



UNIVERSITY HOSPITAL
Newark, New Jersey

Office DEPOT®

B U S I N E S S S O L U T I O N S D I V I S I O N



Welcome to **Office DEPOT®**

Office Depot is proud to have the opportunity to partner with University Hospital. Backed by award winning customer service, and delivery centers through North America, Office Depot will 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
- Customer Service
- Returns

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

We look forward to working together.

Lauren Perretta, Major Account Manager
Questions? Please reach out to:
Lauren.Perretta@officedepot.com

Ordering Method:
SciQuest

National Customer Service #:
888.777.4044
Nationalresearch@officedepot.com

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

Account Information

Account Number: **78365362**

Office Depot Contact:
Lauren Perretta
Office Depot Account Manager
Lauren.Perretta@officedepot.com

SciQuest Account 1-888-777-4044



Web address: Access Office Depot via **SciQuest**



Cost Saving Products

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

- 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 888.777.4044. 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:

Contact Customer Service at 888-777-4044 to place a return.

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 *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.



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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.

Q. *Is there a browse only login for users who do not have access via sciquest to search for products with University contract pricing?*

A. www.business.officedepot.com

Login: UniversityBrowse

Password: Welcome1 (case sensitive)

Q. *How can I obtain an Office Depot Catalog?*

A. *A catalog can be added to your on line order at n/c using item # 906647.*