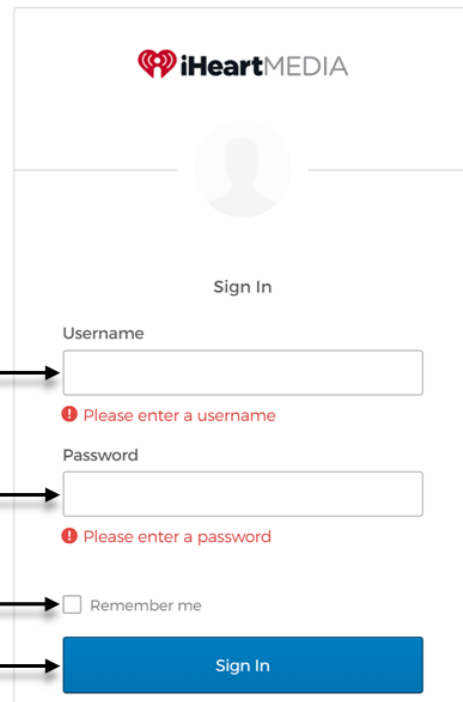


Technical support: 800.269.6888 □ Customer Service: 888.777.4044

Go to <https://iheartmedia.okta.com/>
and use your iHeartMedia
credentials to log in

Connecting to **Office DEPOT**
Sign-in with your iHeartMedia Management Services, Inc. - Prod
account to access Office Depot



The sign-in form for iHeartMEDIA. It features the iHeartMEDIA logo at the top. Below the logo is a placeholder for a user profile picture. The form is titled "Sign In". It contains two input fields: "Username" and "Password". Below the "Username" field is a red error message: "Please enter a username". Below the "Password" field is a red error message: "Please enter a password". There is a "Remember me" checkbox below the password field. At the bottom of the form is a blue "Sign In" button.

