

OFFICE DEPOT ORDERING PROCEDURES

Office Depot provides fast delivery to the Chicago Public Schools—within 48 hours. Because Office Depot delivers so quickly, there is no time to revise your requisition before products arrive. Before you approve your requisition online, please thoroughly check all your information. Make sure that item/sku you entered is the one that you want and the six-digit catalog number is entered correctly, i.e. 123456. Schools receive a purchase order 24 hours after the requisition is approved online. Office Depot delivers 24 hours from the receipt of the purchase order. **ORDERS CANNOT BE CHANGED OR CANCELLED ONCE THEY HAVE BEEN APPROVED.**

In our efforts to constantly improve services to the Chicago Public Schools, please note the following:

CREDIT RETURNS

1. Receive the entire order from Office Depot and obtain the packing list.
2. Contact Office Depot (800-521-3939) with the packing list in hand to obtain an item return/credit number.
3. Place the return/credit number on the box of the item to be returned.
Please note that on credit returns, **you must Receipt the applicable lines.**
4. Immediately take the item to your receiving area. Office Depot will pick up the item in a day or two and initiate a credit.
5. Schools/departments must monitor their Web Inquiry Screens to see if the credit has been applied to their po.
6. When the credit is available; send a fax (3-2261) or e-mail to Ruthann Griffith, Finance Administration Services, requesting that the po be finally closed. This will return the funds to your budget line.

DISCONTINUED AND RESTRICTED ITEMS

When sku/item numbers are entered and you get a “no results found” message, it means that the item **can not** be ordered from this vendor. There are two reasons for this; the sku/item is discontinued or it is a restricted item.

Discontinued items - when items/skus are discontinued, they are deleted from the electronic catalog and **cannot** be ordered. Schools/departments will have to monitor their Requisition Status Screens to see which items were discontinued. Items with a 0 (zero) quantity means the item was discontinued and the funds were returned to your budget line.

Often there are items added back to the catalog that are the same or very similar to the ones that have been discontinued. The Search Main Store field under the Shop Tab can be used to search for these items. Enter the item description in the Search Main Store field and click on go. Scroll through the items to see if any description fits what you are looking for. You can then enter this item on your requisition.

Restricted items - items/skus that **can not** be sold under this contract. Schools will need to order from the appropriate strategic sourcing vendor for that item.