

Customer Services: 888.777.4044

Home

The landing page includes a bulletin board to keep you informed. From this page all shopping features may be launched.

Order by Item

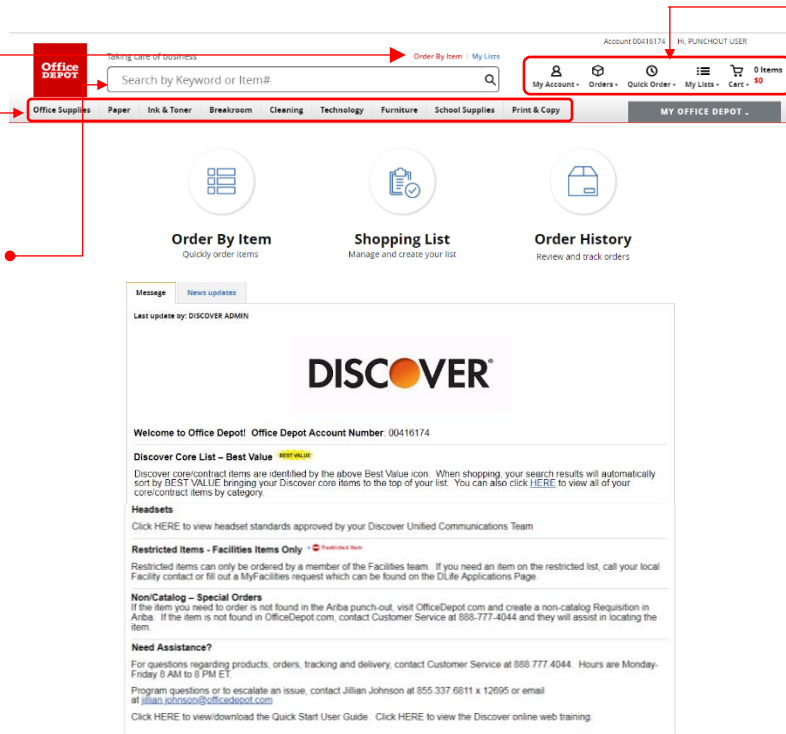
Key in up to 20 product #s for simultaneous entry into shopping cart.

Search:

Type in product description: Office Depot or manufacturer product codes. Predictive search reduces keystrokes

Click on Product Category to view product groupings.

Ink & Toner Find refills and supplies for your business machines.



My Account

To view account profile

Orders

View order tracking and place returns

Quick Order:

Add a single item to order or shopping cart with fewer clicks.

My Lists

Create & manage personal shopping lists and view Discover contract shopping lists



Cart: Shows items in cart and order value.

Building Your Order

Step 1 Punchout from your Ariba purchase order application by clicking on the Office Depot “Buy from Supplier” tab

Step 2 Combine any of the following tools to build you order:

- **Catalog:** Click a category from the **Product Navigation Bar** and select the category or sub-category to view products.
- **Search:** Type item **Keyword** or **Item Number** and click **Search**. A summary of matching categories and the top-ranking items will appear. Choose a category or brand, or go directly to an item. Results are automatically sorted by Best Value (Discover contract). To filter search results by characteristics such as brand, size, color etc., click the desired characteristic listed on the left-side tool bar.
- **Order by Item #:** Enter the Office Depot # or Manufacturer #, enter the quantity and click  Click the “**Show Images**” check box to view product images and details. Enter up to 20 items at once.
-  **Quick Entry:** Add a single item to cart by entering the Office Depot part # or Manufacturer #, enter the quantity and click 
-  **My Lists:** Select from Your Personal lists or Any Preloaded lists. To add an item to your shopping cart, enter the quantity desired, check the select box and click 

Step 3  Click **Shopping Cart icon** to review your selections, view Office Depot recommended savings opportunities, save items for later or add to personal shopping lists.

