Office DEPOT OfficeMax

COMMITTED TO LEARNING
One Student at a Time™
Office DEPOT

Office Depot User Guide

business.officedepot.com

Updated January 24, 2019
Reviewed by Taylor Sword – Director Operations

Office DEPOT OfficeMax

COMMITTED TO LEARNING
One Student at a Time™
Office DEPOT

Dear 3DE Team Members,

Office Depot is excited to enter into a partnership with 3DE Schools as a trusted provider for supplies and printed materials. Backed by a customer centric team of passionate people and an industry leading supply chain; we will work with your team to ensure an exceptional experience. By providing an array of solutions tailored to your specific needs, our dedicated team of professionals will help you take care of business, so you can focus on your mission.

Please don't hesitate to reach out to any member of your account team with questions or for support as needed. Thank you again!

Andrew Klingman
Vertical Market Manager
T: 678-350-3506
E: andrew.klingman@officedepot.com

Jodie Satterfield
K12 Service Consultant
T: 678-522-7801
E: jodie.satterfield@officedepot.com

Your Office Depot Representatives are listed above. However, in order to expedite your request Customer Service should be your first point of contact. Feel free to copy Andrew and/or Jodie on the request but also know that if it cannot be resolved in a timely manner it should be escalated to us by the team and/or by you as well. ***We are all here to help!***

Customer Service:

888.777.4044 **M - F; 7AM - 7PM CST**
ecsupport@officedepot.com **M - F; 7AM - 7PM CST**

- Product or Pricing Questions
- Returns / Exchanges (new orders must be online)
- Order Tracking / Missing Items

Account Information:

Your Office Depot Account #:
Schools – (see your acct mgr)

Billing Support

Invoice Copies **INV-PODS@officedepot.com** – Put your school name and/or invoice number(s) in the subject line and include the invoice or credit memo numbers you are requesting copies of in the body of the email request. You will receive in 24-48 hours.

Invoice copies can also be retrieved through Bill Management online by any authorized user as applicable. If you do not have access or require training, please reach out to your account manager.

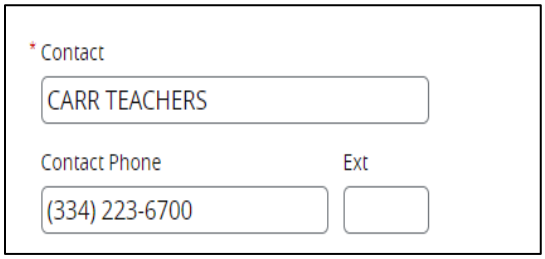
For payment application questions, past due notifications, etc. please use info below and copy your account manager.

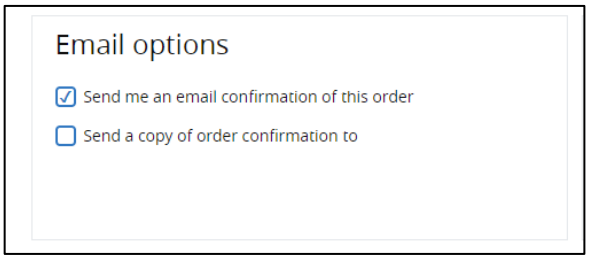
Phone: 1-888-412-8545
Email: ABBillingsupport@officedepot.com

Ordering Method:

https://business.officedepot.com – **Orders may be placed via the web only.**
All contract pricing and live inventory for items kept in stock is shown online!

Teachers – Orders will submit to bookkeepers. Be sure to include teacher name at checkout and email in order to receive confirmation and delivery details.





This information cannot be changed. If locked out, please notify your account manager.

Bookkeepers – All orders will route to you for approval. You have one login to order and approve. Logins are assigned at the school level and will remain there to ensure continuity with personnel changes. Password will be updated as applicable.

