

CBRE Office Supply Program with Office Depot

General Information 2

Orders and Approval 4

Office Depot User Profile 5

Employee Purchase Program 7

FAQ – CBRE Office Supply Program with Office Depot

General Information

Q: Where can I find information regarding CBRE Corporate Office Depot Program and CBRE's Office Depot Employee Purchase Program?

A: Information regarding CBRE Corporate Office Depot Program and CBRE's Office Depot Employee Purchase Program can be found on CBRE's [Sourcing and Procurement Navigator website](#).

Q: Why is there a User Guide and FAQ and which one should I refer to?

A: Office Depot has created a CBRE User Guide with step-by-step instructions for your account profile and many of the features and functions of the website. This FAQ is intended for all our users with specific FAQ's for you to refer to.

Q: I'm responsible for purchasing Office Supplies for my office, but I haven't received an Office Depot login yet. How do I go about getting set up?

A: To request access to CBRE's Corporate Office Depot Program, please request access via the [CBRE Service Now Office Depot Request form](#).

Q: What methods should be used to place orders with Office Depot?

A: All orders should be placed online through Office Depot's Business Website (www.business.officedepot.com) or when product is needed same day, by visiting a local Office Depot or OfficeMax store.

Q: How do I take advantage of CBRE's corporate discount at the Office Depot store for corporate purchases?

A: To take advantage of CBRE's corporate discount at your local Office Depot store, you'll need a printable Store Purchasing Card (SPC) that links you as an authorized user to the CBRE contract. Please visit CBRE Office Depot [website](#) for a link to the printable Store Purchasing Card. To receive the discount, present the card to the cashier prior to completing the transaction and complete the purchase with your corporate credit card.

Q: Can I place my orders over the phone with the Office Depot Customer Service team?

A: No, CBRE doesn't allow orders to be placed over the phone.

Q: When my purchases are being rung up at the store, it isn't showing our CBRE discounted pricing?

A: If the item you are purchasing is on our Office Depot contract, the CBRE discounted pricing will be accounted for at the register once you present the SPC to the cashier. If the store is having an in-store promotion on a CBRE contracted item, you'll receive whichever price is lower.

Q: I made a corporate purchase in an Office Depot store and our CBRE discount wasn't applied. Who do I contact regarding obtaining a refund?

A: To obtain a refund for a CBRE contracted item that was purchased in an Office Depot store and our pricing wasn't applied, please contact our Office Depot Inside Sales Account Manager, Megan McDougall at megan.mcdougall@officedepot.com or 1-855-337-6811, ext. 12686

Q: Will my corporate orders be charged a shipping or delivery fee?

A: No, our CBRE discount with Office Depot includes shipping costs.

FAQ – CBRE Office Supply Program with Office Depot

Q: What is our minimum order amount with Office Depot?

A: Office Depot doesn't require our corporate orders have a minimum value, but in keeping with our corporate environmental goals, we should strive to keep orders at \$50.00 or more.

Q: What type of reporting can I retrieve online for purchases I've made through the Corporate Program?

A: Office Depot provides user reporting where you can access the following:

Order Tracking

To check the status of your submitted orders, click Orders at the top right in the header on the Home Page.

- Order Tracking displays all the orders pending approval and processed.
- Click the Order # to view specific information surrounding a particular order.
- Click on the Tracking # for order status and details of your order.
- Click Begin Return at the bottom of the Order Details page to process an online return.
- To find a specific order, use the Search by item, order number, date range or dollar range on the Orders page.

Q: I need to obtain a detailed report of the items I've purchased through Office Depot, who do I contact?

A: If additional reporting is needed, please contact Megan McDougall at megan.mcdougall@officedepot.com.

Q: What is Office Depot Returns Policy?

A: Your complete satisfaction is our primary concern. If you are dissatisfied for any reason, you will receive full credit. General supply items should be returned in the original packaging within 30 days. Technology and stocked furniture items should be returned in the original packaging within 14 days. Special Order Products may not be returned or exchanged. This includes items that are not stocked in one of our warehouses and/or are indicated as "special order."

