



How To Order Guide

Bulletin Board

The first time you login to the Office Depot website after answering your security question, please click on the Bulletin Board link located Under the My Account button on the upper right side of the webpage. This will be the page you will see each time you login going forward.

The screenshot shows the Office Depot website's Bulletin Board. At the top, there's a navigation bar with links like Home, Customer Services, and phone numbers. Below this is a header with the Office Depot logo, a Store Locator, and an Order by Item # link. A shopping cart icon shows 0 items for \$0.00, with a prompt to add \$50.00 to meet the recommended order minimum. A user is logged in as 'SUPER USER of TEST ACCOUNT' with account number 39870101. A navigation menu includes Office Supplies, Furniture, Technology, Our Services, and My Account. A search bar is present with a 'GO' button. The main content area is titled 'Bulletin Board' and features a 'My Messages' section with a 'Start Your Order Now' button and a 'VIEW BEST VALUE SHOPPING LISTS' link. There's also a 'Contact us!' section with customer service and internet help desk phone numbers, and a 'Get your Welcome Packet' section with a 'VIEW NOW' link. On the right, there's a 'My Orders' section with links for My Recent Orders, Order Tracking, and Orders Pending Approval, and a 'My Tools' section with links for My Shopping Lists, Order by Item#, and My Profile Overview.

****This is the Preferred Method of ordering for your Company****To begin your order, please click on the **Start Your Order Link** located in the Cart icon on your bulletin board.



This will bring you to the Best Value/ Contract Items **BEST VALUE**, which have been categorized into shopping lists for your convenience. You can order all your best value items for each product category by clicking on the list name and choosing the items you need.

Bulletin Board

My Shopping Lists

Create a New List

Note: For best results, please limit your list to a maximum of 200 different items. Exceeding this limit will adversely affect the Shopping List's response time.

GET STARTED

First time user?

- ▶ [How to use and create lists](#)
- ▶ [Set up reminders for yourself](#)

