

# Office DEPOT®

BUSINESS SOLUTIONS DIVISION



OFFICE SUPPLY PROGRAM FOR:



Effective: February, 2011

CLICK: [BUSINESS.OFFICEDEPOT.COM](http://BUSINESS.OFFICEDEPOT.COM)

CALL: 888.2.OFFICE

# Office DEPOT.

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## WELCOME

Thank you for choosing Office Depot to be your office products provider. Backed by sales offices and delivery centers throughout North America, Office Depot will partner with your organization to implement the right solutions for your unique business requirements.

By providing an array of smart solutions tailored to your specific needs, our dedicated team of professionals will help you take care of business more productively.

We look forward to partnering with you!

Jerry Pettijohn  
Territory Development Manager  
**Office DEPOT**  
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## Account Information

Your Office Depot Account #: 55125170  
Web address: [business.officedepot.com](http://business.officedepot.com)  
Customer Service #: **1-888-263-3423**

## Ordering Method:

### Internet Orders

Your login name and initial password to your account:  
Login Name: **Your Company Email Address**  
Initial Password: **welcome**

**Sample Login:** [doej@mcls.org](mailto:doej@mcls.org)

When you log in for the first time, you will be prompted to change your password. Passwords must be at least six characters in length and are alphanumeric. You will also be asked to respond to a security question. This will help us identify you if your password is lost.

## On-line Tutorials

To review how to navigate through the Office DEPOT website please click on the Customer Service words located at the top right of the screen. The User Guide and Web Demonstrations can be accessed by scrolling down to General Help on the lower left side of the Customer Service page.

## Deliveries:

Deliveries will be made the next business day, unless otherwise noted by Office DEPOT provided your order has been approved and received BY 5:00 P.M. your local time via the internet.

## Freight:

Orders will be delivered free of charge. Please consolidate your orders where possible. Ordering in bulk is a simple way to reduce costs, waste, fuel and greenhouse gases. You will save on paper, staff time and logistical costs while also reducing the product packaging waste & carbon dioxide emissions associated with delivery of your office supplies.

## Upon Receipt of Your Order:

Verify that all items on the packing slip listed as shipped are in your order. Any shortages or incorrect items should be reported to the Office Depot Customer Service Desk within 10 days of delivery. Items on backorder will be noted on the packing slip.

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## BSD Customer Support





Our nationwide network of sales offices, retail locations and delivery centers provide you with unparalleled customer support when you need it.

- More than 50 sales offices throughout North America
- Approximately 1,000 sales associates
- Nationwide customer service capability
- 15 delivery centers
- Over 1,100 Office Depot retail stores located across the country

You can connect immediately with a customer service representative, Monday–Friday 8:00 A.M. to 8:00 P.M. (ET), using our **Live Chat** functionality or by calling us toll-free at 888.263.3423. For technical support, our **E-Commerce Support Desk** is available via phone at 800.269.6888 or by e-mail at [ecsupport@officedepot.com](mailto:ecsupport@officedepot.com).

## Quick Step Internet Ordering Instructions

### Placing an Order

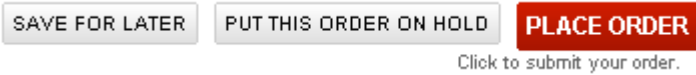
- 1) Use browser to access the Internet and type in <http://business.officedepot.com>
- 2) Type in your Login Name and Password
- 3) Click on **LOGIN**
- 4) If you know the item number(s) for the product(s) you wish to order select:  
**Order by Item #** ▾  
Quick Order
- 5) Type in Office Depot Item #, quantity, and comment, if desired
- 6) If you do not know the item number(s) for the product(s) you wish to order, you can:
  - a. Search for product using key words or manufacturer part numbers by entering the information in the space provided in the gray toolbar and then clicking Go  

  - b. Shop using our online catalog. Simply click on  Home in the upper left hand corner or  View All Products A-Z  in the grey toolbar and you will be directed to category listings of the catalog
- 7) Select **ADD TO CART** to add your desired product to your shopping cart

8) Select [Continue Shopping](#) to continue or [Check Out](#) from the shopping cart in the top left if you have finished shopping

