

OfficeMax Workplace<sup>SM</sup>

# Customer Welcome Guide: Syracuse City School District

## Welcome to OfficeMax Workplace<sup>SM</sup>.

We are your single source for office supplies.

OfficeMax Workplace is proud to have the opportunity to partner with SCSD. Our goal is to make purchasing from us as simple as possible. The following pages include information on how to order from OfficeMax Workplace, including details on:

- > Product information
- > Pricing
- > Delivery
- > Customer service
- > Returns

You also will find helpful tools to reduce the time and money spent on procuring supplies.

We look forward to working together.

## Online pricing, ordering and service

Visit [officemaxworkplace.com](http://officemaxworkplace.com).

Account number: 0747713

PIN (personal identification number):

#: \_\_\_\_\_

*Available with your first contact with OfficeMax Workplace.*

Contact customer service at:

Phone: 877.969.OMAX (6629)

Fax: 877.969.1MAX (1629)

Email: [customersupport@officemax.com](mailto:customersupport@officemax.com)

Contact website support at 800.817.8132, option 2

Syracuse City



School District

**OfficeMax**  
WORKPLACE™

[officemaxworkplace.com](http://officemaxworkplace.com) | 877.969.OMAX (6629)

OFFICE SUPPLIES   INTERIORS & FURNITURE   PRINT & DOCUMENTS   FACILITY RESOURCES   TECHNOLOGY

## Getting started

### Confirmation of your order

For every order placed, you will receive an email confirmation that details your transaction and product status of the items you ordered.

### Online customer service

Request an online chat or a phone call with just a click. Customer service will return your call within 10-60 seconds when you request a call through the live online assistant. You must place your orders online. Send orders for restricted items to your Purchasing Department.

### Delivery

Your orders will be delivered to Bova Supply Center and sent to you on your normal SCSD delivery day. Please plan ahead to help avoid rush orders. Orders under \$25 are not allowed to help reduce procurement costs.

### Order OfficeMax-branded items in catalog

These items are value priced and include an assortment of environmentally preferable products, such as OfficeMax-brand ink and toner.

### Best Value products

Save money with Best Value products, where we offer a comparable item of equal quality and a lower price where one is available. The Best Value header appears when equitable products are available. Switch your entire order to Best Value recommendations, or choose individual items. View your Best Value savings by order, along with your potential savings, all online. Be aware that auto-substitutions will not occur. You must choose a Best Value item instead of the one you originally selected.

The screenshot shows a shopping cart interface with a yellow header for 'Best Value' items. It displays a product card for 'Avery - Easy Peel Clear Mailing Labels - Clear, 1" x 2-5/8", Address, 1500'. The item is highlighted as a 'Best Value alternate item available'. The current price is \$0, and the quantity is 25. There are buttons for 'Add to Shopping List', 'Update', and 'Remove Item'. The cart also shows a cost center and a release button.

## Merchandise returns policy

Returns are accepted on stock catalog items in new condition with original packing slip and within 30 days of the original invoice date. No returns on custom-made, made-to-order or assembled furniture, unless defective. No returns on special orders, food & beverage items, other ingested or absorbed items, hazardous materials, non-catalog items and technology items (including hardware, software and peripherals), unless the technology manufacturer allows returns. OfficeMax Workplace will consider returns of special orders and non-catalog items on a case-by-case basis.

We will replace all defective and damaged products at no charge to you within 30 days of invoicing the original order. Thereafter, you'll need to follow the manufacturers' product warranty policies.

For all returns, follow these guidelines:

1. Call the Customer Service Center at 877.969.OMAX (6629) or request an Authorization to Return (ATR) number by accessing the service center on [officemaxworkplace.com](http://officemaxworkplace.com) and selecting *Request a Return*. To expedite your service when contacting us, have handy a copy of the packing list that came with your order.
2. Write ATR number on packing slip and attach it to the merchandise you're returning. Do not mark manufacturer's original packaging, and make sure resealable products are in original manufacturer's packaging.
3. On packing list, note reason for return (damaged, ordered incorrectly, incorrect item sent, quantity error, etc.).
4. **Immediately return the items to the Bova Supply Center for OfficeMax pick up, with the ATR return number noted clearly on the label.**

## Frequently asked questions

### 1. How do I start ordering from OfficeMax Workplace?

The online ordering system is simple to use.

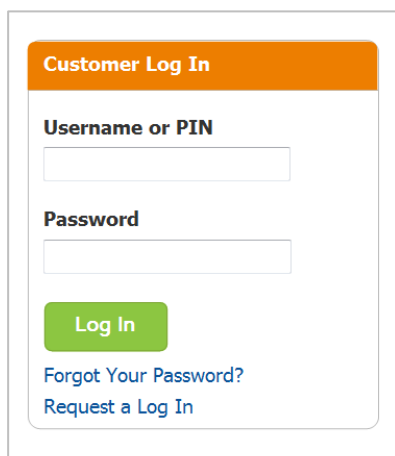
- > Go to *officemaxworkplace.com*.
- > Type your *username* or *PIN* (case sensitive).
- > Type your *password* (case sensitive).
- > Click *Log In*.
- > Click *Create New Office Product Order*, then select and verify your *ship-to* location. Also provide delivery information to help route your order.
- > Click *Continue* and start ordering.