Step 4  - Review your cart contents and click CHECKOUT when ready. The shopping cart items are returned to your purchasing system and the Office Depot session ends. *Purchase orders received by Office Depot by 5:00 pm local time will be processed for next available day delivery

Order Tracking & Online Returns

Office DEPOT

Order By Item / My Lists

Search by Keyword or Item #

My Account - Orders - Quick Order - My Lists - Cart - 1 Items

Orders

No recent orders found

Order Tracking

Order by Item Number

Reorder

VIEW ALL RECENT ORDERS

Showing All Orders

Copy & Print Depot

Find Your Order

Search By: Order Number

Status: ALL

Date Range: From: 01/06/2017 To: 02/06/2017

Min: Max:

Dollar Range:

Approver: Select Approver

SEARCH ORDERS

Order Number

Order Number

Contact

Cost Center

PO Number

Release

Item Number

Ship To ID

Click an order number to see the details of your order, or to view delivery tracking information.

Orders Pending Approval

Result 1 - 6 of 6

Order Number	Order Date	Total	Status	Delivery / Pickup Date	Changeable	PO Number	Cost Center	Release	Contact	Approver	Type
899045552-001	01/30/2017	\$112.74	Delivered	01/31/2017	No	JTFERG	USER1	N/A	JEFFERY FERGUSON		Order

https://business.officedepot.com/orderhistory/orderHistoryList.do

Click Orders Icon

Select Order Tracking

Search By: Select desired search parameter OR search by order status

Order history lists orders for the past 12 months

Click an order number to see the details of your order, or to view delivery tracking information.

Showing Orders with a status of Shipped and created between 07/01/2016 and 02/06/2017

Result 1 - 8 of 8

Order Number	Order Date	Total	Status	Delivery / Pickup Date	Changeable	PO Number	Cost Center	Release	Contact	Type
899045552-001	01/30/2017	\$112.74	Delivered	01/31/2017	No	JTFERG	USER1	N/A	JEFFERY FERGUSON	Order
892402489-001	01/05/2017	\$21.35	Delivered	01/06/2017	No	IE 3.28 RELEASE	ACHARLIEBROWN	17	USER DEMO	Order
890041383-001	12/27/2016	\$74.60	Shipped	01/09/2017	No	JTFERG	USER1	N/A	JEFFERY FERGUSON	Virt Whse
890041051-001	12/27/2016	\$52.72	Delivered	12/28/2016	No	JTFERG	USER1	N/A	JEFFERY FERGUSON	Order
888014322-001	12/16/2016	\$45.52	Delivered	12/19/2016	No	N/A	USER1	N/A	JEFFERY FERGUSON	Order
887893917-001	12/15/2016	\$2.11	Shipped	12/15/2016	No	MAX-PO	MAX-CC	RELEASE		Order
886389483-001	12/09/2016	\$239.49	Delivered	12/12/2016	No	JTFERG	USER1	N/A	JEFFERY FERGUSON	Order
863509454-001	09/09/2016	\$10.85	Shipped	09/12/2016	No	123	A	A	CARRIE RUSSELL-USER	Order

My Account

Select the desired order from the search results by clicking on the ORDER NUMBER

Home / My Account / Orders / Return Form

Place Return (Step 1 of 3)

1. Verify Return Address
2. Select Your Items
3. Review Information

Return Address

Your address:

JEFFERY FERGUSON
175 CHASTAIN MDWS
COURT
KENNESAW,
GA
30144-3724
USA

[SELECT DIFFERENT ADDRESS](#)
[CREATE A NEW ADDRESS](#)

[CONTINUE](#)

STEP 1: Confirm the return address. You can also choose a different address or create a new address

Home / My Account / Orders / Return Form

Place Return (Step 2 of 3)

1. Verify Return Address
2. Select Your Items
3. Review Information

Select the Item(s) you would like to return by providing the following details:

- Quantity to return
- Return for Credit or Even Exchange
- Reason for return
- Number of boxes to return

Returnable Items

Cart Items	Price/Unit	Quantity Ordered	Returnable Quantity	Quantity To Return
	\$7.990 / pack	8	8	1
Return action: ☐ Exchange ☒ Return for Credit Reason for your return: Don't Want Item				
	\$10.610 / dozen	4	4	
Return action: ☐ Exchange ☐ Return for Credit Number of boxes to return: 1				

Why is this Important?