9) If you selected [Continue Shopping](#) then click on [Order by Item #](#) [Quick Order](#) to add more items

10) If you selected [Check Out](#) verify items in your cart and complete any required information

11) You now have three options,



- a. If you are satisfied with your order, select [PLACE ORDER](#) to complete the process
- b. If you would like to save the items in your cart and purchase at a later date, select [PUT THIS ORDER ON HOLD](#). When placing an order on hold, your inventory will be held for 24 hrs
- c. If you would like to save the items in a list but not create the order select [SAVE FOR LATER](#)

12) When you see **“Thank you for your order,”** and **your number**, your order has been successfully completed.

Online training is available in the Customer Service section or call the Internet Help Desk 800-269-6888

## Return Procedures

### Phone Orders:

**Step 1:** Call the Office Depot Customer Service team and provide the invoice number and 6-digit Office Depot product/SKU number and/or the manufacturer’s part number of the product being returned and credited.

**Step 2:** Provide a brief description of the reason for the return/credit (i.e. ordered in error, damaged/defective, etc.).

**Step 3:** Place the merchandise in your standard delivery area for pick-up.

### Web Orders:

**Step 1:** Click on “Order Tracking” located in “My Account” in the top navigation bar.

**Step 2:** Locate the sales order number that you need to place a return on. Once the order detail appears, click “Submit Return.”

**Step 3:** Fill in the return quantity, select the reason for the return and enter any special instructions and click “Continue.”

A confirmation number for your return will appear. Please print this page and/or write this number down and keep for your records. For further assistance in processing your return online, please contact the BSD Technical Support Desk at 800.269.6888.

Please visit our Customer Service page on [business.officedepot.com](http://business.officedepot.com) for complete details on our Return Policy.

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## BUSINESS SOLUTIONS DIVISION

### Office Depot Smart Solutions for Taking Care of Business

Office Depot provides smart products and services to help you take care of your business more productively. Our Business Solutions Division offers national and exclusive brand office essentials and services through catalogs, telephone account managers and secured online ordering.

#### Exclusive Brands

When your organization needs products that provide outstanding value with no compromise in quality, you can rely on our Exclusive Brands.

- We build reliable products backed by innovation, quality manufacturing and testing.
- We use our global buying power to also offer cost-effective solutions for our customers.
- Our Exclusive Brands include Foray<sup>®</sup> writing instruments and desk accessories, Ativa<sup>®</sup> shredders and technology tools, the Realspace<sup>™</sup> furniture choices and Office Depot<sup>®</sup> Brands for everyday office essentials.

#### Furniture

Office Depot is one of the world's top suppliers of quality office furniture and custom workspace solutions. We provide:

- A robust selection of in-stock products from many of the world's leading manufacturers.
- Workspace solutions from concept to fulfillment, helping you redesign space for better functionality – from boardrooms and reception areas to systems furniture for multiple office locations.

#### Copy & Print Depot

Copy & Print provides the innovative solutions that our customers require to meet daily printing needs such as:

- Digital Printing
- Print On Demand
- Promotional Products
- Online Custom Stationery and Imprints

Our Web-based capabilities, nationwide network of print centers and Xerox<sup>®</sup> Certified Print Specialists ensure that documents are expertly printed and ready for pick-up or delivery to your location.

#### Technology

Our technology solutions offer customers top brands, technical expertise and reliable service 24/7.

- With Tech Depot<sup>®</sup>, our technology division, your buying experience is simple and straightforward.
- We offer more than 275,000 items including the latest computers, storage, networking, software and accessories.
- Our technology experts are trained to assist you with the most complex IT infrastructure projects.

#### Cleaning & Breakroom

Office Depot Cleaning & Breakroom solutions offer the convenience of one-stop purchasing for all of the products that help create an ideal company breakroom and keep the workplace spotless.

- From beverages to brew systems, furnishings to foods, paperware to tableware – our assortment of products will open a new workday world for your employees and also improve morale.
- Make workplace maintenance a snap and help keep employees safe with name brand cleaning and safety products.

## **Environmental**

When you partner with Office Depot, you collaborate with an industry leader in environmental sustainability.