Q: How do I go about requesting a return of an item I've purchased through Office Depot?

A: To return an item in your order, please do the following within 30 days of delivery to ensure that you receive proper credit.

Click Orders at the top right in the header on the Home Page and select the order number that includes the items you are returning.

1. At the bottom of the Order Details page below the Order Summary, click Begin Return button
2. Verify Return Address
3. Enter the Quantity to Return and the Number of boxes to return.
4. Select Return for Exchange or Return for Credit
5. Select a Reason for Return from the drop down list.
6. Click Continue (Please review your return information. If you need to edit your information, select the "Modify Return" link at the bottom of the page.
7. Click Place Your Return button

You will receive a confirmation notice and it will automatically issue a Returns Authorization to arrange for a pick-up of the product. Print the confirmation page and enclose it in each box that you return.

Q: How do I go about requesting a return for an item I purchased in an Office Depot store?

A: Contact the specific store where the purchase was made. In the event you aren't nearby the store where you made the purchase, any Office Depot store will be able to assist. You must provide your original purchase receipt.

FAQ – CBRE Office Supply Program with Office Depot

Orders and Approval

Q: When can I expect delivery of my order?

A: All orders submitted, approved and received by 5PM local time will be processed on the day of receipt. In stock merchandise is typically delivered the next business day.

Q: I'm an order approver and won't have access to approver orders for a specific time period. How can I establish an alternate approver for this time?

A: Please contact supplies@cbre.com via email with the user names you approve for, who your alternate approver should be and the time period for which the alternate approver should be in place. Sourcing and Procurement will update the user's profile with the alternate approver for the time period specified and remove them upon your return.

Q: Why can't we utilize the proxy order approval within the Office Depot portal?

A: The proxy approval within the Office Depot portal is only used when Workflow approval is being utilized. CBRE has opted to designate single level of approval, thus that feature isn't available.

Q: I'm an order placer and my approver isn't available to approve my order. How can I get a pending order released?

A: Please contact supplies@cbre.com via email with your Office Depot order number and your approver's name. The Corporate Procurement team will secure approval to release the order via email from the approver or the approver's manager if the approver isn't available. One approval has been obtained via email; Corporate Procurement will authorize the release of the order.

Q: I would like to require Office Depot orders be approved for my area of responsibility prior to Office Depot processing the order. How can I get my users profiles updated?

A: Please contact supplies@cbre.com via email with the user names and who their approver should be.

Q: I need assistance on how to enter an order or approve an order. Who can I contact for assistance?

A: Please contact Megan McDougall at megan.mcdougall@officedepot.com for assistance or you can contact Sourcing and Procurement at 214-438-8605 or supplies@cbre.com for assistance.

Q: What are the different order statuses and what do they mean?

A: Office Depot has the following order statuses:

In Process: New order just placed and in process.

Waiting to Fill: Your order has been received and is being processed for delivery.

Shipped: Loaded and shipped.

On the Truck: Your order is in route for delivery and reconciliation.

Delivered: Order has delivered

Not Delivered: Order is processed, but delivery delayed

Canceled: Your order has been canceled prior to fulfillment

Return: Your return has been processed.

Waiting Backordered Items: Waiting to fill backorder

Credit Card Declined: Your credit card transaction was not approved by the card provider. Please contact your Customer Service Center.

FAQ – CBRE Office Supply Program with Office Depot

Held for Review or Restrictions: Your order is pending approval from your designated approver. Your approver would receive an order notification via e-mail to approve/release your order.

Held by Customer: You decided to place the order on hold until you are ready for Office Depot to process it.

Office Depot stocks a higher number of catalog items in their distribution centers, therefore, the chance of a back order occurrence will be greatly diminished. If a back order does occur, the items are filled within one to three working days, from another distribution center.

In addition, Office Depot also strives to eliminate back orders by filling out of stock items from 3 alternate sources:

- Source the product from an alternate Office Depot warehouse
- Utilize the local and national distribution channels of our wholesalers
- Order direct from the manufacturer.

