



PARTNERING FOR SUCCESS!

Raider Image LLC and Office Depot's Business Solutions Division have established a partnership with the goal to support and service your business needs. Recognizing the value of your time, we have developed a quick and easy ordering process and included this simple instruction guide.

HELPFUL INFORMATION TO PROCESS ORDERS AND SERVICE REQUESTS

- Your account has been set up to order through the Internet.
- Your Office Depot Account number is **35898394**
- You may go directly to **My Shopping Lists**  to find the preferred list of items.
- Office Depot catalogs are free with your order. Include item number #514354.
- Customer Service can be reached at 888.438.0816.
- Your local account manager *Sally Robinson* can be reached at 510.289.4870 or by e-mail: sally.robinson@officedepot.com.

INTERNET

To place an Internet order:

1. Using your browser, type in Office Depot Business Service Division's web site address: <https://business.officedepot.com>
2. **TO PLACE ORDERS USE THE FOLLOWING LOGIN AND PASSWORD**
 - o **Login:** Your full email address
 - o **Password:** welcome
3. The home page will display your options on the navigation bar at the top of the page.
4. Once you have finished shopping, you may check out by selecting "View Cart" or "Check Out" located just above the navigation bar.

QUICK INTERNET ORDERING INSTRUCTIONS

In the event you have any navigational questions or need assistance signing on, simply refer to the online HELP or call the E-COMMERCE SUPPORT DESK 1-800-269-6888 HOURS: 7AM-8:30 PM EST, MONDAY – FRIDAY.

<https://business.officedepot.com>

GETTING STARTED:

- Open your Internet Browser, type in the following URL/address: <https://business.officedepot.com>
- Add the web-site to your favorites
- Enter your assigned Login Name and (initial) Password, and then click the **Login** button

PLACING ORDERS:

- To locate your **BEST VALUE** items go to **My Shopping Lists** just above the **SEARCH** box at the top of the page.
- Enter the item number(s) and quantity for each item(s) you want to purchase.
- The '**Comment**' field (by each line item) allows you to enter a name or project name at the time of order.
(This information prints on the packing list you receive with your order, individual invoices, and remains in your on-line order history, providing a reference tool.)
- Click the '**Add to Cart**' button.



CHECKING OUT:

- To place your order, click the red '**Checkout**' button/arrow on the bottom right side of the page OR on the **Shopping Tools** navigation bar on the left side of the page
- Review your **Shopping Cart**
- If you are ready to proceed with your purchase, click the '**Checkout**' button/arrow
- You have the opportunity to make changes to your '**Shopping Cart**' on this page
- If you make any changes, click on the '**Update Shopping Cart**' button
- Review and verify all information on your order.
- Click '**Place Order**'. The order will be routed to John Andrews for approval and release. If the order is over \$100 the order will be routed to Karla Tai for approval and release.

TRACKING ORDERS:

To track an order, submit an on-line return, view the order detail and/or make changes to an order, click on '**Order Tracking**'.

THINGS TO REMEMBER:

- **REAL TIME INVENTORY AND 'YOUR' CONTRACT PRICING AT YOUR FINGERTIPS!**
- **PLACE ORDERS UP TO 5:00 PM TO RECEIVE YOUR ORDER THE NEXT BUSINESS DAY!**
- **ON-LINE TRAINING** – click on **Our Services** located on the red toolbar and go to **Customer Services** then **Helpful Links** to find your specific training need tutorial.
- **ON-LINE RETURNS** – Go into **ORDER TRACKING** click on the blue underlined order number. Click on the '**SUBMIT RETURN**' button. Please note you may only do one on-line return per order. Additional returns will need to be processed by Customer Service.

CUSTOMER SERVICE

Office Depot's Customer Service Department is available Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. your local time. The Customer Service Department is available to assist you with any questions you may have concerning product, pricing, merchandise returns, and support services. The toll-free number for your convenience is **1-888-438-0816**.

DELIVERY & FREIGHT INFORMATION

Deliveries to most markets will be made the next business day. These orders must be processed before the assigned deadline, as follows:

- Internet orders processed and approved by 5:00 p.m. local customer time.

There are occasions where the items are 'special order' and ship from the manufacturer. In these situations, orders will be shipped using a third party such as UPS and will take a few extra days to reach you.



RETURN POLICY AND PROCEDURES

What do you do if you have merchandise to return?

Please, use these guidelines to assist you in handling a return request.

1. Returnable items include any products sold by *Office Depot*.
2. Merchandise should be returned within 30 days of the original purchase.
3. Returns may be requested via the **Internet**.
4. Office Depot Business Solutions Division Internet Address – <http://business.officedepot.com>
5. Click on order tracking
6. Click on order number that contained item you are returning.
7. Click submit return **Submit Return** located at the bottom of the order.
8. Enter quantity, reason and continue
9. Verify return request, print, and click submit return.
10. Place a copy of the return request with the item you are returning in your designated return area.
11. Items should be in their original packaging.
12. Returns may be requested via phone, **Customer Service Phone Number** 1-888-438-0816. .
13. To ensure accurate credit and pick up coordination, please be prepared to provide the following information.
 1. Account number
 2. Original order number
 3. Item number of product being returned
 4. Reason for the return
 5. Your name and how a Customer Service Representative or the driver may contact you.
14. This information may be located on your packing slip, within your account history on the Internet or by calling the Customer Service Department.

EXCEPTIONS:

1. Items not in the original packaging. (Please, contact the Customer Service Department if you have any concerns).
2. Custom or imprinted items (unless produced incorrectly or delivered defective).
3. Special order items (unless received in error from the manufacturer).
4. Dated items must be returned within 30 days of purchase.

Once your return request is processed, your Customer Service Representative will provide you with a RETURN AUTHORIZATION NUMBER and inform you of the process, which will take place to pick up the item and deliver a new item or process the credit due.

***Office Depot, your source for Knowledge, Selection, and Solutions.
We sincerely appreciate your business!***