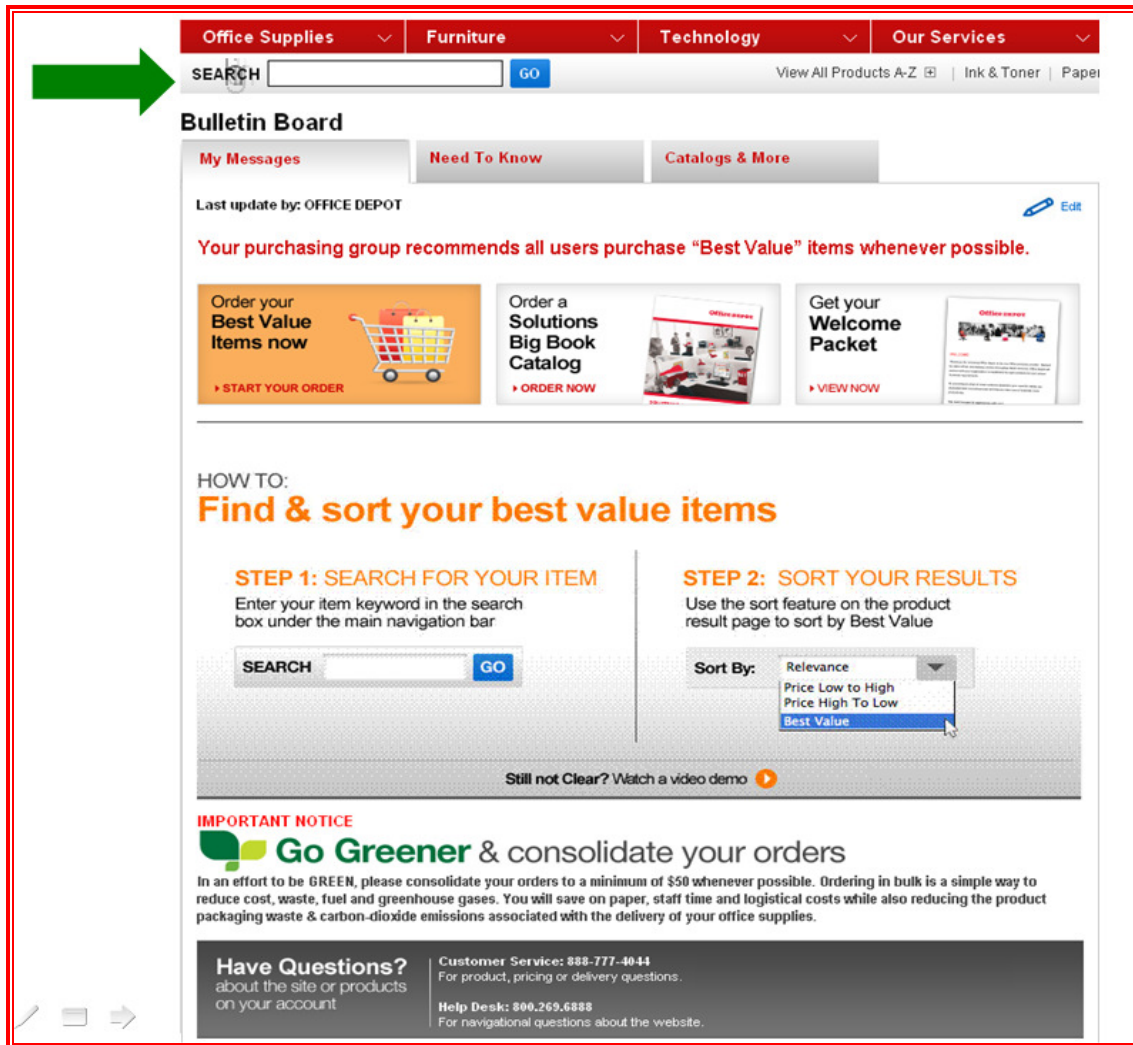
Current Lists

List Name	Comments	List Type	Reminders	
BATTERIES	BEST VALUE ITEMS	Company Wide	None	View/Edit
BINDERS	BEST VALUE ITEMS	Company Wide	None	View/Edit
BLANK MEDIA	BEST VALUE ITEMS	Company Wide	None	View/Edit
BREAKROOM	BEST VALUE ITEMS	Company Wide	None	View/Edit
CALCULATORS	BEST VALUE ITEMS	Company Wide	None	View/Edit
CHAIR MATS	BEST VALUE ITEMS	Company Wide	None	View/Edit
COMPUTER ACCESSORIES	BEST VALUE ITEMS	Company Wide	None	View/Edit
COMPUTER PAPER	BEST VALUE ITEMS	Company Wide	None	View/Edit
COPY PAPER	BEST VALUE ITEMS	Company Wide	None	View/Edit
FILING	BEST VALUE ITEMS	Company Wide	None	View/Edit
GENERAL SUPPLIES	BEST VALUE ITEMS	Company Wide	None	View/Edit

Bulletin Board

****This is the secondary method of ordering**** When using the **Search** option to find items, you can sort your list by the Best Value/Contract Items **BEST VALUE**. An instructional video can be accessed from the bulletin board.

Step 1: Type the product you are looking for into the search field



The screenshot displays the Office Depot Bulletin Board interface. At the top, there is a navigation bar with categories: Office Supplies, Furniture, Technology, and Our Services. Below this is a search bar with a green arrow pointing to it, a 'GO' button, and links for 'View All Products A-Z', 'Ink & Toner', and 'Paper'. The main content area is titled 'Bulletin Board' and includes tabs for 'My Messages', 'Need To Know', and 'Catalogs & More'. A message from 'OFFICE DEPOT' states: 'Your purchasing group recommends all users purchase "Best Value" items whenever possible.' Below this are three promotional tiles: 'Order your Best Value Items now' with a 'START YOUR ORDER' button, 'Order a Solutions Big Book Catalog' with an 'ORDER NOW' button, and 'Get your Welcome Packet' with a 'VIEW NOW' button. A section titled 'HOW TO: Find & sort your best value items' contains two steps. Step 1, 'SEARCH FOR YOUR ITEM', instructs users to enter keywords in the search box. Step 2, 'SORT YOUR RESULTS', instructs users to use the sort feature on the product result page. A 'Sort By' dropdown menu is shown with options: Relevance, Price Low to High, Price High To Low, and Best Value. An 'IMPORTANT NOTICE' section encourages users to 'Go Greener & consolidate your orders' to reduce costs and emissions. At the bottom, there is a 'Have Questions?' section with contact information for Customer Service (888-777-4044) and a Help Desk (800.269.6888).

Bulletin Board

Step 2: Once your search results appear, click on the Sort By drop down and click on Best Value to resort your web page.

