

Office Depot (only) Return Process

Step 1. Contact Office Depot for approval to return the item(s) and obtain an Authorization To Return number. (ATR#).

- Office Depot phone #: 888-263-3423
- Account #: 90751764
- Provide: PO# 4500##### (find this 10 digit # in Ariba or packing slip)

Step 2. For Office Depot **ONLY**, write the ATR# on the outside of the box.

Step 3. Contact Shipping & Receiving x16158 to pick up the return. Make sure they know this is to be returned to Office Depot.

Step 4. Complete the Ariba return steps* according to the scenario described below

FYI:

Office Depot Return Policy	Product may be returned for any reason within 30 days of purchase and must be in resalable condition. Call Office Depot Customer Service 888-263-3423 with your invoice number or PO#, which appears on your order acknowledgement and packing list. For products over \$50 , Customer Service will issue an ATR (Authorization to Return) number, and send to you via e-mail. Write this return authorization number on carton to be returned. Give the item to your office product delivery person so they can return it to Office Depot for processing.
-----------------------------------	---

*Ariba return steps

<p>Returns:</p> <p>Scenario 1.</p> <p>(A receipt is already processed in Ariba) Note* PO total less than \$1000 will "automatically" create a "receipt" in Ariba.</p>	<p>Do reversal and rejection in Ariba (important step!)</p> <p>If item on a PO has been "received in Ariba" and item needs to be returned to vendor, the receiver should process a <u>reversal and a rejection in Ariba</u>. How?</p> <p>Log into Ariba</p> <p>Manage>Receive</p> <p>Enter PO# > click ALL > search</p> <p>Re-open order for receiving</p> <p>On the line item being returned: Enter a negative amount in the Accepted box and positive amount in the Rejected box.</p> <p>Scroll down – include comment</p> <p>Close the order> YES</p> <p>Click Submit</p> <p>Rejection reason > enter reason</p> <p>Return by >choose replacement or credit</p> <p>Click > Next</p> <p>Return Authorization Number: enter # given by the vendor</p> <p>Click > Submit</p>
---	---

<p>Returns:</p> <p>Scenario 2.</p> <p>(NO receipt yet processed in Ariba)</p>	<p>If an item on a PO has NOT been "received in Ariba" and item needs returned to vendor, receiver should process a <u>rejection</u> in Ariba. How?</p> <p>Log into Ariba</p> <p>Manage>Receive</p> <p>Enter PO# > click needs receiving > search</p> <p>On the line item being returned: Enter the quantity of the return in Rejected box.</p> <p>Close the order > YES if nothing else being received</p> <p>Scroll down - Include comment</p>
---	--

	Click > Submit
--	----------------