

University of Nebraska's Office Depot Account No: 57599144

Searching / Ordering / Checkout Procedure

1. Use the **Search** field to enter a keyword(s) to find an item, or to enter the item number if you know what it is. Or, use the categories across the top of the page to browse available items.
2. From the Item Description page, enter the quantity in the **Qty** field and click **ADD TO CART**.
3. If you need to add other items, continue searching and adding items to your cart.
4. When you are ready to return your items to your eSHOP cart, you have two options:
 - **View Shopping Cart** – Either click **SHOPPING CART** after adding an item to your Office Depot cart, or click **View Cart** at the top of the page at any time which will display the items in your cart. You can then review the items, make any necessary changes and click **CHECK OUT** from your cart.
 - **Check Out** - Either click **CHECK OUT** after adding an item to your Office Depot cart, or click **Check Out** at the top of the page at any time.
5. Click **CONTINUE**.
6. Your item(s) have been added to the active cart in eSHOP. You can change the quantity and remove the items in your cart within eSHOP, but if you want to add items, you need to click the **Modify Items** link to take your cart back into Office Depot, view your cart and make the necessary additions/changes there.

Click [here](#) to view the Calendar Cross Reference List.

Creating / Accessing Favorites

1. When viewing an item, click **ADD TO SHOPPING LIST**. You then have the option of saving it to a list that has already been created, or creating a new list.
2. Click the **My Shopping Lists** link at the top of the page at any time to access the shopping lists you have created.

Additional Information Sent

Suppliers vary in their ability to accept certain information that is sent electronically from eSHOP. So, even though you enter the data when you create the Purchase Requisition in eSHOP, it may not always be accepted by the supplier when they receive the order electronically.

1. **External Notes** – No
2. **External Attachments** – No
3. **Information in "Ship via" field** – No
4. **Delivery Date** – No

Shipping Charges

1. Free shipping? - **Yes**

Order / Shipping Confirmation

1. Will I receive a confirmation that my order has been received? **Yes**
2. Will I receive a confirmation that my order has been shipped? **No**

Viewing Previous Orders / Order Status

1. Under **My Orders**, click on **Order Tracking** or click the **Click Here to check purchase order status** link in the Bulletin Board area.
2. By default, it shows all orders for the University. You can use the additional fields, such as the PO Number, at the top of the screen to narrow the search results or to find orders that are outside that date range.
3. Click on the **Order Number** to view more details.



Canceling an Order


1. Use the process above to view the order and click on the **Order Number**.
2. If the status is "In Process", you should see an option to "Cancel Order". **WARNING:** Clicking this link will immediately cancel the order without asking you to verify.
3. If the order has progressed too far, you won't have the Cancel Order option. In that case, you need to contact Customer Service at 1-866-607-6790.
4. Fill out and submit a **Change Order Request Form** in eSHOP.

Returns

1. Punch-out to Office Depot's site from eSHOP's home page. On the right side of the screen under My Orders, click on Order Tracking. Use the search features to locate your order. Click on the **Order Number**. Click on the **Begin Return** link on the bottom of the **Order Detail** page to start the return process. This link will only display if your items have been shipped. Once you have selected the items to be returned, you will receive a Return Authorization Number. Print the RAN and attach to the box. If necessary, contact Shipping/Receiving (see below) to request that your return be picked up. If you do not see the **Begin Return** link, then you should cancel the order instead. For further assistance please contact Customer Service at 1-888-777-4044. Please have the University's account number (57599144) and your Office Depot order number available.
2. Fill out and submit a Change Order Request Form in eSHOP if you returning the item and not asking for a replacement.
3. **UNL & UNMC Users:** Contact your campus General Receiving department to have the item picked up:
 - **UNL** – Call 472-2286
 - **UNMC** – Call 559-5220

Helpful Hints

If you order by item # be sure that if the punch-out site tells you a product is no longer available that you remove it from your cart. If you do not remove items from your cart then processing of the order will be delayed by at least 2 business days. If you did not remove it from your cart in Office Depot's punch-out then you can do so in eSHOP. These items will have no product description (the description will look like this: ). Click the  button next to this description to avoid delays.

- Another option is if you are ordering by item number check the box that says **Show Images** , which will let you know right away if a product is unavailable. Simply remove the item number and quantity from the list of items.