



business.officedepot.com User Guide

Convenient.
Effective.
Smart.



<https://business.officedepot.com>

CUSTOMER SUPPORT

Hours of operation:

Monday – Friday, 8:00 A.M – 8:00 P.M. (Eastern Time)

Live Chat:

For immediate support, chat in real time with an online representative

E-Commerce Support Desk:

For customer service and technical support Call 800.269.6888
or e-mail ECsupport@officedepot.com

SHIPPING AND DELIVERY SCHEDULE

Delivery schedule:

Monday – Friday. Order by 5:00 P.M. local time, and your order will be delivered the next business day (between 8:30 A.M. and 5:00 P.M.) in our local delivery areas. Some furniture, technology and special order items are excluded. Deliveries outside our local delivery areas will be assessed a delivery charge based on total order weight (minimum charge of \$9.95).

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1 TIMESAIVING FEATURES

Office Depot's Business Solutions Division has enhanced its website with more intuitive, time saving features for your convenience. We have added expandable menus to help you navigate the site even faster. Popular tools such as "Order by Item Number" and "Ink & Toner Finder", are all accessible on the homepage. You can also quickly manage your Shopping Lists and keep track of your orders, making your online purchasing experience better and more efficient than ever.

Find items faster & with fewer clicks with Enhanced Drop-Down Menus

Keep track of your selections and your subtotal with our Shopping Cart preview that appears on every page

Access new tools like Recent Orders, Shopping Lists and Order Tracking, right from the homepage

The screenshot displays the Office Depot Business Solutions website homepage. At the top, the Office Depot logo is followed by the tagline "Taking Care of Business". Navigation links include "Store Locator", "Order by Item #", and a shopping cart icon showing "3 item(s): \$79.65" with "FREE shipping". A welcome message for "BSD REDESIGN USER of OFFICE DEPOT TEST ACCOUNT" is visible, along with an account number and a "Logout" link.

The main navigation bar includes categories: "Office Supplies", "Furniture", "Technology", "Our Services", and "My Account". Below this is a search bar with a "GO" button and a "View All Products A-Z" link. A horizontal menu shows alphabetical indices from "A-B" to "U-Z".

On the left, a "Most Popular Categories" sidebar lists items like "Basic Supplies", "File Folders", and "Staplers". The main content area is divided into "All Categories" and "My Orders". The "All Categories" section lists various office supplies, while "My Orders" shows a list of recent orders.

On the right, a "My Account" sidebar lists links for "Bulletin Board", "Online Reporting", "My Account", "Order Tracking", "Orders Pending Approval", and "My Shopping Lists". Below this is a "My Orders" section with links for "My Recent Orders", "Order Tracking", and "Orders Pending Approval".

At the bottom, a "My Tools" sidebar lists links for "My Shopping Lists", "Order by Item #", "My Profile Overview", "Online Reporting", and "Proprietary Items".

Two callout boxes highlight specific features:

- One points to the "Enhanced Drop-Down Menus" on the left sidebar, stating: "Find items faster & with fewer clicks with Enhanced Drop-Down Menus".
- Another points to the "Order by Item Number" tool, stating: "Use the 'Order by Item Number' tool and the product images and descriptions are automatically displayed as you enter them."

Enjoy catalog shopping convenience with expandable A-Z index

Use the 'Order by Item Number' tool and the product images and descriptions are automatically displayed as you enter them.

2 GETTING STARTED

LOGIN

Point your browser to <https://business.officedepot.com>

At the login screen, type the Login Name and **Password** (not case sensitive). Your Account Manager or Super User will provide this information.

PLEASE NOTE: You will be given four opportunities to type the correct Login Name and Password. After the 4th attempt you will be locked out. If you are locked out, you will be instructed to contact Office Depot's E-Commerce Support Desk for further assistance.

FORGOT YOUR LOGIN NAME/PASSWORD?

At Office Depot, we take security seriously. If you have forgotten your password click on the 'Forgot your login name/password?' link. With this feature, you can access the BSD website by providing the secret question and answer you previously selected. You may also call the E-Commerce Support Desk directly (800.269.6888 M-F, 8:00 a.m.-8:00 p.m. EST).

ORDERS FOR FUTURE DELIVERY

You can place advanced seasonal or school orders and have it delivered at a future date of your choosing (no sooner than 21 days and no greater than 180 days). To place an order for future delivery, click on 'Place Future Order' right on the login page or, if you're already logged in, go to **Our Services** in the top navigation bar and then click on 'Future Orders'. This will take you to our Future Orders website where you can shop and then select your desired delivery date.

PLEASE NOTE: Your Login Name and Password will be necessary to access this site.

BULLETIN BOARD

The first page after login displays a Bulletin Board that can be used by your Company to communicate with end users. Your company's logo can be displayed on the Bulletin Board and messages can be updated as often as necessary.

Bulletin Board

Last update by: BSD REDESIGN USER

You have items saved for later [VIEW SAVED ITEMS](#)

Your Messages

[Edit](#)



**BUSINESS
SOLUTIONS
DIVISION**

Click [here](#) for Custom Stationery Online.

 05-Gileadwebpic.JPG

[Click here to register for a Store Discount Card](#)

[CONTINUE](#)

Messages From Office Depot

You are Invited!

Office Depot has redesigned the Business Solutions Division (BSD) website to better help you and your company take care of business. We are excited about the launch of our new site and, as one of our select customers, we are cordially inviting you to begin using the site prior to its official launch later this year. During this preview, you will be able to use both the existing and redesigned Business Solutions Division websites so that you can become familiar with the new site's enhanced features. Once your three-week preview period ends, you will be officially transitioned onto the new website.

The URL for the new website is <https://business.officedepot.com>. Your Login Name and Password are the same. If you experience difficulty connecting to this site, please notify your IT department of this new website address.

[Learn More](#)
[Link to the New Office Depot Website](#)

Your comments and feedback about the new site are very important to us and we'd like to hear about your experience. We welcome you to begin using this site immediately and to share feedback on your experience by email by clicking [here](#).




- Amazing selection and great value on everything your workplace needs for cleaning & breakroom. [Features 1,600 items and more than 1,000 new products](#)







The Bulletin Board is divided into three sections for three separate avenues of communication: Super Users to Account Users, Office Depot to Account Specific Users, and Office Depot to all BSD Users. To proceed to the homepage, just click on the 'Continue' button.

EDITING THE BULLETIN BOARD (Under the Bulletin Board tab)

Bulletin Board Administration

Bulletin Board Options

Logo Image
(File name must be all lowercase and may not include spaces.)
Filename: (gif or jpg) **EMAIL IMAGE**

Text Color

☒ Color Name:

☐ Color Hex Value:

Bulletin Board Text

Maximum 4000 character

CANCEL UPDATE

Super Users can edit and insert their company's logo onto the Bulletin Board. Click on the 'Edit' button that is located on the right-hand side of the Bulletin Board. You are able to enter up to 4000 alphanumeric characters. The Bulletin Board also accepts HTML code – please contact your IT department for assistance. Always click 'Update' at the bottom of the page to save changes.

To place your company's logo onto the Bulletin Board, or change an existing logo, e-mail either a .GIF or .JPG formatted graphic, by clicking on the 'Email Image' button (to automatically send an e-mail to ecaccounts@officedepot.com). The E-Commerce Support Desk will confirm the integrity of the image and notify the sender when the image will be available for an upload on the Bulletin Board.

PLEASE NOTE: All viewable company logos submitted by 12 P.M. EST on Wednesday will be available by 12 P.M. EST on Friday.

3 ORDER ENTRY

SEARCHING THE CATALOG

You can search for products by Keyword, Office Depot Item Number, Manufacturer Number, Customer Item Number, Category, or View all Products A-Z. Searching by Item Number displays only one item while searching by Keyword might yield a page or more of results.

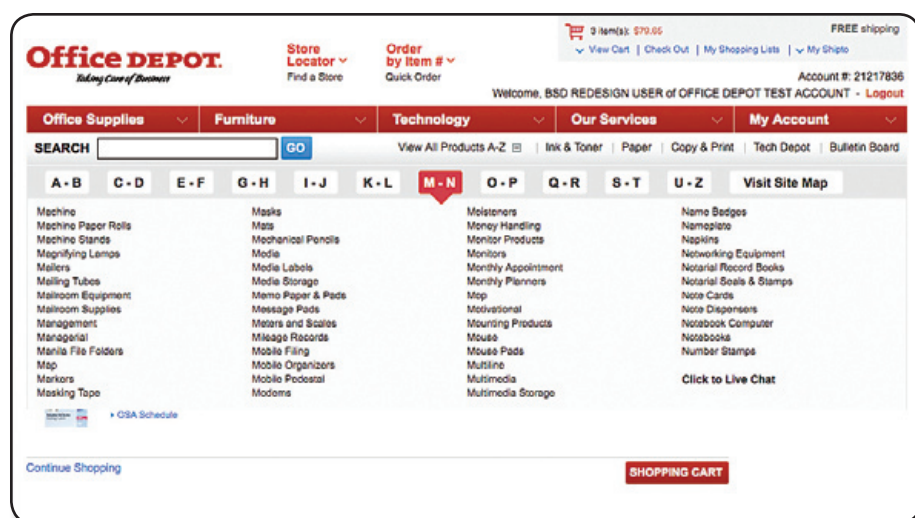
For your shopping convenience, the Search feature appears on every page on the site.

CATEGORY SEARCH

Select a category to browse from the homepage by placing your cursor on a product group, like **Office Supplies**, **Furniture** or **Technology**. The screen will expand to show a list of all categories available. Select a category to view. Next, the screen displays a list of subcategories, which you can select to view a list of all the items available.

