Welcome to the Office Depot®
Alternative Opportunities Purchasing Program

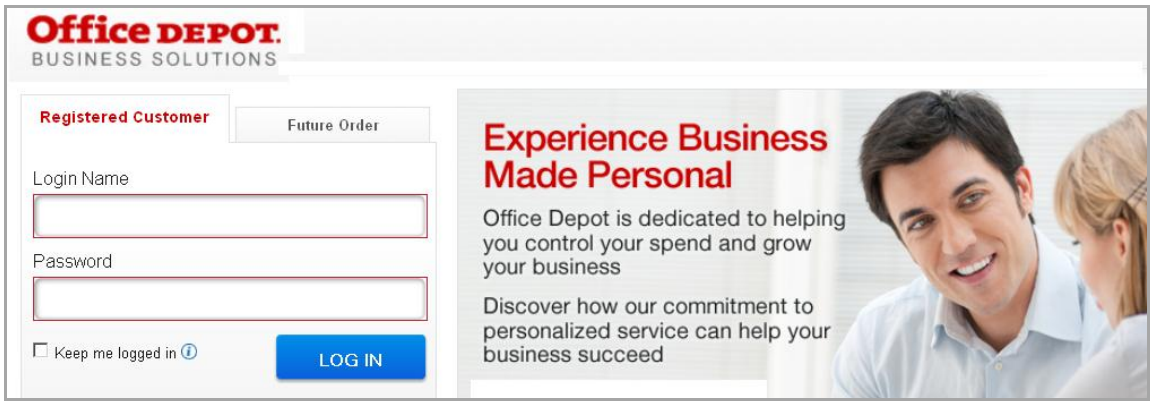
GETTING STARTED WITH THE OFFICE SUPPLIES & BUSINESS SERVICES PROGRAM IS EASY:

1. Know your account number: 17042618
2. Your ordering method INTERNET
3. Need Help? Friendly Customer Service: 1.888.263.3423

ORDERING OVER THE INTERNET

Access the Office Depot Business website:

business.officedepot.com



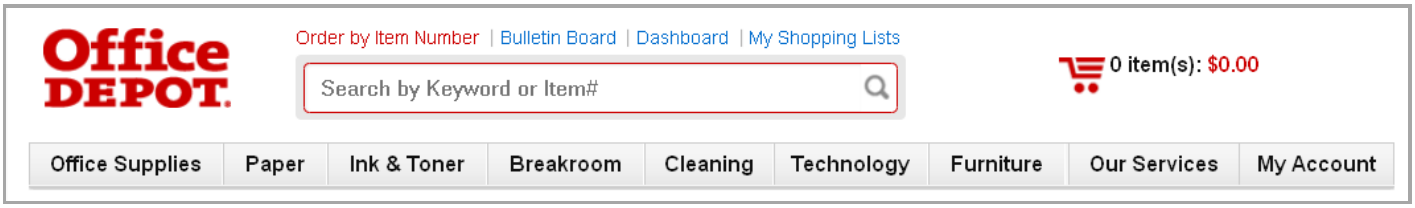
Type in your assigned login name and password then click LOG IN to access your customized Veteran's United Home Loans Business Ordering Portal:

Login Name: email address **Password** (first time): **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 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**.

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. The prices shown are the Veteran's United Home Loans negotiated prices.

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 or your Account Manager for assistance.

ORDERING BY ITEM NUMBER

If you already know the Item number (SKU) you want to order, click **'Order By Item #'** located on the Shopping Tools navigation bar on the left side of the page.

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.
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. Review the items in the cart and when you are ready to proceed with your purchase, click the **'Checkout'** button.

2. You will be taken to the **Checkout Page** to confirm shipping address and enter any required order information such as Cost Center and Department. (Items with an asterisk * are required). **You also have the opportunity to make changes to your Shopping Cart on this page.** If you make any changes, click on the **'Update Shopping Cart'** button to save them.
3. When you are ready to proceed, click **"Place Order".** You also have the option to **"Put this order on hold"** to hold the order or to allow someone else to review the order.

4. ORDER TRACKING: To view the order detail; and/or make changes to the order, click **"Order Tracking"** on the left navigation bar.

THINGS TO REMEMBER

- IF YOU NEED ASSITANCE LOCATING AN ITEM, ARE WORKING ON A SPECIAL PROJECT OR HAVE A BULK PURCHASE, CONTACT YOUR ACCOUNT MANAGER FOR ASSITANCE OR A SPECIAL QUOTE.
- PLACE ORDERS BY 5:00 P.M. LOCAL TIME FOR NEXT DAY DELIVERY in most cases
- ORDER TRACKING – Allows you to view 12 months of your order history

DELIVERY & SHIPPING

Deliveries to all major markets are scheduled for the next business day**. Orders must be processed using the internet by 5:00 p.m. local customer time.**

RETURN POLICY AND PROCEDURES

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 via phone, fax, or internet

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.**888.263-3423**

- 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 <u>for credit only.</u>

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

OFFICE DEPOT CUSTOMER SERVICE	**888-777-4044**	**M-F**	**7am-8pm EST**
ONLINE / E-Commerce Support	**800-269-6888**	**M-F**	**7am-8pm EST** (For Technical issues on the site)

YOUR OFFICE DEPOT ACCOUNT TEAM

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Major Account Manager| Business Solutions Division

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