### 2. What is a PIN?

It is a unique 10-digit number that's given to each individual office supply requester. We'll create a contact profile for you the first time you contact the company. This contact information is the basis for personal interaction with OfficeMax Workplace. A PIN will help streamline communications so you won't need to repeat information each time you speak to one of our customer service representatives.

### 3. I forgot my password. How can I log in?

Click the *Forgot Your Password?* link below the log-in section.



The screenshot shows a login form with an orange header labeled "Customer Log In". Below the header are two input fields: "Username or PIN" and "Password". A green "Log In" button is positioned below the password field. At the bottom of the form, there are two blue links: "Forgot Your Password?" and "Request a Log In".

### 4. I forgot my username and password. Whom do I call?

Call website customer support at 800.817.8132, option 2.

### 5. Where do I get an item number for ordering?

The item number will be listed in our online catalog or within the shopping lists. The manufacturer number is always listed on the box and/or item. You can type either number into one of your searches, and either number will cross-reference to the OfficeMax Workplace product number.

### 6. How do I find the products I am looking for online?

We created *Online Shared Shopping Lists* to assist you with ordering basic office supplies that offer you the best value. These categorized lists enable you to effectively capitalize on the cost-saving benefits of this program.

If you can't find what you're looking for in the shopping lists, you can usually find the item you need by typing the manufacturer's part number under the *Order by Item Number* tab or by using the search field. You also can use the basic and advanced search field to find products of a general nature. It works in a drilldown fashion, so try to be as specific as possible to limit your search results.

### 7. What is a contract item?

It's usually a high-usage item in your organization, for which we've provided deeper-than-standard discounts. A "C" icon appears next to contract items in the online catalog. You can also find contract items by using the *Sort By* drop-down option above your search results.

### 8. What is a shopping list?

A shopping list contains items that are ordered frequently. The items can be entered by category, item number or item description. Shared shopping lists are created by your purchasing professionals and can be viewed by all preparers. Personal shopping lists are created by you, for you only. They cannot be viewed by any other preparers.

### 9. What is the difference between a shopping list and catalog?

Shopping lists usually contain items that are ordered frequently. The catalog includes an assortment of items that OfficeMax Workplace sells.

## 10. I don't find an item I need in the online catalog. Can I still order the item?

Yes, but check with OfficeMax Customer Service first to determine a possible alternate item that may be on contract. For any items not found or any item that is not allowed to be purchased, create a PeopleSoft requisition with OfficeMax as the suggested vendor or contact your SCSD Purchasing Department at 435-4226.

## 11. How do I get an OfficeMax Workplace catalog?

You can access our online catalog through the *All Catalogs and Flyers* link under the *Customer Log-In* section. To receive a hard copy of an OfficeMax Workplace catalog, order #J9CATALOG-13 with your next order. The catalog features an incredible offering of office products. The 1,200+ page catalog boasts more than 15,000 SKUs. In addition to everyday office supplies, we offer private label, MWBE and recycled products. View your discounted pricing at [officemaxworkplace.com](http://officemaxworkplace.com). No telephone or fax orders are allowed.

To get the best value with your contract pricing, select items marked with a "C". Or call customer service for your pricing.

## 12. How can I find recycled items?

A recycled icon appears next to recycled items in the online catalog. You can also find recycled items by selecting and applying the recycled icon to the left of your *Search* results.

## 13. Can I create my own personal shopping lists?

You can create your own personal shopping list(s) as you shop. Simply click the *Add to List* button at the same time you are ordering your supplies, so that you can easily find these items the next time you order. You can also create a personal shopping list from the *Manage Shopping List* link on the *Manage Order* screen. You can create as many personal lists as you would like, but you are limited to 100 items per list.

## 14. How will I know if OfficeMax Workplace received my order?

We will send an order acknowledgement to confirm your order. Always check your order acknowledgement for accuracy and product availability. If you have questions about your order after it has been placed, go to the online service center and check *Order History* or *Track an Order* or contact customer service at 877.969.OMAX (6629).

## 16. Whom do I contact if I have a question?

For questions about order placement, products, order tracking and returns, call customer service at 877.969.OMAX (6629).