To locate "Best Value" items Use:
Advanced Sorting

Select 'Best Value'

Office Supplies Furniture Technology Our Services My Account

SEARCH highlighters

Home > Text Search > highlighters

Narrow By

- Office Supplies
- Program Category Codes
- General Office Supplies
- Brand
 - Sharpie
 - Sanford
 - Eberhard Faber
 - Foray
 - Other
- Collections
 - Fandango School Supplies
 - Private Brand

Relevance

- Relevance
- Price Low to High
- Price High to Low
- Brand A-Z
- Brand Z-A
- Product Description
- Highest Rated
- Best Value

Items per page: 12

Item	Price	Availability	Best Value
Sanford® Sharpie Accent® Highlighters, Assorted Colors, Pack Of 12 Item # 708588	Your Price: \$7.34 / dozen	Availability: 1,972	
Sanford® Sharpie Accent® Highlighters, Fluorescent Yellow, Pack Of 12 Item # 203174	Your Price: \$7.34 / dozen	Availability: 3,295	
Foray® Highlighters, Chisel Tip, Fluorescent Yellow, Pack Of 12 Item # 128844	Your Price: \$0.84 / pack	Availability: 1,798	BEST VALUE
Sanford® Sharpie Accent® Highlighters, Assorted Colors, Pack Of 6 Item # 203190	Your Price: \$0.89 / set	Availability: 811	BEST VALUE

Bulletin Board

Step 3: All your Best Value items in the product category will sort to the top of the list.

Your search for "highlighters" found 152 results.
Advanced Sorting Available!
Please use Advanced Sorting options below to sort products by price, value, brand and more!

COMPARE ☐ ☐ ☐ ☐ Compare up to 4 items: Grid List

Sort By: Best Value Items per page: 12

Showing 1-12 of 152 Results 1 2 3 4 5 6 7 8 9 10 | Next

Results display with all ~~BEST VALUE~~ items sorted to the top

Foray® Highlighters, Chisel Tip, Fluorescent Yellow, Pack Of 12 Item # 120944 Your Price: \$0.84 / pack Qty ADD TO CART ADD TO SHOPPING LIST ☒ Delivery available ☒ Sold in stores See shipping and availability details Availability: 1,798 • BEST VALUE ☐ Contract Items Material Safety Data Sheets	Sanford® Sharpie Accent® Highlighters, Assorted Colors, Pack Of 6 Item # 203190 Your Price: \$0.89 / set Qty ADD TO CART ADD TO SHOPPING LIST ☒ Delivery available ☒ Sold in stores See shipping and availability details Availability: 811 • BEST VALUE ☐ Contract Items Material Safety Data Sheets	Sanford® Liquid Accent® Pen-Style Highlighters, Assorted Colors, Pack Of 10 Item # 823210 Your Price: \$2.64 / pack Qty ADD TO CART ADD TO SHOPPING LIST ☒ Delivery available ☒ Sold in stores See shipping and availability details Availability: 60 • BEST VALUE ☐ Contract Items Material Safety Data Sheets	Paper Mate® Intro Pen-Style Highlighters, Yellow, Pack Of 12 Item # 196228 Your Price: \$0.76 / box Qty ADD TO CART ADD TO SHOPPING LIST ☒ Delivery available ☒ Sold in stores See shipping and availability details Availability: 169 • BEST VALUE ☐ Contract Items Material Safety Data Sheets
 ☐ Compare	 ☐ Compare	 ☐ Compare	 ☐ Compare
Foray® Liquid Highlighters, Assorted Colors, Pack Of 12 Item # 506024 Your Price: \$0.62 / dozen Qty ADD TO CART ADD TO SHOPPING LIST ☒ Delivery available ☒ Sold in stores See shipping and availability details Availability: 1,295 • BEST VALUE ☐ Contract Items Material Safety Data Sheets	Foray® Highlighters, Chisel Tip, Assorted, Pack Of 12 Item # 120953 Your Price: \$1.59 / pack Qty ADD TO CART ADD TO SHOPPING LIST ☒ Delivery available ☒ Sold in stores See shipping and availability details Availability: 819 • BEST VALUE ☐ Contract Items Material Safety Data Sheets	Sharpie® Pocket Accent® Highlighters, Fluorescent Green, Pack Of 12 Item # 619001 Your Price: \$1.76 / dozen Qty ADD TO CART ADD TO SHOPPING LIST ☒ Delivery available ☒ Sold in stores See shipping and availability details Availability: 182 • BEST VALUE ☐ Contract Items Material Safety Data Sheets	Foray® Highlighters, Chisel Tip, Fluorescent Blue, Pack Of 12 Item # 120907 Your Price: \$1.59 / pack Qty ADD TO CART ADD TO SHOPPING LIST ☒ Delivery available ☒ Sold in stores See shipping and availability details Availability: 564 • BEST VALUE ☐ Contract Items Material Safety Data Sheets

