

## **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 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 card. A school must have a minimum of \$10 in credits for a merchandise card 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. or Canadian store, by placing an order with customer service at 1-800-GO-DEPOT, or by placing an order at [www.officedepot.com](http://www.officedepot.com) in the U.S. and [www.officedepot.ca](http://www.officedepot.ca) in Canada.

#### **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: There is a list of the qualifying product categories available online. Your nearest Office Depot store can also provide this list to you.

### **PROGRAM PARTICIPATION**

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

A: Your local Office Depot store will have a list of school ID numbers for their local schools at each register. A database search can also be done at the customer service desk if your school is not on the paper listing. 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: Most schools already have an ID number assigned to them. Office Depot associates have the ability to search the database for your school's ID number. If the school is not found in the 5% Back to Schools Program database, they can request to have it added and assigned a number. After submitting your school's information, the system will show the new ID number in 48–72 hours.

**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, go to [www.school.com](http://www.school.com) and click on the 5% Back to Schools Program link. Office Depot has provided a flyer for use in promoting the program and 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) and [www.officedepot.ca](http://www.officedepot.ca) 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 membership 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: Office Depot cannot link the school ID number to your account. 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 1st must be entered no later than September 30<sup>th</sup>.) To credit a past purchase to a school, just 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 CARDS**

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

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

Quarter 1: January 1 - March 31	Usually mailed during the third week of May.
Quarter 2: April 1 - June 30	Usually mailed during the third week of August.
Quarter 3: July 1 - September 30	Usually mailed during the third week of November.
Quarter 4: October 1 - December 31	Usually mailed during the third week of February

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

A: Credits will be mailed to the school in the form of an Office Depot Merchandise Card to the attention of the school principal. Merchandise cards can be redeemed at any Office Depot store in the U.S. and Canada, online at [www.officedepot.com](http://www.officedepot.com) and [www.officedepot.ca](http://www.officedepot.ca) in Canada, or by phone at 1-800-GO-DEPOT. These merchandise cards will expire 120 days after issuance and cannot be used for purchases with contract business accounts.

### **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 card and a letter with their credit total within 60 days from 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 card?**

A: **In Store** To redeem the merchandise card at an Office Depot store, present the card to the cashier at checkout. An additional method of payment will be needed with any outstanding balance.

**Online** To redeem the merchandise card online, go to [www.officedepot.com](http://www.officedepot.com) in the U.S. or [www.officedepot.ca](http://www.officedepot.ca) in Canada. After adding items to your cart, click to checkout. (Schools with BSD contract accounts must continue checking out as a New Customer). Enter the numbers located on the back of your merchandise card into the designated fields found in the Payment Info box. The additional four numbers will be the pin number (you may need to scratch off the

shaded area to reveal this number). Click Apply Gift Card and complete your order. Any outstanding balance will require payment with a credit card.

**By Phone** To redeem the merchandise card over the phone, call 1-800-GO-DEPOT. Provide the customer service agent the card number and the 4-digit PIN (behind the scratch-off box) found on the back of the card. The card balance will be applied towards your order amount. Any outstanding balance will require payment with a credit card.

*Merchandise Cards cannot be used to pay invoices or be redeemed using a BSD contract account.*

**Q: What should a school do if they have lost their Merchandise Card?**

A: If the lost merchandise card has not expired, the school should call the phone number found on the letter that came with the card. They can also contact their local Office Depot store for assistance. A replacement merchandise card may be issued for the remaining balance on the original unexpired card.

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

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

**MEMBER SERVICES**

**Q: If a school's contact name or address 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  
Mail Stop N307E  
Boca Raton, FL 33496

5% Back to Schools Program is available at Office Depot® store locations, by calling 1-800-GO-DEPOT (800-463-3768), and online at [www.OfficeDepot.com](http://www.OfficeDepot.com) or in Canada at [www.OfficeDepot.ca](http://www.OfficeDepot.ca). Not applicable to schools in Puerto Rico. There are four program periods: a) January 1 through March 31; b) April 1 through June 30; c) July 1 through September 30; and d) October 1 through December 31. Five percent of qualifying school and office supply purchases made during each program period will be tallied under the name of each school designated by our customers. Qualifying purchases are categorized as basic school and office supplies, i.e. paper, file folders, pens, pencils, crayons, etc. Products that do not qualify are 1) all technology and consumer electronic products and accessories, media and software that is not education or reference related, 2) all furniture items and furniture accessories, 3) all ink and toner cartridges, 4) Gift Cards and postage stamps, 5) purchases from Copy & Print Depot, and 6) purchases made to contract business accounts. At the end of each program period, the total credits tallied per school will be offered to that school in the form of an Office Depot® Merchandise Card for its use toward the purchase of any products or services from any Office Depot® store. Credits are only effective once the offer is accepted. Credits will be issued 60 days after the end of each program period and will be valid for 120 days after the date of issuance. Credits will not be offered to schools with less than \$10.00 in tallied credits per program period. See your local Office Depot® store for a list of qualifying products. Office

Depot® will honor up to \$10 million in total credits to the designated schools that opt to participate. Unaccepted/declined credits immediately expire and are void. Limited to Pre-K-12th grade.