

Office DEPOT®

vantiv™

How-to-Guide

Effective: June, 2011

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Together, **Vantiv** and **Office Depot's** Business Services Division have established a partnership to support and service your business. Recognizing the value of your time, we have developed a quick and easy ordering process and have included this simple instruction guide.

HOW TO USE YOUR ACCOUNT

No Fax or Phone Orders. All orders must be placed using the Internet through the Vantiv portal or using this url: <http://business.officedepot.com>

Online Ordering

With our custom web site you can:

1. Process orders quickly
2. Review order history
3. Keep frequently ordered items on file
4. Track your order from placement to delivery
5. See who signed your order
6. Place returns online

TO ACCESS THE OFFICE DEPOT WEBSITE:

You can access the Office Depot website via the **Vantiv** intranet, Global Sourcing Resource page

Login IDs:

Your login ID will be formatted to start with a V and include your Vantiv employee number. For example: V123456

Passwords:

Your temporary password will be (case sensitive): **Welcome1**

You will be prompted to change this temporary password upon logging into your account. Passwords are set to expire every 90 days. The system will advise you when your password will expire and you'll have the opportunity to change it again to one of your choice. Should you forget your password, you can also call into our Internet Helpdesk at: 1-800-269-6888 and ask them to reset your password. It will be reset to:

Welcome1.

You can then proceed with selecting a security question from the drop down list and provide answer.

Quick Step Internet Ordering Instructions

Placing an Order

- 1) Use browser to access the Internet and type in <http://business.officedepot.com>
- 2) Type in your Login Name and Password: (same what you had): **(For example: V123456)**
- 3) Temporary Password is: **Welcome1** (you will be prompted to change it to one of your choice)
- 4) Click on the Log In button
- 5) If you know the item number(s) for the product(s) you wish to order select:

6) Type in Office Depot Item #, quantity, and comment, if desired
- 7) If you do not know the item number(s) for the product(s) you wish to order, you can:
 - a. Search for product using key words or manufacturer part numbers by entering the information in the space provided in the gray toolbar and then clicking Go 
 - b. Shop using our online catalog. Simply click on Home icon in the upper left hand corner or using the category links below the Search bar.
- 8) Select "Add to Cart" to add your desired product to your shopping cart
- 9) Once selected you can continue to search or add items to your cart as described above or select "Shopping Cart" to view the items you have already placed in your cart for your order.
- 10) If you selected Shopping Cart, and you are ready to place your order, scroll down until you see Check Out button where you will be asked to fill in your accounting information where necessary. Most information will be defaulted to your profile.
- 11) Most user orders will go on HOLD and an email will be sent to your Approver for releasing your order to Office Depot for fulfilling and shipping. If you are an Approver and are placing your own order you have the option to put your order on HOLD until you are ready to release the order.
- 12) If the items in your Shopping Cart are items you will be reordering on a frequent basis we recommend you click on the link SAVE CART TO LIST first to save these items for future orders. This will allow you to go to your Shopping List, under MY LISTS in the upper toolbar, for future orders. This is a best practice since typically you are reordering items every order.
- 13) Our site is set up to be very intuitive in how you navigate through the links. If you need more information on setting up a Shopping List click on My Lists and you will see a link to a tutorial on this feature.
- 14) If you need Online Chat Support or to call in to our Customer Support Desk just click on the HELP link in the upper left corner of any page on our site.
- 15) When you see message **"Your Order Has Been Placed On Hold",** your order has been successfully completed. Your respective Approver will review and release order to Office Depot for processing. Thank you.

Online training is available in the Customer Service section or call the Internet Help Desk 800-269-6888

Tech Support

In the event you have any navigational questions, forgotten passwords & require reset or need assistance signing on, simply refer to On-line Help or call our **Internet Help Desk at: 1-800-269-6888**. You can also contact your Account Administrators who also have the ability to reset your passwords as well.

Customer Service for inquiries

Office Depot's Customer Service Department is available to assist you with any questions you may have concerning product, pricing, ordering, or support services. The Customer Service Department is available Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. local standard time. The toll free number is **1-888-777-4044**.

Please have your Account # handy when calling Customer Service:

- **vantivTM** --- Acct # **51974756**

*******IMPORTANT*******

- Please keep in mind that you must allow sufficient time for your designated Approver to review and release your order to Office Depot. Approvers should release orders before 5:00pm your local time for next day delivery.
- URL To access FAQ's: https://odams.officedepot.com/registrations/ftps_welcome.php
- URL for User Profile Changes: https://odams.officedepot.com/registrations/ftps_reg.php

Back Orders

All catalog items are in stock, diminishing the chance of backorders. In-stock backorders are automatically filled within one (1) to three (3) working days from automatic replenishment of inventory and a re-order is not necessary. Your packing slip will identify backordered items. The Internet ordering system actually notifies you immediately of any possible low-stock condition. Customer service can update you on the status of a backorder at any time or you may track your order online under the Order History/Tracking icon.

Returns

Your complete satisfaction is our primary concern. You may return most items in their original packaging within 30 days. We will gladly replace the item or refund your account. To process a return, log on to the internet or call **Customer Service** at **(888) 777-4044**.

On-line Returns

Log into our website on-line at: <https://business.officedepot.com> To use this process simply click on the Order Tracking link located under the Shopping Tools menu to the right of your screen or under the **"My Account"** tab located to the top right side of your screen. Click on the correct order # and on the next screen click **"Submit Return"** located at the bottom of your screen and follow the instructions. Make sure to print the return authorization # and post it on the package you're returning for proper credit processing.

Customer Service for Returns

Please, use these guidelines to assist you in handling a return request through customer service. To ensure accurate credit and pick-up coordination, please be prepared to provide the following information. This information is located on your packing slip, or within your account history on the Internet.

1. Account number
2. Office Depot order number
3. Item number of product being returned
4. Reason for the return
5. Your name and how a Customer Service Representative or the driver may contact you.

EXCEPTIONS:

1. Items not in the original packaging.
2. Custom or imprinted items (unless produced incorrectly or delivered defective).
3. Special order items (unless received in error from the manufacturer).
4. Dated items must be returned within 30 days of purchase.

Contact & General Information

- General Catalog/Product/Customer Service Questions/ Returns
 - Customer Service: **1-888-777-4044**
 - Navigational questions, password resets contact:
eCommerce Support: 1-800-269-6888

Customer Service should be your first call if you have product questions, issues, returns, etc. When calling Customer Service or eCommerce Support, please refer to **Vantiv** Acct # **51974756**.

Account Services Contacts:

If your inquiry needs to be escalated beyond Customer Service, please contact:

Office Depot National Account Manager: Will Hammelrath

[Email: will.hammelrath@officedepot.com](mailto:will.hammelrath@officedepot.com)

THANK YOU FOR YOUR BUSINESS!!