Standard Delivery:

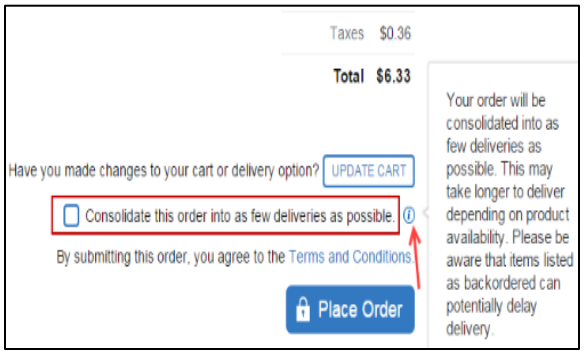
FOR IN-STOCK ITEMS, most deliveries will be made the next business day. Orders must be processed before **5:00PM EST**. ****There are times when an item is shipping from an alternate source and may deliver outside the normal delivery window. Any extended shipping or backorders will be noted at checkout prior to order placement and on your order confirmations. ****

Consolidated Delivery – (Optional)

✓ ***Please request only if multiple orders appear at checkout.***

If your school or department wishes to consolidate your order to reduce deliveries and/ or invoices you can request at checkout. Please keep in mind this **does not guarantee** that every item will arrive all at once; however complete status will be reflected at checkout.

****This may impact your order lead time depending availability of items in your cart. ETA will be updated through confirmation if no request is made. You can request status or make changes by contacting customer service or your account manager if needed.****



Customer Service Page

- ORDERING
- PRODUCTS
- PRIVACY & SECURITY
- SHIPPING & RETURNS
- CUSTOMER SERVICE CONTACTS
- MY PROFILE
- GENERAL HELP
- BULLETIN BOARD

Need Help?

- Email Assistance
- Phone Support
- FAQs

Talk with a Representative
Chat Now

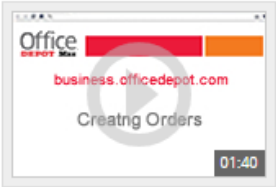
Email
Contact our friendly customer service team at your convenience
EMAIL US

Live Chat
Live Customer Support
Monday - Friday 8am - 11pm EST
LIVE CHAT

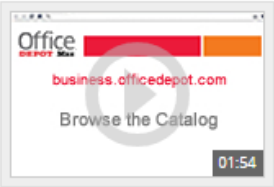
Call
Call 1.888-2-OFFICE
(1-888-263-3423)
Monday - Friday
8am - 8pm EST

Website Demos
Learn more about our website.
VIEW DEMOS

Video Demonstrations

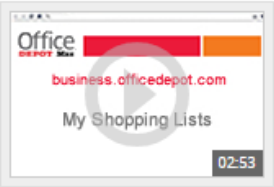


Creating Orders
Learn how to add items to your shopping cart from Product Search, Product Categories the A-Z Index and other tools.
Watch Demo

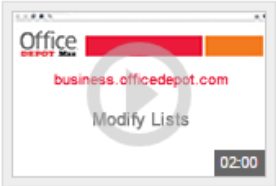


Browse the Catalog
Learn how to browse the on-line catalog from our Office Supplies, Furniture and Technology categories.
Watch Demo

Quick Order Entry
Perform quick order entries by watching this quick demo of the Order by Item number feature.
Watch Demo



My Shopping List
This simulation will show you how to create a new shopping list.
Watch Demo



Modify Lists
Learn how to modify a shopping list, add and remove items from your shopping cart, and delete an entire shopping

Comparisons
Choose the right product for you by learning to use our comparison feature.

Insufficient Quantity
This demo will show you the options available when ordering items that have insufficient quantities.

Approving Orders

Return Procedures:

Returns via Phone/Email:

Step 1: Contact the Office Depot Customer Service team and provide the invoice number (i.e. - 123456789-001) and 6-digit Office Depot SKU number and/or the manufacturer's part number of the product being returned and credited.

