Page 5 – CHOOSE PRINT OPTIONS:

While we strive to be sensitive to the fact that you need to serve your students, we ask in return that you be sensitive to the budgetary situation here. If you can make do with plain white paper and black ink only (the default settings), please do so.

A special note about 3-hole paper:
Choose: Printing & Binding → Paper → Bond – Pre-Drilled – 3 hole – 20lb
DO NOT USE: Lamination, Folding, Cutting, Stapling, And More → Drilling → Drilling – 3 hole
(the cost difference is significant, as the drilling is for 1000 sheets at a time)

The Special Order Instructions box is your opportunity to communicate to Office Depot anything else you need to with regards to your order. Some examples are:

- Perhaps you need an option that was not present in Step 2 or Step 3.
- Office Depot will not process any order until they call you back and speak with you. This typically occurs within 20-30 minutes of them receiving your order (next day if order received outside of normal business hours).
  - You can provide cell phone information to help them reach you.
  - You can specify “no call back” if you would like (we recommend you do accept the call back, at least initially while you are getting familiar with the system).
  - You can indicate times when you would like them to call (maybe you are a night owl and you want the call back right away instead of the following morning).
- Turn-around time for an order is usually 48-72 hours. (NOTE: There is a point during check-out that indicates a delivery date, but that does not apply to print jobs.) You will be given your actual expected delivery date by Office Depot when they call you regarding your order. You can specify your delivery needs in this Special Instructions box, or during your call back conversation with Office Depot.
- All orders ship to the mailroom on the main campus of Hartnell as a default. When your order arrives, a notice is placed in your mailbox.

Page 12 – CHECKOUT:
This is a recap screen of your configuration options and the charges associated with your choices. If at this point you want to adjust your configuration options, simply click on the grey EDIT button for that item (located between the Qty and Backorder columns). You can also remove the item by clicking on the blue Remove.

Page 13 – CHECKOUT / PLACE ORDER:
This is a recap screen that shows you are placing the order, the BPO and Ship To associated with your account, and a final recap of your order, plus the Place Order button. (NOTE: Ignore the Delivery Options shown – as
stated earlier, this does not apply to print jobs. You will be given your actual expected delivery date by Office Depot when they call you regarding your order.)

When you choose Place Order, the next screen you get should thank you for placing your order and give an order number formatted like this: 123456789-000. Until you get an order number, Office Depot does not have your order. Also, this order number is what Office Depot uses to identify/reference your order, so you might want to have it available during the call back. If you would like, you can contact them immediately rather than wait for them to call, and you would need to provide them with the order number so they can look it up. The number for the print facility is 562-988-5310.

Final Comments:
You have Order Tracking available under My Account on the red menu bar to view the status of your order(s) or your order history. Just hold the cursor over My Account and you should get a drop-down menu that includes Order Tracking as one of the choices.

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