Navigation icons: back, edit, print, forward

Choosing Best Value or Office Depot Brand Items

In the event when searching for items a non-best value item is added to the cart, if there is a ~~BEST VALUE~~ Best Value/Contract Item or Office Depot Brand Item alternative you will see the messaging below. We strongly encourage you to choose the alternate item to allow for the most cost effective purchase.

SMART-Best Value Alternative ~~BEST VALUE~~



Offers you the ability to convert to a lower priced ~~BEST VALUE~~ Best Value/Contract item when a more expensive item is selected.

SMART-Office Depot Brand Alternative



Provides you with the choice of a lower priced Office Depot Brand alternative to an OEM product.

Choosing Best Value or Office Depot Brand Items

The SMART tags below will show once you add the items to cart if there is a **BEST VALUE** Best Value or Office Depot Brand alternative.

Taking Care of Business

Account # 59940592
Welcome, NEWS CORP HQ of NEWS CORP - [Logout](#)

Office Supplies ▾ Furniture ▾ Technology ▾ Our Services ▾ My Account ▾

SEARCH [GO](#) [View All Products A-Z](#) [Ink & Toner](#) [Paper](#) [Copy & Print](#) [Tech Depot](#) [Bulletin Board](#)

[Home](#) > Find Your Product

The items listed below were added to your shopping cart:

Description	List Price	Your Price/unit	Qty.
 Paper Mate® Comfortmate™ Ballpoint Pens, 1.0 mm, Medium Point, Blue Barrel, Blue Ink, Pack Of 12 Item # 419770 Entered Item # 419770 Save \$5.51 View SMART value alternatives	\$10.20	\$6.12 /dozen	1
 Columbian® Business Envelopes, #10 (4 1/8" x 9 1/2"), White, Box Of 500 Item # 348201 Entered Item # 348201 Save \$4.29 View Office Depot alternatives	\$37.71	\$22.63 /box	1

[Continue Shopping](#) [SHOPPING CART](#)

Need Help?

- Email Assistance
- FAQs

LIVE CHAT

Talk with a Representative
[Chat Now](#)

Choosing Best Value or Office Depot Brand Items

Once you click on the alternate item, you will be shown the item comparison and available savings.

Office Supplies

Furniture

Technology

Our Services

My Account

SEARCH GO

View All Products A-Z | Ink & Toner | Paper | Copy & Print | Tech Depot | Bulletin Board

Home > Find Your Product

Here is the Smart Value Alternative for the item you selected:

You requested this item

But you can save \$5.51 by choosing this item.

CURRENT ITEM



Paper Mate® Comfortmate™ Ballpoint Pens, 1.0 mm, Medium Point, Blue Barrel, Blue Ink, Pack Of 12
Item # 419710

List Price: \$10.20
Your Price: ~~\$6.12~~ /dozen
Qty : 1

SMART VALUE ITEM



Paper Mate® Write Bros.® Grip Ballpoint Stick Pens, 1.0 mm, Medium Point, Blue Barrel, Blue Ink, Pack Of 12
Item # 863182

List Price: \$4.39
Your Price: ~~\$0.61~~ /dozen
☐ Choose this item.

Smart Alternatives for other items in your cart

You requested this item

But you can save \$4.29 by choosing this item.

CURRENT ITEM



Columbian® Business Envelopes, #10 (4 1/8" x 9 1/2"), White, Box Of 500
Item # 348201

List Price: \$37.71
Your Price: ~~\$22.63~~ /box
Qty : 1

OFFICE DEPOT BRAND SMART ALTERNATIVE



Office Depot® Brand #10-Purpose Envelopes, #10 (4 1/8" x 9 1/2"), White, Box Of 500
Item # 633688

List Price: \$30.57
Your Price: ~~\$18.34~~ /box
☐ Choose this item.

[Cancel](#) [REPLACE CHECKED ITEMS](#)

To replace the items with the SMART choices, simply check the boxes and

click [REPLACE CHECKED ITEMS](#)

CONFIDENTIAL

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Office DEPOT.

