

Welcome to Workplace Solutions!

Below is the information you will need to begin placing orders using your new customized WORKPLACE SOLUTIONS/OFFICE DEPOT account. To Place your Office Supply Order:

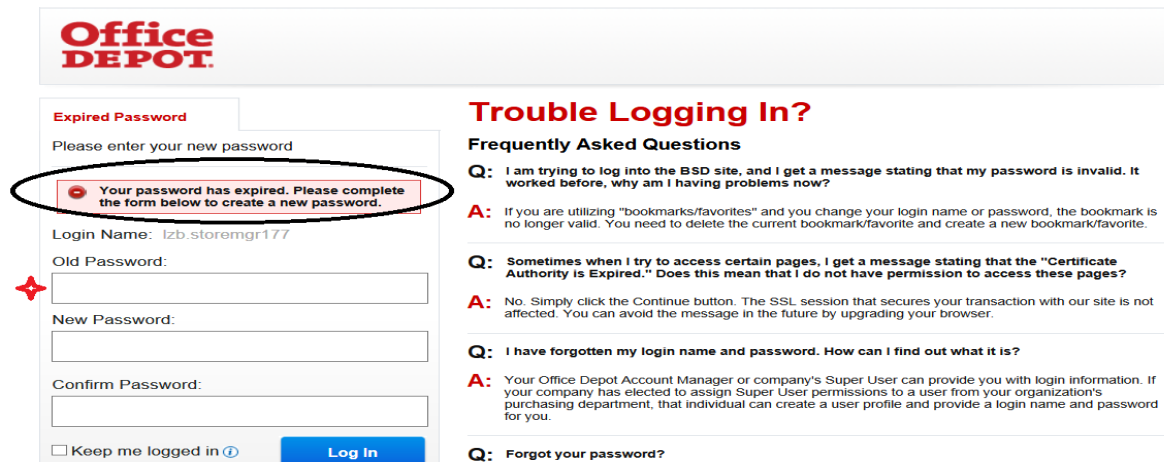
Click Here to go to the WPS WEBSITE: <http://www.myworkplacesolutions.com/express>

Then Click on 

LOGIN NAME: JWALLACE

- **PASSWORD: Welcome1 (case sensitive)**

The first time you log into your account, you will be prompted to change your password. (Note that passwords must be between 8 and 10 alphanumeric characters. Note: Password is case sensitive and must contain at least one Cap and one #.)



The screenshot shows the Office Depot login interface. On the left, there's a login form with fields for 'Login Name' (pre-filled with 'lzb.storemgr177'), 'Old Password', 'New Password', and 'Confirm Password'. A red error message box is overlaid on the form, stating: 'Your password has expired. Please complete the form below to create a new password.' To the right of the login form is a 'Trouble Logging In?' section with 'Frequently Asked Questions'. The questions include: 'I am trying to log into the BSD site, and I get a message stating that my password is invalid. It worked before, why am I having problems now?', 'Sometimes when I try to access certain pages, I get a message stating that the "Certificate Authority is Expired." Does this mean that I do not have permission to access these pages?', 'I have forgotten my login name and password. How can I find out what it is?', and 'Forgot your password?'.

- Once you answer your **Security Question**, please click the **"Bulletin Board"** tab under the **"My Account"** link. The "Bulletin Board" site will have all pertinent La-Z-Boy information. Going forward, every time you log in, the "Bulletin Board" will be your home page.
- For your reference, this Welcome Package will be found on the "Bulletin Board".

IMPORTANT INFORMATION

- Needed Approvals – If your order includes items not found as a Best Value item, the order will be placed on hold and routed to your approver for final placement. If your order is placed with Best Value items only, it will be placed immediately for next day delivery.
- Best Value Items – Click on **"My Shopping List"** for a compilation of your Best Value items **BEST VALUE**.
- **Order Minimums** – "La-Z-Boy" recommends that orders are consolidated to **\$50 or more**.

QUESTIONS REGARDING YOUR ORDER?

Contact WPS Customer Service at the below contact information.

WORKPLACE SOLUTIONS Customer Service: (866) 377-2301

Email Customer Service: CustomerService@WP-INT.com

Hours of Operation: Monday-Friday 8:00 am to 5:00 pm EST

GETTING STARTED WITH OFFICE SUPPLIES, TONER & PAPER PROGRAM IS EASY:

- Know your account number: **70132806**
- Need Help? Friendly U.S. based Customer Service: **(866) 377-2301**

ORDERING OVER THE INTERNET

1. Access the Workplace Solutions website:

<http://www.myworkplacesolutions.com/express>

2. Click on  and enter log-in

Home Customer Service: 888.263.3423 (888-2-OFFICE)

Office DEPOT
BUSINESS SOLUTIONS

Login Name

Password

[Log In](#)

[Forgot your login name/password?](#)

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<https://business.officedepot.com>

