# Office Supply Program For

**BUSINESS SERVICE CENTER UNT|SYSTEM**
*Shared Services. Shared Success.*

http://www.pdme.com/oplogin.php

# Support Team Members

### Customer Service
**Phone Number**     800-723-3345, ext. 2

**Fax**     866-330-2033

**Email**     service@pdme.com

### Additional Information Channels
**Account Manager**     Bonnie Carothers

**Email**     bcarothers@pdme.com

**Office Depot**     Jeremy Toney

**Email**     Jeremy.toney@officedepot.com

### CUSTOMER Information Channels

**Client Center**     855-868-4357

**Contact**     Barry Sullenberger

**Email**     Barry.Sullenberger@untsystem.edu

# Ordering Method

## Internet Ordering via the Web

### Simply Sign on to your Account to begin

Open your internet browser and enter

http://www.pdme.com/oplogin.php

**Your login format is as follows:**

Login Name - your email address

Initial Password – Welcome

*NOTE - The first time you login you will see the security page where you select a question by clicking on the down arrow, and then answer the question with your appropriate answer. Click "**Update**".   If you forget your password, our EC Support Desk will ask you to answer this question in order to confirm your identity and will provide you with your lost password.  You will only complete security information on your first login.  Each login after this update will take you directly to the customer bulletin board.
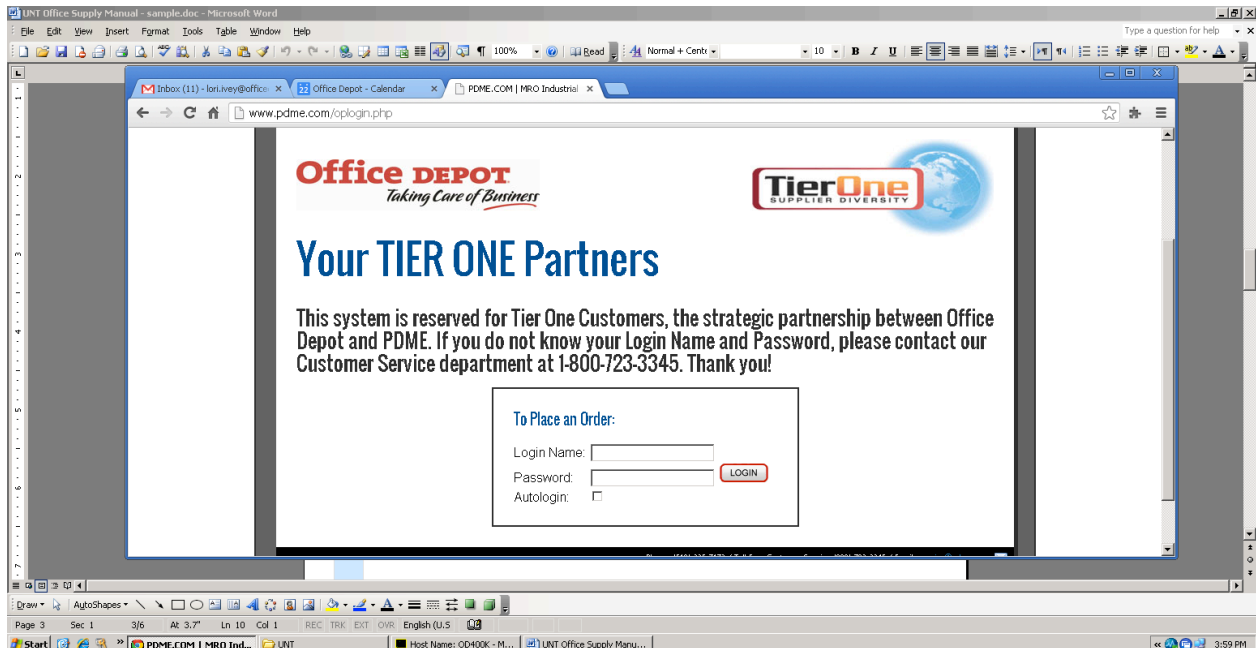
## Placing your order online (quick guide)

1) If you know the item number(s) for the product(s) you wish to order select: Order by Item #

