.

Sincerely,

Mark Ewald
Business Development Manager
888-294-1187x 7394 cell 937-673-1873
mewald@officedepot.com

Kaye Dykes
Account Manager
888-294-1187x 7393 cell 937-604-9632
kdykes@officedepot.com

Connie Hilderbran
Service Consultant
888-294-1187x 7396 cell-937-272-6505
childerbran@officedepot.com



and



Partnering for Success!

University of Dayton 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: **38560766**

Your account has been set up to order through the Office DEPOT website. Our website address is **<http://bsd.officedepot.com>**

Your login is **UD** first 2 letters of first name and full last name

Your password is password

You will be prompted to select a new 6-character password the first time you enter the site.

Login example: UDJOSMITH (John Smith) **Password: Password**

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, 8:00 A.M. to 5:00 P.M. (EST).

PHONE (800) 543-0270

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 5:00 p.m. 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 \$75.00 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 University of Dayton 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.



***** PACKING LIST ***

OFFICE DEPOT

SAMPLE PACKING LIST

SAMPLE

DELRAY BEACH FL 33445

Order Number 012345678 -001

Order Summary

Shipping Address

00002
ABC COMPANY
123 Any Street
Anywhere CA 94111-1234

Billing Address

00001
ABC COMPANY
123 Any Street
Anywhere, CA 94111-1234

Customer Information

Customer #: 12345678
Contact: JOHN SMITH
Phone#: 111-222-1111

Comments

Six comment lines
- 3 for customer info

- 3 for order info

Carton Counts

Repack/Split Case	1
Full Case	0
<u>Bulk</u>	<u>0</u>
Total	1

Additional Information

PO#	TEST PO NUMBER
REL#	RELEASE NBR
COST	DEPARTMENT INFO
Route/Stop/Coor:	010/014/47
Order Date:	05-May-1999
Delivery Date:	06-May-1999

Item Details

Line	Quantity			Item Number Mfgr Code Customer Code	Description	Units	Unit Price	Total	Carton ID
	Ordered	Shipped	Back Ordered						
1	1	0	1	350775	PAPER,ENGINEERING ROLL,36	BX	xx.xxx		
2	1	1	0	300053 0300053 LSQ592CA	PIN,T,#20,REX NO.5820A	BX	xx.xxx	xx.xxx	86757701
3	1	1	0	250366 0250366 9422	BOOK,DON'T SWEAT THE SM STUFF	EA	xx.xxx	xx.xxx	86757701
4	2	1	0	258671 81050	MARKER/PEN,BP,FLO,WTR,BLK/YEL.	BOX	XX.XXX	XX.XXX	86757701

Thank you for your order. If you have any question about your order, please call us toll free at (888)111-1111

Merchandise Total	XX.XX
<u>Delivery Charge</u>	<u>0.00</u>
Subtotal	XX.XX
Sales Tax (x.xx%)	XX.XX
Order Total	XX.XX
Balance Due	XX.XX
Terms:	_____