IF UNAVAILABLE PLEASE PROVIDE YOUR ACCOUNT NUMBER AND ADDRESS AS WELL AS THE PO AS APPLICABLE SO IT CAN BE LOCATED.

Step 2: Provide a brief description of the reason for the return/credit (i.e. ordered in error, damaged/defective, etc.)

Web Return Orders:

Step 1: Click on "Order History" located on the Home Page.

Step 2: Locate the sales order number that you need to place a return on. Once the order detail appears, click 'Submit Return'.

Step 3: Fill in the return quantity, select the reason for the return and enter any special instructions and click 'Continue'.

A confirmation number for your return will appear. Please print this page and/or write this number down and keep for your records.

*****In addition please attach to the box and place in the location where your deliveries are normally made.*****

IMPORTANT - If it is not picked up in 1-3 business days, let your account manager know. If it is not credited in 7-10 business days, let your account manager know.

Order Approvals, Confirmations & History:

For every order placed, you will receive an email confirmation that details your transaction and status of the items you ordered. You can track you order at any time online or by calling customer service. To track an order, view the detail and/or modify; simply click on "Orders" from the home screen. Bookkeepers will be able to access orders *"pending approval"* from this view as well.

Upon Receipt of Your Order:

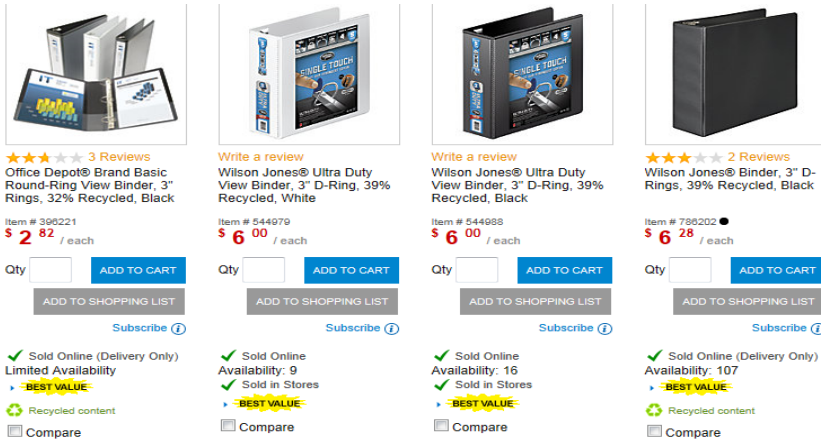
Verify that all items on the packing slip listed as shipped are in your order. Any shortages or incorrect items should be reported to the Office Depot Customer Service Desk within 10 days of delivery. Items on back order will be noted on the packing slip.

Freight & Small Order Processing:

Orders over $50.00 will be delivered free of charge. Please consolidate your orders where possible. Ordering in bulk is a simple way to reduce paper, staff time and logistical costs. Alternative purchasing methods are available such as **buy online; pick-up in store** as well.

Searching for Items:

Enter your keywords in the search parameters box to search for items (you may enter up to 5 descriptive words). **Once search your results appear, you may click on "Sort By" and select "Best Value".** You can simply add the quantity of the item you wish to order & click on **'Add to Cart'** to add the item to your cart. If you have created a shopping list, you can also click **'Add to Shopping List'** to add the item to your list.



Order by Item Number:

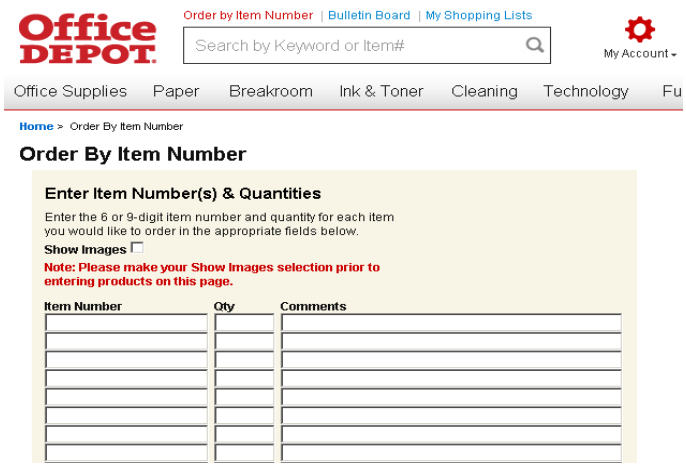
With **Order by Item Number**, you can enter up to twenty items directly to the Shopping Cart or a Shopping List by entering the item numbers & quantities. To display the **Order by Item #** page, select **'Order by Item #'** on the left navigation bar. To begin adding items to the Shopping Cart:

