

Technical support: 800-269-6888 • Customer Services: 888.263.3423

User Login

In the internet browser address bar, type <https://business.officedepot.com>.
Login Name: email address **Password (first time):** Need2Update

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 8 to 10 characters in length and must have 1 capital letter and one number. The **Old Password** will be the same as the initial password for first timers.

Enter your user Name/ID

Enter Password

Click Log in

"Automatic Login"

Check this box to by-pass the login page and connect to your account without rekeying credentials.

Lost Login / Password assistance

Home

The landing page includes a bulletin board to keep you informed. From this page all shopping features may be launched.

Help

Live Chat, customer service links, User Guide and online Demos

Store Locator

Order by Item

Key in up to 20 product #'s for simultaneous entry into shopping cart.

Search:

Type in product description: Office Depot or manufacturer product codes. Predictive search reduces keystrokes

Click on Product Category to view product groupings.

Ink & Toner Find refills and supplies for your business machines.

My Account

To view Account Profile, On line Reporting, Dashboard features

Orders

View order tracking, Orders waiting for approval, Future Order Recent orders

Quick Entry:

Add a single item to order or shopping cart with fewer clicks.

My Lists

Shopping Lists, manage lists and quick view default shopping lists

Shopping Cart: value, details and current shipping address

Building Your Order

Step 1 Logon on to <https://business.officedepot.com> using the unique user id and password. The user id is your email address and Welcome1 is your initial password. You will see instructions on how to update your expired password.

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

- **Catalog:** Click a category from the **Product Navigation Bar** and select the category or sub-category to view products.
- **Search:** type item **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 and relevance. To filter search results by characteristics such as brand, size, color etc, click the desired characteristic listed on the left-side tool bar.
- **Order by Item #:** Enter the Office Depot, manufacturer, or custom product code numbers, then quantity and click  Click the **“Show Images”** check box to view product images and details. Enter up to 20 items at once.
-  **Quick Entry:** Add a single item to order by entering Office Depot part # manufacturer# , or custom product code numbers, quantity then 
-  **My Lists.** Select Default or any Add preselected 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**. *Hint: If the shopping list quantities are preset to “0”, simply click “Select all” and populate a quantity only on the desired items.*

Step 3  **** Shopping 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  **Checkout** - Review selected items and shipping address and accounting field requirements; modify as needed. If the order is released by 5:00 PM (your local time) it will be processed for next available day delivery.

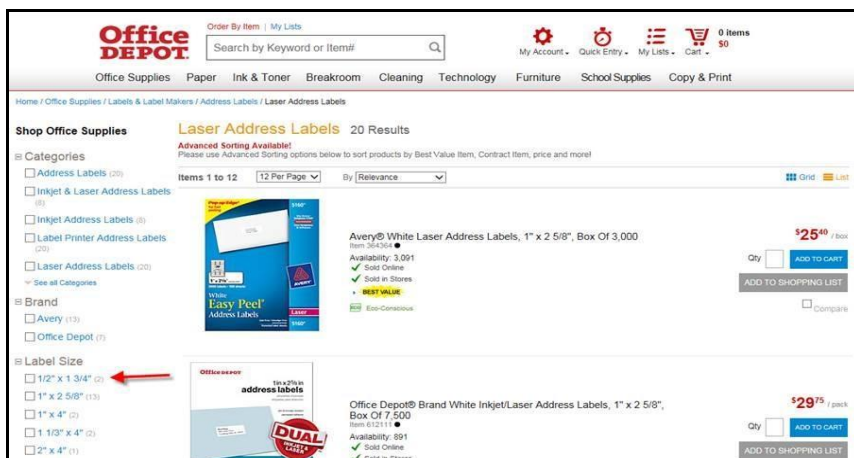
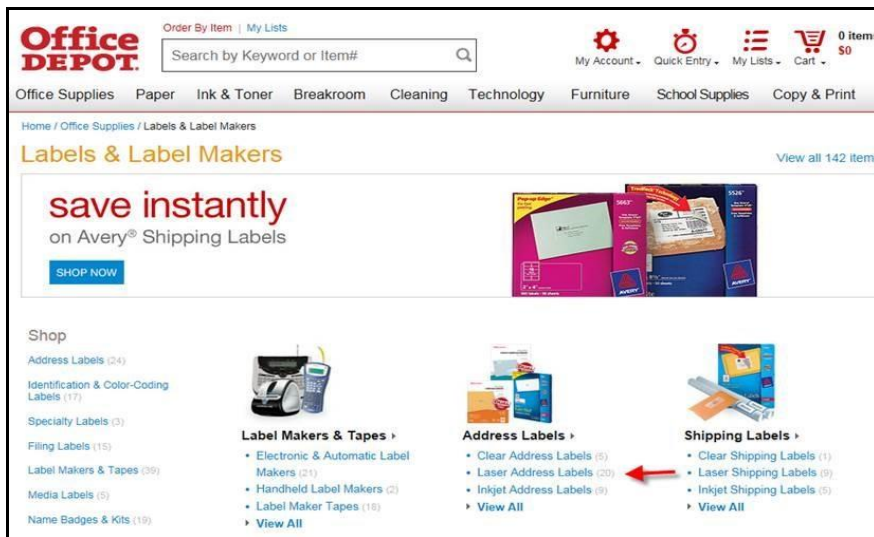
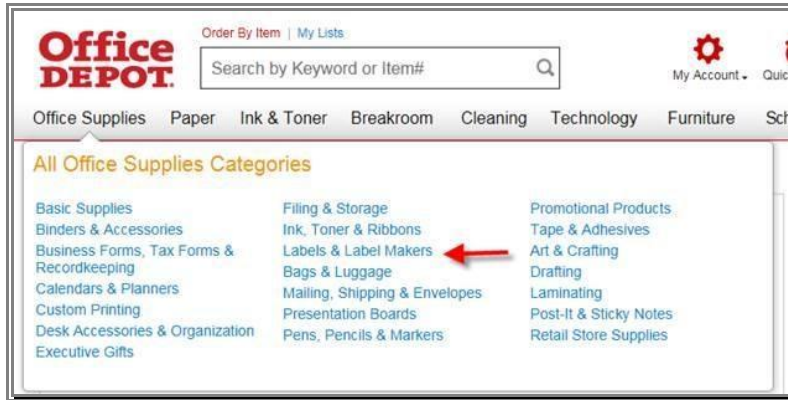
Product Navigation Bar

