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Contact Information & Website Links

Office Depot Account #	80427306
Website	https://business.officedepot.com
Customer Service	888.263.3423
E-Commerce Help Desk	800.269.6888
Global Account Manager	Lynn Hovenden
Phone Number	817.235.6377
Email	lynn.hovenden@officedepot.com
Inside Account Manager	Megan McDougall
Phone Number	855.337.6811 x12686
Email	megan.mcdougall@officedepot.com
CBRE Sourcing and Procurement Office Supply Administrator	
Phone number	214.438.8605
Email	supplies@cbre.com

CBRE Sourcing and Procurement Office Supply Navigator Website

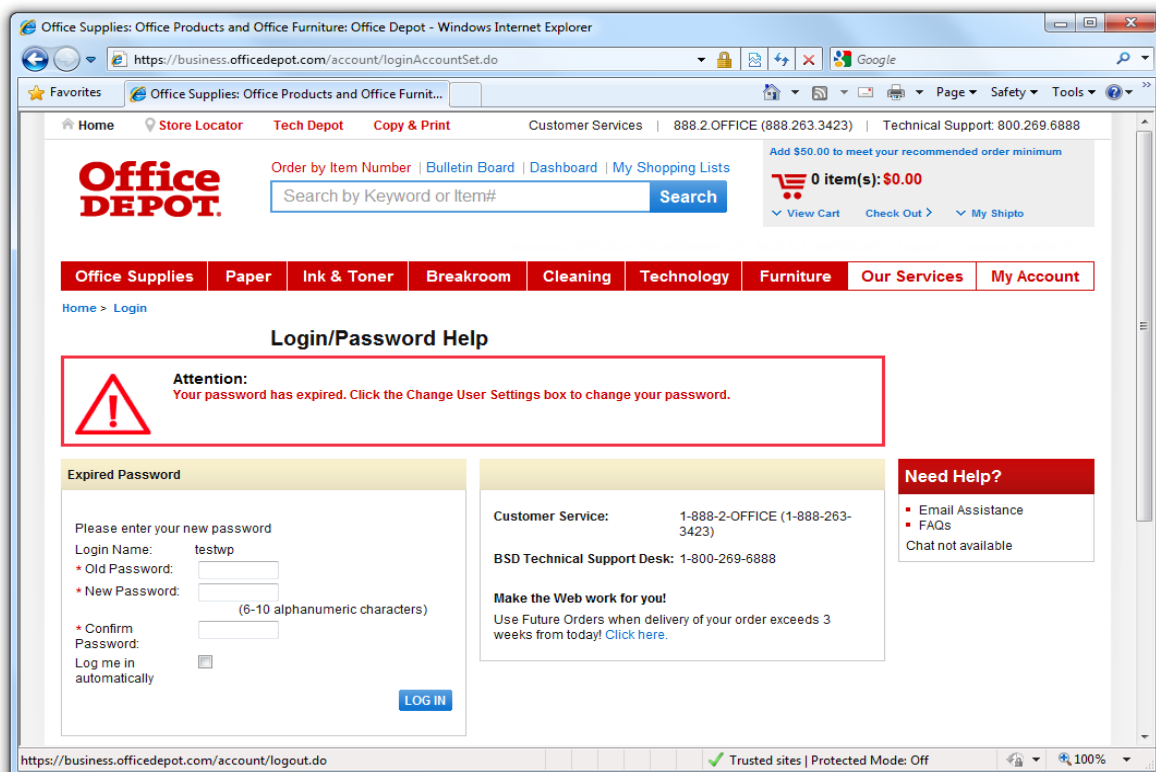
Login Information

<https://business.officedepot.com>

Login Name:	CBRE Employee ID
Initial Password:	Welcome1

When you log in for the first time on the website or your password has expired, you will be prompted for a new password. Passwords must be at least 6 to 10 characters in length and are alphanumeric. The **Old Password** will be the same as the initial password for first timers.

