QUICK REFERENCE HELP LIST

This list provides the end user a quick reference to common problems that can be resolved in a few steps. This is not intended to replace normal customer service but to provide all parties quick solutions to facilitate expedited delivery.

This list also includes a number of reoccurring issues (lower matrix) that if read beforehand might save the requisitioner time and energy.

HAVE THESE NUMBERS READY BEFORE CALLING FOR HELP

1.	User (e.g., NC Agency) E-Procurement/E-Commerce Purchase Order No.
2.	User Office Depot Account Number
3.	User Office Depot Order Number
4.	Office Depot SKU numbers of item(s) ordered
5.	Tracking order number information, when available.

When calling for help, be sure to document with whom you speak with and on what date.

Problem	Suggested Resolution
Missing items in shipment	Are multiple boxes being shipped? Check packing slip [of box(es) received] to see if more than one box will be sent in the order, if so, wait one day. If after waiting one additional day and no more boxes are received, call Office Depot Customer Service at 1-800-419-4624. If you do not have multiple boxes in the shipment, and items are missing from your order, call Office Depot Customer Service at 1-800-419-4624. A delivery will be scheduled for only any missing item(s). If customer service states they cannot make any adjustments to the existing order, get the name of the customer service representative and forward this information along with your order and account information and issue in question to stateofncinfo@officedepot.com for follow up and resolution.
Damaged item(s) in shipment	Call Office Depot Customer Service at 1-800-419-4624 for assistance. They will pick up any damaged item(s) and deliver new item(s) against the original E-Procurement/E-Commerce order number. <u>Do not cancel the order.</u> If customer service states they cannot make any adjustments to the existing order, get the name of the customer service representative and forward this information along with your order and account information and issue in question to stateofncinfo@officedepot.com for follow up and resolution.
If requisitioner has not received a confirming order email from Office Depot in 72 hours or less	Call Office Depot Customer Service at 1-800-419-4624 for assistance.
Shipment Status	Call Office Depot Customer Service at 1-800-419-4624 for assistance. If customer service cannot find your order, please forward this information along with your order and account information to stateofncinfo@officedepot.com for follow up and resolution.
• **Wrong item ordered** • **Simple Return** • **Product Exchange**	Call Office Depot Customer Service at 1-800-419-4624. You have 30 days (after delivery) to return an item that has been ordered in error. If customer service states they cannot make any adjustments to the existing order, get the name of the customer service representative and forward this information along with your order and account information and issue in question to stateofncinfo@officedepot.com for follow up and resolution.
Billing Error on P-Card	Call Office Depot Customer Service at 1-800-419-4624 for assistance.
Duplicate Order	Call Office Depot Customer Service at 1-800-419-4624 for assistance. <u>Do not cancel the order</u>. Office Depot will pick up duplicate order.
Need to order item that is restricted in E-Procurement.	After verifying that the item is restricted and is not available on another term contract http://www.doa.state.nc.us/pandc/keyword.htm, your agency must follow your organization's established purchasing procedures in order to procure the needed items.
Order Office Depot Catalog	Use the part no. # 337300 to order an Office Depot catalog. They are free of charge but do order them in conjunction with a regular order as their system does not like to process orders that reflect $0.00 cost.

Problem	Suggested Resolution
Need product information	Go to public view Punch Out site and type in search block: manufacturer's item/part number, Office Depot (6 digit) part/item number, or item description. If not enough information provided, call customer service at 1-800-419-4624 or contact your Office Depot account manager/sales representative. You may also go to officedepot.com but remember that you will be viewing MSRP Unit list prices and not net NC Agency pricing.
Complex Issues (or 48 hours after order and no product)	Call Yavonka Hodges at 888.213.8948 Ext. 5518 or email at stateofncinfo@officedepot.com

LIST OF REOCCURRING ISSUES

PROBLEM	SOLUTION
Received order at Office Depot goes into exception and must be resolved manually.	Be sure to use the correct Office Depot 6 digit part order number; if appropriate, please include additional details (e.g., Supplier Part #", Manufacturer Name, etc.) in the comments section of the PO.
"Ship To" Codes are outdated.	Senior Agency Purchaser must periodically maintain its ship to codes using E-Form, if available. If E-Form is not available or other related assistance is needed, call the E-Procurement Help Desk, (888) 211-7440 or email at EPhelpdesk@ncmail.net
Order has invalid Office Depot SKU part #	Pay close attention to detail; copy SKU number carefully from Punch-out site or attached product and price pdf file.
Product comes in separate shipments	When making order, make a note of the Qty available in the Office Depot inventory. Suggest minimizing use of Back Orders when ordering.