Hover your cursor over Office Supplies.

Choose the category.

Choose the sub category.

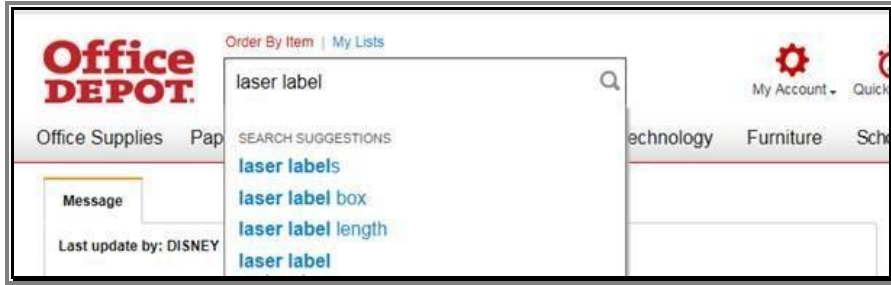
Use the Filters on the left side of the page to narrow your results even further.



Keyword/Item# Search

Type in your keywords, manufacturer#, or item#.

Use the Filters on the left side of the page to narrow your results even further.



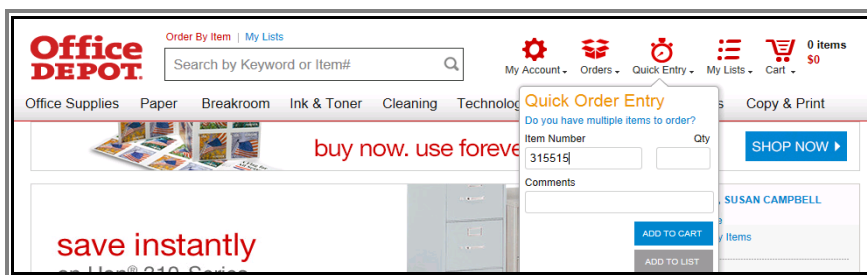
Order by Item#

Enter the Office Depot, manufacturer, or custom product code numbers, then quantity and click Add to Cart. Click the Show Images check box to view product images and details. Enter up to 20 items at once.



Quick Entry

Add a single item to order by entering Office Depot part#, manufacturer#, or custom product code#, quantity then click Add to Cart. If you need to add this to your shopping list, click Add to List.