[CONTINUE](#)

STEP 2: Populate the quantity of the item to be returned.

Indicate if item is to be returned for credit or exchange. Select your reason for return.

Select a reason...

Select a reason...
Damaged Item
Delivered Late
Catalog Description Incorrect
Received Wrong Item
Don't Want Item
Defective Item
Ordered Wrong Item
No longer needed

Click CONTINUE

Place Return (Step 3 of 3)

1. Verify Return Address
2. Select Your Items
3. Review Information

Please review your return Information. If you need to edit your information, select the "Modify Return" link at the bottom of the page. You may print this page as a reference but your return is not complete until you click "Place Your Return".

Return Information

Return Order Number:
901816001-001

Return Request Date:
02/08/2017

Original Order Number:
899045552-001

Cart Items	Price/Unit	Quantity To Return	Credit
	\$7.99 / pack	1	(\$7.99)

Return action: ☒ Return for Credit
Reason for your return:

You've chosen to return your Item in 1 box.

Subtotal:	(\$7.99)
Taxes:	(\$0.48)
Miscellaneous:	\$0.00
Total Credit:	(\$8.47)

[Modify Return](#) | [Cancel Return](#) | [PLACE YOUR RETURN](#)

STEP 3: Review your return information and if accurate, click PLACE YOUR RETURN button

Contact Information & Assistance

NEED ASSISTANCE?

We are here to help! Please utilize the below methods to contact us.

PHONE

Call us toll-free at 888.777.4044. Customer Service is available to assist with questions regarding products, orders, tracking and delivery. Customer Service is available Monday-Friday 8:00 A.M to 8:00 P.M (ET).

LIVE CHAT

Live Chat is available Monday-Friday 8:00 A.M. to 11:00 P.M. (ET)

PROGRAM QUESTIONS

If you have specific program questions or need to escalate an issue, please contact Jillian Johnson at 855.337.6811 x 12695 or Jillian.Johnson@officedepot.com.

RESTRICTED ITEMS Restricted Item

Restricted items can only be ordered by a member of the Facilities team. If you need an item on the restricted list, call your local Facility contact or fill out a MyFacilities request which can be found on the DLife Applications Page.

DISCOVER CONTRACTED ITEMS (BEST VALUE)

Discover core/contracted items are identified by the above Best Value icon. When shopping online, your search results will automatically sort by BEST VALUE thus bringing the Discover core items to the top of your list.

RETURNS

Process your returns by calling Customer Service at 888.777.4044 or placing your return online by going to Order Tracking and locating the related order. Open the order and click on the "Begin Return" link located at the bottom of the order.

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. Please be sure and have your order number ready. NOTE: 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. Backorders for stocked product be automatically be filled 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. Additionally, 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.

NON/CATALOG - SPECIAL ORDERS

If the item you need to order is not found in the Ariba punch-out, visit OfficeDepot.com and create a non-catalog Requisition in Ariba. If the item is not found in OfficeDepot.com, contact Customer Service at 888-777-4044 and they will assist in locating the item. NOTE: Technology items cannot be ordered through the punch-out catalog. Contact corporatepurchasing@discover.com for technology ordering instructions.

TRAINING SUPPORT

Watch the full web training session held for Discover associates by clicking [HERE](#).

PERSONAL PURCHASES

Office Depot offers an employee program for Discover associates to receive a discount on PERSONAL items such as back to school, holiday etc. Please note, this is to be used for personal purchases only. If ordering online, orders must ship to a home address and not a Discover address. Orders must be paid for using your personal credit card.

To participate in this program, click on the below link to register. Additional instructions on how to shop will be provided after registering. Click [HERE](#) to register.

SHARE YOUR FEEDBACK

Tell us what you like and how we can better serve you. Click [HERE](#) to share your feedback!

NEED FURTHER ASSISTANCE?

Didn't find what you were looking for above? To request further assistance, please click [HERE](#). Your request will be sent to your Office Depot account management team for assistance.

Thank you for shopping with Office Depot OfficeMax!