From:spoSent:Thursday, April 23, 2015 5:03 PMTo:spoSubject:SPO Alert - Statewide WSCA-NASPO Office Supplies and Equipment Contract TipsAttachments:Attachment A - Details on Office Depot Dedicated Website.pdf; Attachment B - Details
of WIST Dedicated Website.pdf

SPO Alert

Date: April 22, 2015

To: State Agency Chief Procurement Officers and Cooperative Program Members

From: State Procurement Office

Re: Statewide WSCA-NASPO Office Supplies and Equipment Contract Tips

This information is being provided as an additional reference for utilizing the <u>new</u> WSCA-NASPO Office Supplies and Equipment Contracts awarded in March 2015.

- These contracts replace the previous Office Supplies contract with Staples, which expired on March 9, 2015. The State now has three (3) different options available for purchasing Office Supplies: Office Depot, WIST, and Quality Connections (Set-Aside). For details regarding Quality Connections' Set-Aside contract, please contact Betty Austin at 602-364-0102 or by email at <u>Betty.Austin@azdoa.gov</u>.
- Registration is required to setup an account to access the contract pricing on each suppliers' dedicated website. These details are available in ProcureAZ in each contract file and are also attached. If you are experiencing account creation issues, please contact the respective supplier first as it has been determined that many of the issues experienced were resultant from the original account creation. (Note if you do not visit to the correct, dedicated website, you will not receive the correct pricing or access the contracted items).
- The Participating Addendum (PA) outlines the <u>excluded</u> categories: these categories are excluded due to the availability of products on other current statewide contracts. Amendment 1 and Attachment 1 in ProcureAZ provide additional clarity regarding item categorization.
- Office Depot submitted their offer to WSCA-NASPO based on two (2) catalogs BSD and SP Richards. Although their website shows thousands of items, they are not available since they are not available on the awarded catalogs (BSD and SP Richards) mentioned above. This has happened with a number of supply categories that are allowable under our contract terms, but not available in Office Depot's awarded catalogs. Again, the recommendation is to refer to the Excel Price List and PA found in the #ADSPO15-088798 file. If using the punch-out or dedicated state website, filter results on "Best Value" to sort by items available on the contract.

- Refer to the Excel Price List in ProcureAZ for each contract. This is the current product offering and pricing, which should match the pricing listed on the suppliers' dedicated website/punch-out (if available).
- It is also recommended that you reach out to vendor and determine availability or like for like comparable product alternative for items previously ordered, i.e. favorites. If a comparable product is not available, please notify the Procurement Officer for review.
- An approved PO in ProcureAZ is required before placing an order <u>unless</u> using a p-card or punchout. WIST Office Products' punch-out is not yet available. Ordering will need to occur via release off of the Master Blanket in ProcureAZ or WIST's dedicated website.
- Contract documents can be found at the State's eProcurement website at https://procure.az.gov/bso/

Wist Office Products

#ADSPO15-088800 (Master Blanket) *Punch-out is not yet available.* Account Representative: Bill Strait Phone: 480-921-2900 Email: <u>bstrait@wist.com</u>

Office Depot, Inc.

#ADSPO15-088798 (Master Blanket) #ADSPO15-088798 (Punch-Out) Account Representative: Daniel Durda Phone: 602-418-2776 Email: <u>Daniel.Durda@officedepot.com</u> If you have any questions regarding this announcement, please contact Missy Mudry, Senior Procurement Officer at <u>Missy.Mudry@azdoa.gov</u> or 602-542-9107.

Attachment A – Details of Office Depot dedicated website

In order to use the contract, you will need to visit the following link to register as a user: <u>http://odams.officedepot.com/registrations/state_of_arizona_registrations_v2.php</u>

The page should like the one shown below.

Welcome Contact Details Help	State of Arizona Account Registration	
WELCOME	Agency Information	_
Thank you for utilizing the Office Depot - State of Arizona Registration Page. Please fill out the form and click the submit outton.	First Name: * Last Name: * Phone * Ext:	
Once complete the form will be sent for upload into Office Depot's system.	Email * Address: * Cost Center (Optional):	
000008	Agency: Select One use drop down to select your Agency	~
	Shipping Address:	
	Department Name:	
	Address: *	
	Suite/Floor:	
	City:	
	State: *	
	Zip: *	

For assistance, please contact Daniel Durda at 602-418-2776 or via email at Daniel.Durda@officedepot.com



Welcome State of Arizona

Easy Internet Ordering Instructions

Step 1: Set-up-

Register for a login and password using the link below:

http://odams.officedepot.com/registrations/state_of_arizona_registrations_v2.php

-Once registered your login and password will be sent to you.

