

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.

2. HARD COPY PICK-UP SERVICE

Q: Does Office Depot provide hard copy pick-up service?

A: Effective November 2014, hard copies of prints requests will no longer be picked up by Office Depot. All printing requests through Office Depot will have to be submitted online.

3. OFFICE DEPOT RETAIL STORES PRINT SERVICES

The Office Depot retail stores listed below will accept and process Office Depot print orders. The retail stores can:

- Process the jobs for staff pick up; and
- Scan/forward the request to the print facility and the completed order will be shipped directly to their school site.

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When dropping off orders at an Office Depot Retail store, a job ticket must be filled out completely with the following required fields:

School District Name: **New Haven USD**

Contact Name: **This is the Employee's Name**

Date Order Placed:

Date Order Due:

Contact Phone Number:

PO Number: **This is the Printing PO for the site. Please obtain the PO number prior to visiting the retail store.**

Account Number: **30556898**

Below are the Retail Stores that will accept and process New Haven print requests:

Hayward:

23882 Hesperian Blvd, Hayward, CA 94541. Phone: [510-266-5144](tel:510-266-5144)

San Ramon:

3111 Fostoria Way, San Ramon, CA 94583. Phone: [925-866-0930](tel:925-866-0930)

San Leandro:

1933 Davis Street, San Leandro, CA 94577. Phone: [510-633-2582](tel:510-633-2582)

4. 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.

5. 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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6. 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.

7. 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.

8. 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

- **Rob deGuzman**
Solutions Development Manager
San Francisco Bay Area
Cell: 510.509.8155 | RPF 253.872.1650
Rob.deGuzman@officedepot.com