

# ONLINE RETURN/EXCHANGE PROCESS & WEBSITE OVERVIEW

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#### **PROCESSING RETURNS**



#### Overview

- 1. Log in to Ariba (http://www.washington.edu/admin/stores/eprocurement/)
- 2. Select the Office Depot Catalog and enter by clicking the Buy From Supplier Button.
- 3. Find your order in Order Tracking or select it from My Recent Orders.
- 4. Process your return through the Office Depot punchout catalog.

Returns can be process either online through Ariba and the Office Depot catalog or by calling Customer Service.

You can either contact Customer Services at 1-888-777-4044 and provide them your Office Depot order number (9 digits long and typically ends with -001) or your UW PO# which is the El# (example El12345); El stands for Electronic Invoice. If the only thing that you have is the El#, Customer Service will need the account number as well which is 43271349. If you only have the requisition number (S#) you can call the eProcurement Help Desk (eprocure@u.washington.edu or 685-3558) and they can show you how to look up the El#.

The second option is to complete the return online. The return guide can be downloaded by completing the steps outlined in pages 3-10 in this document. This process, however, can only be completed by the person that created the original order.

Any order returned that is less than \$25 will convert into a credit order. This means that you will receive credit for the return but the driver will not pickup. You may use the item, donate this item, or discard the item.

If the order is over \$25, the driver will pickup this item within 3 to 5 business days from the same place the order was dropped off. If you receive a damaged product, if your order is short, or if you received the incorrect item please contact Customer Service at **1-888-777-4044** and they can assist you with any of these requests.

Also worth noting, supplies can be returned within 30 days and technology items within 14 days though there are exceptions depending on the circumstance. These items can be opened or unopened but ideally, we would like for the item to come back with the original packaging. You may also want to look at our FAQ page (URL link listed below) since it may answer other questions you might have.

#### http://www.washington.edu/admin/stores/eprocurement/office/office.html









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		Close Punchout Catalog Shopping Session
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A-B C-D E-	F G-H I-J K-L M-N O-P Q-R S-T U-Z	Visit Site Map
Home > My Account > Order Detail >	Return Form	
Place Return (Step	2 of 3)	Print This Page
1. Verify Return Addr	ess 2. Select Your Items 3. Review Information	Need Heln?
Relative lies of the	to to votum by providing the following details:	First, select the desired
Select the item(s) you would li     Quantity to return     Potum for Cradit or Funn	e to return by providing the following details:	quantity you would like to
Return to create in creater     Reason for return     Number of boxes to return	Achange	return or exchange.
Paturnable Items		
Cart liems	Price/Unit Quantity Returnable Quantity To	
Office Depot® Bra	nd Heavy-Duty 9" White Paper \$4,010 / pack 1 1 1	Second, select either Exchange
Plates, Pack Of 1	0 Item # 0508359	or Return, Return for Credit
		will be an option depending on
	*Return action:      Exchange      Return for Credit	will be all option depending on
	*Reason for your return: Select a reason	the return amount.
Office Depot® Bra	nd Medium-Length Forks, Pack Of \$3.310 / pack 1 1 1	
	Jo	
	*Deturn action:	Third, select a reason for the
	*Reason for your return: Select a reason	return or exchange.
	Select a reason	
	Damaged Item  * Number of boxes to retu Delivered Late	Then, enter the number of
	Catalog Description Incorrect Received Wrong Item	boxes being returned. A
	Don't Want Item Defective Item	minimum of 1 is required
	Ordered Wrong Item No longer needed	minimum of ± 13 required.
Done		Click the CONTINUE button to
		review the return
		review incretain.
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			Welcome TOM BURNS
			Close Punchout Catalog Shopping Session
	Shipment 1 Return Order Number: 498388245-001		
	Cart Items Pri	ce/Unit Quantity To Return Credit	
	Office Depot® Brand Heavy-Duty 9" White Paper Plates, Pack Of 120 \$4 Entered Item # 508359	4.01 / pack 1 (\$4.01)	
	Return action: <b>Return</b> Reason for your return	for Credit :: Ordered Wrong Item	
		Subtotal: (\$4.01)	
		Taxes: (\$0.38)	Please verify the items being returned.
		Miscellaneous: \$0.00	If correct, click the Place Your Return
		Total Credit: (\$4.39)	button.
	Shipment 2 Return Order Number: 498388835-001		You may either click Close Punchout
	Cart Items Price/Ut	nit Quantity To Return Credit	Catalog Shopping Session and return
	Office Depot® Brand Medium-Length Forks, Pack Of 100 \$3.3	1 / pack 1 (\$3.31)	back into a Procurament or you may
	Elitered tem # 50506		
	Return action: Return 1	for Credit	continue snopping.
	Reason for your return	: No longer needed	
		Subtotal: (\$3.31)	
		Taxes: (\$0.31)	
		Miscellaneous: \$0.00	
		Total Credit: (\$3.62)	
	Modify Return	Cancel Return PLACE YOUR RETURN	

