Office DEPOT®

Taking Care of Business

Welcome to the

Regenerative Marketplace

GreenerOffice™ Supplies Store

Office DEPOT.

greeneroffice™

Welcome

Welcome to the Regenerative Marketplace GreenerOffice™ Supplies Store. You'll save time and quickly find greener supplies by using this convenient one-stop-shop, created by the Business Solutions Division (BSD) at Office Depot.

All items in this store help you save resources, save energy or use safer chemicals vs. ordinary alternatives. Most items also meet sustainable purchasing criteria defined in the LEED for Existing Buildings: Operations & Maintenance rating system (v2009). A detailed description of all the attributes and ecolabels used to select items for this site is provided in the FAQs on page 11 of this welcome kit.

By using this store you can buy greener while benefiting from discounts negotiated by David Gottfried - Founder of the U.S. Green Building Council, the Regenerative Network and the Regenerative Marketplace. All items on this site are discounted from their regular price. Items with this icon BEST VALUE have the deepest discounts. These items represent the "core list" for the Regenerative Marketplace GreenerOffice Supplies store, and were chosen because they either represent the highest volume green office supplies sold by Office Depot or because they are the "greenest" choices in a category.

Office Depot is proud to have been selected by David Gottfried as the first storefront for his Regenerative Marketplace – his new project to aggregate the buying power of the green building industry. We were selected by David partly because we are globally recognized as the environmental leader in our sector. Every year from 2006 to 2009 we won the OPI (Office Products Industry) environmental award, and in 2010 were recognized by Newsweek as the Greenest Large Retailer in America.

Thanks for selecting Office Depot for your office products needs.

And thank you for buying greener.

Welcome

Account Support

Office Depot provides differing levels of account support depending on customers' needs and order volumes. All customers are able to access BSD customer support at 1-888-777-4044 and BSD technical support at 1-800-269-6888.

Green Expert Support

As you know, LEED, green, and sustainability are complex concepts with unique set of terms. While your account rep or customer service rep should be able to answer some green questions, they will not necessarily have deep green knowledge to be able to answer the range of green questions you may have. Please accept our apology if this happens!

The good news is that Office Depot has a small corporate green team with deep expertise in LEED, green and sustainability. If you are not able to immediately get the answer you need, please ask your rep to escalate your question to Executive Customer Support [EC Support]. EC Support will work with the green team to answer your question, and will build a library of FAQ responses for the green questions that are frequently asked. For uncommon questions, please allow up to 4 weeks for a response – the corporate green team is very small, yet supports Office Depot internal and external stakeholders from around the world.

Green Reporting:

Office Depot offers Best-in-Class Green Spend Reporting to help you track the green attributes and ecolabels of products your organization buys. Our report options currently include:

- **Green Business Review (GBR):** This report shows organization-wide spend according to Office Depot's Shades of Green Rating™ System. When you order a GBR the latest version of the Shades of Green Rating is included within the Report. The GBR helps you understand trends in greener purchasing and provides the estimated carbon footprint & forest footprint associated with your highest-volume copy paper. The report is available quarterly and is free for all customers.

- **LEED Credit Report (LCR):** This report can calculate potential LEED credits for buildings seeking LEED for Existing Buildings: Operations & Maintenance (EBOM). The report replicates USGBC submittal templates for Sustainable Purchasing. If ALL supplies in the building are sourced from Office Depot, the report can serve as official documentation for your LEED project. The reports have been accepted in the past by USGBC credit reviewers and have helped many buildings obtain Sustainable Purchasing credits. If only a portion of relevant spend is from Office Depot, the building will need to aggregate the total spend in the product category from other suppliers and this spend will count in the report as "non-green".

Welcome

- **LEED Credit Report Availability:** The report is provided ONLY for buildings registered for LEED EB: O&M and is free on two occasions: once before the Performance Period and once after. Additional reports can be run for a fee. To access these reports, please ask your Office Depot Account Manager. It can take up to 4 weeks for a LEED Report to be provided.

