

## **5% Back to Schools Program Frequently Asked Questions**

### **PROGRAM INFORMATION**

#### **Q: How does the 5% Back to Schools Program work?**

A: Every time schools, teachers, students, parents and school supporters give a school's 5% Back to Schools Program ID number when buying school and office supplies at Office Depot, that school will receive credits equal to 5% of the qualifying purchases to use for free supplies. Credits are issued in the form of a merchandise certificate. A school must have a minimum of \$10 in credits for a merchandise certificate to be issued.

#### **Q: How long does this program run?**

A: This program runs all year long. You can credit your school every time you make a purchase. Office Depot tallies the credits for schools quarterly:

January 1 - March 31

April 1 - June 30

July 1 - September 30

October 1 - December 31

#### **Q: Can I credit my school when making a purchase at the store, online and over the phone?**

A: Yes. You can provide your school's ID number when making a purchase in any U.S. (excluding Puerto Rico), by placing an order with customer service at 1-800-GO-DEPOT, or by placing an order at [officedepot.com](http://officedepot.com).

#### **Q: Are there specific items that qualify for this program?**

A: Yes. Generally, basic school and office supplies are qualifying purchases. For example notebook paper, pens/pencils, note pads, binders and much more. Products that do not qualify are all technology and consumer electronic products and accessories, media and software that is not education or reference related; all furniture items and furniture accessories; all ink and toner cartridges; Gift Cards; purchases from Copy & Print Depot™; postage stamps; and purchases made to contract business accounts.

#### **Q: Can I get a list of the specific items that qualify?**

A: A list of the qualifying product categories is available online at [officedepot.com/5percent](http://officedepot.com/5percent).

### **PROGRAM PARTICIPATION**

#### **Q: How can I find my school's ID number?**

A: Your local Office Depot store can look up school ID numbers at each register. Office Depot customer service agents at 1-800-GO-DEPOT also have the ability to search the 5% Back to Schools Program database for school ID numbers.

#### **Q: What do I do if my school is not on the store's ID list?**

A: If the school is not found in the 5% Back to Schools Program database, the store associate can request to have it added and assigned a number.

#### **Q: My school has an ID number. Do they have to re-enroll at some point or will this number stay the same?**

A: Once the school has an ID number assigned to them, it will remain the same. The school does not have to re-enroll for this program.

**Q: How does a school participate in the program?**

A: The school should communicate their 5% BTS Program ID number to parents, teachers, and school supporters. Teachers, students, parents and school supporters should give their school's 5% Back to Schools Program ID number every time they make a purchase at Office Depot.

**Q: Does Office Depot have a flyer or any promotional materials that we can use to promote this program to our parents?**

A: Yes, visit [www.officedepot.com/5percent](http://www.officedepot.com/5percent) to download a customizable flyer to promote your school's ID number.

**Q: What schools are eligible to participate in the program?**

A: Public and private schools, pre-K through 12th grade.

**Q: Can my school, which is part of a contract account, receive credit through this program?**

A: Yes, qualifying purchases made in store, by phone at 1-800-GO-DEPOT, or online at [www.officedepot.com](http://www.officedepot.com) will count; however, purchases made to contract business accounts do not qualify.

**Q: Can the purchases my school makes qualify for the program?**

A: Yes. However, purchases made to contract business accounts do not qualify.

**Q: Can I give my Worklife Rewards® or Star Teacher Member number and credit my school at the same time?**

A: Yes. You do not have to choose between earning your Rewards and crediting your school. You can participate in both programs. Provide your Member card and your school's ID number.

**Q: Can I link my Office Depot account, Worklife Rewards® / Star Teacher membership or my credit card to my school ID number?**

A: No. You must give your school ID number each time a purchase is made.

**Q: Can I add a past purchase to credit my school?**

A: Past purchases can be submitted to credit a school as long as they were purchased within the current quarter. (Example: A purchase made on July 1<sup>st</sup> must be entered no later than September 30<sup>th</sup>.) To credit a past purchase to a school, follow the below instructions:

- **For In-store Purchases:** Simply bring your receipt and your school's 5% Back to Schools ID number to your local Office Depot and ask a store associate to apply your purchase to the school of your choice!