When finished, click **LOG IN**. Our website will then prompt you to configure your profile with a security question. This will help us identify you should you forget your password. Once a question is selected and the answer is confirmed, click **Update**.



Q: I forgot which password I use for the Office Depot online ordering. How can I find out my password?

A: No worries, just go to our website (<https://business.officedepot.com>), click on "Forgot your login name/password" and just follow the instructions. You can also contact [CBRE Sourcing and Procurement](#) for assistance.

User Profile Setup

- Enter your Corporate Credit Card for purchases
 - o Click on **My Account** near top tool bar
 - o In the My Profile section on the left, click **My Profile Overview**
 - o In the Payment section, click view then click **EDIT PAYMENT INFORMATION** button. Enter in your Corporate Credit Card, Expiration Date and then **Save Card**.
- Check to ensure your Ship To address is correct
 - o In the My Profile section on the left, click **Select Ship To**
 - o Verify the Current Ship To address is correct

Q: My default Ship-to address is not correct, how do I get it corrected?

A: To change your default Ship-to, go to My Account, select My Profile, view Accounting Fields/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.

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 
6. Click on **Order by Item Number** (at the top of the screen).
7. Type in the Office Depot item numbers and quantities (comments are optional).
8. Click on 
9. Have more to order? Click on [Continue Shopping](#)
10. Finished ordering? Click on the icon at the  top of the screen to review/modify your order and click on 

11. At the  screen, validate and complete any required fields.
12. Review your order and click on to  complete the process.
13. When you see **Thank you for your order!** your request has been successfully submitted.

Order Approver Instructions

You have been identified as an approver for one or more users who will be ordering office supplies through the new Office Depot program. Please see the instructions below regarding approving orders. **IMPORTANT - Before approving your first order, you must login and change your password.**

Using your browser, type in Office Depot Business Services Division's web site address:
<https://business.officedepot.com>

Your Login Name is **CBRE Employee ID (CBRE999999)** and your initial Password is **Welcome1**.

You will be required to change your password. There is a minimum 6 character requirement. Once you answer your security question you can click **logout** at the top right side of the page.

Order Approval Instructions

You will receive an email from OD-ONLINE@officedepot.com when your approval for an order is needed. The email will give you the details of the entire order and allow you to **"release order"** or **"cancel order"** directly from the email after reviewing the order details. If the email states there are multiple orders you must Release or Cancel each order on the email.

Scroll to the bottom of the email and click on **"Release"** to approve and submit to Office Depot for delivery.

Or, click on **"Cancel"** to cancel the order.

Enter your Login Name and Password, to authorize and you have completed your approval. No further steps are necessary, click the **logout** button on the upper right side of the page to exit the website.

Once you click **"Release"** or **"Cancel"**, the person who placed the order will receive an email notification of your choice.

Online Search Features

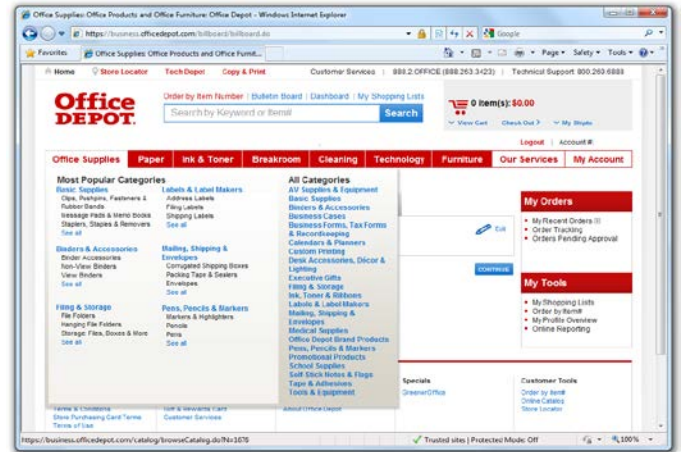
Shopping is simple on the website. You can browse through various product categories of our entire catalog to find what you need or you can shop for a specific item.