VIEW ALL PRODUCTS A-Z

Click on 'View all Products A-Z' to search by categories in the index. Place your cursor on the letters to view a list of categories. Next, a list of subcategories will appear. Make your selection to see a list of subcategories or items.



PLEASE NOTE: On the search results screen each line item displays an 'Add To Cart' and an 'Add to List' button. 'Add to Cart' adds the item to your Shopping Cart and 'Add to List' adds the item to a Saved List.

You can narrow your search by clicking on the search modifiers located on the left side of the screen.

ORDER BY ITEM #
(top of the homepage)

Our 'Order by Item #' feature allows you to add items directly to your Shopping Cart or Shopping List. Simply enter the item numbers, tab to see pictures and descriptions. Enter your desired quantities, then click 'Add to Cart' or 'Add to List.'

Order By Item Number

Enter Item Number(s) & Quantities

Enter the 6 or 9-digit item number and quantity for each item you would like to order in the appropriate fields below. Example Item Number: **910-348-037 or 940650**

[Where do I find this?](#)

Item Number

Qty



Office Depot® Brand Recycled File Folders, 1/3
Cut, 8 1/2" x 11", Manila, Pack Of 100(315515)

\$4.99
Your Price
box

[Remove](#)

Comments

[Enter more items \[+\]](#)

ADD TO CART

ADD TO LIST

[Go To Comparison Center](#)
[Go to Shopping Cart](#)
[Go to Order Tracking](#)
[Go To My Shopping List](#)

INSUFFICIENT QUANTITIES

Ordering online from Office Depot's website gives you access to live inventory. If Office Depot does not have the quantity of the item you request available, an 'Insufficient Quantity' screen will appear.

Home > Find Your Product

Insufficient Stock

The item you requested was not added to your cart.
You requested 10, however, only 4 are available at this time.

	List Price	Your Price/unit	
 Wausau® Extra-Heavyweight Exact® Index Card Stock, 110 Lb., 8 1/2" x 11", Grey, Pack Of 250 Sheets Item # 424134 Entered Item # 424134	\$13.99	\$11.69 / each	☒ Order 4 now and backorder 6 for future delivery. ☐ Order 4 only ☐ Do not add to cart

Alternate Items

Enter quantities to order alternate item(s)
 Unit of measure of alternate items may differ from that of the unavailable item
 Alternates are not intended for coupon offer substitution

	List Price	Your Price/unit	Qty.
 Xerox® 110-Lb Index Card Stock, Gray, 8 1/2" x 11", Ream Of 250 Sheets Item # 462446	\$21.78	\$9.53 / ream	
 Wausau® Extra-Heavyweight Exact® Index Card Stock, 110 Lb., 8 1/2" x 11", Canary, Pack Of 250 Sheets Item # 424116	\$13.99	\$9.39 / each	

[CONTINUE](#)

[Continue Shopping](#) [SHOPPING CART](#)

- "Order 4 now and backorder 6 for future delivery": Orders the quantity available and places a backorder for the remaining quantity.
- "Order 4 only": Orders only the quantity available.
- "Do not add to cart": Allows the user to select an alternate item for this order. Item will not be backordered.

If no message appears and the item(s) are added to your cart, your items are in stock and will be shipped to you on the next delivery day.

MY SHOPPING LISTS

There are two different types of 'Shopping Lists' for fast and efficient ordering.

- 'Company Wide' lists are created and maintained by your Company Program Administrator or 'Super User', but can be used for ordering by all users.
- A 'Personal' list is only accessible for the user who created it.

To begin working with a Shopping List, select 'My Shopping Lists' on the Shopping Cart view at the top of the screen or under **My Account**. The 'My Shopping Lists' page appears with an index of currently available shopping lists. Once you opened the list you want you can change the item quantities if needed, checkmark the box next to each item to select (or click 'Select All' at the top to buy all items on the list), and click 'Add to Cart' at the bottom of the page.

Please note: You can also click on 'Create New List' and the 'Create a New Shopping List' page will appear.

My Shopping List Details

My Shopping List Contents

Rename: Reminder: Select Start Date (mm/dd/yyyy)

Comment:

Type: ☐ Company-Wide List Reminder Frequency:

☒ Personal List Email Address:

Rename or edit comments in the corresponding fields and click "Update" to save changes.

Description	List Price	Your Price / unit	Qty.	Extended Price	Select all
 Zebra® Z-Grip™ Retractable Ballpoint Pens, 1.0 mm, Medium Point, Clear Barrel, Blue Ink, Pack Of 12 Item Number 288587 Entered Item # 288587 Manufacturer # Z2220 Not on GSA Contract	\$6.84	\$5.84 / dozen	0 UPDATE	\$0.00	☐
Category Ballpoint Retractable Pens Group					
 Paper Mate® Comfortmate™ Retractable Ballpoint Pen, 0.7 mm, Medium Point, Blue Barrel, Blue Ink Item Number 328809 Entered Item # 328809 Manufacturer # 631-01EA Not on GSA Contract	\$0.87	\$0.34 / each	0 UPDATE	\$0.00	☐
Category Ballpoint Retractable Pens Group					

[Remove](#) | [Move](#)

Subtotal: **\$0.00**

[My Account](#) | [View All Lists](#) | [Delete this List](#) | [Shopping Cart](#)

For more information on how to add items to a Shopping List or how to modify a saved one, click on 'How to use and create lists' on the My Shopping Lists page.

INK & TONER

Our Ink & Toner Finder provides a hassle free way of replenishing your printing supplies, perfectly matched to your machine. Simply select the 'Ink & Toner' option on the Home page.

Select the brand, printer and model from the drop-down lists and click 'GO'. When the results appear you can save your search, so that it's all right there every time you have to order additional supplies.

Ink Depot

Your search for **Hewlett-Packard** found **7** results. Scroll down to [view results](#).

Shop Ink & Toner

Search by brand name and model or simply enter your cartridge number

Find by printer

[View all brands](#)

OR

Find by keyword

Search Tip:

Save your printer to your account and avoid using the finder menus. Instantly view all the cartridges available for your model.

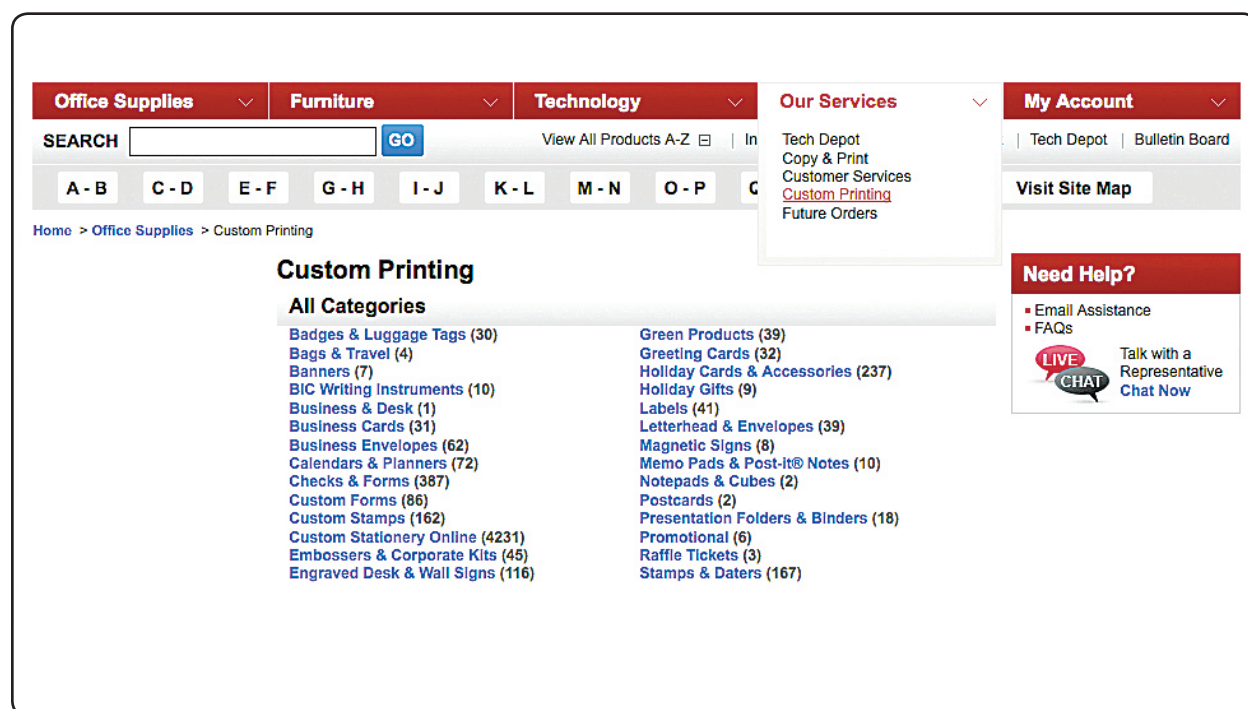
My saved printers ([edit](#))

PLEASE NOTE: The top ten printer manufacturers are listed at the top of the Manufacturer drop-down list for your convenience.

CUSTOM PRINTING

This feature allows you to design and order your own customized stamps, business stationery, business cards, forms, etc. There are three ways to access the Custom Printing homepage: under **Our Services**, by clicking on Copy & Print, or by typing in a keyword.

Once you enter the Custom Printing page, choose one of the categories, select and design the item, then add it to your shopping cart. Once you add the item to your cart, you will be taken back to the BSD website.



PLEASE NOTE:

- Custom Printing orders will be given a separate order # which may also be viewed/tracked on the Order Tracking page.
- Custom Printing orders are considered special order items that are sent via UPS, are non-refundable/returnable, and may take 7-10 business days for delivery.