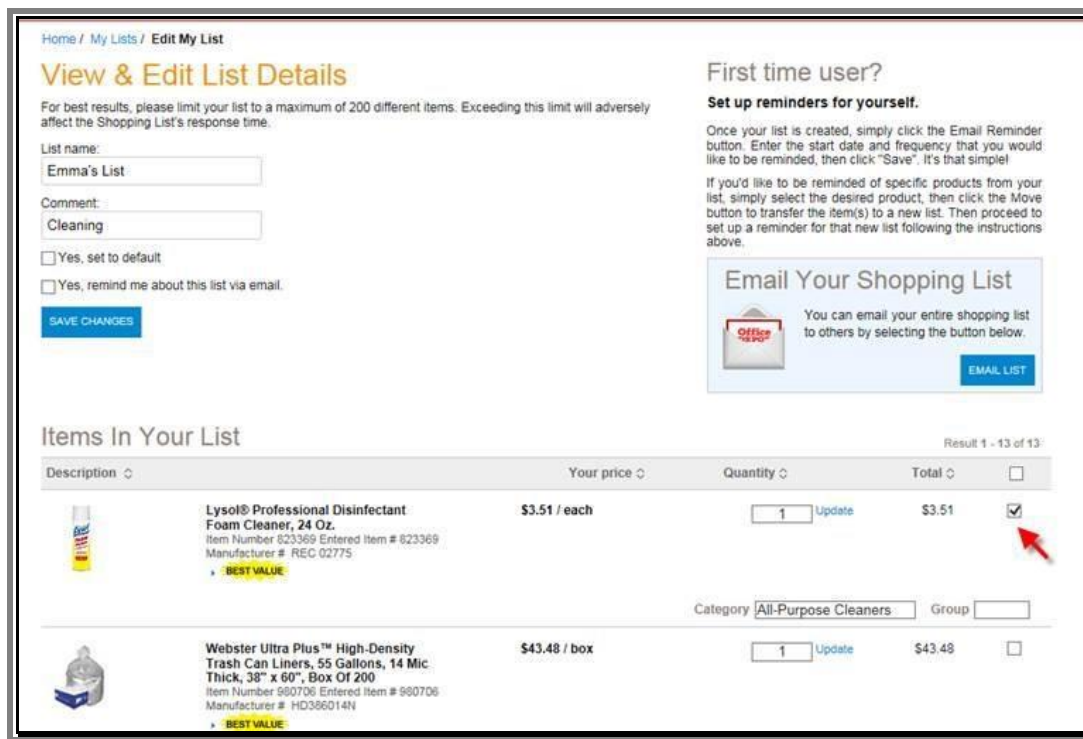
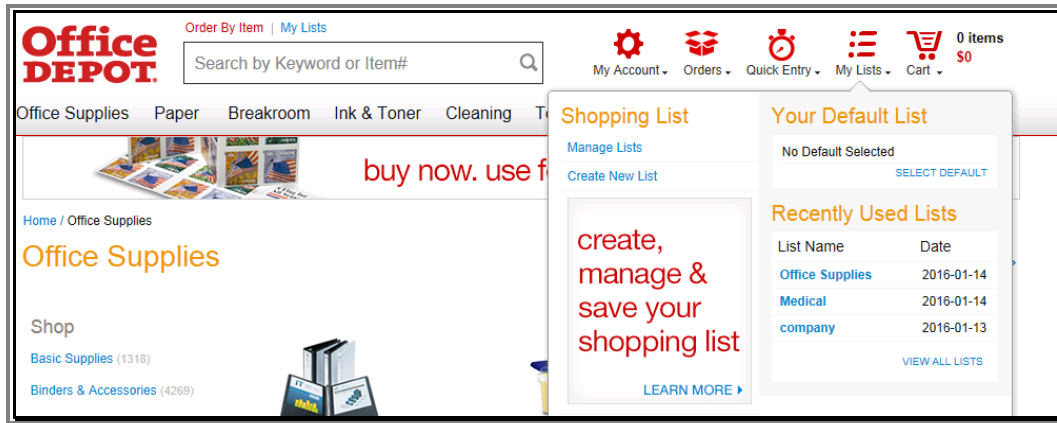
Shop using My Lists

Either click on the My List link above the search box or place your cursor over the My Lists icon.

Choose your Default List or Recently Used Lists.

You will also see Company Wide lists which are available to all Cast Members.

Update your quantity if needed and click on the check box next to the item you wish to add to your cart and then click Add to Cart.



VIEW CART & CHECK OUT

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 check-out button to complete your order.
2. Fill in any required information. Then click Place Order.
3. When your orders has been submitted you will receive a confirmation of your order.

Thank you for your order! Please print this page for your records. [Print This Page](#)

This order will be placed on hold.
You will receive an order confirmation email shortly. Please save this email for your records. Your Credit card will be charged when the order ships.