Product Categories

You may "mouse over" any of the product categories featured on the home page. Selecting "Calendars & Planners" for example, will take you to the appropriate page in the online catalog where you can browse through the products to find what you need.

Search

You may use "Search" to find and browse products on this website. You may search by keyword, product number, manufacturer name, or UPC number.



Don't be afraid to use broad terms. You can quickly narrow your search by clicking on the sub-categories and product feature lists. (i.e. pens & binders)

Most importantly, your core items always move to the front of your searches so you can easily identify your



selections.

Shop Office Supplies

Program Category Codes

Point Size

Point Type

Refillable

Ink Color

Brand

Collections

Private Brand

Shop Office Supplies

Program Category Codes

Ring Size

Sheet Size

Cover Material

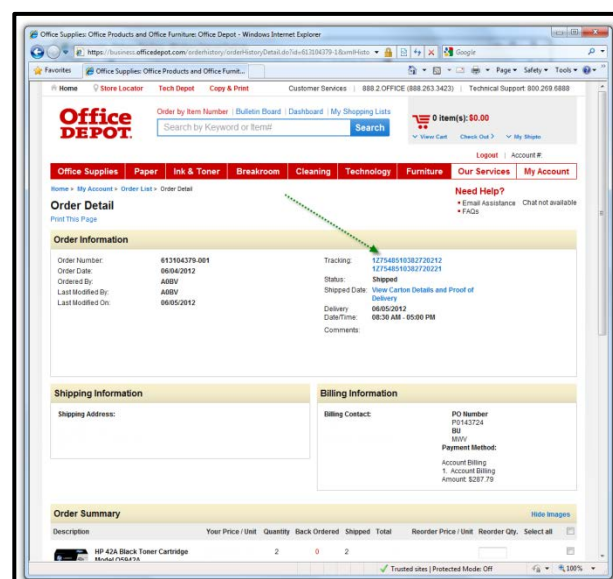
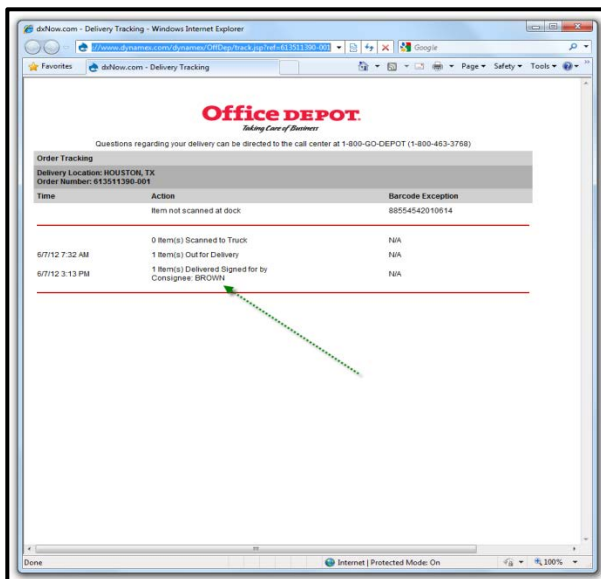
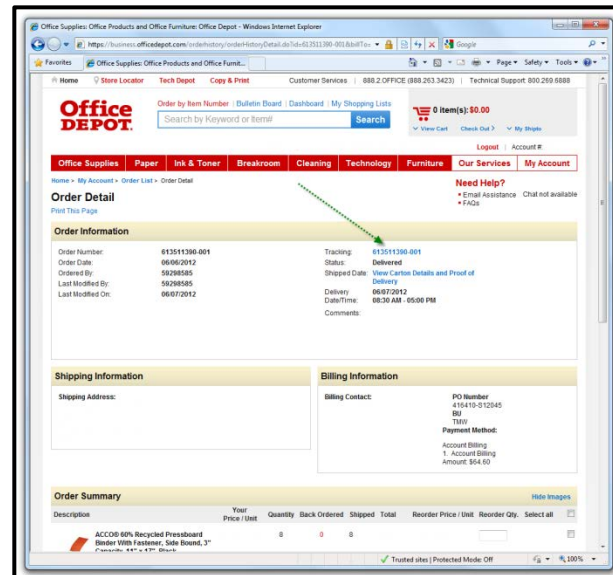
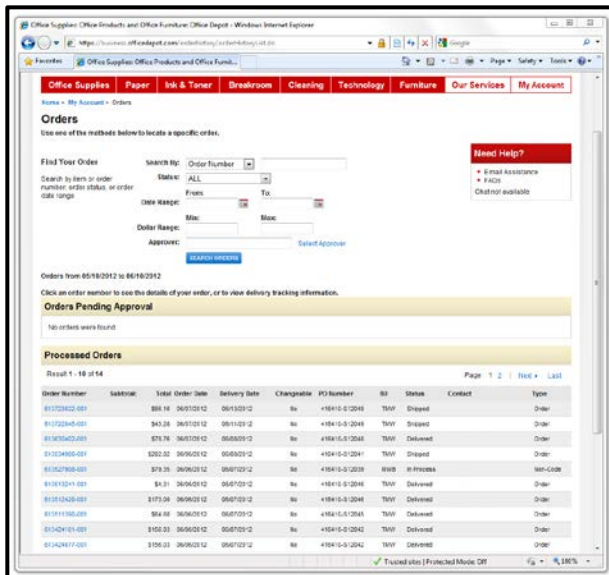
Sheet Capacity