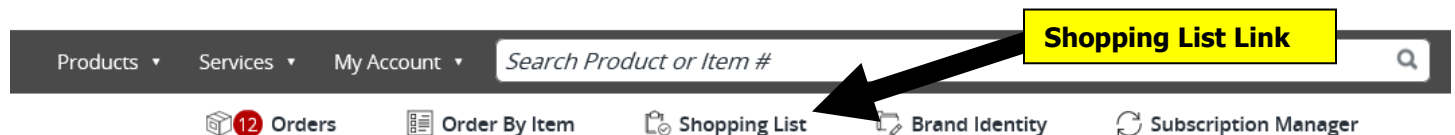
3. Type in your assigned login name and password then click LOG IN to access your customized La-Z-Boy Business Ordering Portal:

- LOGIN NAME: LZB.STOREMGR297
- PASSWORD: Welcome1 (Case Sensitive)

4. The first time logging in, you are asked to configure a profile with a security question. After completing this step click **"Update"** to save your information.

****When you are asked to configure a profile, please do NOT change the User ID or Name on your profile.**

USING THE ONLINE CATALOG



Look through the categories and search for items that you need. The prices shown are the La-Z-Boy negotiated prices.

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 or your Account Manager for assistance.

ORDERING BY SHOPPING LIST

To order pre-approved items, please click on 'SHOPPING LIST' found under My Tools on the bulletin board. All items found on this list have been pre-approved and will require no authorization of your Market Sales Manager. This is your preferred method for ordering as using items found on the lists will require no authorization.

ORDERING BY ITEM NUMBER

If you already know the Item number (SKU) you want to order, click '**Order By Item #**' located on the Shopping Tools navigation bar on the left side of the page.

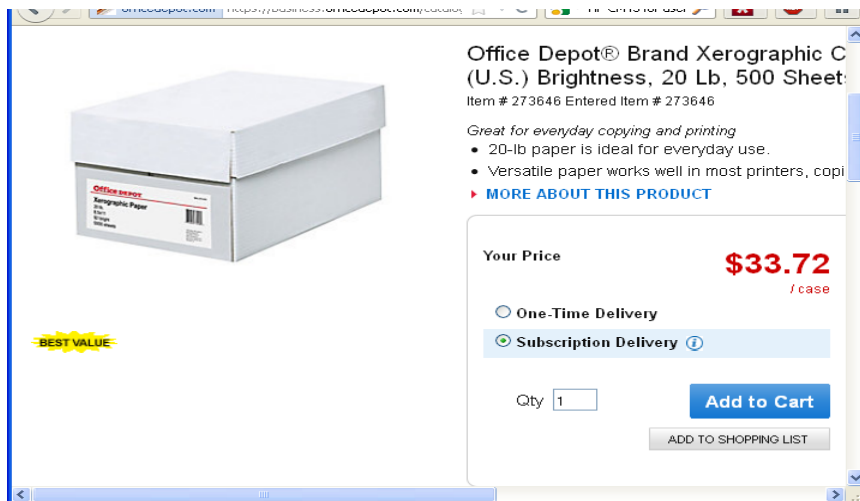
My Tools

- My Shopping Lists
- Order by Item#
- My Profile Overview
- Online Reporting
- Proprietary Items

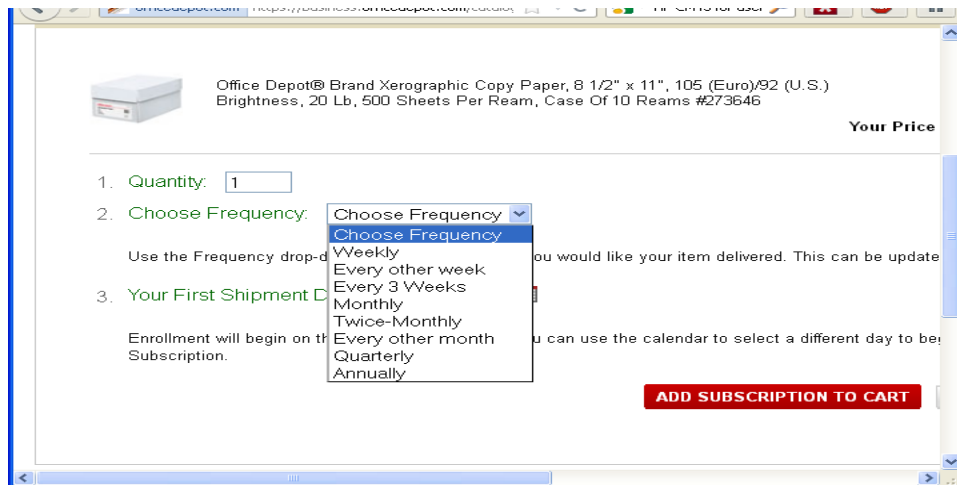
1. Enter the item number and quantity for each item you want to buy.
2. An Optional comment field lets you enter reference information that will also print on the packing list that comes with the order.
3. Enter all items you want to order then Click the '**Add to Cart**' button. You will see a list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

USING SUBSCRIPTIONS

1. Please click on '**SHOPPING LIST**' found under My Tools on the bulletin board and find your product.



2. Choose **Subscription Delivery** and follow below screen for your preferences!



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. Review the items in the cart and when you are ready to proceed with your purchase, click the **'Checkout'** button.

