



Taking Care of Business



A Program Of Solutions for Stewart Title

presented by

Office DEPOT.

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Major Account Manager

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business.officedepot.com

Contact Sheet

Office Depot Account # 28394943

Website..... <https://business.officedepot.com>

Customer Service 888.263.3423

Fax Orders to..... 888.813.7272

E-Commerce Help Desk 800.269.6888

Global Account Manager

Phone Number

Fax

Email

Julie Bloch

832.477.1837

713.996.3338

julie.bloch@officedepot.com

Furniture Specialist

Phone Number

Fax

E-mail

Kyle Doe

xxx.xxx.xxxx

xxx.xxx.xxxx

kyle.doe@officedepot.com

Print/Copy Specialist

Phone number

Fax

E-mail

Pat Doe

xxx.xxx.xxxx

xxx.xxx.xxxx

pat.doe@officedepot.com

Cleaning/Breakroom Specialist

Phone number

Fax

E-mail

Alex Doe

xxx.xxx.xxxx

xxx.xxx.xxxx

alex.doe@officedepot.com

Ordering Method (Internet)

<https://business.officedepot.com>

Login Name: firstname.lastname@mycustomer.com

Initial Password: welcome

If it is your first time on the site or your password has expired, you will be prompted for a new password. Passwords must be at least 6 to 10 characters in length and are alphanumeric. The **Old Password** will be the same as the initial password for first timers.

When finished, click **LOG IN**. Our website will then prompt you to configure your profile with a security question. This will help us identify you should you forget your password. Once a question is selected and the answer is confirmed, click **Update**.

Office Supplies: Office Products and Office Furniture: Office Depot - Windows Internet Explorer

https://business.officedepot.com/account/loginAccountSet.do

Office DEPOT. Order by Item Number | Bulletin Board | Dashboard | My Shopping Lists

Search by Keyword or Item# Search

0 item(s): \$0.00

Office Supplies Paper Ink & Toner Breakroom Cleaning Technology Furniture Our Services My Account

Home > Login

Login/Password Help

Attention:
Your password has expired. Click the Change User Settings box to change your password.

Expired Password

Please enter your new password

Login Name: testwp

* Old Password:

* New Password:
(6-10 alphanumeric characters)

* Confirm Password:

Log me in automatically ☐

LOG IN

Customer Service: 1-888-2-OFFICE (1-888-263-3423)

BSD Technical Support Desk: 1-800-269-6888

Make the Web work for you!
Use Future Orders when delivery of your order exceeds 3 weeks from today! [Click here.](#)

Need Help?

- Email Assistance
- FAQs
- Chat not available

https://business.officedepot.com/account/logout.do

Trusted sites | Protected Mode: Off

Ordering Method (Phone)

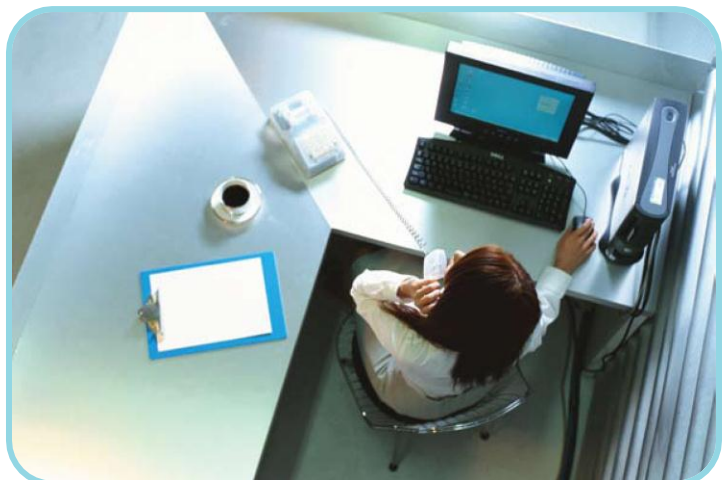
To place orders by phone, please have the following information ready for your Customer Service Representative:

- Account Number
- Ship-to Address
- Contact Name and Telephone Number
- Billing Information (i.e. cost center number, PO number, etc.)
- Office Depot's 6-digit item numbers or the manufacturer's part numbers
- Quantity of item (please refer to the unit of measure in the catalog or online)

You may want to have your email address or fax number handy. The Customer Service Representative will offer you the option to either fax or email you a confirmation of the order.

