

Office DEPOT® OfficeMax®

BUSINESS SOLUTIONS DIVISION



OFFICE SUPPLY PROGRAM FOR:



Your Office Depot Major Account Manager:

Debbie Crider

Telephone: 832-606-8461

Email: debra.crider@officedepot.com

CLICK: BUSINESS.OFFICEDEPOT.COM

CALL: 888.2.OFFICE

WELCOME

From the Desk of: Doyle Boutwell, Director, Global Supply Chain

To: Greene's Energy Group Office/Breakroom Supply Purchasers

Date: October 8, 2015

We are pleased to announce our new office supply agreement with Office Depot effective Monday, October 19, 2015.

After much consideration, Office Depot has demonstrated the ability to uniquely service Greene's Energy Group on a local and national level. We have chosen Office Depot to supply us with our everyday office supply, furniture and Breakroom needs, effective October 19, 2015.

Boasting 99% + next day delivery capabilities, Office Depot also offers over 1,100 full service retail stores across North America (our program ensures negotiated contract pricing is available for our members in Office Depot's Retail stores). Office Depot's ordering website is highly ranked among all internet retailers in the country and designed for maximum online ordering experience and efficiency.

Place Orders, Return Orders, Browse Products, Track Orders & Much More!

business.officedepot.com

Office Depot's award winning website includes the following features:

-  Easy to navigate - find and order what you need quickly and efficiently
-  Online Returns
-  Real time inventory & pricing
-  Find accessories/supplies for your office machines (find all applicable toners and machine consumables by simply typing in your machines brand and model number)
-  Create a personal shopping list for your store!
-  View order status
-  Live chat with customer service

If you have any questions regarding our new Office Depot office supply program, please contact Elizabeth Lopresti at elopresti@greenesenergy.com.

Account Information:

Your Office Depot Account #: 66259412

Web address: business.officedepot.com – Orders may be placed via the web only.

Your Office Depot Field Representative: Debbie Crider, Major Account Manager, Email: debra.crider@officedepot.com; Telephone: 832-606-8461

Ordering Method:

To access your contract pricing:

Login Name: <Your Company Email Address>

Initial Password: **Welcome1**

Sample Login: elopresti@greenesenergy.com

IMPORTANT NOTE: When you log in for the first time, you will be prompted to change your password. Passwords must be at least eight to 10 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.

BSD Customer Support:

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.

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 
- 4) Please click the  items link from the bulletin board to access your core items. We have categorized your core items for convenience. Please shop your core items first.
- 5) If you know the item number(s) for the product(s) you wish to order select:

Quick Order
- 6) Type in Office Depot Item #, quantity, and comment, if desired
- 7) 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  in the grey toolbar and you will be directed to category listings of the catalog
- 8) Select  to add your desired product to your shopping cart
- 9) Select  to continue or  from the shopping cart in the top left if you have finished shopping
- 10) If you selected  then click on  Quick Order to add more items
- 11) If you selected  verify items in your cart and complete any required information
- 12) Please confirm your shipping information is correct , please fill in your **(will provide customer specific field information here once finalized)**

13) You now have three options,

SAVE FOR LATER

PUT THIS ORDER ON HOLD

PLACE ORDER

Click to submit your order.

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**

14) When you see **"Thank you for your order,"** and your number, your order has been successfully completed.

Training:

Online training is available in the Customer Service section; select Customer Services.
SEE BELOW.

The screenshot shows a web browser window with the URL <https://business.officedepot.com/billboard/billboard.do>. The page displays a section titled "Customers who viewed items you browsed also viewed" with five product cards. Each card includes an image of the product, a star rating, the product name, and the price per unit. Below the product cards is a navigation bar with five categories: Site Info, Customer Service, Company Info, Specials, and Customer Tools. A red arrow points from the "Site Info" category to the "Customer Service" category. The "Customer Service" category includes links for Email Assistance, Phone Support, Gift & Rewards Card, and Customer Services. The footer of the page contains copyright information and a disclaimer.

Product	Price
Dell™ PK941 Use & Return High-Yield Black Toner Cartridge	\$96 ⁸⁵ / each
Dell™ M11XH Return Program Black Toner Cartridge	\$197 ⁵⁹ / each
Office Depot® Brand ODD3115C (Dell PF029) Remanufactured...	\$163 ⁴⁹ / each
Office Depot® Brand ODD1720 (Dell MW558) Remanufactured ...	\$93 ⁹⁹ / each
Office Depot® Brand 310-5400 (Dell H3730) Remanufactured...	\$98 ⁹⁹ / each

Category	Links
Site Info	Site Map, International, Terms & Conditions, Store Purchasing Card T, Terms of Use, Catalog Pricing, Privacy Policy
Customer Service	Email Assistance, Phone Support, Gift & Rewards Card, Customer Services
Company Info	Affiliate Program, International, About Office Depot
Specials	GreenerOffice
Customer Tools	Order by Item#, Online Catalog, Store Locator

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CLICK: [BUSINESS.OFFICEDEPOT.COM](https://business.officedepot.com)

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Website demonstrations are also available online for your convenience. SEE BELOW.

The screenshot shows a web browser window displaying the Office Depot Customer Service page. The browser's address bar shows the URL <https://business.officedepot.com/customerservice/index.do>. The page has a navigation bar with links: Office Supplies, Paper, Breakroom, Ink & Toner, Cleaning, Technology, Furniture, School Supplies, and Copy & Print. Below this is a breadcrumb trail: Home > Customer Services. The main content area is titled "Customer Services" and features a large banner with the text "let us help you!" and a photo of a smiling customer service representative. A red arrow points from the banner to the "Website Demos" button in the service options section. This section also includes buttons for "Email", "Live Chat", and "Call". The "Email" button is labeled "EMAIL US" and the "Live Chat" button is labeled "LIVE CHAT". The "Call" button is labeled "VIEW DEMOS". The "Website Demos" button is labeled "VIEW DEMOS". The "Email" button is labeled "EMAIL US". The "Live Chat" button is labeled "LIVE CHAT". The "Call" button is labeled "VIEW DEMOS". The "Website Demos" button is labeled "VIEW DEMOS".

Office Supplies Paper Breakroom Ink & Toner Cleaning Technology Furniture School Supplies Copy & Print

Home > Customer Services

Helpful Links

- ORDERING
- PRODUCTS
- PRIVACY & SECURITY
- SHIPPING & RETURNS
- CUSTOMER SERVICE CONTACTS
- MY PROFILE
- WORK PLACE ERGONOMICS
- GENERAL HELP
- BULLETIN BOARD

Need Help?

- Email Assistance
- FAQs

Talk with a Representative
[Chat Now](#)

Customer Services

let us help you!

Email
Contact our friendly customer service team at your convenience.
[EMAIL US](#)

Live Chat
Live Customer Support
Monday - Friday 8am - 11pm EST
[LIVE CHAT](#)

Call
Call 1.888-2-OFFICE (1-888-263-3423)
Monday - Friday 8am - 8pm EST

Website Demos
Learn more about our website.
[VIEW DEMOS](#)

1:17 PM 3/18/2015

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