PRODUCT COMPARISON

When searching for items you will see a compare box under each item image. To compare the different product features of up to four items, check the compare box under each and hit the 'Compare Selected Items' button to go to the Product Comparison screen. Remove an item from the Comparison by clicking 'Remove' just above the image.

Product Comparison [Continue Shopping](#) | [Go to Shopping Cart](#) | [Go To My Shopping List](#) | [Go to My Account](#) | [Remove all](#) [COMPARE MORE ITEMS](#)

Comparing 4 Products	 X Remove	 X Remove	 X Remove	 X Remove
Print This Page Email	 Paper Mate® Ballpoint Stick Pens, 1.0 mm, Medium Point, Black Barrel, Black Ink, Pack Of 12 Item # 181594 Rating: ★★★★★ Read all 4 reviews	 Paper Mate® Ballpoint Stick Pens, 1.0 mm, Medium Point, Blue Barrel, Blue Ink, Pack Of 12 Item # 181578 Rating: ★★★★★ Read all 2 reviews	 BIC® Round Stic Grip™ Ballpoint Pens, 1.0 mm, Medium Point, Clear Barrel, Blue Ink, Pack Of 12 Item # 112266 Write the First Review	 BIC® Soft Feel® Retractable Ballpoint Pens, 1.0 mm, Medium Point, Black Barrel, Black Ink, Pack Of 12 Item # 655266 Rating: ★★★★★ Read all 4 reviews
	Qty ADD TO CART ADD TO SHOPPING LIST	Qty ADD TO CART ADD TO SHOPPING LIST	Qty ADD TO CART ADD TO SHOPPING LIST	Qty ADD TO CART ADD TO SHOPPING LIST
Your Price	\$0.69	\$0.69	\$2.06	\$11.40
List Price	\$4.14	\$4.14	\$4.20	\$11.40
Item #	181594	181578	112266	655266
Unit Of Measure	dozen	dozen	dozen	dozen
Barrel Color	Black	Blue	Clear	Black
Brand Name	Paper Mate	Paper Mate	BIC	BIC
Grip Type			ribbed	rubberized
Ink Color	Black	Blue	Blue	Black

You can add an item to your cart from the Product Comparison page by entering the quantity and clicking on the 'Add to Cart' button. You can also add the item to a shopping list. You can delete all items that appear on the My Comparisons screen by clicking on the 'Remove All' link.

4 CHECKOUT

Each item you select is placed in your cart. When ready, click on 'Check Out' in the **Shopping Cart** view at the top of the screen to go to your one page order review and placement.

Checkout

Please verify all of your order information below and choose one of the options at the bottom of the page to submit your order.

User Information

User Name: USER
 Phone: (513)0000000
 Email:
 Address:

Shipping Information

ACCOUNT
 BOX 9
 BETHAN 9999999
 USA

Email Options

☒ I would like an email confirmation for this order.
 Send an email confirmation to another contact:
 Additional Email Address:

Order Information

* Required Information
 Cost Center: Burbank
 Desktop: NIKON
☐ Make these my default values, if permitted
 Contact: BSD REDESIGN USER
 Contact Phone: (513) 319-4099 Ext.
 Comment:
 Comment:
 Comment: Comments are for your information only. These comments are not utilized by our Delivery Centers.

Payment Information

* Required Information
☐ Payment Pending
☒ Credit Card
 Credit Card Number: No spaces or dashes (i.e. 000000000000)
 Expiration Date: / (mm/yyyy)

Redeem a Gift, Merchandise or Reward Card

Card Number: PIN:

Delivery Options

For Standard Delivery:
 If you are not available to receive this order on the date below, then select a different delivery date (date request applies to stocked items, any items shipped directly from the vendor will be delivered as previously indicated):
 Select a desired delivery date:
 Thu, Oct 8, '09

For Future Delivery:
 To place an order for FUTURE delivery, (delivered in no less than 21 days and no greater than 180 days) [Click Here](#)

Shopping Cart [Hide Images](#)

Estimated Delivery Date: 10/08/2009

CHECKOUT REQUIRED FIELDS

Required fields are identified with a red asterisk and will have a 'Select' button next to it if there are multiple selections/options.

The Payment Information section displays your payment method, or provides the option of Credit Card or Account billing.

The E-mail Options section allows you to cancel your email order confirmation, and/or enter the e-mail address of another individual who needs to receive a confirmation or alert of the order being placed.

Comment: comments are not limited by our Delivery Carriers.

Comment:

Payment Information

• Required Information

☐ Payment Pending

☒ Credit Card

• Credit Card Number: No spaces or dashes (i.e. 000000000000)

• Expiration Date: / (mm/yyyy)

Redeem a Gift, Merchandise or Reward Card

Card Number: PIN: [APPLY GIFT/REWARD CARD](#)

Delivery Options

For Standard Delivery: If you are not available to receive this order on the date below, then select a different delivery date (date request applies to stocked items, any items shipped directly from the vendor will be delivered as previously indicated):

Select a desired delivery date:

Thu, Oct 8, '09

For Future Delivery: To place an order for FUTURE delivery, (delivered in no less than 21 days and no greater than 180 days) [Click Here](#)

Shopping Cart

[Hide Images](#)

Estimated Delivery Date: 10/08/2009

Description	Your Price / unit	Qty.	Backorder	Total	Remove
 Wausau® Extra-Heavyweight Exact® Index Card Stock, 110 Lb., 8 1/2" x 11", Grey, Pack Of 250 Sheets Item # 0424134 Entered Item # 424134 List Price \$	\$ / each	4	0	\$	☐

[Not on GSA Contract](#)

Comments:

Subtotal:	\$
Delivery Fee:	\$
Discount:	(\$)
Miscellaneous:	\$
Taxes:	\$
Total:	\$

Have you made changes to your cart or delivery option? [UPDATE CART](#)

[Continue Shopping](#)

[SAVE CART TO LIST](#)
[PUT THIS ORDER ON HOLD](#)
[PLACE ORDER](#)

Click to submit your order

To redeem coupon(s), click button to the right. After filling out forms, please click **Place Order** button at the bottom of the page.

[ADD COUPON](#) [\(More Information?\)](#)

If you are not available for next day delivery, the Delivery Options section allows you to choose from a range of valid delivery dates.

SUBMITTING YOUR ORDER

The bottom of the Check Out screen displays the items you selected. Verify that this information is correct and click either the 'Place Order' or 'Put this order on hold' button to finalize your order.

PLEASE NOTE: If your order is automatically placed on hold for approval, the 'Place Order' button will not be available and the 'Place this order on hold' button must be used.

Your order is not processed until you click the 'Place Order' or 'Place this order on hold' button.

ORDER CONFIRMATION

When 'Place Order' is selected, the Order Confirmation screen will appear. This confirms that your order has been successfully submitted to the Office Depot system. Your order can now be tracked by using the order number displayed on this page.

Thank you for your order! Please print this page for your records.
 [Print This Page](#)

Your Order Number: 491357474-001
 Estimated Delivery Date: 10/08/2009 [View Order Details](#)

You will receive an order confirmation email shortly. Please save this email for your records. Your Cash on Delivery will be charged when the order ships.

My Account
[View Order Details for This Order](#)
[Print Order](#)
[View Your Order History](#)
[View Your Account Information](#)
[Reorder](#)

Use the links to the left to quickly access information about your account. You may check the status of your order, view the order's details, change the information in your account, or view your previous orders.

Order Info
Account #: 21217836
Your Order Number is: 491357474-001
Cost Center: BURBANK
Desktop: NIKON
Contact: Contact:BSD REDESIGN USER
 Contact Phone:(513)319-4099
Comments

Shipping Information
 RR 1 BOX 9
 BETHANY,
 IL
 61914-9701
 USA


Payment Info
Cash on Delivery

Order Date: 10/05/2009
Delivery Date: 10/08/2009 08:30 AM - 05:00 PM
Order Number: 491357474-001

Description	Your Price / unit	Qty.	Backorder	Total	Comments
Wausau® Extra-Heavyweight Exact® Index Card Stock, 110 Lb., 8 1/2" x 11", Grey, Pack Of 250 Sheets Entered Item # 424134 List Price \$13.99 Not on GSA Contract	\$ / each	4	0	\$46.76	

Subtotal:

\$

Delivery Fee:

\$

Discount:

(\$)

Miscellaneous:

\$

Taxes:

\$

Total:

\$

ORDER TRACKING

The Order Tracking function, accessible under **My Account**, allows you to check the history and view the details of orders. With this feature, users have the ability to view all orders or to filter orders using specific search criteria.

PLEASE NOTE: Depending on user profile settings, users may modify an order if the status is in the 'Held by Customer,' 'Held for Review,' or 'Held for Restrictions' status.

Processed Orders								
Result 1 - 10 of 115					Page: 1 2 3 4 5 6 Next » Last			
Order Number	Total	Order Date	Delivery Date	Changeable	Cost Center	Status	Contact	Type
491333585-001	\$1.91	10/05/2009	10/06/2009	No		Cancelled	TEST USER	Order
4913331845-001	\$23.87	10/05/2009	10/06/2009	No		Cancelled	TEST USER	Order
491139075-001	\$67.46	10/02/2009	10/05/2009	No	0003	Cancelled	HOLD A	Order
491139290-001	\$67.46	10/02/2009	10/05/2009	Yes	0003	Pending authorization	HOLD A	Order
491074747-001	\$33.73	10/02/2009	10/09/2009	Yes	23453	Pending authorization	BSD USER	Order
491074701-001	\$16.76	10/02/2009	10/09/2009	Yes	23453	Pending authorization	BSD USER	Virt White
491074363-001	\$47.96	10/02/2009	10/09/2009	Yes	A	Pending authorization	BSD USER	Order
491074307-001	\$16.76	10/02/2009	10/09/2009	Yes	A	Pending authorization	BSD USER	Virt White
490999313-001	\$3,605.22	10/01/2009	10/18/2009	Yes		Pending authorization	ALPINE ACCESS 3	Virt White
490999112-001	\$5.31	10/01/2009	10/02/2009	Yes		Pending authorization	ALEX GIBSON	Order

QUICK RELEASE OF HELD ORDERS

If your user profile allows the release of orders on the Order Tracking screen, you will see a checkbox in the 'Select' column for orders that have a status of 'Held by Customer' and 'Held for Review.' To release these orders, check the box for each order, and then click the 'Release Selected' button at the bottom of the page. All orders checked will be released.