Placing an Order

- 1) Use browser to access the Internet
- 2) Type in <u>http://business.officedepot.com</u>
- 3) Login is: Your Email Address
- 4) Password is: Welcome
- 5) Click on LOGIN
- If you know the item number(s)
 for the product(s) you wish to order select:
- 7) Type in Office Depot Item #, quantity, and comment, if desired
- 8) If you do not know the item number(s) for the product(s) you wish to order, you can:
 - a. Search for product using key words or manufacturer part numbers by entering the information in the space provided in the gray toolbar and then clicking Go

		SEAR	эн 📃				G	0			
	b.	Shop using	our online ca	talog. S	imply click	c on _	û Hom	e in the	e upper left	hand corner or	
		View All P listings of th	roducts A-Z	in tl	he grey to	olbar	and you	u will be	directed to	category	
9)	Sele	ADD TO	CART to ad	d your d	lesired pro	oduct	to your	shopping	g cart		
10)	Sel	ect	Je Shopping	to cont	inue or	Che	* Out	from th	e shopping	cart in the top	
	righ	it if you have	finished shop	ping							
			Continuo Ok				Orde by ite	r em#∽			
11)	lf yo	ou selected	Continue Sh	opping	then clic	k on	Quick C	rder	to add m	ore items	
12)	lf yo	ou selected	Check Out	verify ite	ms in you	r cart	and en	ter your	P Card info	for purchase.	
			lf you have	e any qu	estions p	oleas	e conta	ct:			

Daniel Durda

Cell 602-418-2776

Email: daniel.durda@officedepot.com

State of Arizona

GETTING STARTED WITH THE OFFICE SUPPLIES & BUSINESS SERVICES PROGRAM IS EASY:

Step 1: Set-up-Register for a login and password using the link below: http://odams.officedepot.com/registrations/state_of_arizona_registrations_v2.php

Once registered your login and password will be emailed to you.

ORDERING OVER THE INTERNET

Access the Office Depot Business website: **business.officedepot.com**



Type in your assigned login name and password then click LOG IN to access your customized Very Important Customer. Business Ordering Portal:

Login Name: registered email address

Password (first time): Welcome1

If it is your first time on the site or your password has expired, you will be prompted for a new password. Passwords must be at 8 to 10 characters in length and must have 1 capital letter and one number. The **Old Password** will be the same as the initial password for first timers.

When finished, click **LOG IN**. Our website will then prompt you to configure your profile with a security question. This will help us identify you should you forget your password. Once a question is selected and the answer is confirmed, click **Update**.

1 Customer Getting Started Guide

Revised Sept 2014

You will see all shopping options on the navigation bar at the top of the page:



Look through the categories and search for items that you need. The prices shown are the CUSTOMER negotiated prices.

To order an item, simply click on it and update the quantity then add it to the cart. If you cannot find an item on the website or in the catalog, contact Customer Service or your Account Manager for assistance.

ORDERING BY ITEM NUMBER

If you already know the Item number (SKU) you want to order, click 'Order By Item #'

My Tools

1. Enter the item number(s) and quantity for each item you want to buy.

2. An Optional comment field lets you enter reference information that

located on the Shopping Tools navigation bar on the left side of the page.

- My Shopping Lists
- Order by Item#
 My Brofile Oven
- My Profile Overview
 Online Reporting
- will also print on the packing list that comes with the order.3. Enter all items you want to order then Click the **'Add to Cart'** button. You will see a list of all items in the cart.

CHECKING OUT



When finished shopping, click on the View Cart link or picture of the shopping cart. You will have the opportunity to review your Shopping Cart.

1. Review the items in the cart and when you are ready to proceed with your purchase, click the **'Checkout'** button.

СНЕСК ОUT

- 2. You will be taken to the Checkout Page to confirm shipping address and enter any required order information such as Cost Center and Department. (Items with an asterisk * are required). You also have the opportunity to make changes to your Shopping Cart on this page. If you make any changes, click on the 'Update Shopping Cart' button to save them.
- 3. When you are ready to proceed, click "**Place Order**". You also have the option to "**Put this order on hold**" to hold the order or to allow someone else to review the order.
- 4. ORDER TRACKING: To view the order detail; and/or make changes to the order, click **"Order Tracking"** on the left navigation bar.

