



## General Office Supplies:

**Question:** We just received our order and I thought I ordered 12 pens, but instead received 12 boxes of them. What do I do?

**Answer:** 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.

**Question:** 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?

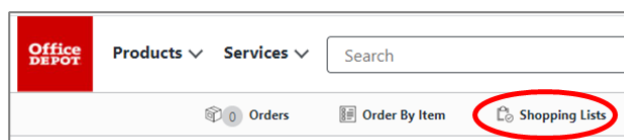
**Answer:** Our orders are packaged at night so that delivery trucks can be loaded early in the morning before embarking on their routes. Our delivery trucks usually leave our distribution centers well before 8:00 AM, so unfortunately it would not be possible to update this existing order. We instead encourage you to contact our customer service team for help.

**Question:** When I'm placing an order, occasionally I see the letters 'MWDVE' next to the item. What does this mean?

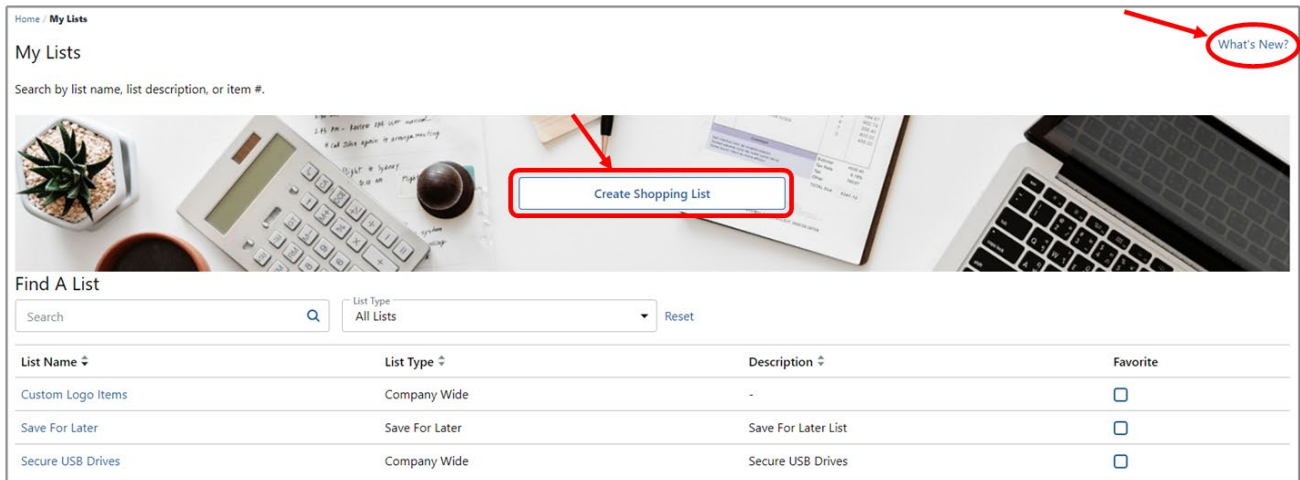
**Answer:** 'MWDVE' indicates items that are manufactured or distributed by companies owned by Minorities, Women, or Disabled Veterans (the "E" stands for Enterprises).

**Question:** Help, I'm on the Office Depot website and forgot how to set up a Custom Shopping List. What do I do?

**Answer:** Click on "My Shopping Lists" in the shortcut key toolbar at the top of the site:



You can click onto “What’s New?” for a quick tutorial or click “Create Shopping List” and follow the prompts to create a Shopping list.



**Question:** Do the Office Depot discounted prices also include the restricted items that are NOT ordered via punchout?

**Answer:** All of the prices on the site are your discounted prices. However, if you are ordering a bulk quantity of a restricted item, please reach out to Kate Griggel at: [kate.griggel@officedepot.com](mailto:kate.griggel@officedepot.com) for a quote.

## Print Services:

**Question:** Where can I find overall information on Print Services?

**Answer:** All Print Services reference materials can be found on the University Procurement website under Find Products and Services. Click onto “Print Services Program” and Find Supplier. There you will also find the Reference guides provided by the Office Depot team.

## Find a Universitywide Contracted Supplier

Search by keyword

Narrow by product or service category

- Any -

☐ Minority Owned
 ☐ Woman Owned
 ☐ Small Business
 ☐ Sustainable
 ☐ Veteran Owned

☐ Newark 2020
 ☐ Punchout
 ☐ ACE Program
 ☐ Print Services Program(PSP)

Find a Supplier

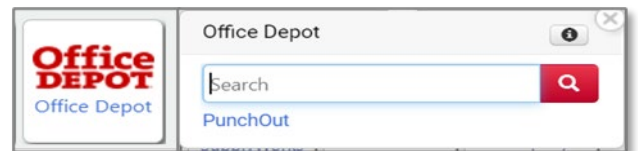
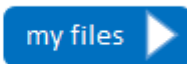
**Question:** I've heard people refer to something called "My Files". What is "My Files"?

**Answer:** My Files is a convenient online file management tool that lets you store, manage, and reorder your print documents quickly and easily!

