



Frequently Asked Questions

Q. How do I login?

A. Make sure you are using the correct URL, login (email address) and password (Welcome1)
<http://www.goddessproductsinc.com/arkansas.html>

Q. I forgot my password.

A. Click on the Forgot Password link on the login screen.

Q. My account is locked

A. This occurs when a user has made three unsuccessful attempts to login. Your account will lock for thirty minutes. Click the Forgot Password link to receive a new password, then you must wait until the account unlocks before proceeding.

Q. I didn't get my order / Where's my order?

A.

- Check the status of your GPI Request. Is the GPI Request approved? If not, contact your approver.
- Check Office Depot Order Tracking for the status of your order. If you cannot locate the order in Office Depot Order Tracking, contact Goddess Products Customer Service.

Q. How do I cancel an order or an item on an order?

A. You have a small window to cancel an order through Office Depot. Locate the order in Office Depot Order Tracking and cancel the order, if allowed.

Q. How do I return an order or an item on an order?

A. Locate the order in Office Depot Order Tracking and follow the three steps for order returns.

Q. How do I change something in my profile, like change my name or phone number or get access to a new cost center or shipping address?

A. Access your Profile from the blue Menu Bar and select Change Request. Enter the requested change and click Submit. Your Administrator will receive an email notification to make the change.

Q. Can I print my order?

A. Yes. Locate the order using the GPI Tracking ID and print to PDF from the GPI Tracking Details screen.

Q. Can I get a copy of an invoice?

A. Yes. Use the Transaction Log to locate invoices.

For detailed instructions, please see the Quick Reference Guide.

Contact Goddess Customer Service:

customerservice-ar@goddessproductsinc.com or via phone at 877-472-4002 or 501-372-4002