

School Specialty Ordering Procedures

School Specialty provides fast delivery service to the Chicago Public Schools with in 24 hours from receipt of your order.

General Ordering Information:

Before you approve your requisition, please thoroughly check the following information:

- The eight-digit catalog number is correct
- All quantities are correct

As you know, schools receive a purchase order number the day after the requisition is approved online. **Orders cannot be changed or cancelled once they are approved.**

CREDIT RETURNS

Please keep all original packaging

1. Call School Specialty (1-888-388-3224 # 8) within 10 days of delivery to report the return. Please have the following information available when you call to report a return:
 - **Purchase order number**
 - **School Specialty item number**
 - **The quantity you would like to return and the reason for this return**
2. 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.**
3. Immediately take the item to your receiving area. Office Depot will pick up the item in three or four days and initiate a credit.
4. Schools/Departments must monitor their Web Inquire Screens to see if the credit has been applied to their PO.
5. 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. Only after the original invoice and credit have paid can a final close on the purchase order be completed. The payment to Office Depot is processed on the 20th of each month. After the payment is made, the final close will be performed. This will return the funds to your budget line.

Damages:

1. Please keep all original packaging.
2. All damages must be reported within 10 days of delivery.
3. Please have the following information available when you call to report damage:
 - purchase order number
 - School Specialty item number
 - The quantity; the date of the delivery; and a detailed description of the damage.

Also, you will need to know if this item was concealed damage, meaning you did not know this item was damaged until you opened the carton, or if the damage was noted on the delivery receipt. You will then be instructed on how to proceed.

Please call School Specialty customer service 888-388-3224 # 8 or Sam Kuhlman at 312-882-9470 with any questions or customer service issues.

DISCONTINUED AND RESTRICTED ITEMS

When sku/item numbers are entered and you get an invalid item message, it means that the item **can not** be ordered. 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. If items are ordered before they can be removed from the catalog, School Specialty will contact the school. Purchasing will cancel the item and the funds will be returned to the budget line.

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