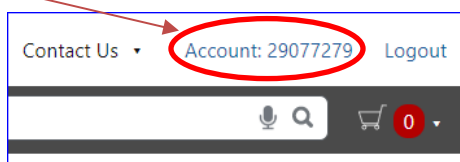


DURACELL®

Duracell Purchasing Program

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

1. Know your account number: Located upper right corner of the site page as shown in this example.



2. Your ordering method: [Internet](#)
3. Need Help? Customer Service: [1-888-777-4044](tel:1-888-777-4044)

ORDERING OVER THE INTERNET

Access Office Depot Business website:

<https://business.officedepot.com/>



Welcome to the Business Solutions Division

Registered Customers

[Show](#)

[Log In](#)

☐ Keep me logged in

[Forgot your login name/password? Need Help Logging In?](#)

work

FROM ANYWHERE

Increase productivity for
remote employees

[Learn More](#)

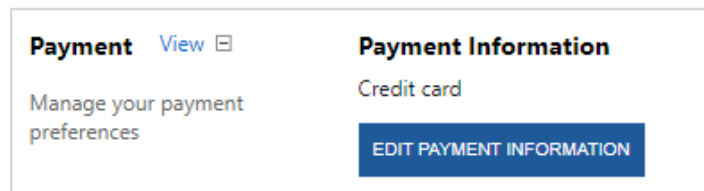
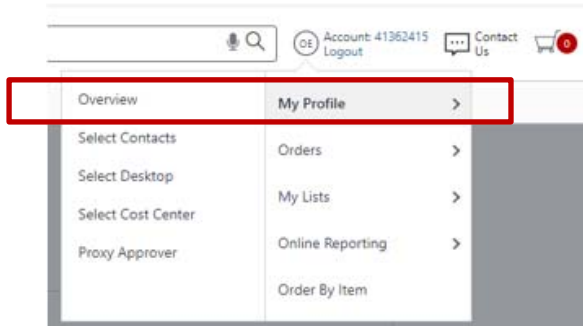
Type in your registered login name and password then click LOG IN to access your account:

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**.

How to Add your Pcard/CC/Expense Card

To set up your payment options, hover over your login icon to the left of the Account # until you see the fly out. Click My Profile > Overview. Select 'View' under the Payment section and then EDIT PAYMENT INFORMATION. Add your card information and click the 'Save Card' button to save any changes.



Permissions

Default payment method **Credit Card**

Credit Card **Single credit card**

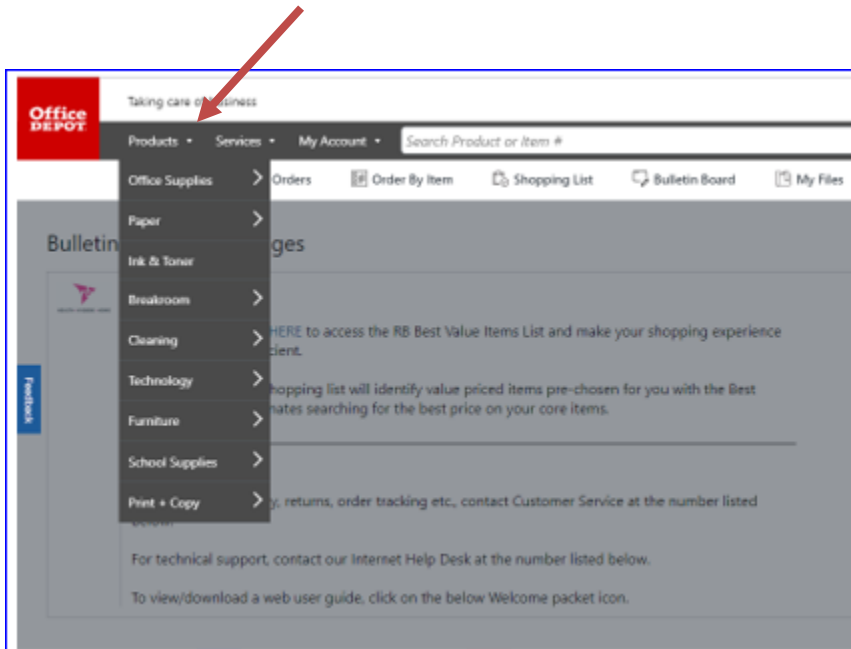
At Checkout **Can use alternate credit card**

Enter Default Credit Card (optional)

Credit Card Type
☒ Visa, MasterCard, American Express, Discover
☐ Office Depot Credit Card
Credit Card Number

Expiration Date :
    

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

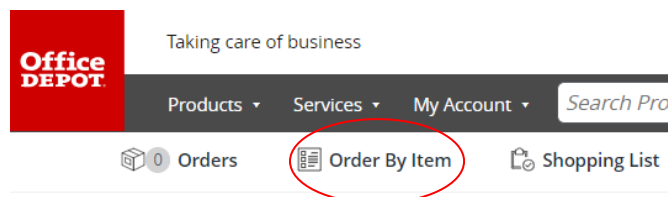


Look through the categories and search for items that you need with Duracell preferred/Best Value item pricing shown at the top of the list. 

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.



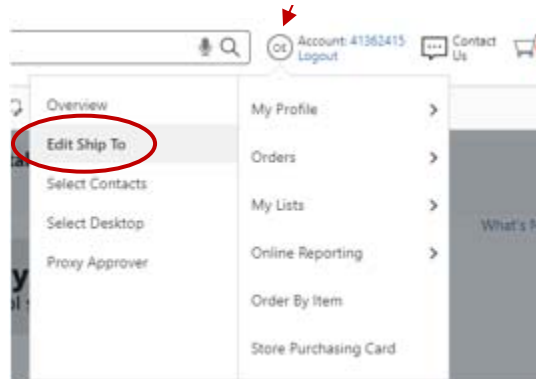
1. Enter the item number(s) and quantity for each item you want to buy.
2. An optional comment field lets you enter reference information that will also print on the packing list that comes with the order (this field has a 25-character limitation).
3. Enter all items you want to order then Click the '**Add to Cart**' button. You will see a list of all items in the cart.

CHANGE SHIP TO

How to update/make ship to changes on your Profile

To make updates to your profile, hover on your account icon > My Profile

Click on Edit Ship



Update/Change your address by filling out all appropriate fields with asterisk and click "UPDATE"
Please note that address changes cannot be done on the Checkout page, only under "My Profile".

Edit a Shipping Address

Edit your information below and click 'UPDATE'

(Please note that changing your shipping information may result in provider of any shipping address changes.)

ShipTo Address

ShipToSeq: 00002

We cannot deliver to P.O. box numbers

* ShipTo ID:
* Business Name:
* Address Line 1:
Address Line2:
* City:
* State:
* Zip code:
Country: USA

Be sure to click **UPDATE** for changes to be reflected. All changes are immediate. No need to wait to place your order.

UPDATE

CANCEL

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.

Cart

Estimated Total

 **\$1.25**

[View Cart](#)

[Checkout](#)

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

 **Orders**

THINGS TO REMEMBER

- **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 Account Manager, Beth Mize at beth.mize@officedepot.com.
- **ORDERS NEED TO BE PLACED 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
- 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 products 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)

ACCOUNT MANAGER

Beth Mize | Office Depot/Office Max

email: beth.mize@officedepot.com