Quick Step Internet Ordering Instructions

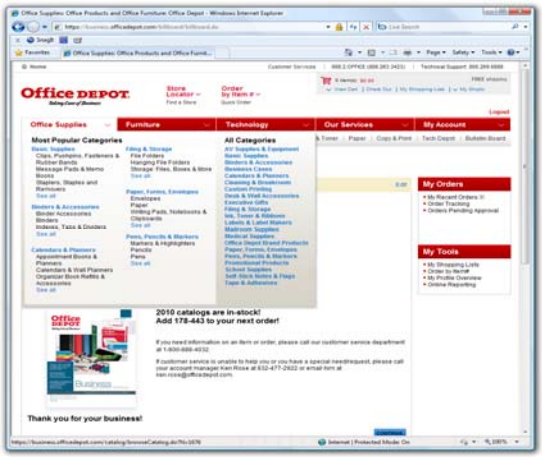
1. Open/start your browser to access the Internet.
2. Type in https://business.officedepot.com
3. Type in your Login Name and password.
4. First time users will have to personalize their password.
5. Click on LOG IN
6. Click on Order by Item #
7. Type in the Office Depot item numbers and quantities (comments are optional).
8. Click on ADD TO CART
9. Have more to order? Click on Continue Shopping
10. Finished ordering? Click on SHOPPING CART to review/modify your order or click on CHECK OUT
11. If you selected CHECK OUT then validate and complete any required fields.
12. Review your order and click on PLACE ORDER to complete the process.
13. When you see **Thank you for your order!** your request has been successfully submitted.

Contact your Account Manager if you need your online profile updated.

Shopping is simple on the Office depot website. You can browse through various product categories of our entire catalog to find what you need or you can shop for a specific item.

Product Categories

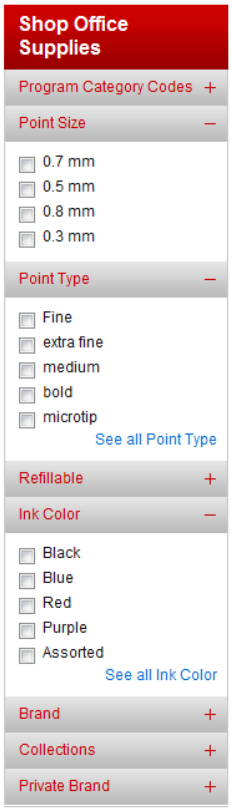
You may “mouse over” any of the product categories featured on the home page. Selecting "Calendars & Planners" for example, will take you to the appropriate page in the online catalog where you can browse through the products to find what you need. You can also click on View All Products A-Z to see items in all categories alphabetically.

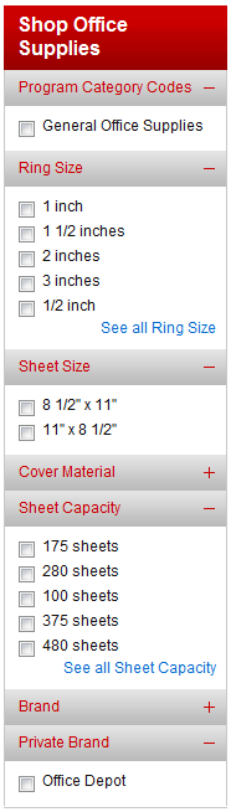


Search & Navigation Filters

You can use the "Search" bar to browse products by keyword, category, product number, manufacturer name, UPC number. Don’t be afraid to use broad terms. You can narrow your search by clicking on the sub-categories and product feature lists. (i.e. pens & binders). You can also search on some green terms such as “recycled” or “remanufactured” or FSC certified. This functionality is still being enhanced and Office Depot is working to increase the number of green search terms.

Note: BEST VALUE items always move to the top of your search so you can easily identify items with the deepest discounts.