Enter your Username

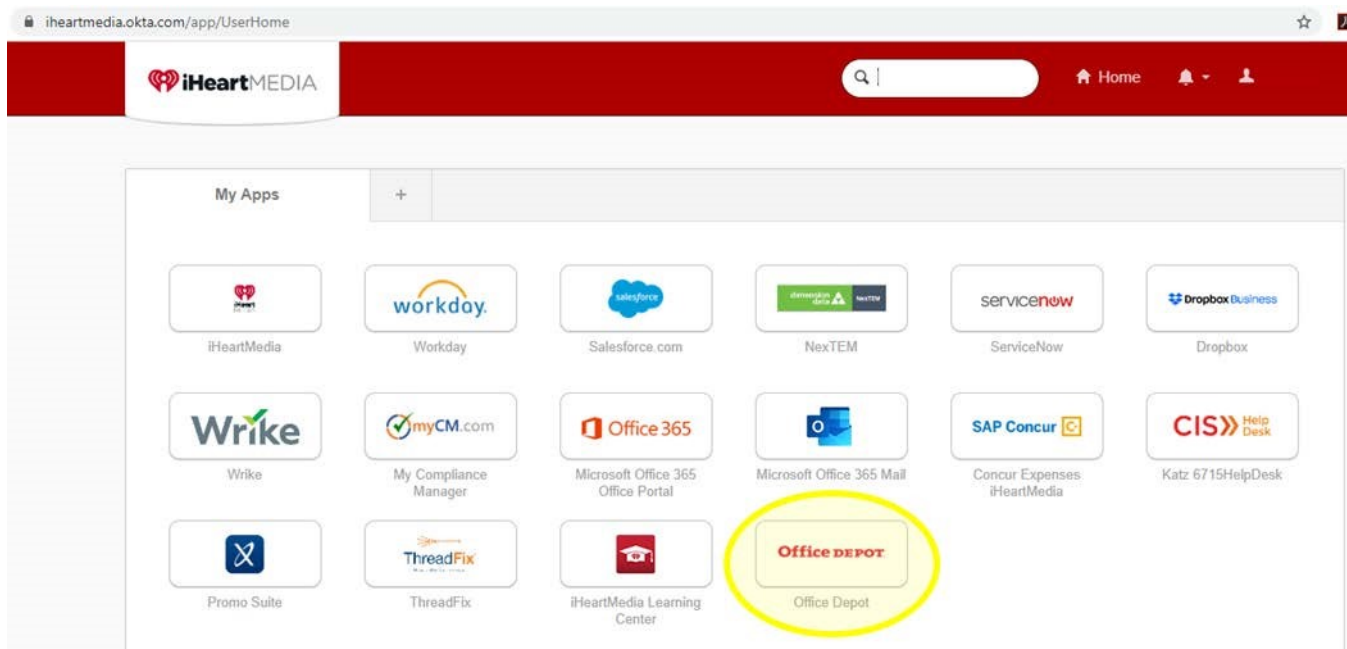
Enter Password

"Remember me"

*Check this box to avoid reentering your
Username at each login*

Click Sign In

This will bring you to all of the iHeartMedia apps and sites available to you. Select **Office Depot**



Home

The landing page includes **BULLETIN BOARD & MESSAGES** to keep you informed. Click [Read More](#) to view your customized account page.

Products ▾

Shop for products by category

Services ▾

Shop by Office Depot services

My Account ▾

- Order Tracking
- View and manage shopping lists
- Reorders

Bulletin Board & Messages

You have a new message, view it here. [Read more](#)

You have a message from Office Depot, view it here. [Read More](#)

Business Dashboard

Recent Orders | Pending Approval | Shipping Lists

Order Number:

ORDER NO.	ORDER DATE	PO NUMBER	COST CENTER	ORDERED BY	STATUS	TOTAL
988660328-001	12/11/2017	GARTNER	GARTNER	ROBERTA CRAMER	Held for Declined Credit	\$19.07
988661954-001	12/11/2017	GARTNER	GARTNER	JEANETTE PETERSEN	Held for Declined Credit	\$30.26
988117209-001	12/09/2017	AS	A CHECKLIST CC	BRETT RUSSELL	Cancelled	\$6.94
988117201-001	12/09/2017	AS	A CHECKLIST CC	BRETT RUSSELL	Cancelled	\$53.74
987905107-001	12/08/2017	123	123	CHASE TEST	Cancelled	\$26.16

[View All Order History](#)

Quick reorder

Search: Type in product Description, Office Depot or manufacturer product codes. Predictive search reduces keystrokes.

Quick Order Enter product and quantity or click

Building Your Order

Step 1 Logon to <https://business.officedepot.com> using the unique login name and password provided by your Office Depot representative.

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

- **Catalog:** Click a category from the **Products**  **Navigation Bar** and select the category or subcategory 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 can be resorted by: Best Value (Contract), Price and relevance. To filter search results by characteristics such as brand, size, color etc, click the desired characteristic listed on the left-side tool bar.
- **Quick Order:** Enter the Office Depot, manufacturer, or custom product code numbers, then quantity and click Add to Cart. For multiple items click:
[+ Need to add more products?](#)
Click the “**Show Images**” check box to view product images and details. Enter up to 20 items at once.

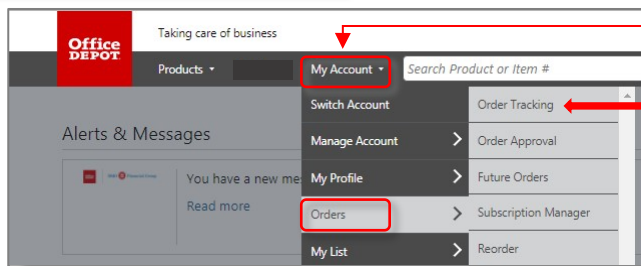
– **Shop from Personal or Company Wide Lists.**

Click **My Account**  then My Lists. To add an item to your shopping cart: enter the quantity desired, make sure the select box is checked, and then click [Add to Cart](#). *Hint: If the shopping list quantities are preset to “0”, simply click “Select all” and populate a quantity only on the desired items.*

Step 3  Review your selections, view Office Depot recommended savings opportunities, share your cart with another user, save items for later, or add to custom shopping lists.

Step 4  Review selected items and shipping address and accounting field requirements; modify as needed. If the order is released by 5:00 it will be processed for next available day delivery.

