



Welcome to the Office Depot® Dot Foods Purchasing Program

Getting started with your office supplies and business services program is easy. You can access your ordering site at <https://business.officedepot.com>. This guide will provide you with the basics on how to enter the site, order products, who to contact for help and how to make returns, in the event you need to change something. We look forward to serving you.

Numbers to Know

Customer Service

- | | | |
|---------------------------------|--------------|------------------------------------|
| • OFFICE DEPOT CUSTOMER SERVICE | 888-777-4044 | M-F 7am-8pm EST |
| • ONLINE / E-Commerce Support | 800-269-6888 | M-F 7am-8pm EST (Technical Issues) |

Account Questions

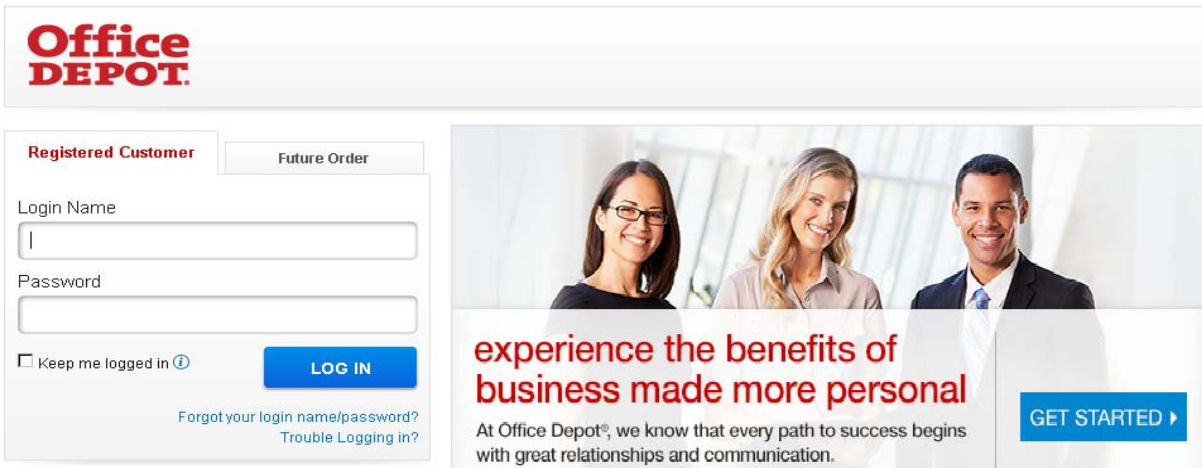
- Paul Tipple; Account Manager; paul.tipple@officedepot.com
- Lisa Taglianetti; Business Development Executive; lisa.taglianetti@officedepot.com



ORDERING OVER THE INTERNET

Access the Office Depot Business website:

business.officedepot.com



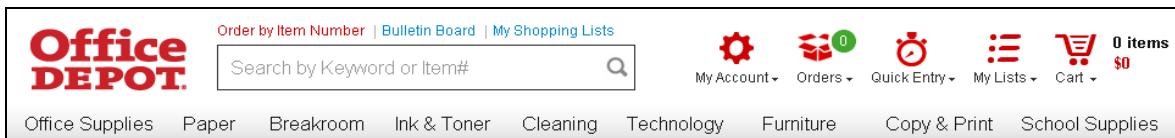
The screenshot shows the Office Depot Business website login interface. On the left, there's a login form with fields for 'Login Name' and 'Password', a 'Keep me logged in' checkbox, and a 'LOG IN' button. Below the password field are links for 'Forgot your login name/password?' and 'Trouble Logging in?'. Above the form are tabs for 'Registered Customer' and 'Future Order'. To the right of the form is a promotional banner featuring three smiling business professionals. The banner text reads: 'experience the benefits of business made more personal'. Below this, it says: 'At Office Depot®, we know that every path to success begins with great relationships and communication.' A 'GET STARTED' button is located at the bottom right of the banner.

Type in your assigned login name and password then click LOG IN to access your customized Very Important Customer. Your credentials were emailed to you.

*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 8 to 10 characters in length and must have 1 capital letter and one number. The **Old Password** will be the same as the initial password for first timers.*

When finished, click **LOG IN**. The website will 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:



The screenshot shows the navigation bar of the Office Depot Business website. It includes the Office DEPOT logo, links for 'Order by Item Number', 'Bulletin Board', and 'My Shopping Lists'. A search bar with the placeholder text 'Search by Keyword or Item#' is present. To the right of the search bar are icons for 'My Account', 'Orders', 'Quick Entry', 'My Lists', and 'Cart'. The 'Cart' icon shows '0 items' and '\$0'. Below the navigation bar is a horizontal menu with categories: 'Office Supplies', 'Paper', 'Breakroom', 'Ink & Toner', 'Cleaning', 'Technology', 'Furniture', 'Copy & Print', and 'School Supplies'.

Look through the categories and search for items that you need. The prices shown were negotiated with your company to provide you with outstanding savings.

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, please feel free to 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.

My Tools

- My Shopping Lists
- Order by Item#
- My Profile Overview
- Online Reporting

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.

