Office Supply Program

In Partnership with

OfficeMax®
OFFICE SUPPLY BEST PRACTICES

By using this program with OfficeMax, you will be saving time and money. By following the suggested practices below, you will experience how easy and cost-effective this program can be.

Order using OfficeMax’s Internet based ordering system
The preferred ordering method is via the OfficeMax Internet site that you access by using your Faculty/Staff portal. Follow instructions on the Internet ordering guide provided upon your training.

Order from OfficeMax via Phone or Fax
The most efficient ordering method is via the Internet. You can however use the phone or fax ordering methods for last minute items.

Plan Ahead – Avoid Last-Minute Rush Orders
Most locations nationwide receive next-day delivery from OfficeMax for orders received into their system by 3:00 p.m., but you should still plan ahead to avoid “same-day requirements” and running out of supplies.

Get a P.I.N. Number from OfficeMax
What’s a P.I.N.? It’s a unique 10-digit Personal Identification Number specifically for each individual office supply requestor. The first time you contact OfficeMax, they will create a “contact profile” for you. This profile will include: First name, Last name, Telephone number, Fax number, E-mail address, Delivery address. This contact information is the basis for personal interaction with OfficeMax. PIN will help streamline information so you won't have to repeat information each time you speak to an OfficeMax Customer Service Representative.

OFFICE SUPPLY ORDERING OPPORTUNITIES

Assistance
We hope the use of this information will streamline the ordering process and promote efficiency and productivity in your facility. If you need assistance on office products, returns, etc., call OfficeMax at (800) 472-6473. You may also click on the “Online Assistance” icon on the OfficeMax Internet site. After accessing the OfficeMax site through your portal, you can choose a OfficeMax Representative to call you back or initiate a “live” web chat session.

Customer Service Hours
OfficeMax Customer Service Support Centers operate from 6:00 a.m. to 9:00 p.m. (CST) Monday through Friday and from 8:00 a.m. to 2:00 p.m. (CST) on Saturday.
**Order Cut-Off**

- Internet Ordering: Please place your orders before 3:00 p.m. to receive next day delivery from OfficeMax (Depending on item availability at time order is placed).

- Fax Orders: Please place your orders before 4:00 p.m. to receive next day delivery from OfficeMax (Depending on item availability at time order is placed).

- Phone Orders: Please place your orders before 5:00 p.m. to receive next day delivery from OfficeMax (Depending on item availability at time order is placed).

**Delivery**

Most orders will be delivered next day from OfficeMax by the Desktop Delivery method. There are no delivery charges for normal supply orders. Some special orders or furniture orders may incur a delivery, freight, or installation charge.

**“Desktop Delivery”**

This method involves your office supplies order being delivered by OfficeMax directly to your office. To facilitate deliveries to your office, the “Ship To Code” in your OfficeMax online account is the building abbreviation, a floor number (if there is room), and your initials. Example for Michael Pruitt: CP3-MP.

**Returns**

OfficeMax’s exchange policy is simple: 100% satisfaction. If for any reason your order doesn’t meet your expectations, simply exchange it for an account credit. All we ask is that you return the product within 30 working days, and the product stays in its original package so that it can be resold. When a product needs to be returned, please call OfficeMax Customer Service: (800) 472-6473 to get an Authorization to Return (ATR) Number.

You may also visit the OfficeMax Internet Site for online returns. Go to the “Customer Service” link at the top of the page. Under “Customer Support” heading, click on the “Request an Order Return” link to go to the online return form. After submitting the form, an OfficeMax Representative will send you your ATR number.

- The ATR # **MUST** be attached to the package that is being returned to receive proper credit. A copy of your packing list is helpful, too.

- Please write the ATR number on the outside of the sealed carton. Do **NOT** write on the manufacturer’s original packaging. Remember, the product needs to be returned within 30 working days and must be in resalable condition.
Place the items to be returned in a sealed carton and place the package to be returned at the location where the desktop delivery was made.

A OfficeMax delivery specialist will pick up the merchandise within four days. If not, please call Customer Service at (800) 472-6473.