Otherwise, make note of the order number at the end of the call. You will need this number for future inquiries. You will also be able to view and/or track phone orders online.

Phone orders must be placed by 5:00 to ensure next business day delivery.



Ordering Method (Store)

The Procurement Card program allows you, our contract customer, to shop at Office Depot retail stores using their personal or corporate credit card and still receive discounted pricing. Items purchased with your credit card will be re-priced at the register to reflect your contract price or retail; whichever is lower, assuring the best possible price. If you are interested in having a credit card linked, please contact your account manager.

[Home](#) > [Procurement Card Registration](#)

Manage Account

- Manage Contacts
- Manage Ship To
- Manage YOURNAM

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 YOURNAM
- My Proxy Approver

Procurement Card Registration

To receive your contract pricing at any Office Depot store within the United States, you must first associate your credit card with your contract account. This will ensure that you receive the best price, either your contract price or the store sale price, whichever is lower.

Please allow 2 business days to process your request.

If you have any questions concerning your current Procurement Card settings, please contact your Account Representative.

*** At least one credit card number is required.**

Account Number: **30501513**

*** Credit Card 1:** No spaces or dashes (i.e. 00000000)

Credit Card 2:

Credit Card 3:

Credit Card 4:

Credit Card 5:

Credit Card 6:

Credit Card 7:

Credit Card 8:

Credit Card 9:

Credit Card 10:

[Add More Credit Cards](#)

Please note that coupons are not applicable when using your Procurement Card.

SUBMIT

If you do not use a credit card, Office Depot is able to "link" your Business Solutions Division account to over 1,000+ Office Depot retail locations. Use of the Store Purchasing Card allows you to obtain supplies at your established contract price and be billed to your account. Contact your Account Manager to request the form for this purchasing option.



Other Considerations

Special Orders

Please contact customer service or your account manager for products not found in our comprehensive catalog or online. They have access to many other products through various sources.

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 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 actually 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.

Order Size

There will be a delivery fee of \$9.95 for any orders below \$50.00. We urge you to evaluate your ordering processes to avoid this charge.

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 Number**.
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 and click on **CHECK OUT**.
11. At the **CHECK OUT** screen, 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.**

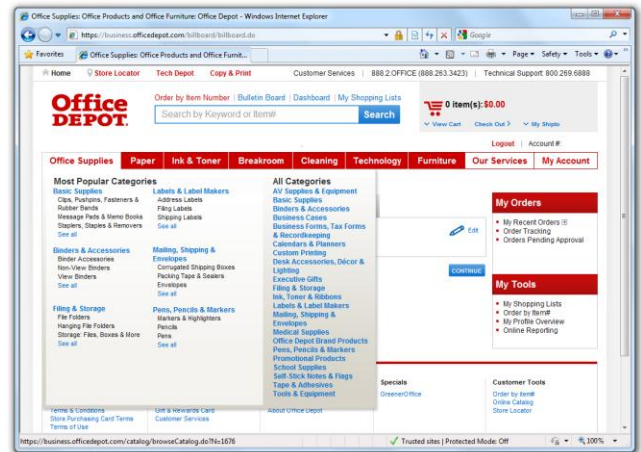


Online Search Features

Shopping is simple on the 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.