- We have a comprehensive environmental program – Buy Green, Be Green, Sell Green – that strives to improve the environmental performance of our suppliers, our own operations and our customers.
- Our green merchandising and services, including The Green Book® catalog and our Office Depot Green™ Brand products, help both large and small companies take steps to a greener office.



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## Frequently Asked Questions

### ***I have forgotten my password for ordering on the Office Depot website. What should I do?***

Simply go to our website ([business.officedepot.com](http://business.officedepot.com)) and click on the "Forgot your login name/password?" link. You will be prompted to enter your login name and respond to your pre-determined security question. You will then be asked to update your profile with a new password. If you do not remember your login name, call our HELP DESK at 1-800-269-6888 any time between the hours of 7:00 AM - 9:00 PM Eastern Standard Time and they will be glad to help you. Have your account number ready when you call ([Your Account #55125170](#)).

### ***Help, I'm on the Office Depot website and forgot how to set up a Custom Shopping List. What do I do?***

Click on "My Shopping Lists": You can start a new list there or open the "How to use and create lists" guide. This will guide you through each of our online tools step-by-step.

### ***We just received our order and I thought I ordered 12 pens, but instead received 12 boxes of them. What do I do?***

Our product return policy and procedures are designed to help our customers make returns and exchanges quickly and efficiently. Please refer to our website for our complete Return Policy and for instructions on how to process such requests.

### ***I need additional copies of the catalog for my office. How do I request them?***

Many offices like to keep several catalogs on hand so that they can be used by several different people. Our catalogs are offered to our customers free of charge. You can request a catalog with your next online or phone order. Simply add Sku #[696-579](#) to your cart when you place your next order.

### ***I've looked all through the catalog and can't find the item I really need. Does this mean Office Depot doesn't have it?***

Not at all, Office Depot offers over 15,000, items but we also have access to a large assortment of additional products that are made available through various third-party sources. Please call your customer service representative for assistance in ordering the product you need.

### ***I need to order furniture but I'm not sure exactly what I need or what options are available. Who can I contact for more information?***

Your Office Depot account representative is available to assist you with all inquiries, including furniture purchasing decisions. Contact your representative to arrange for an in-person meeting to discuss your requirements, view samples and even take measurements of your workspace.

### ***It's early in the morning and I just realized that I need to add something to an existing order. My order usually arrives around noon. Can I call to add this item to today's order?***

Our orders are packaged at night so that delivery trucks can be loaded early in the morning before embarking on their routes. Our delivery trucks usually leave our distribution centers well before 8:00 AM, so unfortunately it would not be possible to update this existing order. We instead encourage you to use the Office Depot Store Purchasing Card or contact our customer service team to place an order for pick-up at a local retail store near you.

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## THINGS TO REMEMBER

- YOUR OFFICE DEPOT ACCOUNT NUMBER IS: [55125170](#)
- REAL TIME INVENTORY
- YOU SEE YOUR ACTUAL CONTRACT PRICE FOR EVERY ITEM
- ORDERS PLACED BY **5:00PM YOUR LOCAL TIME** FOR NEXT SCHEDULED DELIVERY DAY.
- ORDER TRACKING – Allows you to view 12 months of your order history. To track an order, view the order detail and/or make changes to the order. You can simply click on “Order Tracking” located at the top right hand corner of your screen under the “My Account” tab.
- ONLINE TRAINING – Click on Customer Service Tab (located top of screen) for Online Training
- FIND PRINTER SUPPLIES – Search for the right toner cartridges for your business machines
- ONLINE RETURNS –Go to “ORDER TRACKING”, click on the Blue underlined order number. Click on the SUBMIT RETURN button (located at bottom of page) to return items for credit only.
- CUSTOMER SERVICE DESK – 1-888-263-3423 8:00 AM to 8:00 PM EST, Monday – Friday.
- INTERNET HELP DESK (assistance with website, forgotten password)– 1-800-269-6888 Hours: 7 AM to 8:30 PM EST, Monday – Friday. Or via email: [ecsupport@officedepot.com](mailto:ecsupport@officedepot.com).