PLEASE NOTE: The 'Held for Restrictions' orders require workflow approval. To release, the approver has to click on the order to open it.

Orders from 09/05/2009 to 10/05/2009								
Click an order number to see the details of your order, or to view delivery tracking information.								
Orders Pending Approval								
Result 1 - 10 of 17					Page: 1 2 Next » Last			
Select all	Order Number	Total	Order Date	Delivery Date	Changeable	Cost Center	Status	Type
☐	491357474-001	\$60.60	10/05/2009	10/06/2009	Yes	BURBANK	Held for Deposit	BSD REDESIGN USER
☐	491319267-001	\$15.43	10/05/2009	10/06/2009	Yes	ADDETEST2	Held for Deposit	CARLA BACIGALUPI
☐	491139648-001	\$67.46	10/02/2009	10/05/2009	Yes	0003	Held for Review	HOLD A
☐	491118145-001	\$481.87	10/02/2009	10/05/2009	Yes		Held for Deposit	PEPENG ONDOY
☐	491018622-001	\$17.96	10/01/2009	10/05/2009	Yes		Held for Deposit	BSD REDESIGN USER
☐	491018208-001	\$28.55	10/01/2009	10/05/2009	Yes		Held for Deposit	BSD REDESIGN USER
☐	490944487-001	\$129.48	10/01/2009	10/02/2009	Yes	0000	Held by Customer	SALES FORCE
☐	490588051-001	\$44.33	10/01/2009	10/02/2009	Yes	(NEW) <COSTCENTERS>	Held by Customer	ALPINE ACCESS 3
☐	490883590-001 *	\$480.38	10/01/2009	10/28/2009	Yes	(NEW) <COSTCENTERS>	Held by Customer	BONNIE BANDER
☐	490625978-001	\$71.48	09/29/2009	10/13/2009	Yes	0003	Held for Review	HOLD A
RELEASE SELECTED Cancel Selected								
* - Advanced Orders for Future Delivery								

ORDER TRACKING SEARCH CRITERIA

Filter your Order Tracking by Dollar Amount, Order Number, Item Number, Cost Center, PO Number, Release, Contact, Status, Ship To ID, and Date. Select the search parameters to use and click the appropriate arrow. The Order Tracking screen reappears with the orders listed by the search criteria you selected. Sort these orders by clicking on any of the column headers.

Orders	
Use one of the methods below to locate a specific order.	
Find Your Order	Search By: Order Number
Search by item or order number, order status, or order date range	Status: ALL
	From: To:
	Min: Max:
Dollar Range:	
Approver:	Select Approver
	SEARCH ORDERS Show All Orders

ORDER DETAIL

To view the details of an order, click on the order number in the Order Number column of the Order Tracking screen. From there you can Modify Orders, Cancel Orders, Release Orders, Reorder Items or Submit Returns.

Order Detail

Order Information

Order Number:	494085466-001	Tracking:	
Order Date:	10/20/2009	Status:	Delivered
Ordered By:	NEWBSD	Shipping Date:	View Carton Details and Proof of Delivery
Last Modified By:	ALPINECSR	Delivery Date/Time:	10/30/2009 08:30 AM - 05:00PM
Last Modified On:	10/20/2009	Comments:	

Shipping Information

Shipping Address:

OFFICE DEPOT TEST ACCOUNT
4662 JEFFERSON TOWNSHIP L
MARIETTA, GA 30066
USA

Billing Information

Billing Contact:

(561)438-1111 Ext.0000 **TEST USER**

Payment Method:

Account Billing

Desktop PO Number TEST USER ABC
Cost Center ABC

Order Summary

Description	Your Price / unit	Quantity	Back Ordered	Shipped	Total
 JWOD Metallic Pushpins, Box Of 100 Item # 661401 GSA Schedule	\$2.150 / box	25	0	0	\$53.75
Comments:					
 Smead® Poly Color File Folders, 1/3 Cut, 8 1/2" x 11", Assorted Colors, Pack Of 25 Item # 935478 Not on GSA Contract HUB	\$11.690 / box	2	0	0	\$23.38
Comments:					
 Office Depot® Brand Copy Paper, 8 1/2" x 11", 20 Lb, Ream Of 500 Sheets, Case Of 10 Reams Item # 348037 BEST VALUE Not on GSA Contract	\$31.990 / case	2	0	0	\$63.98
Comments:					
Subtotal:					\$141.11
Delivery Fee:					\$0.00
Miscellaneous:					\$0.00
Taxes:					\$8.38
Discount:					(\$1.41)
Total:					\$148.08

[My Account](#) | [Print Order](#) | [Back to Order Tracking](#) | [View Search Results](#)
[Email Us](#) [Add To List](#) [REORDER ITEMS](#)

ORDER RETURNS

You may create a return request on line by following these steps:

- Open Order Tracking to view orders.
- Click on the desired Order Number to place a return.
- Click on 'Submit Return' from the Order Detail screen.
- Select the item or items you want to return, select a reason from the drop-down list, and click 'Continue'.
- Review the information for the return and hit 'Submit Return' at which point you will get a Return Authorization Number for the return.

Return Form

Order Info

Note: You may return most items in their original packaging within 30 days (most technology items within 14 days). All returns must be in their original packaging. When returning merchandise in exchange for credit, you may take advantage of placing a return on-line. For ordering another item in exchange, receiving credit for your order, over shipments or any other type of return, please contact your Customer Service Representative.

Order Number: 138481283-001
Order Date: 02/29/2008
PO NUMBER: RV1
REL NUMBER: REL1
COSTCTRCC: NONE
DT NUMBER: CREATDT_1

☐ Send an email order confirmation for this order?

Pickup Address:

COLUMBUS GEORGIA
1338 VETERANS PIWAY
COLUMBUS, GA 31901-2116 USA
Contact: PAVANI SHARMA
(111) 111-1111 Ext: 1111
Email Address: sujan.sriadibhalla@nilt-tech.com

Order Summary

Quantity to Return	Quantity Ordered	Reason for Return	Your Price	Unit of Measure
1	1	Choose... Choose Damaged Item Delivered Late Catalog Description Incorrect Received Wrong Item Don't Want Item Defective Item Ordered Wrong Item	\$7.48	box

Smad@ Recycled 1-Ply File Folders, 1/3 Cut, 8 1/2" x 11" Item# 0315515

BEST VALUE:

- Contains Recycled Content
- Not an OSA Contract
- HUB
- Dynamic Zoom

Specify number of boxes being picked up:

I've changed my mind about returning right now, please cancel this and continue shopping.
 Click "Continue" to proceed with your return.

PLEASE NOTE: If a return has already been placed on an order, the Submit Return button will not be available.

- You may include instructions for an Office Depot or UPS driver.
- Your return pickup will be scheduled to coincide with your next delivery, or within 5 days if no orders are scheduled.
- You may return most items in their original packaging within 30 days (most technology items within 14 days). All returns must be in their original packaging.
- You may submit only one online return request per order. Please contact Customer Service if you need to return an additional item from the same order.

5 MY PROFILE

For easy access to your account's current settings, click on the **My Account** option located on the top navigation bar. If your Account Manager or Super User has restricted your defaults, you may have limited access to view and choose: Ship to Locations, Cost Centers, PO Numbers, or Releases. Your Office Depot Account Manager or your company's Super User will assist you if necessary.

The screenshot shows the 'My Account' page with a left sidebar containing 'My Profile' and 'Need Help?' links. The main content area is titled 'My Account' and includes a 'Create and store your information for easy access.' section. Below this, there are three main sections: 'Order Tracking', 'Future Orders', and 'My Shopping Lists'. The 'Order Tracking' section includes a search bar for 'Order Number', a status dropdown set to 'ALL', and filters for 'Date Range' and 'Dollar Range'. It also lists 'My Recent Orders' and 'Orders Pending Approval'. The 'Future Orders' section provides information about the 'Future Orders' site. The 'My Shopping Lists' section allows users to 'Select an existing list' or 'Create a new list' with a 'List Name' field and a 'Type' dropdown (Company-Wide List or Personal List).

Order Tracking and My Shopping Lists are available from the My Account screen

MY PROFILE OVERVIEW

My Profile Overview is a one-page summary of your user settings. This feature can be accessed from the **My Account** page, by clicking on the 'My Profile Overview' link, giving you the ability to view your settings. Click on 'View' to see the details for each particular setting. Depending on your permissions, you may be able to edit these settings.

The screenshot shows the 'My Profile Overview' page. The left sidebar is the same as the previous screenshot. The main content area is titled 'My Profile Overview' and includes a message: 'Please take a moment to verify the below information.' Below this, there are several sections: 'Your User Settings' (Manage your contact information, subscriptions and logins), 'User Info' (TEST USER, (561)438-1111, TEST@OFFICEDEPOT.COM, with an 'EDIT' button), 'Subscriptions & Settings' (with links to 'Edit User Info & Subscriptions' and 'Edit Login Info & Lost Password Prompt'), 'Accounting Fields/Ship to' (with a 'View' link), 'Permissions' (with a 'View' link), 'Workflows/Approvals' (with a 'View' link), 'Custom Catalogs' (with a 'View' link), and 'Associations' (with a 'View' link).