Brand

Private Brand

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 update-to-date status on your orders as well as proof-of-deliveries. Click on the order number to view details. Orders being delivered via UPS have links which will provide real-time delivery updates. Return requests are initiated from the order detail screen (see the Begin Return link at the bottom of the page).





Bill Management for Expense Reports

Bill Management is an account management tool that allows CBRE users to view and print invoices for expense reports. The feature under the My Account section and is available 24 hours a day, 7 days a week.

Note: This tool connects into Office Depot's AP system which is an Oracle-based platform. A new window will open for accessing this feature, so check that your web browser has pop-up blocker turned off. It's normal to experience delays when accessing bill management, searching for invoices and when selecting an invoice to be converted to a PDF.

To view a transaction and print an invoice, please follow these steps...

1. Ensure you are logged in.
2. Select My Account at the top of the page.
3. Select [Go to Online Reporting](#) on the left side of the page or by hovering over My Account.
4. Select [Bill Management](#).
 - a. Tip: Click "[How to use Bill Management](#)" for a video tutorial

Option 1: Search for One Invoice

1. Select Invoices from the "Search By" dropdown. Enter the 12 digit order number. Click Go.

Important Tip: You must remove the dash (-) from the order number.

2. Select the Transaction Number link to open the invoice.
3. You have the option to download a PDF Copy and save it as a file or you can Email/Fax Copy to a valid email address.

Option 2: View all Invoices (complete steps 1-4 above and then proceed below)

1. Click the [Account Detail](#) link.
2. Click the Account Tab.
3. Select Any Status from the "Status" dropdown. Select Invoices from the "Transaction Type" dropdown. Click Go.
4. Select the Transaction Number link to open the invoice.
5. You have the option to download a **PDF Copy** and save it as a file or you can **Email/Fax Copy** to a valid email address.

Online Shopping Lists

For your convenience, Personal shopping lists can be created for your most commonly used items.

To Create Your First List

1. Click on [My Shopping Lists](#) at the top of the page. You will arrive at the [My Shopping Lists](#) information page.
2. Click the  button at the top of this page. This will guide you to a page to name your list.
3. Enter a name and comment and click the  button. (Note: Comments are optional and for your use only.)
4. That's it - you've created your first list!

