Office DEPOT OfficeMax

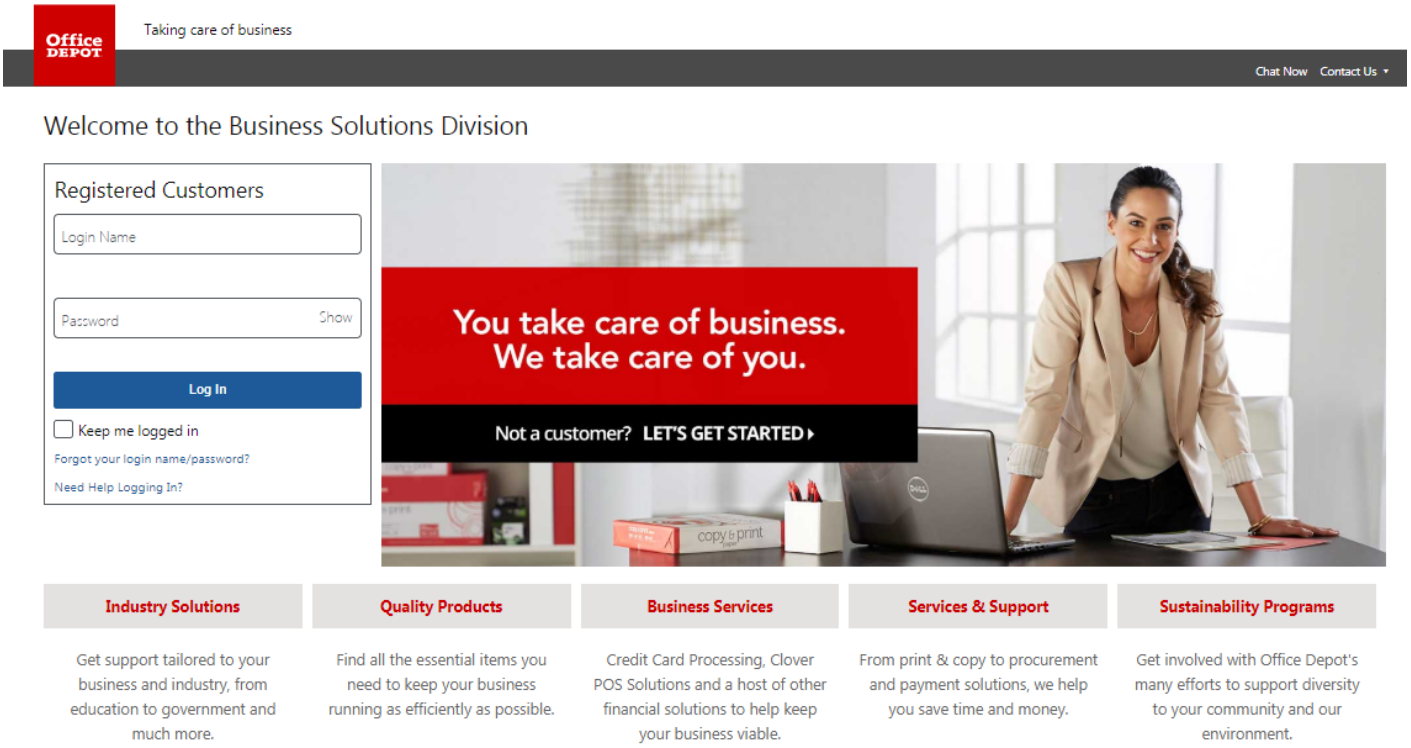
Reckitt Benckiser Purchasing Program

GETTING STARTED WITH THE OFFICE SUPPLIES & BUSINESS SERVICES PROGRAM IS EASY:

1. Know your account number: 07437436
2. Your ordering method: Internet
3. Need Help? Customer Service: 1-888-777-4044

ORDERING OVER THE INTERNET

Access Office Depot Business website:
https://business.officedepot.com/



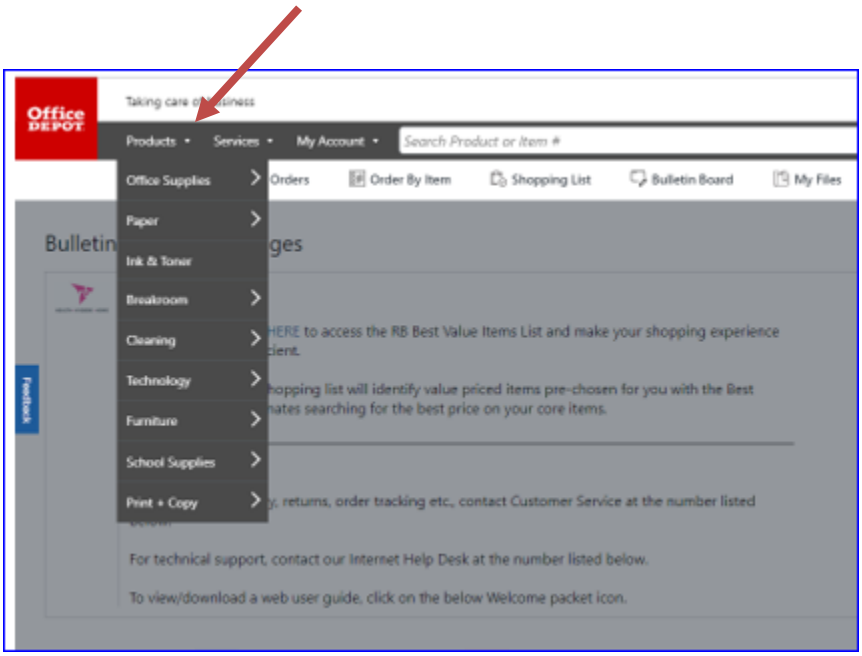
Type in your assigned login name and password then click LOG IN to access your account:

Login Name: Your RECKITT BENCKISER email address Password: Welcome1

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 8 to 10 characters in length and must have one capital letter and one number. 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 security question is selected and the answer is confirmed, click **Update**.