SELECT CONTACTS

Find Contacts on your Ship To by choosing **My Account** and clicking 'Select Contacts' in the **My Profile** box. Select the right Contact for your order in the Select Contact screen. To go back to **My Account**, click on the 'Return to my Account' link at the bottom of the page.

Select Contacts

Current Contact: TEST USER
(561) 438-1111
test@officedepot.com

Contacts for This Shipping Address

These contacts are associated with your current shipping address: (00827)
To view other contacts enter search criteria below:

Search for a Contact By: Last Name

☐ Beginning With
 ☒ Containing

Select	Contact name	Default Phone	Email Address
☐	KELLEAN TAFTE CAMERON TAFTE	(561) 438-0244	KELLEAN.TAFTE@OFFICEDEPOT.COM
☐	DEBBIE MARTIN	(818) 557-1700 x1765	DEBBIE.MARTIN@OFFICEDEPOT.COM
☐	TEST USER	(561) 438-1111	TEST@OFFICEDEPOT.COM

[Return to My Account](#)

SELECT SHIP TO LOCATIONS

Find 'Ship to' locations by choosing **My Account** and clicking 'Select Ship To' from the **My Profile** box. Search for and update Current or Default Ship To Addresses in the Select Ship To Information screen, depending on your profile settings.

Select a Ship To

Your Current Ship To:

00827
OFFICE DEPOT TEST ACCOUNT
4662 JEFFERSON TOWNSHIP L
MARIETTA
GA
30066
USA

Your Default Ship To:

00827
OFFICE DEPOT TEST ACCOUNT
4662 JEFFERSON TOWNSHIP L
MARIETTA
GA
30066
USA

Select different current or default Ship To by searching or viewing the entire list:

To view other Ship To enter search criteria below:

Search for a Ship To: [View only your Ship To List](#)

[Next Page](#)

Current	Default	ID	Name	Address	City	State	Zip Code
☐	☐	00531	OFFICE DEPOT TEST ACCOUNT	2717 HIGHWAY 3063	VINTON	LA	70668-6025
☐	☐	00682	OFFICE DEPOT TEST ACCOUNT	1900 RACO DR TEST LINE 2	HOBE SOUND	FL	33455
☐	☐	00748	OFFICE DEPOT TEST ACCOUNT	950 BRECKENRIDGE LN STE 220	LOUISVILLE	KY	40207-5929
☐	☐	00796	OFFICE DEPOT TEST ACCOUNT	RR 1 BOX 9	BETHANY	IL	61914-9701
☐	☐	00819	OFFICE DEPOT TEST ACCOUNT	201 E 1ST ST	PLANKINTON	SD	57368-2021
☐	☐	00821	2077057USER	2200 OLD GERMANTOWN RD	DELRAY BEACH	FL	33445-8223
☐	☐	00822	DESK REQ	2200 OLD GERMANTOWN RD	DELRAY BEACH	FL	33445-8223
☐	☐	00826	KJGJKGJKGH	2200 OLD GERMANTOWN RD	DELRAY BEACH	FL	33445-8223
☒	☒	00827	OFFICE DEPOT TEST ACCOUNT	4662 JEFFERSON TOWNSHIP L	MARIETTA	GA	30066
☐	☐	00835	XXXTST	1525 W HARRIS BLVD	CHARLOTTE	NC	28262-8522
☐	☐	00837	LIA'S TEST	2200 OLD GERMANTOWN RD	DELRAY BEACH	FL	33445-8223

SELECT DESKTOP, PO, DEPARTMENT AND/OR RELEASE

Select the category you need by choosing **My Account** and clicking on the appropriate link from the **My Profile** box. You can search and update the Current or Default settings, depending on your profile permissions.

Select a Desktop

Your Current Desktop:

None selected
Description:
Directions:

Default Desktop:

Description:
Directions:

Select different current or default Desktop by searching or viewing the entire list:

To view other Desktop enter search criteria below:

Search for a Desktop: [SEARCH](#)

Current	Default	Desktop	Description	Directions
☐	☐	1234	DEMO	

[SELECT](#) [CANCEL](#) [Return to My Account](#)

USER INFORMATION AND SUBSCRIPTIONS

You can update your User Information, Email Address, Email Format and Subscription options by clicking on 'My Profile Overview' under **My Profile**. Click on 'Edit' or the 'User Information & Subscriptions' link and then click the 'Update' button to save any changes.

Account Settings

My Contact Information:

* Indicates required field

*First Name:

Middle Initial:

*Last Name:

*Phone: Ext.

Fax:

*Email Address:

*Email format: (for confirmation emails)

Mailing Address: 4540 COOPER RD STE 100
CINCINNATI, OH
45242-5649
[Select an Address](#)

Subscriptions:

Please choose from the options below to receive catalogs, promotions and services

Email:	Postal Mail:	Phone:
☒ Weekly Promotions	☒ Monthly Promotions	☒ Telephone Marketing
	☒ Annual BSD Catalog	

[UPDATE ACCOUNT](#) [CANCEL](#) [Return to My Account](#)

To go back to **My Account**, click on the 'Return to my Account' link at the bottom of the page.

YOUR LOGIN ID & PASSWORD

You can change your password, security question, or security question answer by clicking on the 'Edit Login Info & Lost Password' prompt under 'My Profile Overview' from the **My Profile** box. Click on the Update button to save any changes.

PAYMENT INFORMATION

You can change your method of payment by clicking on 'Payment Information' under **My Profile**, depending on your user permission. Select the method of payment and click on the Update button to save any changes.

To go back to **My Account**, click on the Return to my Account at the bottom of the page.

PROXY APPROVER INFO

If you are an approver in a Tiered Approval setting and you will be out of the office, you may assign a Proxy Approver to approve orders while you are out.

Choose a Proxy Approver by clicking on 'My Proxy Approver' in the **My Profile** box. You can search by the Proxy Approver's User Id or Name or you may select from a list of all Proxy Approvers in the system.

Once selected, click the 'Active' radio button to begin sending Order Approval emails to your Proxy Approver. Stop Order Approval emails from going to your Proxy Approver by clicking on the 'Inactive' radio button. Click on the 'Update' button to save changes.

My Proxy Approver

Edit Proxy Approver

Please be sure of the following criteria:

- 1) The proxy approver must have permissions to "View All Orders". Contact your super user or account representative to make sure.
- 2) The selected proxy approver has not been assigned a proxy approver.

Your Account: **NEWBSD**

Your Proxy Approver: **NONE CHOSEN**

Status: ☐ Active (away from office) ☒ Inactive

Select different current or default by searching or viewing the entire list:

Search By: USER ID

[Next Page](#)

User ID	User Name	Select
.	BSD USER	Select
`~!@#%&^&*()_+=- {}[]";:~?><./,'	TEST USER	Select
ALEXG	ALEX GIBSON	Select
ALEXSUPER	JOHN SMITH	Select
ALPINECSR	ALPINE ACCESS 64	Select
ANITAW3	ANITA WILLIAMS	Select
ANTHONY67	ANTHONY LAGANO	Select
ANV819	AMBER VAZQUEZ	Select
APOSTROPHE O'USER	TEST USER	Select
APPROVER2	APPROVER2 A	Select
APPROVER3	APPROVER3 A	Select
APPROVER4	APPROVER4 A	Select
APPROVER5	APPROVER5 A	Select
APPROVER6	APPROVER6 A	Select
APPROVER7	APPROVER7 A	Select

PLEASE NOTE: Before choosing a Proxy Approver, make sure that the user is able to View all Orders and will be available for order approvals. To go back to **My Account**, click on the 'Return to my Account' link at the bottom of the page.

6 OTHER FEATURES

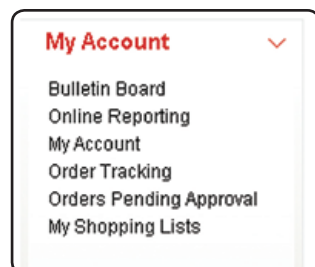
TECH DEPOT

You can use Tech Depot, an Office Depot company, for all your technology purchases. Shopping with Tech Depot offers many advantages including a big selection of over 275,000 technology items – even those hard-to-find ones. You'll also find competitive prices, fast delivery – with most items shipped same day – as well as technical expertise and the total team advantage of pairing a Tech Depot specialist with your Office Depot Account Manager. Click on the Tech Depot tab in the grey navigation bar or Tech Depot link on the homepage to begin!



ONLINE REPORTING

'Online Reporting' is a tool used to run Usage and Billing reports based on your company's spending. It provides the ability to sort the history of your purchases by Summary, Cost Center, or Ship To location.



You can manage and control your company's office supplies spending simply and effectively by clicking on 'Online Reporting' from the drop down list of the **My Account** tab or in the **My Tools** box to begin.

Online Reporting

We have upgraded our systems to give you more options to manage your Office Depot account. We encourage you to use these options. If you have any questions please contact our Technical Support Desk at 800.269.8888.

Bill Management

- Review account details
- Pay invoices online
- Initiate invoice disputes
- Obtain copies of invoices
- Request Proof of delivery

[Bill Management](#)

[How To use Bill Management](#)

Usage Reporting

- Run Summary or Detailed reports for the past 13 months
- Sort & Summarize by Location, Cost Center, PO, etc.
- Download usage data into Microsoft Excel to perform additional analysis

[Usage Reporting](#)

SAVE FOR LATER

Save an item placed in the Shopping Cart by clicking on the arrow under 'Save for Later'. This time-saving feature allows items that are placed in the Cart to be saved and placed at a later date.