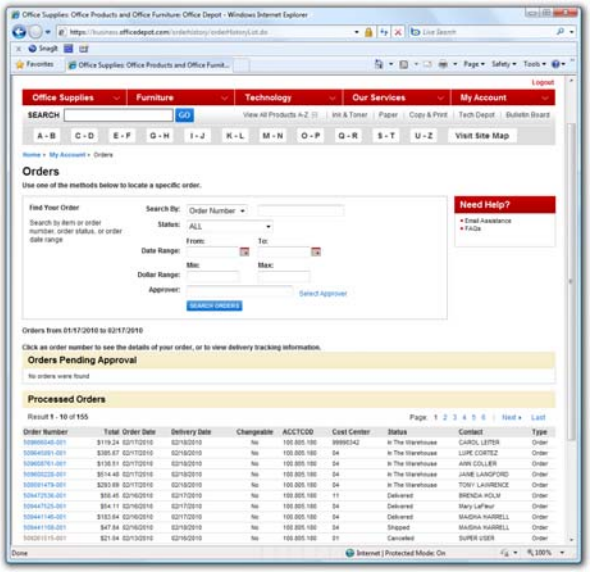


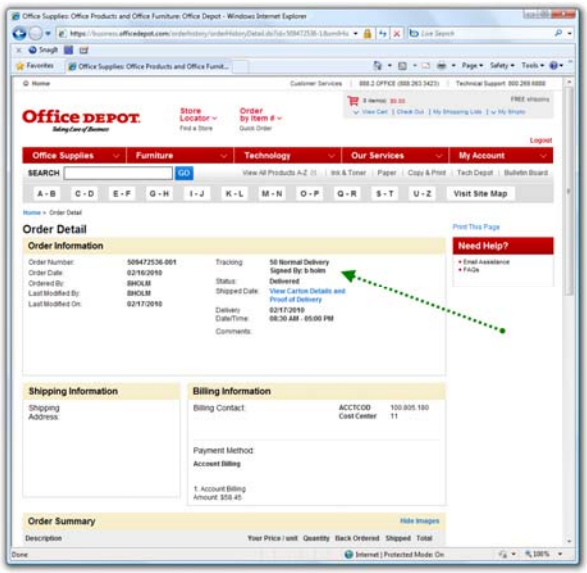


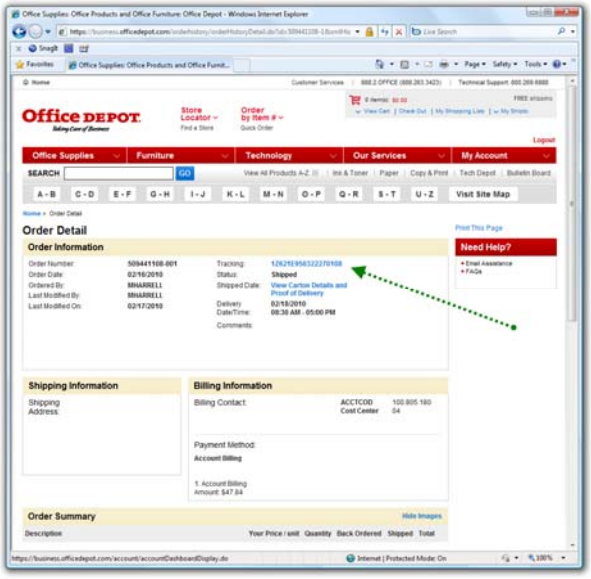
Navigation Filters

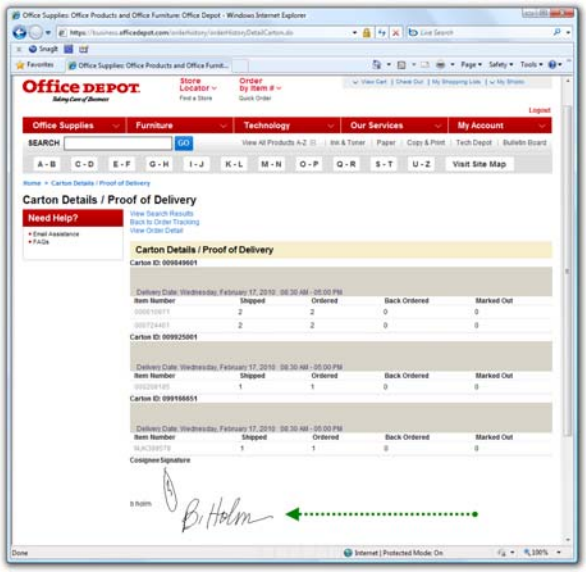
As well as using the search bar, you can also filter to get closer to your desired products by using the optional filters. Click on a box you desire and the assortment will adjust according to your preferences.

Enjoy the convenience of 12-month online order history. Search orders by specific item numbers, order statuses, date and dollar ranges. Find update-to-date status on your orders as well as proof-of-deliveries. Click on the order number to view details. Orders being delivered via UPS have links which will provide real-time delivery updates. Return requests are initiated from the order detail screen (see the Begin Return link at the bottom of the page).









Return Policy

If you are dissatisfied with your purchase for any reason, you may return most items in their original packaging within 30 days of purchase for a replacement or full refund.

Special Order Products may not be returned or exchanged unless damaged or defective upon arrival. This includes items that are not stocked in one of our warehouses and/or are indicated online as **SPECIAL ORDER**.