Shipment Summary

Shipment 1	Order Number: 773264821-001	Estimated Arrival By: 06/02/2015	View Order Details
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My Account

[View Order Details for This Order](#)
[Print Order](#)
[View Your Order History](#)
[View Your Account Information](#)
[Reorder](#)

Use the links to the left to quickly access information about your account. You may check the status of your order, view the order's details, change the information in your account, or view your previous orders.

Order Information

Account #: 21217836
 Your Order Number is: 773264821
 Company Name: OD EC SUPPORT TEST ACCT
 PO Number: 1234
 Release: 1234
 Cost Center: 1234
 Desktop: 1234
 Contact: BSD CUSTOMER
 Contact Phone: (561)438-1111
 Comments

Shipping Information

DESK REQ
 OD EC SUPPORT TEST ACCT
 6600 N MILITARY TRL
 BOCA RATON,
 FL 33498-2434 USA

Payment Information

Credit card
 Credit Card Number: *****

Order Summary [Hide Images](#)

Shipment 1		Order Number: 773264821-001			
Order Date: 05/29/2015 Delivery date: 06/02/2015 08:30 AM - 05:00 PM					
Description	Your Price/unit	Qty.	Available	B/O	Total
Office Depot® Brand White Copy Paper, 8 1/2" x 11", 20 Lb, 500 Sheets Per Ream, Case Of 10 Reams Entered Item # 273646 Not on GSA Contract	\$45.99 / case	1	1	0	\$45.99
DYMOS® LabelWriter® 450 Label Printer For PC Or Mac® Entered Item # 934839 Not on GSA Contract	\$99.99 / each	1	1	0	\$99.99

Available: **\$145.98**

Backorder: **\$0.00**

Subtotal: **\$145.98**

Delivery Fee: **FREE**

Miscellaneous: **\$0.00**

Taxes: **\$8.76**

Total: \$154.74

ORDER TRACKING

The Order Tracking function, accessible under the Orders Icon, allows you to check the history and view the details of orders. With this feature, users have the ability to view all orders or to filter orders using specific search criteria.

Processed Orders								
Result 1 - 10 of 500					Page: 1 2 3 4 5 6 Next Last			
Order Number	Order Date	Total	Status	Delivery Date	Changeable	SITE #	Contact	Type
775584856-001	06/11/2015	\$36.36	Delivered	06/12/2015	No	29705	ALDYS ODILON	Order
775584178-001	06/11/2015	\$463.92	Shipped	06/15/2015	No	22438	MICHELLE MILLER	Order
775583402-001	06/11/2015	\$221.54	Shipped	06/12/2015	No	23471	JOVONDA DUPREE	Order
775582619-001	06/11/2015	\$141.89	Shipped	06/15/2015	No	10389	SONIA VASQUEZ	Order
775581137-001	06/11/2015	\$233.76	Shipped	06/15/2015	No	36916	HELEN RODRIGUEZ	Order
775580936-001	06/11/2015	\$55.16	Shipped	06/12/2015	No	36916	HELEN RODRIGUEZ	Order
775580005-001	06/11/2015	\$2.13	Shipped	06/15/2015	No	45591	LETTA TAYLOR	Order
775580004-001	06/11/2015	\$4.27	Shipped	06/16/2015	No	45591	LETTA TAYLOR	Order
775580003-001	06/11/2015	\$18.18	In The Warehouse	06/17/2015	No	45591	LETTA TAYLOR	Order
775580002-001	06/11/2015	\$7.80	In Process	06/18/2015	No	45591	LETTA TAYLOR	Virt Whse

PLEASE NOTE: Depending on user profile settings, users may modify an order if the status is in the 'Held By Customer,' 'Held For Review,' or 'Held For Restrictions' status.

RETURN PROCEDURES

Call in returns directly to Customer Service: 1-888-263-3423

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 1-888-263-3423:

- Original order number as issued by Office Depot
- Item (SKU) number of product being returned
- Reason for the return
- Contact Information for Customer Service Representative or the driver

RETURN POLICY

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, fax, or internet
- Purchases made at an Office Depot retail store must be returned at a retail store

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.

Deliveries

Deliveries to all major markets are scheduled for the next business day. If your order is received by Office Depot by 5:00 p.m. in your local time, it will be delivered the next business day, unless otherwise noted by Office Depot.

Upon receipt of your order

Verify that all items on the packing slip listed as shipped are in your order. Any shortages or incorrect items should be reported immediately to the Office Depot Customer Service Desk at 1-888-263-3423. Items on backorder will be noted on the packing slip.

NUMBERS TO KNOW: Office Depot Inc.

- Customer Service
P: 1-888-263-3423 M-F 7am-8pm EST
- ONLINE / E-Commerce Support (for technical issues on the site)
P: 800-269-6888 M-F 7am-8pm EST