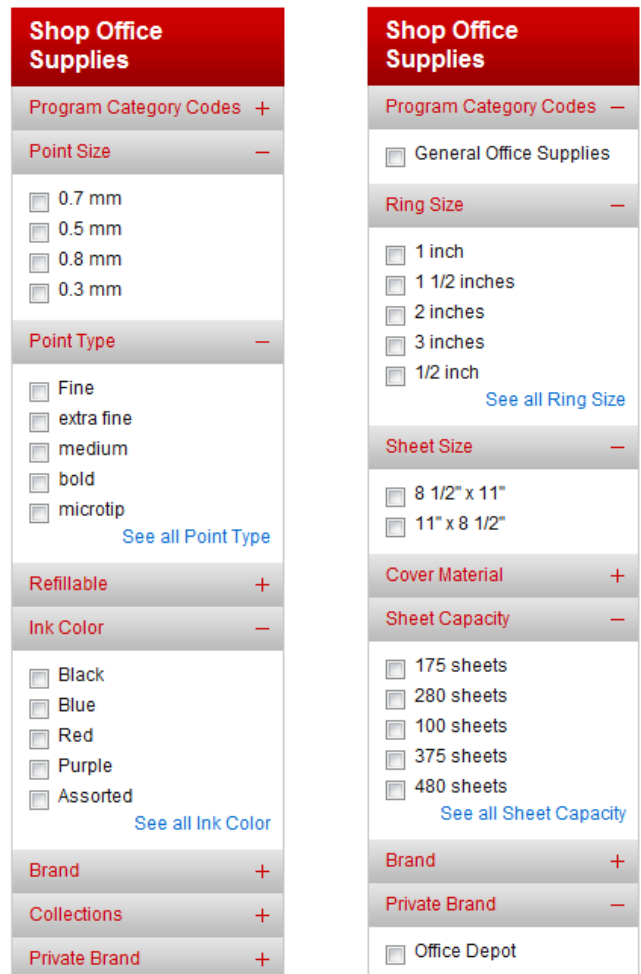


Search

You may use "Search" to find and browse products on this website. You may search by keyword, product number, manufacturer name, or UPC number.

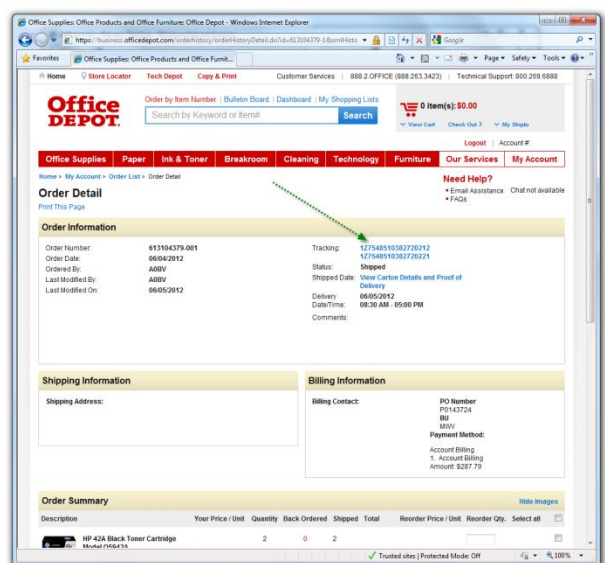
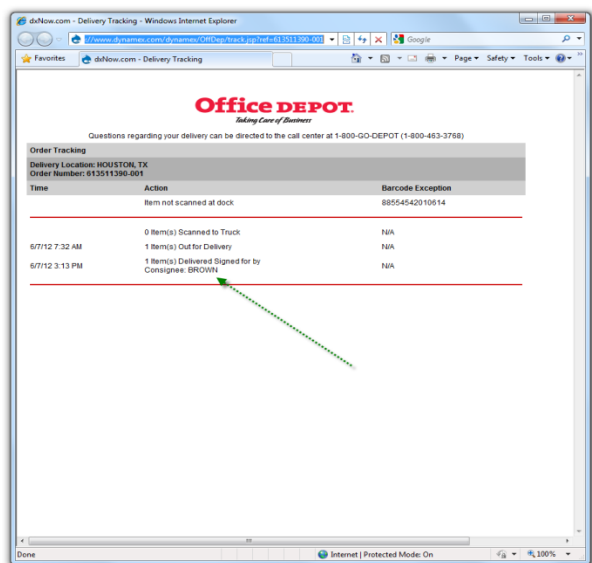
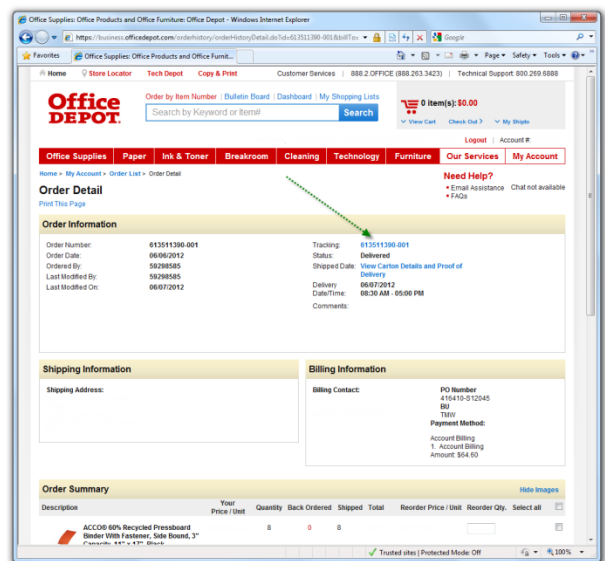
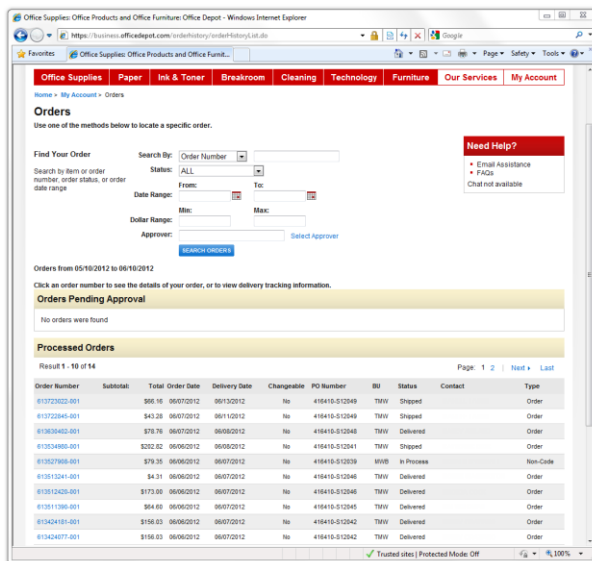
Don't be afraid to use broad terms. You can quickly narrow your search by clicking on the sub-categories and product feature lists. (i.e. pens & binders)