Backorders

All catalog items are in-stock, diminishing the chance of backorders. In-stock backorders are automatically filled within one (1) to three (3) working days from automatic replenishment of inventory and a re-order is not necessary. Your packing slip will identify backordered items. The Internet ordering system notifies you immediately of any possible low-stock condition. Customer service can update you on the status of a backorder at any time or you may track your order online using the Order Tracking function under the My Account menu.

Returns are performed on your next delivery. If you do not place an order within 5 days, the Delivery Service Representative will be instructed to complete the pickup on day 6. **To enable us to re-sell the merchandise, please do not write on the packaging or on the product that is being returned.**

To place a return online, click on the Order Number under Order Tracking. Click on the Begin Return link on the Order Detail page (bottom of the screen) to start a return process. For further assistance in processing your return, please contact the Technical Support Desk at 800-269-6888.There are three reasons why you would not see a Begin Return link on an order.

1. **The order status has not updated yet.** Please allow another day to pass before attempting to request a return.

2. **A return request has already been submitted on this order.** The website will only allow 1 return request per order to be requested online. Please contact customer service at 888-263-3423 to request any additional returns.

3. **The items on the order were special ordered.** These items cannot be returned unless, upon arrival, are damaged or defective. Contact your Account Manager if you need assistance.

To request a return via telephone customer service, please follow these steps…

1. Call customer service at 888-263-3423 and provide them with the sales order number and 6-digit Office Depot sku number of the product being returned for credit.

2. Be prepared to provide a brief description of the reason for the return/credit (e.g. ordered in error, damaged/defective, etc.).

3. Also, be prepared to give customer service the total number of boxes that our driver will be picking up to complete the return.

4. Customer service will provide you a return authorization number for your records.

Office Depot knows you want to help the environment by creating less waste and recycling more. We can help. Our Ink & Toner Cartridge Recycling Solutions are simple, convenient and free! By returning your empty cartridges, you can do your part to sustain our environment. Here are return options:

Pick-up by Office Depot driver

1. Protect each empty ink or toner cartridge during shipment - by wrapping it in newspaper or using old packaging.

2. Place cartridge in its original box or place multiple protected cartridges in a cardboard box (used paper boxes work well). Please do not mix ink and toner cartridges in the same box to help avoid damage.

3. Close and seal the box and hand it to your Office Depot driver when you get your next office supply delivery.

Ship directly to recycling facility

1. Order a free Ink Cartridge recycling box (SKU # 621558) or a free Toner Cartridge recycling box (SKU # 650988).

2. Protect each empty cartridge during shipment by wrapping it in newspaper or using old packaging.

3. Place used cartridges inside the specific Office Depot recycling box for ink or toner. Please do not mix ink and toner cartridges in the same box to help avoid damage.

4. Repeat this process until the box is full and then close and seal the box.

5. Add the pre-labeled box to regular UPS pick up: shipping is free.

- *How did Office Depot define "green" for the Regenerative Marketplace GreenerOffice Supplies store?*

  Office Depot recognizes that there is no universal definition of "green" for office supplies. We actively participate in multi-stakeholder panels to move the US towards more consistent definitions of "green". In the interim we use the following minimum criteria to select items for the *Regenerative Marketplace GreenerOffice Supplies store.* Items may have one or more of the following attributes or ecolabels:

  - 30% or more postconsumer recycled content paper and paper products
  - 60% or more postindustrial content paper and paper products
  - Remanufactured Ink & Toner cartridges
  - FSC certified paper
  - Bio-based / compostable foodservice items
  - Recycling Solutions such as bins and boxes
  - Rechargeable batteries
  - Reusable bags, mugs and bottles
  - Recycled and refillable pens and pencils
  - Energy Star qualified Compact Fluorescent Lights
  - Recycled content seating and furniture
  - GREENGUARD; SCS Indoor Air Quality Certified Furniture
  - Green Seal or EcoLogo certified cleaning products
  - EPA Design for Environment certified cleaning
  - Recycled paper towels and tissues
  - FSC certified towels and tissues

  Office Depot will continue to review the attributes and ecolabels in the Regenerative Marketplace GreenerOffice™ Store and will update the assortment periodically.

- *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 the use of the Office Depot Store Purchasing Card or credit card uploaded into the Office Depot System. If you do not have a Store Purchasing card, contact your account manager.

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

  Call your Office Depot Account Manager, they are trained to assist you in any way they can. They will come out to your location measure the area, make drawings, show wood or laminate samples, show fabric samples and generally help in any way possible. Let us help; all you need to do is call.

- *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.

- *How do I 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 contact your account manager for assistance.