CHECK OUT

You will be taken to the **Checkout Page** to confirm shipping address and enter any required order information such as Cost Center, PO, etc. (Items with an asterisk * are required). **You also have the opportunity to make changes to your Shopping Cart on this page.**

If you make any changes, click on the **'Update Shopping Cart'** button to save them.

2. When you are ready to proceed, click **"Place Order"**.

ORDER TRACKING: To view the order detail; and/or make changes to the order, click **"Order Tracking"** on the left navigation bar.

NEW STORE OPENING PROCESS

WorkPlace Solutions/Office Depot will be sending out a NEW STORE KIT when your store first opens. All items within this kit are available to the store manager at any time for individual order to replace or purchase new/additional items.

Simply click on NEW SHOPPING LISTS and go to the category you are needing. Or, feel free to review the New Store Kits list on the website.

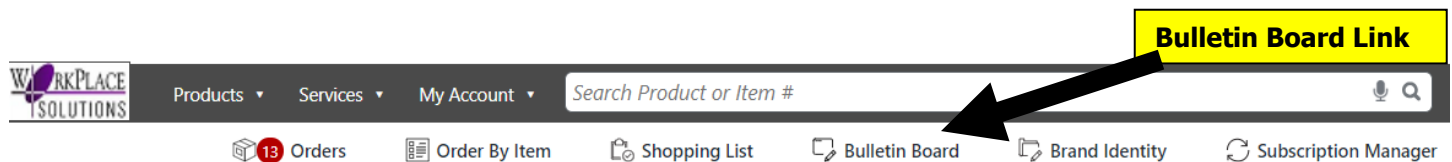
Shopping Lists

Change View State : [View All Lists](#)

Search Lists	Name, Description	☒ All	☐ Personal	☐ Company Wide	SEARCH
Select Default	Name ↕	Comments ↕	Type ↕	Reminders ↕	Updated ↕
	16K SQFT OR LESS		Company Wide	None	2018-09-10
	16K SQFT OR MORE		Company Wide	None	2018-09-10

After the New Store Kit order is placed, WorkPlace Solutions will confirm the orders to the store manager. Continued support of this large order will continue until completed. Please feel free to reach out to WPS Customer Service at any time with questions.

Additionally, there are about 20 items that are needed by the new store. Those items are not stocked within the Office Depot warehouses and a special order will be placed to get those. To see those items, please go to the Bulletin Board on the website and click on NEW STORE OPENING ORDER FORM or click on WORKPLACE SOLUTIONS logo, then Bulletin Board.



Bulletin Board & Messages

For faster shopping, please use the My Shopping Lists link at the top of the page.

Click here for [WELCOME PACKET](#)

Click here for [NEW STORE OPENING ORDER FORM](#)

Edit

Note: Items found on the NEW STORE OPENING ORDER FORM document can also be ordered/replaced at any time. Simply download the document, fill out the needed/desired item, scan and email to WPS Customer Service. WPS will place the order for you and confirm eta and order # upon placement.

THINGS TO REMEMBER

➤ DELIVERY & SHIPPING

Deliveries to all major markets are scheduled for the next business day. Estimated shipping dates will appear on the website if your chosen item is scheduled longer than next day.

Orders must be processed by on the Internet by 5:00 p.m. local customer time. If your location is out of a major market and/or our next day delivery zone, orders will be shipped using a third party such as UPS.

➤ ORDER TRACKING

The link on the home page that reads "Order Tracking" will allow you to view 12 months of your order history. If you need a copy of your receipt for reconciliation, you can find your charges there and print a copy.

➤ RETURN POLICY AND PROCEDURES

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 via phone or internet

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.

****To ensure accurate credit and pick up, please note the following information and attach it to the box. Also, please return product to dock for pick up.**

- Account Number
- Return order number

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

WORKPLACE SOLUTIONS CUSTOMER SERVICE

Office: 866/ 377-2301

CustomerService@WP-INT.com

Hours of Operation: 8am-5pm EST M-F

E-Commerce Support

(For Technical issues on the site)

Office: 800/ 269.6888

Hours of Operation: 7am-8pm EST M-F

YOUR WORKPLACE SOLUTIONS/OFFICE DEPOT ACCOUNT TEAM

Pam Eatman | Workplace Solutions Account Manager

Office: 248/ 430-2431

email: peatman@wp-int.com

Teresa Thompson | Office DEPOT Major Account Manager

Office: 586/ 215-0477

email: teresa.thompson@officedepot.com