Shopping Cart

[Continue Shopping](#)

CHECK OUT

Description	List Price	Your Price/unit	Qty.	Backorder	Total
 Office Depot® Brand Inkjet Paper, 8 1/2" x 11", 24 Lb, 500 Sheets Per Ream Item # 751381 Entered Item # 751381 BEST VALUE Contains Recycled Content GSA Schedule	\$13.40	\$4.89 /ream	1 UPDATE SAVE FOR LATER Remove	0	\$4.89
Comments					
 Paper Mate® Ballpoint Stick Pens, 1.0 mm, Medium Point, Blue Barrel, Blue Ink, Pack Of 12 Item # 181578 Entered Item # 181578 BEST VALUE Not on GSA Contract	\$4.14	\$0.69 /dozen	1 UPDATE SAVE FOR LATER Remove	0	\$0.69
Comments					

[Continue Shopping](#)

[Update Cart](#) | [Empty Cart](#) | [Save Cart](#)

CHECK OUT

Save for Later

Description	List Price	Your Price / unit	Qty.	Extended Price	Select all ☐
 Office Depot® Brand Copy Paper, 8 1/2" x 11", 20 Lb, Ream Of 500 Sheets Item Number 841195 Entered Item # 841195 Manufacturer # 008411RM Not on GSA Contract	\$15.06	\$4.49 / ream	1	\$4.49	☐

7 USER PROFILES (Only Accessible to Super Users)

A Super User is a user with the ability to maintain user and account settings online. A Super User is able to Add New Users, Edit User Profiles, and Modify User Permissions and the Approval Processes. A Super User also has the ability to add and modify Ship To locations, Cost Centers, PO Numbers, Release Numbers, Desktop Locations, and Contacts on the account. To start managing user accounts, simply go to the **My Account** page.

Office DEPOT Taking Care of Business

Store Locator Find a Store | Order by Item # Quick Order

0 Item(s): \$0.00 | Add \$50.00 more for FREE shipping | View Cart | Check Out | My Shopping Lists | My ShipTo

Welcome, TEST USER of OFFICE DEPOT TEST ACCOUNT - Logout | Account #: 21217836

Office Supplies | Furniture | Technology | Our Services | **My Account**

SEARCH [] GO | View All Products A-Z | Ink & Toner | Paper | Copy & Print | Tech Depot | Bulletin Board

Home > My Account

Manage Account

- Manage Contacts
- Manage Ship To
- Manage Desktop
- Manage PO Number
- Manage Cost Center

Manage Users

- Add New Users
- Edit Active Users
- Active/Inactive Users
- Tiered Approvals
- Procurement Card Registration

My Profile

- My Profile Overview
- Select Ship To
- Select Contacts
- Select Desktop
- Select PO Number
- Select Cost Center
- My Proxy Approver

Need Help?

- Email Assistance
- FAQs

My Account

Create and store your information for easy access.

Order Tracking

My Recent Orders

494085466-001	10/20/2009
493929403-001	10/19/2009
493896620-001	10/19/2009

[VIEW ALL](#)

Orders Pending Approval

494416413-001	10/22/2009
494415239-001	10/22/2009
492810716-001	10/16/2009

[VIEW ALL](#)

Search By: Order Number []

Status: ALL []

From: [] To: []

Date Range: [] []

Min: [] Max: []

Dollar Range: [] []

Approver: [] Select Approver

[SEARCH ORDERS](#) [Show All Orders](#)

Future Orders

The Future Orders site has been designed to allow you to place your orders now for FUTURE delivery. It should ONLY be used for orders you wish delivered in NO LESS THAN 21 DAYS and NO GREATER than 180 days.

[Go to Future Orders](#)

My Shopping Lists

Shopping Lists help you keep track of items you purchase on a regular basis and can be set with reminders so you will never run out of your supplies!

[How to use and create lists](#)

[Set up reminders for yourself](#)

Select an existing list

082609 [] [VIEW LIST](#)

Create a new list

List Name: []

Comment: []

Type: ☐ Company-Wide List ☒ Personal List

[CREATE LIST](#)

ADD NEW USERS

Once you are on the **My Account** page, you can add a new user to the account by going to the **Manage Users** box and selecting 'Add New Users.'

Office DEPOT Taking Care of Business

Store Locator Find a Store | Order by Item # Quick Order

0 Item(s): \$0.00 | Add \$50.00 more for FREE shipping | View Cart | Check Out | My Shopping Lists | My ShipTo

Welcome, TEST USER of OFFICE DEPOT TEST ACCOUNT - Logout | Account #: 21217836

Office Supplies | Furniture | Technology | Our Services | **My Account**

SEARCH [] GO | View All Products A-Z | Ink & Toner | Paper | Copy & Print | Tech Depot | Bulletin Board

Home > Add New User

Manage Account

- Manage Contacts
- Manage Ship To
- Manage Desktop
- Manage PO Number
- Manage Cost Center

Manage Users

- Add New Users
- Edit Active Users
- Active/Inactive Users
- Tiered Approvals
- Procurement Card Registration

My Profile

- My Profile Overview
- Select Ship To
- Select Contacts
- Select Desktop
- Select PO Number
- Select Cost Center
- My Proxy Approver

Need Help?

- Email Assistance
- FAQs

Add New User

Account Number: 21217836 [Return to My Account](#)

Login Settings

* Indicates required field

* Login Name: [] Must be at least 6 characters

Password Expiration: Every 90 Days []

* New Password: [] Must be at least 6 characters

* Confirm Password: [] Retype your password

Reset Password: ☐ Immediately ☒ After Expiration

User Information

* Indicates required field

* First Name: []

Middle Initial: []

* Last Name: []

* Phone: () - - Ext. []

Fax: () - -

* Email Address: []

☒ Please send my emails in HTML format.

LOGIN SETTINGS

This screen prompts you to create a Login Name and Password for each new user. You can also select the Password Expiration.

PLEASE NOTE: Login Names must be unique with regards to all other Office Depot users. Passwords must be a minimum of 6 and a maximum of 10 alphanumeric characters.

USER INFORMATION

Enter the name and phone number of the person associated with this new user setup. To receive Order Confirmations, enter the email address of the user. If you use Microsoft Outlook or Hotmail, you may choose to have the user's email confirmations sent in HTML format by checking the box.

PATMENT INFORMATION

Select the preferred method of payment for the user. If you choose 'Credit Card' you can preset the user's credit card number or allow the user to use different cards. If Account Billing is used, selecting 'Change Payment Type' allows the user to use Account Billing and/or a credit card for any order. (Selecting 'Account Billing' in the Preset Type field, will result in Account Billing, but can be changed to credit card.)

PERMISSIONS

You can set default values and permissions for a user by selecting the appropriate permissions from the drop down menus and click on the 'View List' link next to the default fields to populate a particular entry. Under the Order section you can determine if the user can Query (view), or Modify orders. To give this new user the ability to add and edit account and other users' settings, check the box that says 'Click here to make this user a Super User.'

You can determine the appropriate order permissions for the user:

1. Workflow Template:

If the user will be on a Tiered Approval, you must first setup a workflow template for the user. (For more information on setting up workflow templates, please see the section on Tiered Approvals on page 32.) Enter the template name in the blank next to Workflow Template or click the 'Search' button choosing a template from the list of workflows. Once you have entered a workflow template, click on the 'Add User' button at the bottom of the page.

2. Assign a Single Approver:

Enter the email address of the supervisor responsible for releasing this user's orders. Check the box 'Send email in HTML format to receive approver email confirmations in HTML.'

Where it says 'This User:' you can

- determine if the user can Place and Release Orders or Place Orders on Hold Only.
- set restrictions for items by choosing from Cannot Override Restrictions, Can Override Restrictions with Approval, or Can Override All Restrictions. If the user is able to override restrictions with approval, the order will be placed on hold pending approval. An email will be sent to the Order Approver at the email address you filled in above.
- set spending limits for the user under Dollar Limits.

Permissions

* Required Information

☐ Click here to make this user a Super User. [What is a Super User?](#)

* Shipping Addresses: [view list](#) [create](#)

* PO Number: [view list](#) [create](#)

* Cost Center: [view list](#) [create](#)

Reporting:

Orders:

Don't forget to set defaults for restricted permissions

Workflows/Approvals

Minimum Order Value ☒ Adhere to minimum order value

Enter a Workflow Template: [Search](#) [What is a Workflow Template?](#)

OR

Assign an Approver email: [Assign a Single Approver:](#)

☐ Send email in HTML format

This User:

Dollar Limits:

Per Unit Price:	
Per Extended Line Item:	
Per Order:	

Three options for limits:

Per Unit Price: This option determines the users limit per item.

Per Extended Line Item: This option determines the users extended line item limit per line.

Per Order: This option determines a user dollar limit per order.

Once you have filled out all required fields, click on the 'Create User' button at the bottom of the page.

EDITING USER PROFILES

To make modifications to existing user profiles, select 'Edit Active Users' from the **Manage Users** section on the **My Account** page.

SELECT A USER TO EDIT

Type the first few characters of a user name and click 'Search' for a list of valid users or select from the complete list. Click on a User ID to modify a user's profile. Click on 'View +' next to the settings you need to update. Once you have made your modifications, click on the 'Update' button to go back to the user's profile.

The screenshot shows the Office Depot 'My Account' page. The top navigation bar includes 'Office Supplies', 'Furniture', 'Technology', 'Our Services', and 'My Account'. The 'My Account' dropdown menu is open, showing 'Manage Users'. The 'Manage Users' section is active, displaying a list of users. The 'Profile Overview' for user 'APPROVER3' is shown, including contact information, accounting fields, permissions, workflows, custom catalogs, associations, and payment settings. The left sidebar contains navigation links for 'Manage Account', 'Manage Users', 'My Profile', and 'Need Help?'.