Note: You may create as many lists as you like by repeating the steps above.

To Add Products to a List

1. Ensure you are logged in.
2. As you search and browse for products, simply click the button to add that item to a list.
3. You can select an existing list or create a new list.

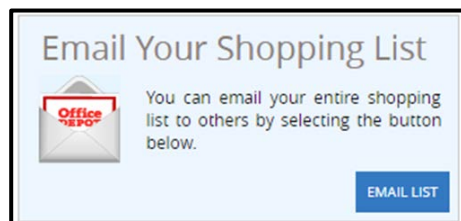


To Shop with a List

5. Ensure you are logged in.
6. Select [My Shopping Lists](#) at the top of the page.
7. Select the desired list.
8. Enter the quantities as desired.
9. Make sure the checkbox is checked next to the item(s) you want to purchase.
10. Click .
11. You will receive confirmation that items were added to your cart (Note: If an item is out-of-stock, you will be given the option to backorder it or choose another item).
12. Click  to finish ordering.

To View, Edit, Delete a Previously Created List or Share a List

1. Select [My Shopping Lists](#) at the top of the page.
2. Select the desired list.
3. To edit the list name or comment, simply enter your changes and click 
4. To remove items from the list, select them by checking the box and then click [Remove](#)
5. If you change any quantities, you must click 
6. To delete the list, click [Delete this List](#)
7. To share a personal shopping list, select [My Shopping Lists](#) at the top of the page. Select the desired list and select Email List. Enter the recipient's email address and comments and click send.



Shopping List Tips

- To prevent items on your list from being added to your cart, enter zero in the quantity before clicking 
- You can also uncheck the checkbox next to an item and click to  prevent it from being added to the shopping cart.

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 customer service.

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 888-263-3423 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 888-263-3423 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.

In-Store Purchases

CBRE's corporate discount is available at over 1,400+ Office Depot and OfficeMax retail stores. The Store Purchasing Card allows you to obtain supplies at your established contract prices. A digital Store Purchasing Card is available to download on your [CBRE Office Supply Intranet](#). Present the card or the SPC Account Number to the cashier at checkout receive discounted prices.



Use

In-Store Pickups

The Office Depot In-Store order pickup option requires workflow order approval. Since CBRE has opted to use a single level of approval, this option is not available. If you require same day service, we recommend that you visit your local Office Depot store and use the Store Purchasing card. Purchasing Card is available to download on your [CBRE Office Supply Intranet](#). Present the card or the SPC Account Number to the cashier at checkout receive discounted prices.

Ordering Custom Stamps

Another great service Office Depot provides is ordering stamps online. Here are steps to ensure your request arrives correctly. For any questions regarding stamps, please contact Customer Service.

1. The first thing you need to decide is what type of stamp. There are 3 kinds.

- a. **Pre-inked** – These stamps' impression dies are impregnated with ink. They do not use either an internal or external stamp pad. They are durable, long-lasting, clean, easy to re-ink, and of the highest quality. There are three types of pre-inked stamps. Polymer gel pre-inks, the latest in technology flash stamps such as the AccuStamp, and the laser engraved vulcanized rubber stamps such as the industry-leading Xstamper brand.



- b. **Self-inking** – These are mechanical stampers which have their own internal ink pad. A swivel action causes the stamp die to hit the internal ink pad between each use. In layman's terms, a self-inking stamp is basically a regular stamp and a ink pad all in one box. Self-inkers are great for multiple stamping, are re-inkable, and reasonably priced. You may know these stamps by the brand names Ideal, Trodat, or Cosco.