2) Type in Office Depot Item #, quantity, and comment, if desired

3) If you do not know the item number(s) for the product(s) you wish to order, you can:

   a. Search for product using key words or manufacturer part numbers by entering the information in the space provided at the top of the page and then clicking SEARCH

   b. Shop using our online catalog. Simply click on Office Supplies in the upper toolbar and you will be directed to category listings of the catalog

4) Select Add to Cart to add your desired product to your shopping cart

5) Select Continue Shopping to continue or Checkout if you have finished shopping

6) If you selected Continue Shopping then click on Order by Item # to add more items

7) If you selected Checkout verify items in your cart and complete any required information

   a. You will then see your shipping, payment and order information detail and an order confirmation number like the example shown below.

   b. Once you have placed your order you may track the progress of filling and shipping using the Order Tracking page.

### Order Confirmation

**Thank you.**

**Your order has been placed.**

**Your Order Number is: 143991469-001**

**Need Assistance? Call Customer Service**
**Online training tutorials are available in the Customer Services section of OUR SERVICES on the web site.**

# Delivery

Deliveries will be made to the vast majority of locations during the next business day for all in stock items. This is provided your order has been placed via the Internet prior by 4:59 p.m. or phoned/faxed in by 5:00 p.m.

# Backorders

In some instances, Office Depot may not have the requested quantity of items in stock.  In those situations, the products not being shipped on the original order are automatically back ordered and are listed as such on the packing slip.  There is no need to reorder.  These products will ship as soon as they reach the Office Depot Distribution Center (Usually within 5 business days.).  For a status report on a back order item please call Customer Service. PDME/Office Depot will not furnish a substitute item for any backordered item without pre-authorization from you. If you need to check an item's availability or alternative item options, contact Customer Service**.**

# Return Policy and Process

## *Return Policy*
Your complete satisfaction is our primary concern.  If you are dissatisfied for any reason, you will receive full credit.  Simply return the merchandise in its original packaging, <u>within 30 days</u>.

**Special order non-stocked merchandise will be ordered upon request, but may only be returned if received damaged or defective.**

## *Return Process*
Online return requests may be created by following these steps:
- Click on order tracking located on the left toolbar
- Then click on the order number you need to place a return against
- On the order detail page click on submit return
- Then select the item or items you want to return and hit continue
- Review the information for the return and hit submit return at which point you will get a confirmation number for the return

## Return Process (cont.)

Or, you may call the Customer Service department at 1-800-723-3345 ext 2. Please provide your Customer Service representative with:

- Your name
- Phone number
- Sales order number from the packing list (same as invoice number)
- Item number and unit of measure of the product being returned/credited
- Reason for the return.

The Customer Service Representative will assign a **RETURN AUTHORIZATION NUMBER** and inform you of the process to return the item.

Please do not write on the return product or the packaging. Our system will schedule your pickup to be performed on your next delivery. If you do not place an order within 5 days, the Delivery Service Representative will be instructed to complete the pickup.

# Frequently Asked Questions

**What is my Account number?**
   -When you log in to the secure PDME/Office Depot supply ordering site the account number is displayed at the top of the page.

**What is the Bulletin Board?**
   -The Bulleting Board is an information page customized by PDME/Office Depot and/or your purchasing department. It will change periodically, so it should be read periodically also.

**When are deliveries made?**
   -All orders placed by 4:59PM (local time) are delivered next day (Monday thru Friday 8:30 AM – 5:00 PM). Exceptions are made for very remote locations (2 to 3 day delivery) and specific items requiring extra time for delivery (ex. Special order and out of stock or virtual SKU's).

**How do I track my order?**
   -To track packages via the internet - go to "Order Tracking" and select your order. Live tracking will be loaded into the system. You may also contact Customer Service to track your order.

**Who do I contact if my password expires or becomes disabled?**
   PDME Customer Service at 1-800-723-3345, ext 2

**Will the online system Time-Out?**
   -Yes, our system has a 20 minute (idle time) Time-Out

**Will the Time-Out empty my shopping cart?**
   -Yes, unless you previously saved your order.

**Can I also save my shopping list?**
   -Yes all users can create and save multiple customer shopping lists. Users, can also copy previous orders into a list through "Order Tracking"