Back-order notifications will be communicated to you via email. Back-ordered items can be viewed if placing orders online through our website. Office Depot will also send an order confirmation listing any back-ordered items for Internet orders. You will receive an email from our customer service team notifying you of a back-order and the estimated time for the item to be delivered.

Q: Can I cancel, change or modify my order?

A: Yes, users can cancel, change or modify your order before it's been approved by your designated approver. Once Office Depot receives the approved order it is sent immediately to the Distribution and Delivery network for packing and delivery any time before it is "Transmitted for Fulfillment."

Q: Why am I not able to purchase computer equipment or furniture through Office Depot?

A: CBRE hasn't contracted with Office Depot to provide these commodities to CBRE, as we already have established process to obtain these items within CBRE.

Q: I've created a personal shopping list under my corporate profile and I would like to share my shopping list with another order placer. How can I share my personal shopping list?

A: To share your personal shopping list with another order placer, click on My Lists in the top right header on the home page. Select the shopping list you would like to share and click the Email List button. A window will open to enter the recipient's email address and comments. Click the Send button to share the shopping list.

Office Depot User Profile

Q: How do I get my Office Depot user information updated?

A: Click **My Account** at the top right in the header on the Home Page and then click **My Profile Overview** at the lower left side. From this page you can update your Name, Phone Number, Email Address, default ship-to and Credit Card information.

Q: Within Staples I only had access to designated ship-to locations, but now I only see a default ship-to?

A: Your Office Depot account has been setup with your default ship-to location and now you have access to all ship-to locations within the CBRE Office Depot portal. Through the checkout process, your order will default to your default ship-to location with the option to change it.

FAQ – CBRE Office Supply Program with Office Depot

Q: What are the different types of user roles within CBRE?

A: CBRE has identified 4 different types of user profiles within Office Depot and they are:

- **Order Placer** – An order placer whose orders require approval from their designated approver.
- **Order Placer/Order Requires Approval/Approver** – An order placer whose orders requires approval from their designated approver and is also a designated approver for another order placer.
- **Order Placer/Self-Approval** – An order placer who self-approve their own orders
- **Order Placer/Self-Approval/Approver** – An order placer who self-approves their own orders and is a designated approver for an order placer.

Q: How do I go about getting my user role changed to a different type?

A: All user role changes must be approved. Please submit a request via our [Service Now Office Depot Request form](#).

Q: My Corporate Credit Card information isn't in my user profile, how can I get it added?

A: Due to the sensitive nature of your credit card information, we didn't transmit this information to Office Depot. Within your user profile you have the ability to add a default credit card. Once you've added your default credit card, this card can be used for all orders processed under your profile. In addition, you have the ability to change your credit card information when needed.

1. Click on **My Account** near top tool bar
2. In the **My Profile** section on the left, click **My Profile Overview**
3. In the Payment section, click **View** then click **EDIT PAYMENT INFORMATION** button. Enter in your Corporate Credit Card, Expiration Date and then click **Save Card**.

Q: I use another CBRE employee Corporate Card to pay for my orders. How can I get their Corporate Card information added to my user profile?

A: For those that use another CBRE employee's Corporate Card, there is 2 ways to have the credit card information added or updated in your Office Depot profile.

- Obtain the Corporate Card information from the person whose card you use to pay for your office supply orders. Once you have this information, within your user profile you can add it as your default credit card.
- The Corporate Card holder can contact Sourcing and Procurement at supplies@cbre.com or 214-438-8605 and provide us with the Corporate Card information and we'll add it to your profile.

Q: We have multiple order placers who use the same Corporate Card to pay for their office supply orders. Can we update multiple user profiles with the same Corporate Card information?

A: Yes, multiple user profiles can contain the same Corporate Card information.

Q: What if I forget my Login and/or password?

A: Your Login is CBRE plus your employee number with no spaces (example: CBRE654321). If you forgot your Login name, on the *Forgot Login or Password* page, enter your Email Address, First Name and Last Name and click Submit. You will be emailed your Login.