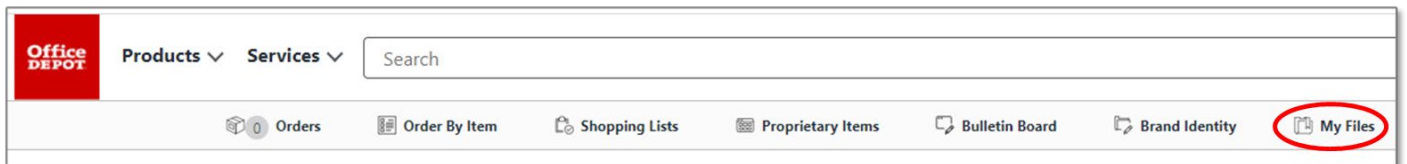
**Question:** How do I get to My Files?

**Answer:** To get to My Files, access the Punchout via Rutgers Marketplace. Once in Office Depot's website (no separate login needed) click onto My Files either from the

**Start Now**



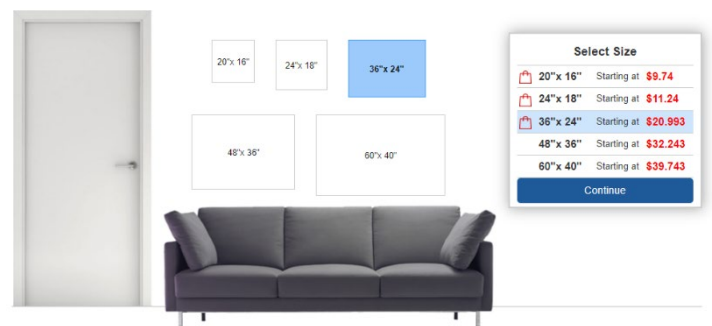
or in the shortcut keys at the top of the website.



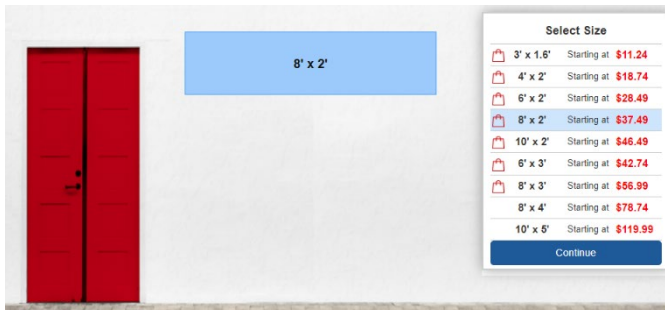
**Note:** for step-by-step instructions refer to the My Files User Guide that can be downloaded from the Office Depot Bulletin Board, or on the Rutgers Marketplace.

**Question:** What are the largest configurations, and can you print posters?

**Answer:** Yes, we can print Posters in both Portrait and Landscape format, sizes below:



We can ALSO print Banners:



**Question:** Is there any requirement for keeping to the RU standards for identity?

**Answer:** Rutgers Faculty and Staff should follow the normal internal processes for Brand approval on various print materials. You will not be “designing” a document in My Files. The PDF file that you upload into My Files is expected to be pre-approved by Rutgers internal protocol and print ready.

**Question:** Once you add a print item to the shopping cart, can the cart be assigned to be prepared for completion of the requisition?

**Answer:** Adding Print to the shopping cart does NOT change the normal checkout process – the standard punchout process applies.

**Question:** Can you make changes to a document?

**Answer:** The document that you upload to My Files has to be “print-ready”, meaning it’s been designed, proofed internally, and follows all of the Rutgers internal branding and approval processes. So changes to the actual content of the document cannot be made. What CAN be made are changes to the configuration of an uploaded document. So once a document is configured and saved, you can go back in and make edits to the configuration and resave the document with the updated changes.

**Question:** Do you provide mailing services for one document to be mailed to multiple addresses?

**Answer:** In-House Direct Mail services is a future capability of Office Depot. We currently have a partner we work with but in the near future (Summer 2021) we will be rolling out our Direct Mail program utilizing our regional print centers nationwide. Contact Andrew Kniberg at [Andrew.Kniberg@officedepot.com](mailto:Andrew.Kniberg@officedepot.com) if you are interested in exploring this capability for your department.



**Question:** How do I upload a document?

**Answer:** Refer to the My Files User Guide that is made available to Rutgers faculty and staff. It does actually detail step-by-step on how you would do that. It's basically just clicking on an upload button that takes you to your desktop and then you basically navigate through various folders wherever that document is, and you select it and it will then Upload into the My files application. It's a straight-forward upload capability.

**Question:** If I have a print item in my Shopping Cart and I want to have it sent to a different location, how do I do that? Do I do it as a "goods request"?

**Answer:** If you do not have access to that address and you do need to put it in through a goods request, you can do that by saving your file as an attachment and then when you submit your goods request in the "note to supplier section" simply put the contact name and the address to where you want the order to go to. Attach the artwork file that you want along with the quantity and the description and the price that was on the website. Once it's approved it will come to Kate Griggel at Office Depot on a purchase order and she will manually process the order.

**Question:** Who can I call if I have any specific questions with My Files or Print in general?

**Answer:** For immediate Print needs, contact Mark Sanders at: [mark.sanders1@officedepot.com](mailto:mark.sanders1@officedepot.com).

**Question:** Who can I call if I have some specific or unique print need for myself or my department or want to explore new print options?

**Answer:** For Program-Related Print questions/needs, contact Andrew Kniberg at: [Andrew.Kniberg@officedepot.com](mailto:Andrew.Kniberg@officedepot.com)