CHOOSING COST CENTER AND DEPARTMENT

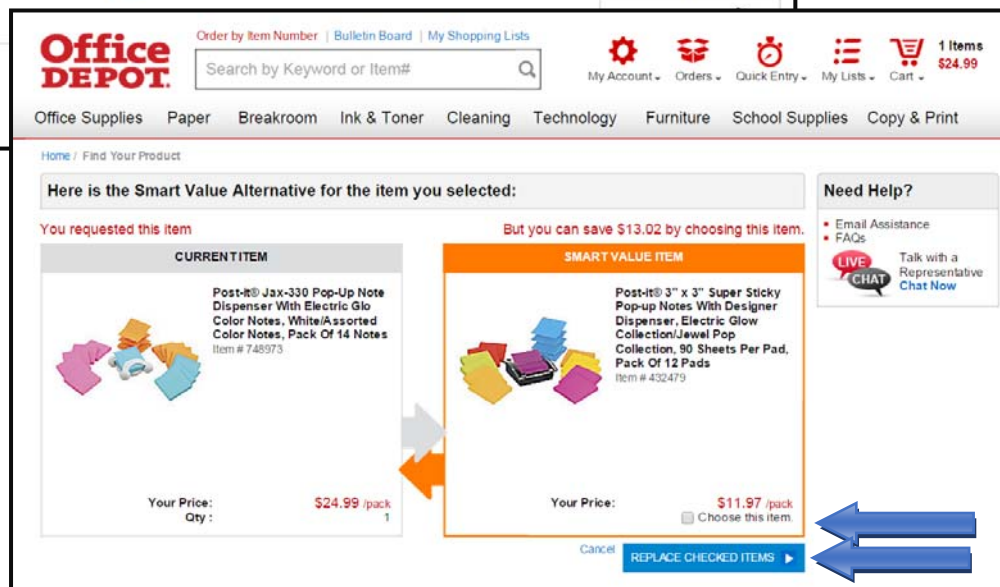
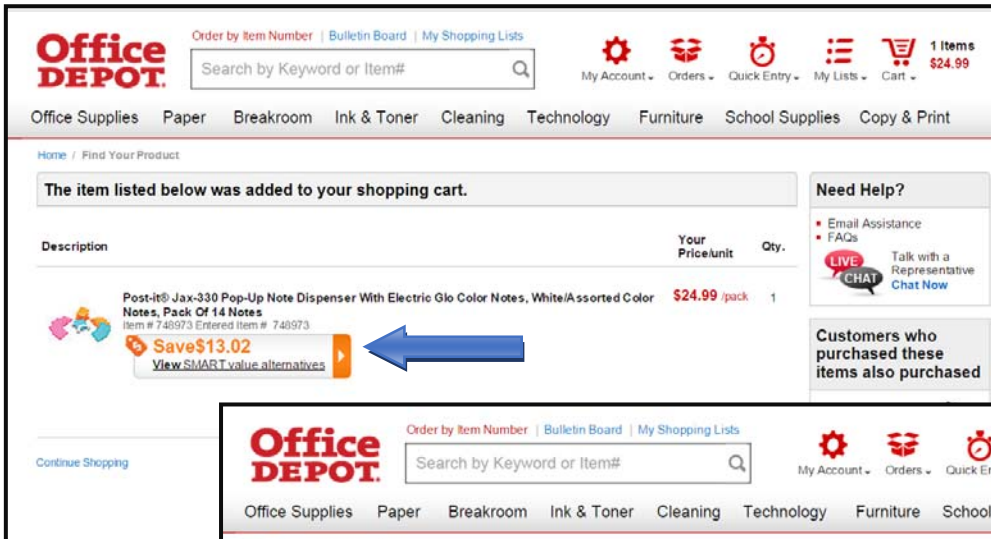
Cost centers and Departments must be entered for each item purchased. In the checkout menu, you may select from any of the cost centers or departments available, as noted below. You will be required to complete this step to place the order.

Cost Center	Description	Order Dollar Limit:	Order Dollars Used:
5501 OFFICE SUPPLIES	OFFICE SUPPLIES	\$0.00	\$0.00
5502 PRINT SUPPLIES	PRINT SUPPLIES	\$0.00	\$0.00
5504 FURNITURE	FURNITURE	\$0.00	\$0.00

DEPT	Comment	Order Dollar Limit:	Order Dollars Used:	Expiration Date
1 OFFICE		\$0.00	\$0.00	none set
2 WAREHOUSE		\$0.00	\$0.00	none set
3 SALES		\$0.00	\$0.00	none set
4 TRUCKING		\$0.00	\$0.00	none set

CHOOSING OFFICE DEPOT BRAND ALTERNATIVES

In the event you choose an item which has a lower priced Office Depot brand, a screen to view the “Smart Value Alternative” will appear. You can click on the view button to see a side by side comparison of the items and choose the Office Depot brand, by simply choosing the box on the alternative item as shown below and choosing to Replace Checked Items.



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 ASSISTANCE LOCATING AN ITEM, ARE WORKING ON A SPECIAL PROJECT OR HAVE A BULK PURCHASE, CONTACT YOUR ACCOUNT MANAGER FOR ASSISTANCE 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 18 months of your order history

DELIVERY & SHIPPING

Deliveries to all major markets are scheduled for the next business day. **Orders must be processed by phone or 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 Office Depot Customer Service.

- 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.