Checking Order Status & Processing Returns



Under
My Account ▾
Select **ORDERS**
Then **ORDER TRACKING**

Home / My Account / Orders

Orders

Use one of the methods below to locate a specific order.

Showing All Orders Print & Copy Depot

Find Your Order
Search by item or order number, order status, or order date range

Search By: Order Number ▾

Status: ALL ▾

Date Range: From: 11/12/2017 To: 12/12/2017

Dollar Range: Min: Max:

Approver: Select Approver

SEARCH ORDERS

Order Number
Order Number
Contact
Cost Center
PO Number
Release
Item Number
Ship To Id

Under **Search By** drop box
select desired search
parameter
OR
Search by **Order Status**

If order placed beyond 30
days, adjust date
parameters.

Search results are displayed in descending chronological order

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 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

Click the **Order Number** to
view details of the order.

Home / My Account / Order List / Order Detail

Order Detail

Print This Page

Need Help?
 • Email Assistance
 • FAQs
 Talk with a Representative
[Chat Now](#)

Order & Budget Information			
Order Number:	899045552-001	Tracking:	899045552-001
Order Date:	12/12/2017	Status:	Delivered
Ordered By:	MATTAPPV3	Shipped Date:	View Carton Details and Proof of Delivery
Last Modified By:	21217836MS	Delivery Date/Time:	N/A
Last Modified On:	12/12/2017	Comments:	

Shipping Information	Billing Information
Shipping Address: OFFICE DEPOT TEST ACCOUNT 950 BRECKENRIDGE LN STE 220 LOUISVILLE, KY 40207-5929 USA	Billing Contact: MATT SWIFT APPV (555)555-5555Ext.0000 Payment Method: Credit Card Credit Card Number: ***** Amount:\$18.00 PO Number TEST Cost Center TEST Release TEST

Workflow Status		
Status	Details	Comments
Order Cancelled By	MATT USER	*OVERRIDE - Order was cancelled

Order Summary									
Description	Your Price / Unit	Quantity	Back Ordered B/O	Shipped	Total	Reorder Price / Unit	Reorder Qty.	Deselect all	
 uni-ball® Rollerball™ Micro Point, 0.5 mm, 80% Recycled Pens, Black Barrel, Red Ink, Pack Of 12 Item # 149781 • Not on GSA Contract • BEST VALUE • Eco-conscious • Recycled content REVIEW THIS PRODUCT Comments:	\$6.99 / dozen	1	0	0	\$6.99	\$6.99 / dozen	1	☐	☒

Subtotal:	\$6.99
Delivery Fee:	\$9.99
Adjustments	\$0.00
Taxes:	\$1.02
Total:	\$18.00

My Account
 Print Order
 Email Us
[Back to Order Tracking](#)

View Search Results [Begin Return](#) [ADD TO LIST](#)

All selected items will be added to your shopping cart. [REORDER](#)

ORDER DETAIL includes:

- Order Number
- Delivery Status
- Tracking information
- Order Originator
- Order Last Modified By
- Shipping address
- Order data such as P.O. Cost Center etc.
- Billing Information
- Quantity shipped
- Product description
- Quantity & Price
- Links to product detail
- Notates icons such as Contract, Best Value and Restricted item (if applicable)

RETURNS

Click [Begin Return](#) and follow the step by step instructions on the next page.

The order status must be **DELIVERED** to process a return. If you still do not see the [Begin Return link](#), please call Customer Service for assistance.

REORDERS

[REORDER](#) To create a new order with the same items.

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

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
 Avery® Removable Round Inkjet/Laser Multipurpose Labels, 3/4" Diameter, White, Pack Of 1,008 Item # 0112433	\$7.990 / pack	8	8	1
• Return action: ☐ Exchange ☒ Return for Credit • Reason for your return: Don't Want Item				
 FORAY® Soft-Grip Retractable Gel Pens, Medium Point, 0.7 mm, Transparent Black Barrel, Black Ink, Pack Of 12 Item # 0510216	\$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



Avery® Removable Round Inkjet/Laser Multipurpose Labels, 3/4" Diameter, White, Pack Of 1,008
Entered Item # 112433

\$7.99 / pack

1

(\$7.99)

Return action: Return for Credit
Reason for your return: Don't Want Item

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