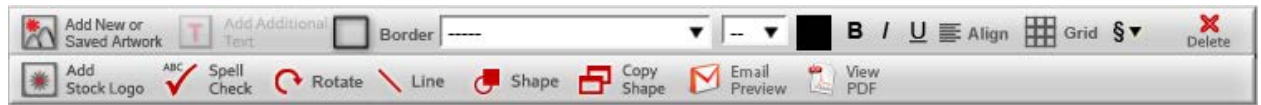
- c. **Rubber** – These are basic stamps that are used in conjunction with a separate ink pad. Traditionally they have wooden handles and are quick to get and inexpensive to buy. They can be messy if not handled properly, and require the use of a ink pad.



2. The next step is to decide the impression size. Most people design their stamp either by a drawing on paper or using software. Draw a box around the entire image and measure it. This is the impression size.

3. From the website homepage, mouse over [Our Services](#), click on Custom Printing, then [Stamps & Daters](#). Select the style of stamp and impression size that best fits your project. Now, click on [CUSTOMIZE](#).

4. The design studio is displayed with several tools to help you create the stamp.



- a. *Add New or Saved Artwork* – take images you have created and upload them to the site. Once uploaded, you can import them into your stamp impression area. By checking the ☐ **Save Artwork** box, your artwork will be saved for future use. Please be aware that uploaded images can be viewed by all online users. Also, artwork must have a minimum resolution of 300 DPI.
 - c. *Border* – add a border to your stamp by simply clicking on the button.
 - d. *Fonts* – pick from our list of the top 7 typestyles in the drop-down box. Select the font size and color. Lastly, add **bold**, *italics* and underlines to your design. Don't see the font you like? Create your stamp in your favorite program, save the image as a PDF, BMP, EPS, GIF, JPG, PNG or TIF and then upload.
 - e. *Align* – click on the icon and select from left, center or right justification (vertical or horizontal) as well as text distribution both directions.
 - f. *Grid* – click on this button to add a grid for perfect alignment or click it again for it to be removed.
 - g. *Special Characters* – select from the drop-down box of symbols for your design.
 - h. *Delete* – select unwanted text or artwork and click on the red X.
 - i. *Add Stock Logo* – select from hundreds of line art images to add.
 - j. *Spell Check* is a great tool to just double check your text.
 - k. *Rotate* – allows you to rotate text and images 360°.
5. Once you have completed designing your stamp, click on **PROCEED**.
 6. At this point you can...
 - a. Click on **Edit** to continue working on your stamp.
 - b. Click on **View PDF** to view/print the actual size of your design.
 - c. Click on **Email Preview** to send someone a proof for review.
 - d. By clicking **PROCEED**, you are accepting responsibility for the accuracy of the imprint information.
 7. The next screen allows you to select the stamp quantity. The default is 1. You can **Edit** or **View PDF** from this screen. Click **PROCEED** to move forward.
 8. Order supplies for your stamp on this page. Modify the quantity if needed, check the ☐ **Add to my Order** and then click **PROCEED**.

9. The next screen offers additional items. Modify the quantity if needed and check the ☐ **Customize & Add to Order**. The Design Studio will launch so that you can customize your selection. Follow the steps, clicking **PROCEED** after each step.
10. This is the last screen before adding to your shopping cart. At this point you can...
 - a. Email a preview
 - b. View/print a PDF proof
 - c. Create a new item with this layout
 - d. Edit your stamp, quantity or accessories
 - e. Jump back to the Related Products page
 - f. Delete the order
 - g. Click on **ADD TO CART** to complete the process

You are done! Any stocked items that are added to your order will be delivered as usual. Your stamp order will split-off and be processed separately. You will be able to track both orders online.

Ink & Toner Recycling Solutions

Office Depot knows you want to help the environment by creating less waste and recycling more. We can help. Our Ink & Toner Cartridge Recycling Solutions are simple, convenient and free! By returning your empty cartridges, you can do your part to sustain our environment. Here are return options:

Pick-up by Office Depot driver

1. Protect each empty ink or toner cartridge during shipment - by wrapping it in newspaper or using old packaging.
2. Place cartridge in its original box or place multiple protected cartridges in a cardboard box (used paper boxes work well). Please do not mix ink and toner cartridges in the same box to help avoid damage.
3. Close and seal the box and hand it to your Office Depot driver when you get your next office supply delivery.