THINGS TO REMEMBER

- IF YOU NEED ASSITANCE LOCATING AN ITEM, ARE WORKING ON A SPECIAL PROJECT OR HAVE A BULK PURCHASE, CONTACT YOUR ACCOUNT MANAGER FOR ASSITANCE OR A SPECIAL QUOTE.
- PLACE ORDERS BY 5:00 P.M. LOCAL TIME FOR NEXT DAY DELIVERY in most cases
- ORDER TRACKING Allows you to view 18 months of your order history

DELIVERY & SHIPPING

Deliveries to all major markets are scheduled for the next business day. Orders must be processed by phone or internet by 5:00 p.m. local customer time.

RETURN POLICY AND PROCEDURES

Please, use these guidelines to assist you in handling a return request.

- Returnable items include any products sold by Office Depot.
- Merchandise must be returned within 30 days of the original delivery date
- Items should be in their original packaging.
- Returns may be requested via phone, fax, or internet

To ensure accurate credit and pick up, please have the following information available. The information is located on your packing slip, internet (account history) or by calling the Customer Service 1.888.263-3423

- Account number
- Original order number
- Item (SKU) number of product being returned
- Reason for the return
- Contact Information for Customer Service Representative or the driver

FOR ONLINE CREDIT RETURNS: 1) Go to "ORDER TRACKING" 2) Click on the Blue underlined order number 3) Click on the SUBMIT RETURN button to return items <u>for credit only.</u>

RETURN EXCEPTIONS

- Items not in the original packaging.
- Custom or imprinted items (unless produced incorrectly or delivered defective).
- Special order items (unless received in error from the manufacturer).
- Dated items must be returned within 30 days of purchase.

Once your return request is processed, your Customer Service Representative will provide you with a RETURN AUTHORIZATION NUMBER and inform you of the process, which will take place to pick up the item and deliver a new item or process the credit due.

NUMBERS TO KNOW

OFFICE DEPOT CUSTOMER SERVICE	888-263-3423	M-F	7am-8pm EST
ONLINE / E-Commerce Support	800-269-6888	M-F	7am-8pm EST (For Technical issues on the site)

YOUR OFFICE DEPOT ACCOUNT TEAM

For questions please email or call: Daniel Durda District Sales Manager 602-418-2776 Daniel.durda@officedepot.com

Attachment B – Details of WIST Office Products dedicated website

In order to use the contract, you will need to visit the following link to register as a user: <u>http://www.wiststatecontact.com/Contact-Us.html</u>

The page should like the one shown below. A WIST Representative will contact you by phone or email to verify the information and complete your account setup.

ontact-Us				Page 1 of
Wist Offic	ce Products			Ph 480-921-2900 x109
Home	Agency/User Setup Request Form			
Agency Name				
Address		v	list Office	Products
State		10	17 W Julie Dr	1100000
Zip		Te	empe, AZ 85	283
Web Address		40	0-521-2500	
Contact Name		н	ours	
Contact Title		MA TL	esday Jesday	8 AM - 6 PM 8 AM - 6 PM
Contact Phone		Th	tursday Iday	8 AM - 6 PM 8 AM - 6 PM
Comments		- 84 - 84	sturday unday	Closed Closed
	Submit Form			

Website Designed by West Office Products @ 2015 at Homesteed** Design a Website and List Your Business.





Departments



The Wist Advantage

Wist Office Products has been serving Arizona businesses since 1955.

Wist Office Products is recognized as the "Award Winning" business products supplier of the Southwest. Our values and commitment to each client experience is the driving factor for attaining the highest level of customer satisfaction. Competitive pricing among all product categories allows Wist to achieve success that is shared with our clients, team members, and communities. When partnering with Wist our clients will experience reliable business practices, sound ethics, and a commitment to sustaining the environment.

The Story of Wist

As the largest independently owned office



















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- Total Recycled Content Percent [Nom] 0 %

Check quantity available for next day delivery

SAN35001

Special Ink Type

Barrel Color(s)

Free!

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100% Recycled						

This order will be shipped to :						
Name:	DEMO WIST ADDRESS 1					
Address 1:	107 W JULIE DR					
City, State Zip:	TEMPE , AZ 85283					
Phone:						
Fax:						
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Email:	RWUTTKE@WIST.COM					
Additional Email:						
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