You will see all shopping options on the navigation bar at the top of the page:

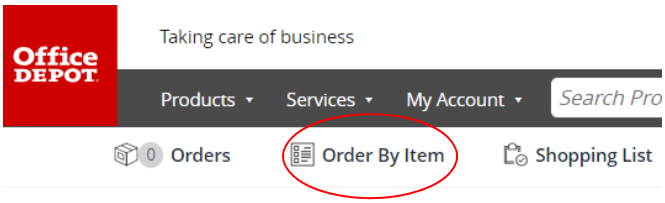


Look through the categories and search for items that you need with RECKITT BENCKISER preferred/Best Value BEST VALUE item pricing shown at the top of the list.

To order an item, simply click on it and update the quantity then add it to the cart. If you cannot find an item on the website or in the catalog, contact Customer Service for assistance.

ORDERING BY ITEM NUMBER

If you already know the Item number (SKU) you want to order, click Order By Item located at the top of the page below the search box.



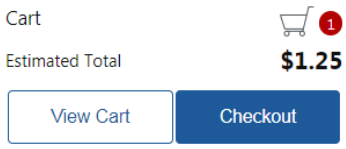
1. Enter the item number(s) and quantity for each item you want to buy.
2. An optional comment field lets you enter reference information that will also print on the packing list that comes with the order (this field has a 25-character limitation).

3. Enter all items you want to order then Click the **'Add to Cart'** button. You will see a list of all items in the cart.

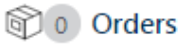
CHECKING OUT

When finished shopping, click on the '**View Cart**' link or picture of the shopping cart. You will have the opportunity to review your Shopping Cart.

1. Verify items in your cart, complete any required information, make any necessary changes to your cart then click '**Update Shopping Cart**'.
2. Review the items in the cart and when you are ready to proceed with your purchase, click the **'Checkout'** button.
3. **ORDER TRACKING**: To view the order detail.



Order Tracking is located under the '**Orders**' icon at the top of the page.



THINGS TO REMEMBER

- If your department has opted to have an approver for office supplies orders, your ORDER is not placed until approval occurs.
- **WHO TO CONTACT:** *all contact information provided on the last page.*
  - Assistance with Orders, Returns, and Product Information, contact Customer Service at 1-888-777-4044 or use the LIVE CHAT feature.
  - Assistance with account creation or changes, please contact your administrator: Ken Froehner at email: Ken.Froehner@rb.com.
- ORDERS NEED TO BE PLACED AND APPROVED BY 5:00 P.M. LOCAL TIME FOR NEXT DAY DELIVERY in most cases. **Orders must be processed by 5:00 p.m. local customer time.**
- ORDER TRACKING – Allows you to view 18 months of your order history
- Need help getting around? Click on the Web Demos under Resources on your home page.

DELIVERY & SHIPPING

Deliveries are scheduled for 5 days per week, Monday through Friday. Orders must be processed by 5:00 p.m. local customer time for next day service.

RETURN POLICY AND PROCEDURES

Returns should be done On-Line or through the Office Depot Customer Service line, 1-888-777-4044.

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

- Returnable items include any products sold by Office Depot.
- Merchandise must be returned within 30 days of the original delivery date
- Items should be in their original packaging.
- Returns may be requested online via Returns/Withdrawals under Customer Service at the bottom of the home page, via the LIVE CHAT feature or via phone 1-888-777-4044.

To ensure accurate credit and pick up, please have the following information available (the information is located on your packing slip, internet (account history) or by calling the Customer Service 1-888-777-4044**):**

- Account number
- Original order number
- Item (SKU) number of product being returned
- Reason for the return
- Contact Information for Customer Service Representative or the driver

FOR ONLINE CREDIT RETURNS: 1) Go to "ORDER TRACKING" **2)** Click on the Blue underlined order number **3)** Click on the SUBMIT RETURN button to return items for credit only.

RETURN EXCEPTIONS:

- Items not in the original packaging.
- Custom or imprinted items (unless produced incorrectly or delivered defective).
- Special order items (unless received in error from the manufacturer).
- 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.

NUMBERS TO KNOW

CUSTOMER SERVICE: 1-888-777-4044 M-F 7am - 8pm EST

(For questions regarding order tracking, returns, product information)

TECHNICAL SUPPORT: 800-269-6888

(For website navigational support)

Internal Inquiries

email: Parsippany officesupplies

ACCOUNT MANAGER

John Hayden | Office Depot/Office Max
email: john.hayden@officedepot.com
Direct: 512-651-2875 / Phone Extension: 855-337-6811 Ext: 12875