

value

Business Services Division

service

selection

Business Supply Source

Office DEPOT®

Taking Care of Business

City of Renton Ordering Information

Office Depot Internet Help Desk

Need Assistance while on-line? Internet Help Desk 800-269-6888



Office DEPOT®
Taking Care of Business



Welcome City of Renton!!!

This package contains valuable account information such as your account number, ordering and return procedures, and internet ordering instructions.

The pricing you are on is a public sector office supply contract that was awarded to Office Depot. This contract allows you to buy from the Business Division of Office Depot utilizing national buying power.

✓ **When shopping on-line look for **BEST VALUE** or **PREFERRED** icons to help make your purchasing decisions. These icons reflect core items and catalog items.** According to the terms and conditions of the national contract anything that is not on the core or in the catalog will be priced at a list less 10%.

Your local account manager is Shannon Moore. Please contact Shannon if you have any special requests or concerns regarding your purchasing with Office Depot.

We promise to earn your business each day and look forward to a long and successful partnership.

Sincerely,

Shannon Moore
Office Depot Account Manager
Shannon.moore@officedepot.com



Account Information

Your Account Number is: 53288817

Contact Information

Your primary contacts are listed below with their area of specialization indicated. These teams of associates specialize in understanding your needs. Our goal in developing this unique team is to offer our customers a knowledgeable group of associates to achieve superior customer service.

Office Depot Website

Internet Ordering Site:  <https://business.OFFICEDEPOT.COM>

Internet Help LINE  800.269.6888

Customer Service  888.263.3423

(Customer Service is available from 8:00am - 5:00pm (PST))

Please contact Customer Service to place orders, schedule returns, check pricing or discuss recent orders.



Order by 5:00 PM for next day delivery of in-stock items



No Shipping (exception is furniture. No minimum order size.

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Placing an On-Line Order

- 1) Use browser to access the Internet
- 2) Type in <http://business.officedepot.com>
- 3) Type in your Login Name YOUR EMAIL ADDRESS
- 4) Type in your Password: **supplies** (you will be required to change after logging in the first time) Click on **LOGIN**
- 5) If you know the item number(s) for the product(s) you wish to order select: **Order by Item #** Quick Order
- 6) Type in Office Depot Item #, quantity, and comment, if desired
- 7) If you do not know the item number(s) for the product(s) you wish to order, you can:
 - a. Search for product using key words or manufacturer part numbers by entering the information in the space provided in the gray toolbar and then clicking **SEARCH**.
 - b. Shop using our online catalog. Simply click on Home in the upper left hand corner or View All Products A-Z in the grey toolbar and you will be directed to category listings of the catalog
- 8) Select **ADD TO CART** to add your desired product to your shopping cart
- 9) Select **Continue Shopping** to continue or **Check Out** from the shopping cart in the top left if you have finished shopping
- 10) If you selected **Check Out** verify items in your cart and complete any required information
- 11) If you are satisfied with your order, select **PLACE ORDER** to complete the process
- 12) When you see "**Thank you for your order,**" and **your number**, your order has been successfully completed.

Online training is available in the Customer Service section or call the Internet Help Desk 800-269-6888



Office Depot Products and Services

Office Supplies

Our commitment as a company is to supply your office needs with brand name and private label, quality products. We have 15,000 + in-stock office supply products ready for delivery! If you are unable to locate an item online or in the catalog, Customer Service may be able to assist you in ordering it.

Back Orders

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.

Returns

Your complete satisfaction is our primary concern. You may return most items in their original packaging within 30 days. We will gladly replace the item or refund your account. To process a return, log on to the internet or call **Customer Service** at **(888) 263.3423** with the following information:

- The order number on the packing slip
- The product number and unit of measurement of the item to be return
- The reason for the return

Your **Customer Service Representative** will assign a **Return Authorization Number** and inform you of the process to return the item.

Thank you for your BUSINESS! We look forward to working with you!

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