Other Considerations

Special Orders

Please contact your Program Administrator for products not found in our comprehensive catalog or online.

Special Order Delivery Timeframe

Special order items are often delivered directly from the manufacturer. Because of this a minimum of 3 business days is required for special order delivery.

Return Policy

If you are dissatisfied with your purchase for any reason, you may return most items in their original packaging within 30 days of purchase for a replacement or full refund. You can place a return through Customer Service at 888-777-4044 or On-line under My Account-Order Tracking.

Special Order Products may not be returned or exchanged unless damaged or defective upon arrival. This includes items that are not stocked in one of our warehouses and/or are indicated as **SPECIAL ORDER**.

Backorders

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 using the Order Tracking function under the My Account menu.

Quick Step Internet Ordering Instructions

1. Open/start your browser to access the Internet.
2. Type in <https://business.officedepot.com>
3. Type in your Login Name and password.
4. First time users will have to personalize their password.
5. Click on **LOG IN** .
6. Click on  .
7. Your best value Items will be listed under each list category, select the quantity and check the box of the items required.
8. Click on **ADD TO CART** .
9. Have more to order? Click on [Continue Shopping](#)
10. Finished ordering? Click on **SHOPPING CART** to review/modify your order or click on **CHECK OUT** .
11. If you selected **CHECK OUT** then validate and complete any required fields.
12. Review your order and click on **PLACE ORDER** to complete the process.
13. When you see **Thank you for your order!** , your request has been successfully submitted.



Online Order Tracking

Enjoy the convenience of 12-month online order history. Search orders by specific item numbers, order statuses, date and dollar ranges. Find up-to-date status on your orders as well as proof-of-deliveries. Click on the order number to view details. Return requests are initiated from the order detail screen (see the Begin Return link at the bottom of the page).

Office Supplies: Office Products and Office Furniture: Office Depot - Windows Internet Explorer

https://business.officedepot.com/orderhistory/orderHistoryList.do

Office Supplies Furniture Technology Our Services My Account

SEARCH GO View All Products A-Z Ink & Toner Paper Copy & Print Tech Depot Bulletin Board

A - B C - D E - F G - H I - J K - L M - N O - P Q - R S - T U - Z Visit Site Map

Home > My Account > Orders

Orders

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

Find Your Order

Search by item or order number, order status, or order date range

Search By: Order Number

Status: ALL

Date Range: From: To:

Dollar Range: Min: Max:

Approver: Select Approver

Need Help?

- Email Assistance
- FAQs

Orders from 01/17/2010 to 02/17/2010

Click an order number to see the details of your order, or to view delivery tracking information.

Orders Pending Approval

No orders were found

Processed Orders

Result 1 - 10 of 155

Page: 1 2 3 4 5 6 | Next Last

Order Number	Total	Order Date	Delivery Date	Changeable	ACCTCOD	Cost Center	Status	Contact	Type
509666048-001	\$119.24	02/17/2010	02/18/2010	No	100.805.180	99990342	In The Warehouse	CAROL LEITER	Order
509645091-001	\$385.67	02/17/2010	02/18/2010	No	100.805.180	04	In The Warehouse	LUPE CORTEZ	Order
509608761-001	\$138.51	02/17/2010	02/18/2010	No	100.805.180	04	In The Warehouse	ANN COLLIER	Order
509600228-001	\$514.48	02/17/2010	02/18/2010	No	100.805.180	04	In The Warehouse	JANIE LANGFORD	Order
509591479-001	\$293.69	02/17/2010	02/18/2010	No	100.805.180	04	In The Warehouse	TONY LAWRENCE	Order
509472536-001	\$58.45	02/16/2010	02/17/2010	No	100.805.180	11	Delivered	BRENDA HOLM	Order
509447525-001	\$54.11	02/16/2010	02/17/2010	No	100.805.180	04	Delivered	Mary LaFleur	Order
509441146-001	\$183.64	02/16/2010	02/17/2010	No	100.805.180	04	Delivered	MAISHA HARRELL	Order
509441108-001	\$47.84	02/16/2010	02/18/2010	No	100.805.180	04	Shipped	MAISHA HARRELL	Order
509261515-001	\$21.04	02/13/2010	02/16/2010	No	100.805.180	01	Cancelled	SUPER USER	Order