Most importantly, your core items always move to the front of your searches so you can easily identify your **BEST VALUE** selections.



Online Order Tracking

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).



Online Shopping Lists

For your convenience, online shopping lists have been created containing your core items separated by categories. You can access these lists by clicking on the My Shopping Lists link at the top of the page, under My Account or My Tools on the right. You can pull items from the list to add to your order as well as create your own personal lists of products you order.

To Create Your First List

1. Click on [My Shopping Lists](#) at the top of the page. You will come to the [My Shopping Lists](#) information page.
2. Click the **GET STARTED** button at the top of this page. This will guide you to a page to name your list.
3. Enter a name and comment and click the **CREATE NEW LIST** button. (Note: Comments are optional and for your use only.)
4. That's it - you've created your first list.

Note: You may create as many lists as you like by repeating the steps above.

To Add Products to a List

1. Ensure you are logged in.
2. As you search and browse for products, simply click the **ADD TO SHOPPING LIST** button to add that item to a list.
3. You can select an existing list or create a new list.
4. Select the **ADD TO LIST** button.

To Shop with a List

1. Ensure you are logged in.
2. Select [My Shopping Lists](#) at the top of the page.

Online Shopping Lists

3. Select the desired list.
4. Enter the quantities as desired.
5. Make sure the checkbox is checked next to the item(s) you want to purchase.
6. Click **ADD TO CART**.
7. You will receive confirmation that items were added to your cart (Note: If an item is out-of-stock, you will be given the option to backorder it or choose another item).
8. Click to **CHECK OUT** finish ordering.

To View, Edit, or Delete a Previously Created List

1. Select [My Shopping Lists](#) at the top of the page.
2. Select the desired list.
3. To edit the list name or comment, simply enter your changes and click **UPDATE**.
4. To remove items from the list, click [Remove](#).
5. If you change any quantities, you must click **UPDATE** to save the changes.
6. To delete the list, click [Delete this List](#).

Tips

- To prevent items on your list from being added to your cart, enter zero in the quantity before clicking **ADD TO CART**.
- You can also uncheck the checkbox next to an item and click **ADD TO CART** to prevent it from being added to the shopping cart.

Requesting a Return

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 (at the bottom of the screen) to start the return process. For further assistance in processing your return online, please contact your account manager.

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.