### Syracuse City School District

Program Contacts:

Donna Gavett, PH 435-4205

Email: [dgavet96@scsd.us](mailto:dgavet96@scsd.us)

Vickie Lee, PH 435-4226

Email: [Vlee@scsd.us](mailto:Vlee@scsd.us)

### OfficeMax Workplace Account Manager:

Mark Lanty

Phone: 315.491.7077

Email: [marklanty@officemax.com](mailto:marklanty@officemax.com)



## Online Service and Support

To start your order, choose *Create New Office Products Order*.

The screenshot shows the OfficeMax Workplace interface. At the top right, there are links for 'Customer Service', 'Online Assistance', and 'Logout'. Below this is a navigation bar with 'Manage Orders' and 'Your Profile'. The main content area is titled 'Manage Orders' and includes a 'Shopping' sidebar with options like 'Create New Office Product Order', 'Saved Orders', 'Repeat Orders', 'Manage Shopping Lists', and 'Browse Catalog Only'. A 'Service Center' sidebar contains 'Order History', 'View Invoices', 'Track an Order', 'Request a Return', and 'Customer Service'. The main content includes an 'Order Updates' section with a message about a deleted order, a 'Message Board' section with a message about posting rules, and an 'Additional Messages' table.

**Callout Boxes:**

- Access a live support associate:** Points to the 'Customer Service' link in the top right.
- Access customer service links:** Points to the 'Online Assistance' link in the top right.
- Message board displays important OMX messages:** Points to the main message in the 'Message Board' section.
- Older messages appear in blue:** Points to the 'Using the Message Board' entry in the 'Additional Messages' table.
- View an invoice:** Points to the 'View Invoices' link in the 'Service Center' sidebar.
- Request a return:** Points to the 'Request a Return' link in the 'Service Center' sidebar.
- Track an order:** Points to the 'Track an Order' link in the 'Service Center' sidebar.

## Online Service and Support

Our *Customer Service* features will ensure you have the answers to any questions that arise, right at your fingertips!

[Save Order](#) | [Delete Order](#) | [Customer Service](#) | [Online Assistance](#) | [Logout](#)

**Customer Support**

**Track an Order**

- [Online Assistance](#)
- [Request a Catalog](#)
- [Request an Invoice](#)
- [Request an Order Return](#)
- [Request an Order Tracer](#)
- [Request Product Information](#)

**Service Center**

- [Track Orders by Account](#)
- [Search Invoices by Account](#)

**Website Help**

- [Browser Requirements](#)
- [Frequently Asked Questions](#)

**Contact Information**

- [Contact a Sales Rep](#)
- [Contact Us](#)

**Policy Statements**

- [Legal Notices](#)
- [Privacy Statement](#)
- [Office Products Return Policy](#)
- [Technology Return Policy](#)

**Customer Service**

Whether you're looking for office products, papers, furniture and technology products, you'll enjoy an unparalleled and unequalled customer experience. No other company makes ordering easier or more personalized while delivering superior service and an unequalled buying experience to every customer. So, you can count on World Class treatment each and every time!

**Customer Support**

**Track an Order**  
View up to the minute details on the delivery status of your online orders.

**Online Assistance**  
Get immediate answers to your questions by either chatting online with a customer service representative or we'll call you - It's your choice! Just click the 'Online Assistance' link in the upper right hand corner on any page.

**Request a Catalog**  
Pick and choose from a list of our catalogs and we'll mail them direct to you.

**Request an Invoice**  
Need a duplicate invoice or order acknowledgment? Fill out the form and we will send it to you via email, fax, or traditional mail.

**Request an Order Return**  
Need to return an item or entire order? Complete the easy return form and we'll send you an Authorization To Return (ATR) number.

**Request an Order Tracer**  
Didn't receive your merchandise? Submit a tracer request and we'll track your order.

**Request Product Information**  
Have questions about an item? Fill out our quick and easy request form and we'll contact you with the answers.

**Service Center**

**Track Orders by Account**  
View, print, and email up to the minute details on the delivery status of your company's orders.

**Search Invoices by Account**  
View, print, and email any invoice for your company easily online.

**Website Help**

**Browser Requirements**  
Find the recommended and supported browser versions.

**Frequently Asked Questions**  
Get the answers you need from our most frequently asked questions.

**Hello! How can we help you Sally Customer?**

**PIN: 1098440444**

**Contact Information**

**Customer Service**  
1-877-969-6629  
(Mon-Fri, 6AM - 9PM, Central)  
(Sat, 8AM - 2PM, Central)

**Website Support**  
1-800-817-8132 (option 2)  
(Mon-Fri, 7AM - 9:30PM, Central)

**Frequently Asked Questions**

How do I shop by item #?

What is an Account, Consignee, or Cost Center?

How do I add multiple cost centers to my order?

I received an item # from Customer Service but I cannot find the item when searching the web for it.

I completed the checkout process, but have not received my order.

How do I print my order?

Your unique pin

Customer service and website support phone numbers and hours of operation

Frequently asked questions about our website

Customer service Quick Links

Return policy information