RESET PASSWORD

Select the user by typing the first few characters of their name and clicking 'Search' or select from the complete list. Click on the User ID and click on the 'Login Settings' on the right side of the screen (under 'Subscriptions & Settings'); enter a new password in the New Password and Confirm Password fields.

Once you have reset the password, click on the 'Update' button at the right of the screen. This will take you back to the user's Profile Overview screen.

The screenshot shows the Office Depot 'My Account' page. The top navigation bar includes 'Office Supplies', 'Furniture', 'Technology', 'Our Services', and 'My Account'. The 'My Account' dropdown menu is open, showing 'Manage Users'. The 'Manage Users' section is active, displaying a list of users. The 'Login and Lost Password Information' section is shown, including a 'Login Settings' form with fields for 'Login Name', 'Password Expiration', 'New Password', 'Confirm Password', and 'Reset Password'. The 'Update' button is visible at the bottom right.

ACTIVE/INACTIVE USERS

Click on the Active/Inactive Users link from **Manage Users** to review all active and inactive users. If a user is Active, a checkmark will appear in the 'Active' checkbox. To make a user Inactive, remove the checkmark from the 'Active' checkbox and click on the 'Update' button at the bottom of the screen.

Office DEPOT Taking Care of Business

Store Locator Find a Store | Order by Item # Quick Order

0 item(s): \$0.00 Add \$50.00 more for FREE shipping

View Cart | Check Out | My Shopping Lists | My ShipTo

Welcome, TEST USER of OFFICE DEPOT TEST ACCOUNT - Logout

Account #: 21217836

Office Supplies | Furniture | Technology | Our Services | My Account

SEARCH [] GO View All Products A-Z | Ink & Toner | Paper | Copy & Print | Tech Depot | Bulletin Board

Home > Manage Users > Active/Inactive Users

Need Help?

- Email Assistance
- FAQs
- LIVE CHAT** Talk with a Representative Chat Now

Manage Account

- Manage Contacts
- Manage Ship To
- Manage Desktop
- Manage PO Number
- Manage Cost Center

Manage Users

- Add New Users
- Edit Active Users
- Active/Inactive Users
- Tiered Approvals
- Procurement Card Registration

My Profile

- My Profile Overview
- Select Ship To
- Select Contacts
- Select Desktop
- Select PO Number
- Select Cost Center
- My Proxy Approver

Active/Inactive Users

User for This Account

Activate or deactivate a user from this list below by checking the corresponding box and selecting Update.

Search By: User Id [] GO

Active	User Name	User Id
☒	BSD USER	-
☐	TEST USER	(NEW) <USERS>
☐	JASON PHELPS	-
☒	TEST USER	~!@#%&'()*_+-=[\]^`~>?< .,
☒	ALEX O'GIBSON	ALEX O'GIBSON
☒	ALEX GIBSON	ALEXG
☒	JOHN SMITH	ALEXSUPER
☐	ALFIE WRIGHT	ALFIE WRIGHT
☒	ALPINE ACCESS 64	ALPINECSR
☐	ANITA WILLIAMS	ANITAV1
☒	ANITA WILLIAMS	ANITAV3
☐	ANTHONY PIZZIMENTI	ANTHONY@HOME.COM
☒	ANTHONY LAGANO	ANTHONYE7
☐	ANTONIO FAVELA	ANTONIO FAVELA
☒	AMBER VAZQUEZ	ANV819
☐	USER	AN01000008768-T
☐	USER	AN0100007215-T
☐	ARLENE PARKER	APARKER1
☐	APRIL POWELL	APISRAEL
☒	TEST USER	APOSTROPHE O'USER
☐	APRIL POWELL	APOWELL@OFFICEDEPOT.COM
☐	TOM MCKINEY	APPROVER TEST
☐	APPROVER-SUPER	APPROVER-SUPER
☐	TEST APPROVER FOR UHS	APPROVER-UHS
☐	TEST SQ	APPROVER-1044674

UPDATE

TIERED APPROVALS

Create and edit Workflow Templates by clicking on 'Tiered Approvals' under **Manage Users**.

Office DEPOT Taking Care of Business

Store Locator Find a Store | Order by Item # Quick Order

0 item(s): \$0.00 Add \$50.00 more for FREE shipping

View Cart | Check Out | My Shopping Lists | My ShipTo

Welcome, TEST USER of OFFICE DEPOT TEST ACCOUNT - Logout

Account #: 21217836

Office Supplies | Furniture | Technology | Our Services | My Account

SEARCH [] GO View All Products A-Z | Ink & Toner | Paper | Copy & Print | Tech Depot | Bulletin Board

Home > Manage Users > Tiered Approvals

Manage Account

- Manage Contacts
- Manage Ship To
- Manage Desktop
- Manage PO Number
- Manage Cost Center

Manage Users

- Add New Users
- Edit Active Users
- Active/Inactive Users
- Tiered Approvals
- Procurement Card Registration

My Profile

- My Profile Overview
- Select Ship To
- Select Contacts
- Select Desktop
- Select PO Number

Tiered Approvals

CREATE A NEW WORKFLOW | Manage User Groups

Approver Workflows

This is a complete list of available workflows. Select a workflow to edit its settings.

Workflow	Last Updated	By User
(NEW) <TEMPLATE'S>	10/07/09	ALPINE ACCESS 64
A BETA TEST 10/13	06/13/09	JASON PHELPS
A BYPASS	08/02/05	TOM MCKINEY
A JP TEST 3/4/2006	04/18/08	JASON PHELPS
A MAX TIER TEST	03/13/08	BSD USER
A NEW LIST	01/20/09	ALPINE ACCESS 64
A NEW LIST 2	12/01/04	TOM MCKINEY
A PHX 8_07	09/11/09	BSD USER
A SUPERUSER AS APPROVER	05/17/07	WELCOME NEW HIRES
A TEST FLOW 10/14	03/25/08	ATLANTA TEST
A TEST FOR DOLLAR LIMIT	08/03/07	JASON PHELPS

CREATING A WORKFLOW

Click 'Create a New Workflow' and enter the name of the new template. (Required).

The screenshot shows the 'Tied Approvals' section of the Office Depot user interface. The page has a red header with the Office Depot logo and navigation links. The main content area is titled 'Tied Approvals' and contains a 'Create a Workflow' form. The form includes a 'Workflow Name' field, a 'Select one of the following' section with radio buttons for 'Sequential Release' and 'Highest Approver Only', a 'Max Order Amount without Approval (optional)' field, and a 'Bypass workflow for orders containing only contract items' checkbox. Below these fields is a table with columns for 'Approver Level', 'Login Group Name', 'User Name', 'Email Group', and 'Amount'. The table has four rows, each with a 'Select User' and 'Select Group' link and a dollar amount input field. A 'Save Workflow' button is at the bottom of the page.

Use the following steps to set up a workflow template.

- Select one of the following (Optional):
 - Sequential Release: This will send an email to each of the approvers in sequential order by dollar amount, lowest to highest.
 - Highest Approver Only: This will require only the approver who has the highest approval amount greater than the total order to approve.
- For maximum order totals without approval, enter dollar amount in the Max Order Amount Without Approval field.

PLEASE NOTE: Any order that is placed and the dollar total is less than this amount will not be subject to the workflow.

- Workflow templates include:
 - Up to 10 approvers
 - Assign the dollar amount each approver is authorized to approve
 - Assign an override approver
- For orders containing only contract items, check the 'Bypass Workflow' box. This option will allow for an order to bypass workflow settings if the placed order has only contract items on it.
- Click the 'Save Workflow' button at the bottom of the page to save your changes.

Approvers can approve, disapprove, release orders, and add comments, which will be forwarded via email to the order requester.

WORKFLOW APPROVALS

Approvers using Outlook or Hotmail and receive HTML email notification have the ability to approve the order directly from the email. To approve the order, type in your login name and password in the appropriate fields and click on the Approve, Disapprove, or Release button.

8 MANAGE ACCOUNT FOR SUPER USERS

MANAGE CONTACTS

Add or edit Contacts associated with your Ship To locations by choosing 'Manage Contacts' under **Manage Account**.

Manage Contacts

[CREATE A NEW CONTACT](#)

Contacts for This Shipping Address

These contacts are associated with your current shipping address: (00827) [Select Other](#)
To view other contacts enter search criteria below:

Search for a Contact By:

☐ Beginning With ☒ Containing

Contact name	Default Phone	Email Address	Delete Contact?
KELLEAN TAFFE CAMERON TAFFE	(561) 438-0244	KELLEAN.TAFFE@OFFICEDEPOT.COM	
DEBBIE MARTIN	(818) 557-1700 x1765	DEBBIE.MARTIN@OFFICEDEPOT.COM	
TEST USER	(561) 438-1111	TEST@OFFICEDEPOT.COM	

ADD CONTACTS

Click the 'Create a New Contact' link from the Manage Contacts screen to add a new Contact to your shipping address. Add the desired Contact and click on the Add button.

EDIT CONTACTS

Click on the Contact Name from the list under the Manage Contacts screen. Enter changes to the contact information and click on the 'Update button'.

MANAGE SHIP TO LOCATIONS

Add, Edit, and Search for Ship To addresses by choosing 'Manage Ship To' under **Manage Account**. To search, select criteria, and click the 'Beginning With' or 'Containing' radio buttons. Enter the information in the blank provided and click on the 'Search' button. Now you can search for a Ship To by Business Name, Address 1, Address 2, City, State, Zip or ID.

Office Supplies **Furniture** **Technology** **Our Services** **My Account**

SEARCH View All Products A-Z Ink & Toner | Paper | Copy & Print | Tech Depot | Bulletin Board

[Home](#) > [Profile Overview](#)

Manage Account

- Manage Contacts
- Manage Ship To
- Manage Desktop
- Manage PO Number
- Manage Cost Center

Manage Users

- Add New Users
- Edit Active Users
- Active/Inactive Users
- Tiered Approvals
- Procurement Card Registration

My Profile

- My Profile Overview
- Select Ship To
- Select Contacts
- Select Desktop
- Select PO Number
- Select Cost Center
- My Proxy Approver

Need Help?