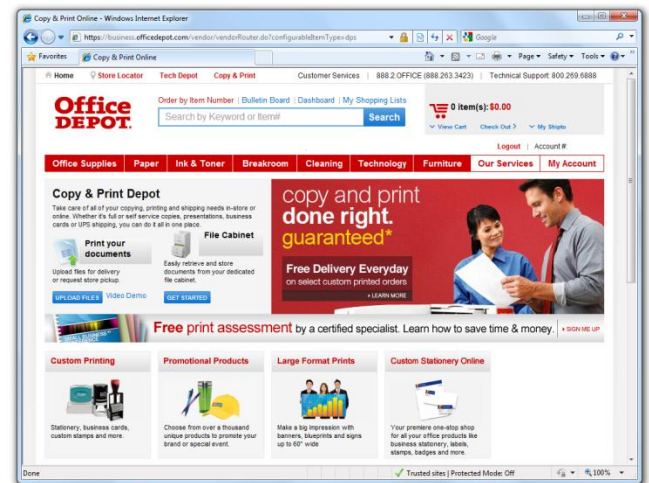
To request a return via customer service, please follow these steps...

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.

Copy & Print Services

Enjoy professional, full-service printing, copying, binding and finishing whenever you need it. Just upload your documents and we'll deliver them from one of our nearest Regional Print Facilities from around the country or pick-them up at any of our over 1,000 store locations.

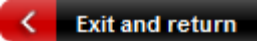
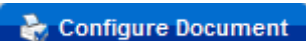
- All major file types are accepted
- No job too big...or too small
- Build and preview your order online
- Complete finishing capabilities including binding, stapling, folding, etc.
- Get a timely phone call from a live printing expert confirming your print job!
- Presentations, brochures, flyers, books and more...done right & on time!



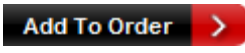
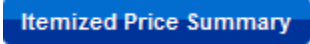
How to Place a Print-on-Demand Order

1. From the website homepage, mouse over **Our Services**, click on Copy & Print and then click on **UPLOAD FILES**.
2. Click on **Browse...** and select the file for your project. Repeat this process on the following line for each file in your project. Notice the 14 supported file types. Use the description column to name your files if the file name is not clear enough for identification purposes.

Copy & Print Services

3. Once you have identified all the files, click . The document conversion process will begin. A message is displayed when completed alerting you of the success of your upload.
4. At this point your options are...
 - a. Click on  to remove a file from the project.
 - b. Click on  to upload additional files.
 - c. Click on  to preview all pages of the document. Click on the page to enlarge the image and  to go back.
 - d. Click on  to go to the next step.
5. You must now click on  to proceed as your admission that you own the rights to reproduce the files you have uploaded.
6. Now you can...
 - a. Click on  to return to the previous screen if you need to delete a file(s) from the project.
 - b. Click on  to change the current document configuration displayed on the left
 - i. Choose black/white, color, single or double-sided, the type of paper and color
 - ii. Choose binding (view binders, coil, comb, hard cover, soft cover, Perfect or tape)
 - iii. Pick a color and material for a front and back cover
 - iv. Apply additional options such as padding, drilling, cutting, folding, lamination, shrink-wrapping, etc. (click on the  to expand the section of options or comments)

Copy & Print Services

- v. Type in additional comments for our printing team.
 - vi. Click on  Save or  Cancel
- c. Click on  Add tabs to insert labeled dividers.
- i. Click on  Insert to the left of the page if the divider should come before or click on the  Insert to the right if it should come after.
 - ii. Choose the type of divider from the drop-down menu.
 - iii. Type in up to three lines of text for the tab.
 - iv. Click on  Insert or  Cancel
 - v. An image of the tab is displayed where inserted.
 - vi. Click on  Edit  to modify or remove the tab.
 - vii. Click on  Next to view more pages or use the  Go button to jump to other pages.
 - viii. Click on  Exit and return to return to the previous page.
7. Click on  Add To Order to complete the submission or click on  Create Single Binder to merge all the files into one document. You can create/edit binding options, add/modify tabs and configure sections before you  Add To Order or  Cancel Single Binder.
8. At any time before clicking on  Add To Order you can click on  Itemized Price Summary to view a breakdown of the project cost.
9. Our print team will call you after you have checked out the order to confirm the details of your submission. You will also have the opportunity to relay any special instructions and your delivery needs. The order will NOT go into production until a conversation has been completed between you and someone from the print team.

Ordering Custom Stamps

Another great service Office Depot provides is ordering stamps online. Here are steps to ensure your request arrives correctly.