1. Type the item number in the **'Item #'** field. Item numbers include Office Depot SKU numbers or manufacturer numbers. **(Click "show images" to verify correct products)**

2. Type in the quantity desired in the **'Qty'** field.

   a. **Note:** If you leave any of the quantity boxes blank, the items will be added to your Shopping Cart with a quantity of 1.

3. When finished, select **'Add to Cart'** (or **'Add to List'**) located at the bottom of the page.



Frequently Asked Questions:

I have forgotten my password for the* Office Depot BSD *website.

Simply go to our website (business.officedepot.com) and click on the 'Forgot your login name/password?' link. You will be prompted to enter your login name and respond to your pre-determined security question. You will then be asked to update your profile with a new password. If you do not remember your login name, or this process does not work please contact your account manager.

I'm on the* Office Depot *website and forgot how to create a Custom Shopping List.

Click on 'My Shopping Lists': You can create a new list there or open the "How to use and create lists" guide. This will guide you through each of our online tools step-by-step. **Make sure to look for any existing Best Value Shopping lists that may have already been created for your convenience!**

We just received our order and I ordered 12 pens, but instead received 12 boxes of them.

Our product return policy and procedures are designed to help our customers make returns and exchanges quickly and efficiently. You can place your return online. Simply go to the Order Tracking and History feature under 'My Account', locate your order, click on the order then go to the bottom right hand corner of the page and select Begin Return. You may also refer to our website for our complete Return Policy and for instructions on how to process such requests.

I've looked all through the catalog and can't find the item I really need.

Office Depot offers over 15,000, items but we also have access to **a large assortment of additional products** that are made available through various third-party sources. Please call/email your field account representative or customer service representative for assistance in ordering the product you need.

It's early in the morning and I just realized that I need to add something to an existing order. My order usually arrives around noon. Can I call to add this item to my order?

Our orders are packaged at night so that trucks can be loaded early in the morning before embarking on their routes. Our delivery trucks usually leave our distribution centers well before 8:00 AM, so unfortunately it would not be possible to update this existing order. We instead encourage you to leverage our "**buy online; pick-up in store function (as authorized)** at a local Office Depot or OfficeMax store near you.

Schools may also opt to register for a Store Purchasing Card which is available in several formats to ensure discounts are extended properly. Please contact your account manager for more information.

Office DEPOT OfficeMax

COMMITTED TO LEARNING
One Student at a Time™
Office DEPOT

Our new DIGITAL Business Solutions Catalog is now available!

"Office Depot's catalog has Gone Green!" Click on the link below and experience a faster and more sustainable experience.

2019 Office Depot BSD Catalog

You can also scroll to the bottom of the website page and select Online Catalogs under the Shopping section.

Digital Catalog Highlights: The catalog has not changed, only how you use it! Search by keyword or click on a category under the Table of Contents to go. Click on an item and it will take you to it within the business.officedepot.com website. Print a page or share via email with a co-worker. Access from any computer without a login needed!

Looking for other catalogs?...

School Supplies & Instructional Materials

2019 Calendars & Planners

Collaborative Classroom Furniture

Promo & Fundraising Products

Ready to Ship - Healthy Schools

NOTE: Paper catalogs can still be obtained by contacting your account mgr for a nominal fee.