- Email Assistance
- FAQs

Manage Ship To

[CREATE A NEW SHIP TO](#)

Ship To List

To view other Ship To enter search criteria below:

Search for a Shiptos By:

☐ Beginning With ☒ Containing

Page: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33

ID	Business Name	Address	City	State	Zip Code
LISA 12345	TESTING BUSINESS NAME	6600 N MILITARY TRL	BOCA RATON	FL	33496-2434
DESK REQ	MAIN OFFICE	6600 N MILITARY TRL	BOCA RATON	FL	33496-2434
DESK HID	DESK HID	6600 N MILITARY TRL FL 4	BOCA RATON	FL	33496-2434
1127A	OFFICE DEP	6225 W BY NORTHWEST BLVD STE 5544	HOUSTON	TX	77040-4940
1214	OFFICE DEPOT CANDO DEMO	1188 THISTLE GATE PATH TEST LINE 2 STE 915	LAWRENCEVILLE	GA	30045-5471
1085	OD CANDO DEMO ADDRESS	1151 GILLS DR STE D 3RD FLOOR	ORLANDO	FL	32824-8077
01220	OFFICE DEPOT CANDO DEMO	6304 WOODSIDE CT STE 410	COLUMBIA	MD	21046-3216
NO BACKORDERS	OFFICE DEPOT CANDO DEMO	6600 N MILITARY TRL	BOCA RATON	FL	33496-2434

ADD A SHIPPING ADDRESS

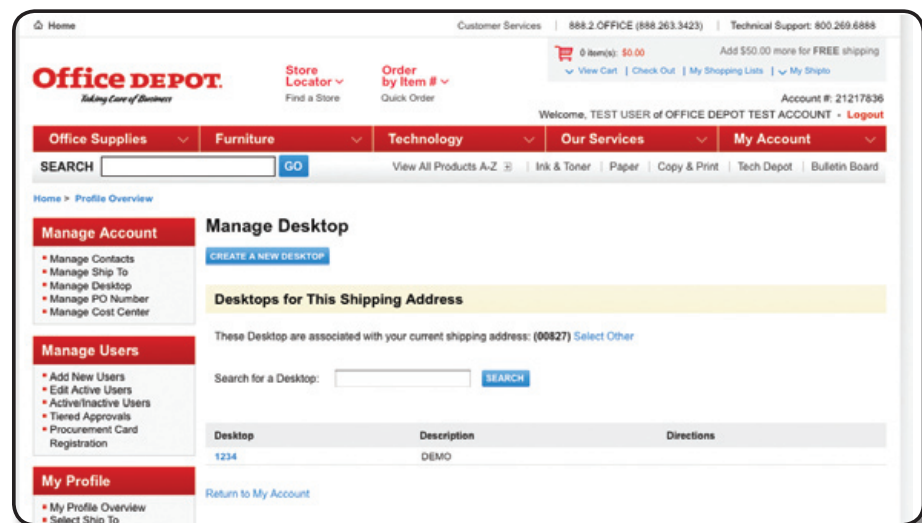
Click the 'Create a New Ship To' link from the 'Manage Ship To' screen to add a new Ship To address. Add the desired shipping address and click on the 'Add' button.

EDIT CURRENT SHIPPING ADDRESS

Click on the address' ID from the list to edit a Ship To location. Enter address changes to your shipping information and click on the 'Update' button. To go back to the Manage Ship To screen, click on the 'Back to Ship To List' link at the bottom of the page.

MANAGE DESKTOPS, PO NUMBERS, RELEASES AND COST CENTERS

You can Add, Edit, and Search for Desktops/PO Numbers/Releases/Cost Centers on your account or associated to your Ship To locations by choosing either 'Manage Desktop', 'PO Number', 'Release' or 'Cost Center' under **Manage Account**. Search for any of these by entering the desktop in the blank provided and click on the Search button.



ADD A DESKTOP, PO NUMBER, RELEASE OR COST CENTER

Once you are on the appropriate screen, click the 'Create a New ...' link at the top of the page. Add the desired information and click on the 'Add' button.

EDIT A DESKTOP, PO NUMBER, RELEASE OR COST CENTER

Click on the specific item you want to edit from the list. Enter changes to the information and click on the 'Update' button.

9 ASSISTANCE AND TRAINING

- USING ONLINE TRAINING** <https://business.officedepot.com> includes an Online Training option in the Customer Services section of the navigation bar. Online Training provides training topics on a variety of subjects.
- HELP DESK** Contact Office Depot's E-Commerce Support Desk at (800) 269-6888 for technical assistance. The E-Commerce Support Desk is open Monday through Friday, 8:00 A.M. – 8:00 P.M. (EST).
- CUSTOMER SERVICE** Office Depot's Customer Service Department is available to assist you with any questions you may have concerning product, pricing, ordering, delivery, or support services. Get immediate help with your online purchases by connecting instantly 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.
- FREQUENTLY ASKED QUESTIONS (FAQ)**
- Q: When is the latest I can order to receive my delivery tomorrow?**
A: Orders received by 5:00 p.m. local time are processed for next day.
- Q: Why do I get a message about "Certificate Authority has expired?"**
A: Your browser's certificate for access to secure sites has expired. Please contact your IS department to have the certificate deleted, or to have the browser upgraded.
- Q: What is the difference between a cart & a list?**
A: The Shopping Cart is used to make purchases right away. Use My Shopping List to create lists of commonly ordered items for future reference.
- Q: How do I search my Order Tracking by order number?**
A: Click on **My Account** then 'Order Tracking' and type the Order Number in the 'Search By' blank.
- Q: Why am I only able to see part of the screen on my monitor?**
A: Settings in your browser control the way your screen is displayed. In Microsoft Internet Explorer, change fonts under browser options: select View, select Fonts, and select Smallest. In Netscape Navigator 6.0, change the fonts under browser options: Options, select General Preferences, select Fonts tab, select Choose Font for Proportional Font, select a font size of 10 or 11, select OK, close remaining windows.

Q: When printing an acknowledgment I am missing the right side of the page, why?

A: Settings in your browser control the printing function. In Microsoft Internet Explorer, change margins under browser printing options: select File, select Page Setup, change Margins (inches), Left to .25", right to .20". If you would like, you can change the Top and Bottom to .25".

Q: How do I obtain my login information?

A: Login Information is provided by either your Account Manager, or by a designated "Super User" within your company. To reset a password, the Electronic Commerce Support Desk can provide assistance in resetting the password and/or providing the login name (after the caller's identity is verified). You can reach Electronic Commerce Support Monday through Friday 7:00 A.M. to 8:30 P.M. (EST) at: 800-269-6888.

Q: Why do I have to change my password?

A: For security reasons, Office Depot gives you the option of changing your password on a regular basis (30, 60 or 90days). Enter the password in the 'New Password' and 'Confirm Password' fields when prompted to change your password. Contact your Office Depot Account Manager or Super to have your password set to never expire.

Q: I put the items in my shopping cart, why haven't you filled my order yet?

A: Putting an item into your shopping cart is only the first step. Click View Cart to verify your items and click Checkout. Click the Place Order button to submit your order.

Q: What is the difference between a Company Wide Shopping List and a Personal Shopping List?

A: A Company Wide List allows all users on the account to view and select items for purchase. A Personal List can only be viewed and modified under the login of which it was created.

Q: How do I place future orders?

A: To go to the Future Orders website, you can click on 'Future Orders' on the initial login screen, or if already logged in, you can find it under **Our Services** on the red navigation bar or in the delivery section of the checkout screen.

Q: How do I find the number for my Customer Service Center?

A: Click on Customer Service Phone Support located at the bottom of every page. This link provides all of Office Depot's Customer Service numbers.

Q: How do I find an Office Depot store in my area?

A: Click on the 'Store Locator' available on every page.

Q: How do I compare items on the website?

A: When searching for items you will see a compare box under each item image. To compare the different product features of up to four items, check the compare box under each and hit the 'Compare Selected Items' button to go to the Product Comparison screen.

Q: How do I access my shopping lists?

A: All shopping lists are located at the top right corner of the screen OR by clicking on My Account and then 'My Shopping Lists'.

Q: How do I setup a Tiered Approval on my account?

A: Super Users can click on User Profiles located under My Account. Create or Modify a new Tiered workflow by clicking the Tiered Approvals button.

Q: Where on the website can I find Toner for my copy machine?

A: Located under the red navigation bar, click on Ink & Toner.

Q: What are the advantages of Tech Depot?

A: There are 5 key advantages of using Tech Depot.

- Big selection of over 275,000 technology-related items including hard-to-find items.
- Competitive prices.
- Fast delivery with most items shipped same day.
- Technical expertise for before, during, and after the sale.
- Total team advantage of pairing a Tech Depot specialist with your Office Depot Account Manager.

Q: What are the policy differences when placing an order with Tech Depot?

A: The following are the policy differences when making technology purchases through Tech Depot.

- Tech Depot orders are billed and invoiced separately from Office Depot orders
- All Tech Depot orders are shipped via common carrier (UPS or FedEx). Due to the varying sizes, weight, and value of technology products, shipping charges are calculated accordingly. Appropriate freight charges will apply.
- Merchandise returns are subject to policies as outlined in the Tech Depot Returns Policy.

10 NOTES



Recycled
Supporting responsible
use of forest resources

www.fsc.org
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certified paper containing a minimum of
30% post consumer recycled content.



Printed on paper containing 10%
postconsumer fibers.

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