

OFFICE DEPOT DISCOUNT PROGRAM

FREQUENTLY ASKED QUESTIONS FOR MEMBERS

I already have an account with Office Depot. Can you just transfer my account?

Yes. You will need to fill out the Office Depot Account Transfer Request form. You can get this form from the Chicago Office by emailing info@itppurchasingpower.com. The completed form should be sent to the Chicago Office at info@itppurchasingpower.com or faxed to 866-598-9321 to be processed. The transfer process may take 2-3 weeks. Once moved over, you can continue to order like you did before, but with our discounted pricing.

Can my company sign up for monthly billing (as opposed to paying upfront with a credit card)?

Yes. A business can request monthly billing by filling out the Office Depot Billing Request form. You can get this form from the Chicago Office. Once filled out, the completed form should be sent to the Chicago Office at info@itppurchasingpower.com to be processed.

What if my company currently has negotiated pricing on often-purchased items that are lower than those I can get through this program?

Simply email the Chicago Office (info@itppurchasingpower.com) a copy of an invoice that includes the lower prices and we will send it to Office Depot to see if they can offer us better pricing.

To what extent is there a discount on all stuff sold by Office Depot?

Approximately 93,000 of the items offered by Office Depot are discounted, including the Best Values List which is simply an example of some of the discounted percentages available through the program.

How often do the discounts on individual items change?

Periodically – We have no control of this process except when Office Depot updates the Best Value List. However, this program has been in existence for over 3 years and it only gets better.

How is customer service handled and by whom?

For purchase-specific issues, customer service is handled at the store or through Office Depot's toll free customer service number (888-263-3423 – M-F, 8a-8p ET). For CTC/Office Depot discount program specific issues, customer service is handled through the Chicago office by emailing info@itppurchasingpower.com or calling 866-598-9320.

I received an Office Depot sales circular in the mail. Why are the deals offered in the circular not also offered through our program?

Office Depot is broken into two divisions: Wholesale and Retail. Our program is part of the wholesale division (which is called Group Purchasing Power). We have no control over retail. If the retail division runs a limited-time promo that offers a price that is less than our price, there is nothing we can do about that promotion. However, our pricing is always discounted under regular pricing with no minimums – not just limited time offers.

Where can I shop?

Either online or at the Office Depot stores. There are 1,100 stores throughout the U.S.A. (including Hawaii, Alaska, and Puerto Rico) that will accept the special purchasing card.

Is there a minimum amount for online ordering to get the free next day shipping?

While next day shipping is available on all orders, a minimum purchase of \$50 is required to receive free shipping.