

Office Depot Customer Support: 800.279.1528 – Email: strategicsupport@officedepot.com

You will land on the below page when accessing the Office Depot catalog from your Procurement system.

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

Office Depot Taking care of business

Products ▾ Services ▾ My Account ▾ Search Product or Item #

Help • Logout

Account: 21217836 Switch Account

Welcome Office Depot

Proprietary Items

Cart

Estimated Total **\$33.98**

View Cart Checkout

Alerts & Notifications ▾

Recently Viewed ▾

Frequently Purchased ▾

Quick Order

6 or 9-digit number Qty

Comments

Add To Cart

+ Need to add more products? Add To Cart

Store Near You ▾

Helpful Links ▾

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 Shopping Lists

Order Number

ORDER NO	ORDER DATE	PO NUMBER	COST CENTER	ORDERED BY	STATUS	TOTAL
98866628-001	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
98795107-001	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 Punchout from your Procurement system by clicking on the Office Depot catalog

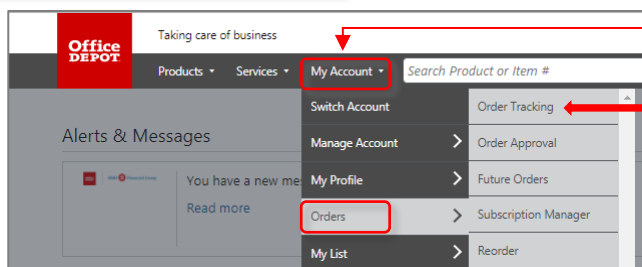
Step 2 Combine any of the following tools to build your order:

- **Catalog:** Click a category from the **Products**  **Navigation Bar** and select the category or sub-category to view products.
- **Search:** Enter **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, Relevance etc. 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**.

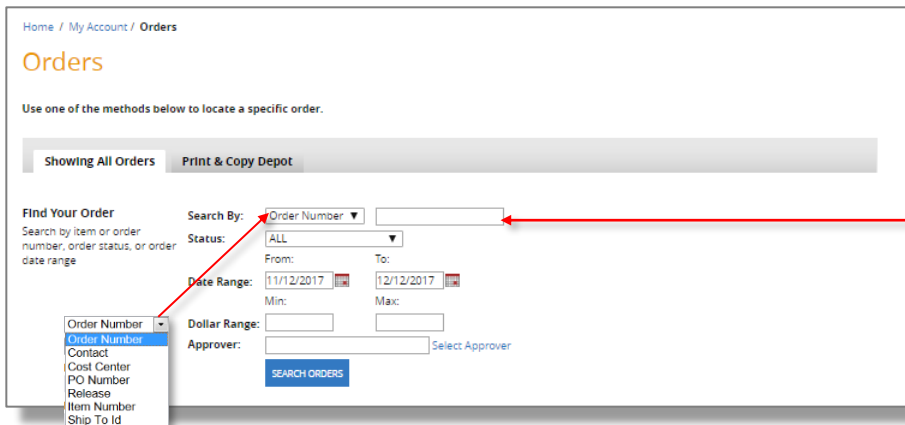
Step 3  Click **VIEW CART** to review your selections, view Office Depot recommended savings opportunities, share your cart with another user, save items for later, or add to custom shopping lists.

Step 4  Review your cart contents and click CHECKOUT when ready. The shopping cart items are returned to your procurement system and the Office Depot session ends. *Purchase orders received by 5:00 pm local time will be processed for next available day delivery.

Checking Order Status & Processing Returns



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



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

Shipping Address:

OFFICE DEPOT TEST
ACCOUNT
950 BRECKENRIDGE LN
STE 220
LOUISVILLE,
KY
40207-5929
USA

Billing Information

Billing Contact:	PO Number
MATT SWIFT APPV (555)555-5555Ext.0000	TEST
Payment Method:	Cost Center
Credit Card Credit Card Number: *****	TEST
Amount:\$18.00	

Workflow Status

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

Order Summary

[Hide Images](#)

Description	Your Price / Unit	Quantity	Back Ordered B/O (U)	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	\$6.99 / dozen	1	0	0	\$6.99	\$6.99 / dozen	1	☒

[REVIEW THIS PRODUCT](#)

Comments:

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

Contact Information & Assistance

ONLINE TRAINING

To view a recorded training session which was held for your company, please go to the home page under BULLETIN BOARDS & MESSAGES. Here you will find a link to the recording.

CUSTOMER SERVICE

Office Depot's Customer Service Department is available to assist you with any questions you may have concerning product, pricing, ordering, delivery, or support services. Get immediate help with your online purchases by connecting instantly with a customer service representative, Monday-Friday 8:00 A.M. to 8:00 P.M. (ET) by calling us toll-free at 800.279.1528.

If you need additional assistance, please contact your Office Depot Service Consultant, Nicole Harrison at nicole.harrison@officedepot.com.

SPECIAL ORDERS

Please contact your Service Consultant for products not found in our comprehensive catalog or online. 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.

Office Depot Service Consultant: Nicole Harrison, Email: nicole.harrison@officedepot.com

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 online as outlined above or through Customer Service by calling 800.279.1528. Please be sure and have your order number ready.

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

Unavailable items can be placed on backorder and will automatically ship once back in stock. Your packing slip will identify backordered items. The punchout catalog notifies you at the time of order of any items not available. 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.

Thank you for shopping with Office Depot OfficeMax!