Internet | Protected Mode: On

Requesting a Return

For Proof of Delivery, click on View Carton Details

Office DEPOT. Taking Care of Business

Store Locator Find a Store | Order by Item # Quick Order

Customer Services | 888.2.OFFICE (888.263.3423) | Technical Support: 800.269.6888

0 item(s): \$0.00 | FREE shipping | View Cart | Check Out | My Shopping Lists | My ShipTo

Logout

Office Supplies | Furniture | Technology | Our Services | My Account

SEARCH [] GO | View All Products A-Z | Ink & Toner | Paper | Copy & Print | Tech Depot | Bulletin Board

A - B | C - D | E - F | G - H | I - J | K - L | M - N | O - P | Q - R | S - T | U - Z | Visit Site Map

Home > Order Detail

Order Detail

Order Information

Order Number: 509472536-001 | Tracking: 50 Normal Delivery Signed By: b holm
Order Date: 02/16/2010 | Status: Delivered
Ordered By: BHOLM | Shipped Date: View Carton Details and Proof of Delivery
Last Modified By: BHOLM | Delivery Date/Time: 02/17/2010 08:30 AM - 05:00 PM
Last Modified On: 02/17/2010 | Comments:

Shipping Information

Shipping Address:

Billing Information

Billing Contact: ACCTCOD 100.805.180
Cost Center 11

Payment Method:
Account Billing

1. Account Billing
Amount: \$58.45

Order Summary

Description | Your Price / unit | Quantity | Back Ordered | Shipped | Total

Done

Internet | Protected Mode: On

Office DEPOT. Taking Care of Business

Store Locator Find a Store | Order by Item # Quick Order

View Cart | Check Out | My Shopping Lists | My ShipTo

Logout

Office Supplies | Furniture | Technology | Our Services | My Account

SEARCH [] GO | View All Products A-Z | Ink & Toner | Paper | Copy & Print | Tech Depot | Bulletin Board

A - B | C - D | E - F | G - H | I - J | K - L | M - N | O - P | Q - R | S - T | U - Z | Visit Site Map

Home > Carton Details / Proof of Delivery

Carton Details / Proof of Delivery

Need Help? | Email Assistance | FAQs

View Search Results | Back to Order Tracking | View Order Detail

Carton Details / Proof of Delivery

Carton ID: 009849601

Delivery Date: Wednesday, February 17, 2010 08:30 AM - 05:00 PM

Item Number	Shipped	Ordered	Back Ordered	Marked Out
000610971	2	2	0	0
000724461	2	2	0	0

Carton ID: 009925001

Delivery Date: Wednesday, February 17, 2010 08:30 AM - 05:00 PM

Item Number	Shipped	Ordered	Back Ordered	Marked Out
000208185	1	1	0	0

Carton ID: 099166651

Delivery Date: Wednesday, February 17, 2010 08:30 AM - 05:00 PM

Item Number	Shipped	Ordered	Back Ordered	Marked Out
MJK399578	1	1	0	0

Cosignee Signature

b holm | *B. Holm*

Done

Internet | Protected Mode: On

Requesting a Return

Returns are performed on your next delivery. If you do not place an order within 5 days, the Delivery Service Representative will be instructed to complete the pickup on day 6. **To enable us to re-sell the merchandise, please do not write on the packaging or on the product that is being returned.**

To place a return online, click on the Order Number under Order Tracking. Click on the Begin Return link on the Order Detail page (at the bottom of the screen) to start the return process. For further assistance in processing your return online, please contact the Technical Support Desk at 800-269-6888.

There are three reasons why you would not see a Begin Return link on an order.

1. **The order status has not updated yet.** Please allow another day to pass before attempting to request a return.
2. **A return request has already been submitted on this order.** The website will only allow 1 return request per order to be requested online. Please contact customer service at 888-777-4044 to request any additional returns.
3. **The items on the order were special ordered.** These items cannot be returned unless, upon arrival, are damaged or defective. Contact your Account Manager if you need assistance.

To request a return via customer service, please follow these steps.

1. Call customer service at 888-777-4044 and provide them with the sales order number and 6-digit Office Depot sku number of the product being returned for credit.
2. Be prepared to provide a brief description of the reason for the return/credit (e.g. ordered in error, damaged/defective, etc.).
3. Also, be prepared to give customer service the total number of boxes that our driver will be picking up to complete the return.
4. Customer service will provide you a return authorization number for your records.