

**Office
DEPOT®**

FOREVER 21

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PURPOSE AND ACKNOWLEDGEMENT

Hello Team! In order to prepare for the Office Depot launch, take the time to review the content in this packet. Each page contains helpful tips and guidelines for Office Depot training. Please be sure the packet has been reviewed and the online tutorial has been completed.

GO LIVE CHECKLIST

- ☐ Verify the Office Depot link is accessible from your back office PC
- ☐ Verify your log in and password allow access to your stores catalog
- ☐ Verify your store's budget is listed in the right hand column of the website. Budgets were determined based on actuals from LY and store volume
- ☐ Verify your item pictures are viewable
- ☐ Verify the link to the Forever 21 intranet is directing you to the correct log in page.
- ☐ Review training packet listed on the Office Depot home page.

****Please note: Store will not be given additional hours for this roll out***

OFFICE DEPOT

Introducing the newest member of the Forever 21 supply family- OFFICE DEPOT!

Who: You and your store!

What: Forever 21/ Office Depot

Where: All US and Puerto Rico Stores

When: Beginning June 1, 2015 All stores will now order supplies from our new vendor- Office Depot

Why: By merging with Office Depot, stores will be able to :

- Order directly from the Office Depot website
- Order within a monthly set budget for your location
- Budget visibility on P&L
- Order without duplicating items/orders
- Order at any time of the month without any deadlines
- Track your store orders online
- Orders placed by 5pm will arrive in store the very next day

The Company Standard:

All stores are expected to order their non branded office and janitorial supplies through Office Depot and stay within their monthly set budget.

ROLLOUT SCHEDULE

May 2015/June 2015

5/20/15: Memo Launch and Office Depot Packet released to stores for review.

5/20/15 thru 5/31/15: All stores will be able to log in, view and go over the online packet given on the home page. Ordering is not LIVE.

5/27: The Supply Link found on the store intranet page will be disabled.

6/1/15: All stores **GO LIVE**. Orders can now be placed on the Office Depot Website (Please refer to page 6 of this packet for login information)

ROLLOUT SCHEDULE CONTINUED

May 2015/ June 2015

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
17	18	19	20 Office Depot Memo released to stores	21	22	23
			Stores begin training 5/20-5/31			
24	25	26	27 Supply Link on the Intranet will be disabled	28	29	30
Stores continue training 5/20-5/31						
31	1	2	3	4	5	6
OFFICE DEPOT WEBSITE IS NOW LIVE!						

OFFICE DEPOT LOG-IN STEPS

1. Stores will access the Office Depot link on their back office PC.
2. Stores will need to log into the Intranet→Others→Office Depot Supplies
3. Stores login ID: F21 and the 4 digit store #
Examples: store # 1 will enter F210001
store # 11 will enter F210011
store # 123 will enter F210123
store # 3509 will enter F213509
4. Password: Forever21 (Please note, the “F” should be capitalized and all other letters will be lower case.)
5. Once logged on you will automatically be taken the Home page/Bulletin Board.

DO NOT CHANGE YOUR APPOINTED DEFAULT PASSWORD (Forever21) if given the option. Click on the HOME page in the top left corner to be redirected to the mail home page/bulletin board

STORE MANAGER-Please note: It is up to your discretion to appoint yourself or another manager to place Office depot supplies for the entire store.

All training tutorials can be found on the Office Depot main page/bulletin board page

STEP-BY-STEP ORDERING

1. Log into your store's intranet and go to the "Others" tab, scroll down to the Office Depot Supplies link to gain access.
2. From the Bulletin Board, select the link to take you to "My Shopping Lists." Here you will locate your preferred core items.
3. From the core items, please select what you want to order by clicking the box next to the item, update the quantity.
 - Click **ADD TO CART** to add your desired product(s) to your shopping cart.
 - Click [Continue Shopping](#) to add more items.
 - If you are ready to check out, select [Check Out](#) then verify the items in your cart and your shipping information is correct.
 - ❖ All orders placed must meet a \$50 minimum for free shipping. Do not place orders if your store does not meet the \$50 minimum.
4. You now have 3 options:

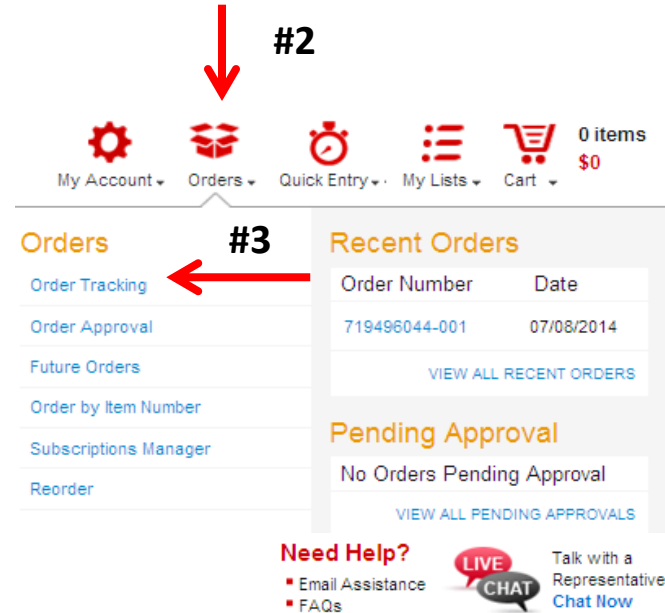


- If you are satisfied with your order, select "Place Order" to complete the shopping process.
 - When you see the "Thank you for your order," and your number, your store's order has been successfully fulfilled.
- If you would like to save the items in your cart and purchase at a later date, please select "Put This Order on Hold." When placing an order on hold, your inventory will be held for 24 hours.
 - An email confirmation will be sent to your email address (the store's email address will be on file).
- You can also "Save Cart to List" and create a new list that only your store will be able to access. This is helpful for quickly placing future orders.

TRACKING ORDERS

Follow these easy steps to track your supply order:

1. Log onto the Office Depot website.
2. Click on Orders at the top of your screen.
3. Then go to Order Tracking
4. The order Detail will appear as shown below and look under "Status."



[Home](#) / [My Account](#) / [Order List](#) / [Order Detail](#)

Order Detail

[Print This Page](#)

Order Information			
Order Number:	719554553-001	Tracking:	719554553-001
Order Date:	07/09/2014	Status:	Shipped
Ordered By:	F213001	Shipped Date:	View Carton Details and Proof of Delivery
Last Modified By:	F213001	Delivery Date/Time:	07/10/2014 08:30 AM - 05:00 PM
Last Modified On:	07/10/2014	Comments:	

RETURNS

To place a return online, click on the Order Number under Order Tracking. Click on the **Begin Return link** on the **Order Detail** page to start the return process. For further assistance in processing your return online, or if the order does not have a Begin Return link, please contact the Technical Support Desk at 800-269-6888.

***Please Note:** Only one return per order may be processed online. If an additional return is required please contact Customer Service at 888-263-3423.

From the Order Tracking Screen, Click on the item(s) you need to return. Click Begin Return and follow the 3 steps to process the return.

Order Summary[Hide Images](#)

Description	Your Price / Unit	Quantity	B/O ⓘ	Shipped	Total	Reorder Price / Unit	Reorder Qty.	Deselect all ☒
 Polywool Duster Extension Handle, 51\" data-bbox="185 485 365 505"/> 82\" data-bbox="185 515 245 535"/> Item # 291588 ▶ BEST VALUE	\$5.28 / each	2	0	2	\$10.56	\$5.28 / each	2	☒

[REVIEW THIS PRODUCT](#)

Comments:

Subtotal: \$10.56

Delivery Fee: \$0.00

Miscellaneous: \$0.00

Taxes: \$0.95

Total: \$11.51

[View Account](#)
[Print Order](#)

[View Search Results](#) | [Begin Return](#) [ADD TO LIST](#)

SUPPLY FAQS

- **What are my order dates?**

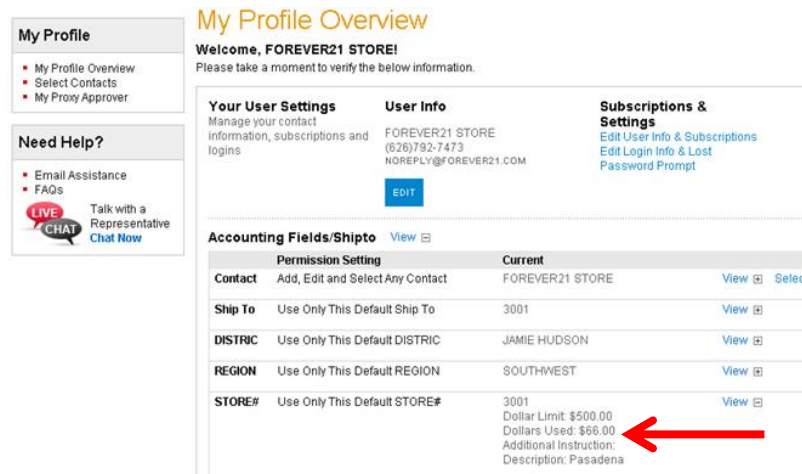
Stores are now allowed to order supplies at any time during the month. However once you have reach your monthly maximum budget you cannot place any more orders until the following month.

- **Does my order have to meet a minimum dollar amount?**

Yes. All orders must reach a \$50 minimum to qualify for free shipping. Please do not place an order if your store does not meet the \$50 minimum.