![](_page_9_Picture_0.jpeg)

#### **INELIGIBLE RETURNS**

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	û Home		888.2.0FFICE (888.263.3423)	If you recei	ve this message, please	sion
			0 item(s): \$0.00	contact the	Customer Service team	for
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	Home > Order Detail					
	Attention:					
	Your order is not eligible for an order assistance at 1.800.GO.DEPOT.	online return. Please contact a customer care	representative for			
	Order Detail			Print This Page		
	Order Information			Need Help?		
	Order Number: 495774460-001	Tracking: 50 Normal Delivery		Email Assistance		
	Order Date: 11/03/2009 Ordered By:	Signed By: CAMBEI You are stop # 12. The truck is	L	FAQs		
	43271349 # BURNST@U.WASHINGTON.EDU	currently at stop # 53.	53 of			
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		Delivery 11/04/2009 Date/Time: 08:30 AM - 05:00 PI	и			
		Comments:				
	Shipping Information	Billing Information				
	Shipping	Billing Contact:	Desktop EPROCUREMENT			
	Address:	2nd FL/TOM BURNS	PO Number EI5554 BUDGET 143750			
	3917 UNIVERSITY WAY	(200)000-3000EXL0000	ORD FOR			~
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#### **ADDITIONAL WEBSITE FEATURE - CATEGORY VIEW**

![](_page_11_Picture_1.jpeg)

## ADDITIONAL WEBSITE FEATURE - ORDER BY ITEM NUMBER

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	û Home		888 2 OFFICE (888 263 3423) Technical Support: 800 269 6	Close Punchout C	atalog Shopping Session
			🔎 0 item(s): 50.00		
	Office DEPOT	Order	View Cart   Check Out   My Shopping Lists		
	Taking Care of Business	Quick Order	Account #: 4327	71349	
	Office Supplies	Tashnalami	Welcome, FACULTY & STAFF of UNIV OF WASHING	GTON	
		Technology	View All Breducts A.7. E. Jok & Topor   Baper   Bulletin B	aard	
	SEARCH			uaru	
	Home > Order By Item Number				
	Order by item Number		Need Hele 2		
	Enter Item Number(s) & Quantities				=
	Enter the 6 or 9-digit item number and quantity		= FAQs		
	for each item you would like to order in the appropriate fields below. Example Item Number:				
	910-348-037 or 940650				
	Where do I find this?				
	Item Number	Q	lty		
	Office Depot® Green™ 30% Recycled EnviroCopy™ Paper, 8 1/2" x 11", 20 Lb, Ream Of 500 Sheets, Case Of 10 Reams(940650)	\$38.06	A preview of t	he item will he visible	
		Your Price case	ance the item	has been entered	
		Remove	once the item	nas been entereu.	
			There is no lo	nger a limit to the	
			number of pr	aduct being entered	
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			Enter more ite	ems [+] link.	
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Done				Sunknown Zone	Mixed) 🔍 100% 🔹 🛒

## ADDITIONAL WEBSITE FEATURE - INK DEPOT INK AND TONER LOCATOR

![](_page_13_Picture_1.jpeg)

#### **ADDITIONAL WEBSITE FEATURES - SHOPPING LISTS**

![](_page_14_Picture_1.jpeg)

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			7	1 item(s): \$38.06				
	Office DEPOT	Order		View Cart   Check Out   My Shopping Lists Account #: 43271345				
	Taking Care of Business	Quick Order						
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	Home > My Shopping Lists > Edit My List							
	My Shopping List Details							
	My Shopping List Contents					Need Help?		
	Rename: Green List					<ul> <li>Email Assistance</li> <li>FAQs</li> </ul>		
	Comment: List of Green Products Rename or edit comments in the corresponding fields and							
	click "Update" to save changes.							
	Description	Your Price (unit	Qty.	Extended	Select all			
				1100	G			
	Sustain Recycled Insulated Tumbler, 16 Oz. tem Number 431165 Entered Item # 431165	\$7.72 / each	0	\$0.00			To purchase items off a	
	Manufacturer # 1000752000						Shopping List, click on the	
	Contains Recycled Content						Select all button, change the	
		Category Appliances		Group	_		item's quantity, and then click	<
		category populatices	<u></u>	Group	-		the Add To Cart button locate	h
	Baumgarten's Conserve 9" Heavy-Duty Sugar Cane Dinner Plates, White, Pack Of 100	\$26.19 / pack	1	\$26.19			at the hetters of the list	u
	Item Number 756305 Entered Item # 756305 Manufacturer # BAU10212						at the bottom of the list.	
	PREFERRED							
		Category Broakroom	Supplies	Group	1			
		Dieakidom	outhlies	Group				
	ENVIRO PATROL® Glass & Surface Cleaner, 1 Gal. Item Number 635405 Entered Item # 635405	\$25.43 / gallon	0	\$0.00				
	Manufacturer # 18228							
								1

## **PROLONGED INACTIVITY - LOGIN SCREEN**

![](_page_16_Picture_1.jpeg)