If you forget your password, click the *Forget your Login Name or Password* link on the *Login* page. On the *Forgot Login or Password* page, enter your Login Name and security information and click Submit. You will be emailed your new password.

FAQ – CBRE Office Supply Program with Office Depot

Q: I would like to change my default Ship-to location, how can I do that?

A: To change your default Ship-to, go to My Account, select My Profile, view AccountingFields/Shipto and then click on Select Other on the Ship To line. Use the Search option to find the Ship-to location you would like to make your default, click on the radio button under Default ID and click on the Select button.

Q: My Ship-To location isn't in the Office Depot portal, how do I get it added?

A: Contact supplies@cbre.com via email with your user name, physical location address and reason why this location needs to be added.

Q: My Ship-to location has special delivery requirement(s) (high security, badge requirement, delivery hours, etc.). How do I go update Office Depot our special delivery requirements?

A: Contact supplies@cbre.com via email with your CBRE Location ID and any special delivery requirement(s). The CBRE Sourcing and Procurement Team will contact Office Depot and update them with your location requirement(s). If additional information is required, Office Depot Traffic will reach out to you to verify the requirement(s) and implement them within the delivery program.

Q: Who is the Business.OfficeDepot.com Supervisor?

A: The CBRE Sourcing and Procurement team are CBRE's Office Depot supervisors. They can be reached at supplies@cbre.com or 214-438-8605.

Employee Purchase Program

Q: How do I take advantage of CBRE's corporate discount for personal purchases obtained through Office Depot/OfficeMax retail stores and online?

A: To take advantage of CBRE's Office Depot Employee Purchase Program for online and in-store purchases, you must complete the online registration. A link to the registration website can be found at CBRE's [Corporate Procurement Navigator website](#). Once the registration has been completed, you'll receive an email confirmation with your login information and access to the online employee personal purchase portal. Please note that the Employee Purchase Program is through www.Business.OfficeDepot.com and NOT at the retail website www.officedepot.com.

Q: What is the Employee Purchase Program discount?

A: Employee purchases will be receive up to a 10 percent discount off the regular sales price (promotions excluded). Discounts do not apply to all products, i.e. retail-only/regional items, technology, special store promotions or close-out items. Additional exceptions apply. Coupons and/or the Rewards and Worklife Program cannot be combined with this program for additional savings.

Q: If I'm processing a personal purchase online through the Office Depot Employee Purchase Program, do I have to use my CBRE Corporate Card to receive the CBRE discount?

A: No, all personal purchases made through the online Office Depot Employee Purchases Program must be paid for with a personal credit card.

Q: How will Office Depot Employee Purchase Program order be delivered? Will someone have to sign for the delivery?

A: We encourage employee to have their purchases mailed to their home and not to their business location. All orders processed through the online Office Depot Employee Purchase Program will ship via UPS and no signature will be required.

FAQ – CBRE Office Supply Program with Office Depot

Q: Do I have to ship my Office Depot Employee Purchase order to a CBRE office?

A: No, during the registration process you'll set-up your account to ship to your home address for personal purchases.

Q: Does our online Office Depot Employee Purchase program require a minimum order amount?

A: No, there is no minimum order amount, but we do recommend that orders should be at least \$50.00 or higher.

Q: Does our Office Depot Employee Purchase discount include shipping?

A: Yes, CBRE discount with Office Depot includes shipping, so there won't be any additional shipping charges.

Q: If I'm processing a personal purchase online through the Office Depot Employee Purchase Program, do I first have to register my personal credit card to receive the CBRE discount?

A: No, when you complete the registration for the Employee Purchase Program you will add a personal credit card during the setup.

Q: I understand that computer equipment and furniture are restricted from being purchased through the Corporate Program, but am I still able to purchase these items personally?

A: Yes, all items are available under the employee purchase program. CBRE doesn't have contracted pricing for these commodities, but you'll still enjoy Office Depot discounted pricing.