

# OFFICE DEPOT PRINT SERVICES

## FREQUENTLY ASKED QUESTIONS

### 1. DISTRICT FORMS

Q: Previously, sites were able to order district forms; some were No Carbon Required (NCR), from the Printshop at no charge. How do sites obtain these forms now?

A: Business, Personnel, and Teaching & Learning Departments did a comprehensive review of all forms used by and collected from all sites and departments. Based on this review:

- no forms are required to be NCR
- forms have been uploaded on the District's website
- forms are available for download and copies can be made as needed

Q: What are the forms available on the District website?

A: Majority of district forms has been uploaded and is available on the District website. They include:

**Student Related:** Field Trip Request, Student Misconduct Referral, School Accident Report, Report of Suspension

**Business Related (includes Fiscal/Payroll/Purchasing/ASB/Travel):** Donation, Purchase Requisitions, Fundraising, Direct Deposit

**Personnel Related:** Vacation Request, Absence Certificate, Open Enrollment, Worker's Comp, Leave of Absence

Q: How do sites obtain employee time cards (blue, white, and green)?

A: Employee time cards are ordered by Fiscal Services and will be supplied to sites and departments throughout the year as needed. Send requests for employee time cards to Ellen Rebosura or Annette Heldman.

### 2. HARD COPY PICK-UP SERVICE VS. ONLINE PRINT SUBMISSIONS

Q: Is online submission the only option of sending print requests to Office Depot?

A: No. Hard copy pick-up service is also available; however it is strongly recommended that all print requests are submitted ONLINE, unless:

- Your original document or packet is in excess of 25 loose pages; and
- You are copying from a bound book where pages are not scannable.

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**3. HARD COPY PICK-UP SCHEDULE**

Q: What is the schedule of the hardcopy print request pick-ups?

A: Hard copy print requests will be picked up from ESC and Logan as follows:

- Mondays at 4:00 p.m.
- Thursdays at 4:00 p.m.

*All sites (except Logan) need to have their hard copy requests sent to the ESC by 3:45 p.m. on each of the pick-up days. Logan's hard copy requests will be picked up directly from Logan.*

**4. TURN-AROUND TIME:**

Q: What is the turn-around time for the hard-copy requests?

A: The turnaround time for the hardcopy requests will be the same as the regular online ordering schedule, which is 48-72 hours from the date/time a request is received by Office Depot. The completed orders will be delivered directly to the sites by Office Depot.

**5. COPYRIGHT ISSUES**

Q: What are the restrictions and requirements for copyright materials?

A: Office Depot requires proof of copyright permission for all *copyrighted* materials.

- Copyrighted materials typically have information and instructions on obtaining copyright.
- In many cases, publishers offer a link on their website that grants permission to copy.
- Proof of copyright permission must be included when sending print requests to Office Depot.

**6. SCANNING/COPY MACHINES/KIOSKS**

Q. Is it okay to use the copy machines at our sites instead of ordering from Office Depot?

A. Yes, however, we leave it to the site's discretion depending on time and labor required to do copying.

Q. There are kiosks (scanning stations) at our site that we used to send print job requests to Print Shop. Can we use these to send print jobs to Office Depot?

A. No. The kiosks are not connected to Office Depot.

Q. If the materials I am requesting copies for are not in electronic format and therefore would need to be scanned, where can I find a scanner?

A. The new Canon photocopying machines at each site serve as scanners. In addition, the HP printers at each site have scanning capabilities as well.

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**7. TRAINING**

Q: When/how can we get training on how to place orders using the Office Depot website?

A: Office Depot has already conducted training sessions at most of the sites. Training sessions for the remaining sites are being coordinated and should be completed by December 31<sup>st</sup>. Office Depot has also agreed to provide additional or refresher trainings, if required.

**8. SHIPPED ORDERS FROM OFFICE DEPOT:**

Q: The teacher's name does not show on the package when orders are shipped by Office Depot. The site has to open the box in order to identify the requester/teacher.

A: Please make sure that during an online ordering process, the teacher's name is entered in the "**CONTACT**" field on the checkout screen. This is the field that gets printed on the ShipTo label. Do not write the teacher's name in the comment field.

**9. CALL BACK FEATURE**

Q: After an order is placed online, will Office Depot call back to confirm?

A: Based on site requests, Office Depot's default call back feature has been disabled. If a requester would like Office Depot to contact him/her before the print job is processed, the requester needs to specify his/her contact information in the "Special Instruction" section when placing the order online.

**10. STATUS OF PLACED ORDERS:**

Q: I have not received my order yet. Can you let me know of the status of my order?

A: Below is the contact information for Office Depot Print Services. Please contact them directly in relation to all orders placed.

Primary Office Depot Print and Copy Contacts

- **Patricia Harris**, Sales Consultant, Copy and Print (Projects)  
510.304.8630, cell phone  
510.497.5578, office  
[Patricia.Harris@officedepot.com](mailto:Patricia.Harris@officedepot.com)
- **Ivan Osorio**, Solutions Development Manager, Copy and Print (Programs and print solutions)  
510.585.7859, cell phone  
510.497.5709, office  
[Ivan.Osorio@officedepot.com](mailto:Ivan.Osorio@officedepot.com)
- Regional Production Facility, Fremont, Customer Service Rep (Online print production and support)  
510.497.5789, office  
510.497.5780, fax  
[rpf2959@officedepot.com](mailto:rpf2959@officedepot.com)
- Sandra Juarez, Office Depot Store Manager, and Copy and Print (In-store project)  
23882 Hersperian Blvd. Hayward  
510-266-5144  
510-266-3652, fax  
[ods02160cpc@officedepot.com](mailto:ods02160cpc@officedepot.com)