1. The first thing you need to decide is what type of stamp. There are 3 kinds.
 - a. **Pre-inked** – These stamps' impression dies are impregnated with ink. They do not use either an internal or external stamp pad. They are durable, long-lasting, clean, easy to re-ink, and of the highest quality. There are three types of pre-inked stamps. Polymer gel pre-inks, the latest in technology flash stamps such as the AccuStamp, and the laser engraved vulcanized rubber stamps such as the industry-leading Xstamper brand.
 - b. **Self-inking** – These are mechanical stampers which have their own internal ink pad. A swivel action causes the stamp die to hit the internal ink pad between each use. In layman's terms, a self-inking stamp is basically a regular stamp and a ink pad all in one box. Self-inkers are great for multiple stamping, are re-inkable, and reasonably priced. You may know these stamps by the brand names Ideal, Trodat, or Cosco.
 - c. **Rubber** – These are basic stamps that are used in conjunction with a separate ink pad. Traditionally they have wooden handles and are quick to get and inexpensive to buy. They can be messy if not handled properly, and require the use of a ink pad.

Ordering Custom Stamps

2. The next step is to decide the impression size. Most people design their stamp either by a drawing on paper or using software. Draw a box around the entire image and measure it. This is the impression size.
3. From the website homepage, mouse over **Our Services**, click on Custom Printing, then [Stamps & Daters](#). Select the style of stamp and impression size that best fits your project. Now, click on **CUSTOMIZE**.
4. The design studio is displayed with several tools to help you create the stamp.



- a. *Add New or Saved Artwork* – take images you have created and upload them to the site. Once uploaded, you can import them into your stamp impression area. By checking the **Save Artwork** ☐ box, your artwork will be saved for future use. Please be aware that uploaded images can be viewed by all online users. Also, artwork must have a minimum resolution of 300 DPI.
- b. *Border* – add a border to your stamp by simply clicking on the button.
- c. *Fonts* – pick from our list of the top 7 typestyles in the drop-down box. Select the font size and color. Lastly, add **bold**, *italics* and underlines to your design. Don't see the font you like? Create your stamp in your favorite program, save the image as a PDF, BMP, EPS, GIF, JPG, PNG or TIF and then upload.
- d. *Align* – click on the icon and select from left, center or right justification (vertical or horizontal) as well as text distribution both directions.
- e. *Grid* – click on this button to add a grid for perfect alignment or click it again for it to be removed.
- f. *Special Characters* – select from the drop-down box of symbols for your design.
- g. *Delete* – select unwanted text or artwork and click on the red X.
- h. *Add Stock Logo* – select from hundreds of line art images to add.

Ordering Custom Stamps

- i. *Spell Check* is a great tool to just double check your text.
 - j. *Rotate* – allows you to rotate text and images 360°.
5. Once you have completed designing your stamp, click on **PROCEED**.
6. At this point you can...
 - a. Click on [Edit](#) to continue working on your stamp.
 - b. Click on [View PDF](#) to view/print the actual size of your design.
 - c. Click on [Email Preview](#) to send someone a proof for review.
 - d. By clicking **PROCEED**, you are accepting responsibility for the accuracy of the imprint information.
7. The next screen allows you to select the stamp quantity. The default is 1. You can [Edit](#) or [View PDF](#) from this screen. Click **PROCEED** to move forward.
8. Order supplies for your stamp on this page. Modify the quantity if needed, check the ☐ [Add to my Order](#) and then click **PROCEED**.
9. The next screen offers additional items. Modify the quantity if needed and check the ☐ [Customize & Add to Order](#). The Design Studio will launch so that you can customize your selection. Follow the steps, clicking **PROCEED** after each step.
10. This is the last screen before adding to your shopping cart. At this point you can...
 - a. Email a preview
 - b. View/print a PDF proof
 - c. Create a new item with this layout
 - d. Edit your stamp, quantity or accessories
 - e. Jump back to the Related Products page
 - f. Delete the order
 - g. Click on **ADD TO CART** to complete the process

You are done! Any stocked items that are added to your order will be delivered as usual. Your stamp order will split-off and be processed separately. You will be able to track both orders online.

Ink & Toner Recycling Solutions

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.



Frequently Asked Questions

-  **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 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 Furniture Specialist, 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).

Frequently Asked Questions

-  **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 contact your account manager 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.