

Office DEPOT® OfficeMax®

Give Back to Schools Program Frequently Asked Questions

PROGRAM INFORMATION

Q: How does the Give Back to Schools Program work?

A: Every time schools, teachers, students, parents and school supporters give a school's Give Back to Schools Program ID number when buying school and office supplies at Office Depot or OfficeMax, that school will be credited 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 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. We tally 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. store (excluding Puerto Rico and the U.S. Virgin Islands), by placing an order with customer service at 1-800-GO-DEPOT, or by placing an order at 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™ and OfficeMax Services Center; 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/givebts.

PROGRAM PARTICIPATION

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

A: Your local store can look up school ID numbers at each register. Customer service agents at 1-800-GO-DEPOT also have the ability to search for school ID numbers.

Q: What if the store cannot find my school ID?

A: If the school is not found in the Give Back to Schools Program database, the store associate can request to have it added and assigned a number. You can also email backtoschool@officedepot.com.

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.

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Q: How does a school participate in the program?

A: The school should communicate their Give Back to Schools Program ID number to parents, teachers, and school supporters. When shopping at Office Depot or OfficeMax, teachers, students, parents and school supporters should give their school's Give Back to Schools Program ID number.

Q: Is there a flyer or any promotional materials that we can use to promote this program to our community?

A: Yes, visit officedepot.com/givebts 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. School district offices and organizations are not eligible.

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 officedepot.com will count. However, purchases made by contract business accounts do not qualify.

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

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

Q: Can I give my Office Depot® OfficeMax® Rewards 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.

Q: Can I link my school's ID number to my web account, my Office Depot OfficeMax Rewards membership and/or my credit card?

A: Currently we are not able to link your accounts. You must credit each transaction with your school ID number. If you forgot to provide the school number, you can enter your transactions to credit your school anytime as long as it is still within the quarter in which you purchased. [Click here](#) to enter a delivery purchase.

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 30th.) To credit a past purchase to a school, follow the below instructions:

- **For In-store Purchases:** Simply bring your receipt and your school's Give Back to Schools program ID number to your local store and ask a store manager to apply your purchase to the school of your choice.

For Online/Phone Purchases: [Click here](#) to complete our short form. You will need your school's contact information or Give Back to Schools program ID number and your order confirmation number.

CREDITS / MERCHANDISE CERTIFICATES

Q: When do schools receive their credit?

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

Schools Earn Credits	Schools Receive Certificates
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 OfficeMax merchandise certificate to the attention of the school principal. Merchandise certificates can be redeemed at any Office Depot or OfficeMax store in the U.S., online at 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?

A: We do not keep this type of information for the Give 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 always designates a school when shopping. Can we find out how much credit the school has gotten from the orders we have placed?

A: We do not keep this type of information for the Give 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 principal of 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. We do 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: At check out, enter the certificate number and the 4 digit PIN into the designated fields located in the Redeem a Gift Card or Rewards Certificate section on the Payment page. Click Apply 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?

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A: If the lost merchandise certificate has not expired, the school should send an email to backtoschool@officedepot.com. 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 Give 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: How does my school update their contact information?

A: Send an email to backtoschool@officedepot.com with current school information and the ID number if possible.

Q: What is the mailing address for this program?

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

Pre-K-12th grade only. Not available in Puerto Rico or the U.S. Virgin Islands. 5% of qualifying purchases made during each program period will be offered quarterly as an Office Depot® OfficeMax® 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 and prepaid cards; postage stamps; purchases from Copy & Print Depot™ and OfficeMax Services Center; and purchases made to contract business accounts. Credits are not available to schools with less than \$10 in tallied credits. Unaccepted/declined credits are void. Visit OfficeDepot.com/givebts for details.