**For Online/Phone Purchases:** Visit [www.officedepot.com/promo/backtoschool/input.do](http://www.officedepot.com/promo/backtoschool/input.do) and simply complete our short form using your school's contact information or 5% Back to Schools ID number and the order confirmation number that was provided for you online or over the phone at checkout. Your local Office Depot store can also enter confirmation numbers for online and phone orders.

**CREDITS / MERCHANDISE CERTIFICATES**

**Q: When do schools receive their credit?**

A: Credits are issued within 60 days after the end of each quarter.

<b>Quarter: Schools Earn</b>	<b>Schools Receive Certificates</b>
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<b>Credits</b>	
January 1 – March 31	May 20 – May 31
April 1 – June 30	August 20 – August 31
July 1 – September 30	November 20 – November 30
October 1 – December 31	February 20 – February 28

**Q: How do schools receive their credit?**

A: Credits will be mailed to the school in the form of an Office Depot Merchandise Certificate to the attention of the school principal. Merchandise certificates can be redeemed at any Office Depot store in the U.S., online at [www.officedepot.com](http://www.officedepot.com), or by phone at 1-800-GO-DEPOT. These certificates will expire 120 days after issuance.

**Q: Can my school find out who has credited them when making purchases at Office Depot?**

A: Office Depot does not keep this type of information for the 5% Back to Schools Program. The generated total credit amount includes all qualifying purchases made by everyone using the school's ID number.

**Q: My company makes all office supply purchases at Office Depot and designates a school for this program. Can we find out how much credit the school has gotten from the orders we have placed?**

A: Office Depot does not keep this type of information for the 5% Back to Schools Program. The generated total credit amount includes all qualifying purchases made by everyone using the school's ID number.

**Q: How can I find out the amount of credits a school received?**

A: If the school has met the minimum requirement, the school is mailed a merchandise certificate within 60 days after the end of the quarter. They will know the amount at this time. Alternatively, you may contact the manager at your local store to inquire about credits issued to your school. Office Depot does not publish a list of credits issued online.

**Q: How does the school use their merchandise certificate?**

A: **In Store:** Present the certificate to the cashier at checkout. The certificate balance will be applied towards your order amount. An additional method of payment will be needed with any outstanding balance.

**Online:** Visit [officedepot.com](http://officedepot.com). After adding items to your cart, click to checkout. Enter the certificate number and the 4 digit PIN into the designated fields located in the Redeem a Gift, Merchandise or Reward Card box. Click Apply Gift Card and complete your order. The certificate balance will be applied towards your order amount. An additional method of payment will be needed with any outstanding balance.

**By Phone:** Call 1-800-GO-DEPOT. Provide the customer service agent the certificate number and the 4-digit PIN. The certificate balance will be applied towards your order amount. An additional method of payment will be needed with any outstanding balance.

*Merchandise Certificates cannot be used to pay invoices.*

**Q: What should a school do if they lose their Merchandise Certificate?**

A: If the lost merchandise certificate has not expired, the school should send an email to [backtoschool@officedepot.com](mailto:backtoschool@officedepot.com). They can also contact their local Office Depot store for assistance. A replacement merchandise certificate may be issued for the remaining balance on the original unexpired certificate.

**Q: What should a school do if their Merchandise Certificate expires?**

A: All funds on the merchandise certificates issued as part of the 5% Back to Schools Program must be used by the expiration date. Unused balance on the certificates will be removed once the certificate is expired. The expiration date is printed on the front of the merchandise certificate. Expired merchandise certificates are unable to be replaced and cannot be reissued.

**MEMBER SERVICES**

**Q: If a school's contact information changes, how can they update their information?**

A: The school can contact their local Office Depot store for assistance or call 1-800-GO-DEPOT. They will assist in getting the information corrected.

**Q: What is the mailing address for this program?**

A: Office Depot 5% Back to Schools Program  
6600 North Military Trail  
Boca Raton, FL 33496

Pre-K-12th grade only. Not available in Puerto Rico. 5% of qualifying purchases made during each program period will be offered quarterly as an Office Depot® Merchandise Certificate to the participating school designated by each customer (up to a total of \$10 million). Products that do not qualify are: technology and consumer electronic products and accessories, media and software that is not education or reference related; furniture and furniture accessories; ink and toner; Gift Cards; postage stamps; purchases from Copy & Print Depot; and purchases made to contract business accounts. Certificates are not available to schools with less than \$10 in tallied credits. Unaccepted/declined certificates are void. Visit [www.officedepot.com](http://www.officedepot.com) for details.