



Facilities & Administration

FAQ's – Office Depot Office Supply Program

I've looked all through the catalog/online and can't find the item I really need; does this mean Office Depot doesn't have it?

Not at all, Office Depot carries over 15,000 items in its full line catalog, but we have access to many other products through various sources. Please call your customer service representative for help.

We just received our order and I thought I ordered 12 pens, but received 12 BOXES, what do I do?

First of all don't panic, remember our Return Policy. Every item in the catalog is assigned a unit of measure (each, dozen, box, pack, set, etc....) to assist you when placing your order.

I went to my local Office Depot retail store, and I told the cashier I have a BSD account and they wouldn't let me have my discount, why?

The contract between Office Depot and your company can only be utilized at the retail stores with approval from your company. Email pxpfa@pxp.com if a need arises.

I need to order furniture and I'm not sure what I really need or the options I have, who do I call?

Furniture is not part of this program. Please email pxpfa@pxp.com for assistance.

My order usually arrives around 2:00 PM, which is usually fine, but I need this order first thing tomorrow morning, what can I do?

Orders are pulled at night and the delivery trucks are loaded and usually leave well before 8:00 AM. Please contact customer service to arrange a store pickup or same-day delivery (additional charges may apply).

It's early in the morning; I just arrived at work and realized I needed something added to my order. My order usually arrives around noon; can I call to have it added to today's order?

Orders are pulled at night and the delivery trucks are loaded and usually leave well before 8:00 AM. Please contact customer service to arrange a store pickup or same-day delivery (additional charges may apply).

When I'm placing an order, occasionally I see the letters HUB next to the item; what does it mean?

HUB (Historically Underutilized Businesses) indicates items manufactured or distributed by companies owned by minorities, women, or disabled veteran enterprises.

Help, I'm in the Office Depot Internet Site and forgot how to set up a Custom Shopping List, what do I do?

Click on the Email Assistance link at the bottom of the screen and then click on My Shopping Lists under Helpful Links/Ordering.

With so many passwords I have to remember, I forgot which one I use for the Office Depot online ordering. How can I find out my password?

No worries, just go to our website (<https://business.officedepot.com>), click on "Forgot your login name/password" and just follow the instructions. You can also email pxpfa@pxp.com for assistance.

I need additional copies of the catalog, how do I get additional copies for my office?

The catalogs are offered to our customers free of charge. You can request a catalog with your next supply order by Internet, phone and fax. Use the item number printed on the bottom of the back catalog cover. The item number is also advertised on the website bulletin board.
