

**Buying Stationery, Electronic Office Supplies, Business
Machines and Paper (small quantities of paper delivered to
desk)**

Notes for Requisitioners

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Supplier: Office Depot UK Ltd

Gowerton Road
Brackmills Industrial Estate
Northampton
NN4 7BW
Tel 0800 970 9023
Fax 0800 970 9024
Email LCSG.Helpdesk@officedepot.co.uk
Website: [click](#) - (NB: Require Login & Password)

Contact Customer Service Team :
Michelle Keen and Sean Knight
Email LCSG.Helpdesk@officedepot.co.uk

Customer Service Team Manager :
Hannah Hawkins
Tel 01604744685
Fax 08448711880

Account manager:
Jane Mulholland, Tel 07767684227, jane.mulholland@officedepot.com

LCSG Contract Manager:
Karen Williams, Tel 07920805990, Karen.Williams@officedepot.com

Sales Manager:
David Brown, Tel 07711776562, David.brown@officedepot.com

The Contract

Ealing's corporate contract with Office Depot covers:

- general office stationery

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- electronic office supplies & printer toner cartridges, compact discs, CDs, etc. (please be aware that toner cartridges for MFD's, provided & serviced by Property Ealing are supplied FOC by the contractor.)
- business machines
- office papers

By agreement with Ealing, Office Depot will **not** accept orders for:

- furniture
- catering supplies
- janitorial supplies

Like most London boroughs, Ealing buys from Office Depot using terms and prices negotiated by a purchasing consortium, the LCSG. The consortium's business with the supplier is worth approximately £16 million per year, so Ealing and the other Councils benefit from excellent prices and service.

Ordering

To place a purchase order on Office Depot, every purchaser must first be allocated a 'sold-to' number by Office Depot. See: http://inside-ealing.ealing.gov.uk/services/services/agresso/forms_guidance_notes/'Sold to' template

Orders must be placed via Agresso. Currently the requisition is created by accessing the Office Depot online website to locate the required catalogue code, item description & price. This detail is input into the Agresso requisition screen, line by line and saved in the usual manner. See: http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/services/strategic_procurement/corporate_contracts / datasheet docs/OD online catalogue_and template guide.pdf

Office Depot will not accept an order without a 'sold-to' number. The Office Depot catalogue code must also be reflected on the Agresso purchase order.

On approval of the purchase requisition, the Agresso system will email the requisitioner with the official purchase order. This email, including the pdf attachment maybe forwarded via email to LCSG.Helpdesk@officedepot.co.uk or it can be saved as a file and sent as an attachment to LCSG.Helpdesk@officedepot.co.uk Please do not fax a pdf file as it tends to become distorted in transmission and also delays the receipt of the purchase order by Office Depot sales department.

Prices

Core items (marked 'c' on the pricelist), are competitively priced branded items and includes all Office Depot own brand items. Please use these in preference to items not marked 'c'.

Pricing can be viewed in a number of places:

- Strategic Procurement intranet page for corporate contracts [http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/services/strategic_procurement/corporate_contracts / datasheet docs/Office Depot buying notes.pdf](http://inside-ealing.ealing.gov.uk/ealing2/export/sites/ealingintra/services/services/strategic_procurement/corporate_contracts/_datasheet_docs/Office_Depot_buying_notes.pdf)
- Office Depot website <http://online.officedepot.co.uk> for which the Login is VO-LBE11 and the password is *Ealing* (case sensitive)
- www.filingtray.com for which the user ID is *Ealing* and the password is *Stationery02* (case sensitive)

Environment & Changes to Office Depot Item Availability

Ealing Council's Corporate Board has committed to reducing the organisation's impact on the environment. In order to achieve best value and improve our environmental performance, some stationery products will no longer be available. Please note when placing an order, if you choose a deleted product, an approved alternative product will be automatically switched/made available. The replacement products have been selected to ensure they perform the same function and offer a better combination of value and environmental performance. If you have questions on the environmental aspects of the product please email begreen@ealing.gov.uk

Deliveries

All orders for 'core' items placed by 4.00 pm will be delivered next business day. Delivery is made to the purchaser's desk by Office Depot delivery staff. Any returns must be arranged through the supplier's customer services team and will be collected by the delivery personnel.

Support

This contract is managed by Barbara Ratnayake of Strategic Procurement, 020 8825 6873, RatnayakeB@ealing.gov.uk

Complaints should be taken up directly with the customer services team at Office Depot.