- **What is my stores monthly budget?**

Click on View My Profile>View Accounting Fields>View Store#



My Profile

- My Profile Overview
- Select Contacts
- My Proxy Approver

Need Help?

- Email Assistance
- FAQs

LIVE CHAT Talk with a Representative [Chat Now](#)

My Profile Overview

Welcome, FOREVER21 STORE!

Please take a moment to verify the below information.

Your User Settings
Manage your contact information, subscriptions and logins

User Info
FOREVER21 STORE
(626)792-7473
NOREPLY@FOREVER21.COM
[EDIT](#)

Subscriptions & Settings
[Edit User Info & Subscriptions](#)
[Edit Login Info & Lost Password Prompt](#)

Accounting Fields/Shipto	Permission Setting	Current	
Contact	Add, Edit and Select Any Contact	FOREVER21 STORE	View Select
Ship To	Use Only This Default Ship To	3001	View
DISTRIC	Use Only This Default DISTRIC	JAMIE HUDSON	View
REGION	Use Only This Default REGION	SOUTHWEST	View
STORE#	Use Only This Default STORE#	3001 Dollar Limit: \$500.00 Dollars Used: \$66.00 Additional Instruction: Description: Pasadena	View

- **What if I max out my monthly budget and need more supplies?**

Should you reach your limit and need supplies that are business critical, please contact Operation Supply Team via email Officedepot@forever21.com.

- **Who do I contact for questions regarding the website?**

Contact Office Depot's help desk. Representatives are available Monday thru Friday from 8am-8pm ET 800-269-6888

SUPPLY FAQs CONTINUED

- **Who do I contact if I have a question about my stores monthly budget?**

Contact Operation Supply Team via email Officedepot@forever21.com

- **Who do I contact if I need help ordering?**

Contact Office Depot's Customer service desk. Representatives are available Monday thru Friday from 8am-8pm ET 800-269-6888

- **What items can be ordered on the Forever 21 intranet?**

Forever 21 Branded items only.

All other items can be ordered on the Office Depot website.

If an item you are requesting is not listed, please contact your District Manager.

Forever 21 Branded Items are listed below:

Alarm Sensors/Tags	Gorilla Racks	Mesh Bag Holder	Sensor Bins
Forever 21 tape	Hangers	Price Tickets	Shoe hangers
Gift Cards	Jewelry Cards	Rail Surfers	Shopping Bags
Gift card sleeves	Mesh Bags	Sensor removers	Store Credits
			Store Credit sleeves
			Visual Items

All items listed above will still be ordered on your store's intranet.

If you are on the Office Depot website and need to order branded supplies there is a link on the main bulletin board that will redirect you to the stores intranet login page so you can place an order for branded supplies.

SUPPLY GUIDELINES

Stores must adhere to the following guidelines when placing supply orders.

ORDERING GUIDELINES:

1. All office supply orders must be placed using the link found on the Store Intranet page.
2. Hangers cannot be ordered on the Forever 21 Supply Catalog. They must be ordered by the DMs or DVMs on the Visual Catalog. For questions, concerns with orders contact storesupport@forever21.com.
3. All branded items must be ordered via the store intranet.
4. Branded supplies take on average 7-10 business days to arrive in store from the date an order is approved. Place orders with enough lead time to receive the item(s) before you run out.
5. DO NOT place orders for any branded supplies that are on backorder.
6. Stores may not order/purchase any item from outside the companies selected vendors.
7. When ordering through Office Depot, stores should order all items needed for the month and stay within their stores fixed budget.
8. All orders must meet a \$50 minimum to qualify for free shipping. Please do not place an order if your store does not meet the \$50 minimum.
9. When stores receive a shipment from Office Depot, they must immediately verify the quantities ordered are the quantities received, before signing for delivery confirmation.
10. Be cautious of fraudulent supply orders from unauthorized vendors. This includes orders being confirmed by stores via phone and then physically accepted by stores.

Note:

Office Depot has various locations across the country, therefore its address may differ with each delivery.

CONTACTS

Office Depot Store Supplies		
Who to contact:	When to contact:	Where to contact:
Office Depot Customer Service	Cannot locate an item, have website questions, have tracking questions	888-263-3423
Office Depot Technical Support	Website trouble, technical issues with the Office Depot website	800-269-6888
Corporate Contact for Office Depot	Special orders, order questions, all other supply questions	Operations Supply Team Officedepot@forever21.com
Forever 21 Branded Items		
Corporate Contact for Branded Supplies (Forever 21 items)	Order status, order questions, order tracking, order availability	Operations Supply Team Officedepot@forever21.com
Corporate Contract for Store Intranet Technical Support	Website trouble, technical issues with the Office Depot website	IT Department 213-741-8888