Ship directly to recycling facility

1. Order a free Ink Cartridge recycling box (SKU # 621558) or a free Toner Cartridge recycling box (SKU # 650988).
2. Protect each empty cartridge during shipment by wrapping it in newspaper or using old packaging.
3. Place used cartridges inside the specific Office Depot recycling box for ink or toner. Please do not mix ink and toner cartridges in the same box to help avoid damage.

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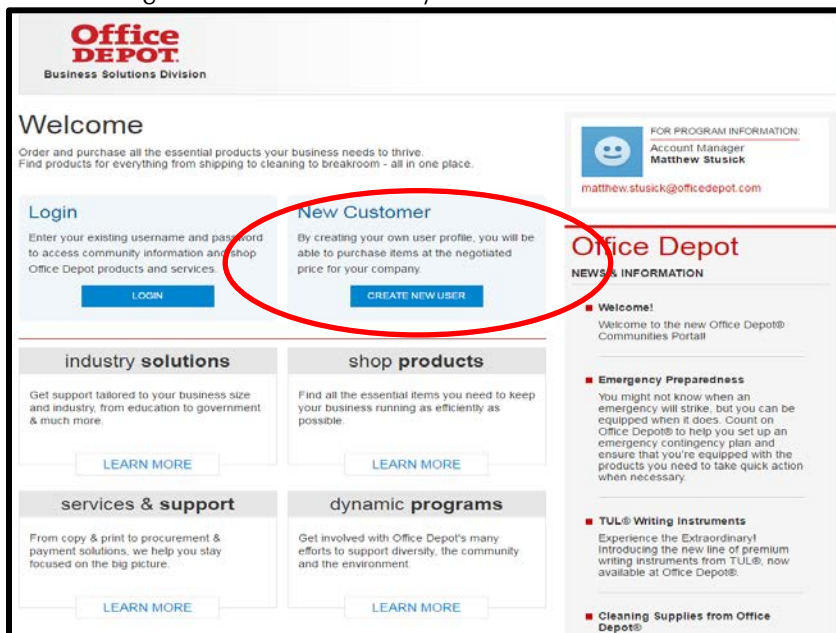
4. Repeat this process until the box is full and then close and seal the box.
5. Add the pre-labeled box to regular UPS pick up: shipping is free.



CBRE Employee Purchase Program

CBRE employees will receive discounted pricing from Office Depot for personal use. To enroll in CBRE's Online Office Depot Employee Purchase Program, you must complete the online registration. The link is found on [CBRE's Sourcing and Procurement Employee Discount Website](#). **NOTE: The link must be accessed while on CBRE intranet as a security check that you are a CBRE employee.** Once the registration has been completed, you'll be able to login at www.business.officedepot.com and access to the online employee personal purchase portal.

To create an online profile and have product delivered to your home simply click on the **"Create New User"** button. You will be prompted to create a profile with a password and you will have the option of defaulting a credit card for every transaction.



1. Create your preferred login name for your CBRE employee purchase program account (**this should NOT be your regular CBRE login for company purchases**).
2. Select a password that is at least 8 characters long, contains at least one uppercase letter, at least one lowercase letter, and at least one number. Confirm the password.
3. Enter your contact info that you would like listed for your personal use. If you do not have a website, please enter any valid website address (i.e. www.cbre.com). Select 1-19 employees.

4. Enter your shipping address that you would like items to be delivered to. Check the box that you are not a robot. Click Submit.

New Customer Registration	Contact Information	Shipping Address
Enter your information to create a new account. Login name Password Confirm Password	First name Last name Company name Phone Email address Website Number of Employees 1-19 Duns # (optional) Notes (optional)	Address 1 Address 2 (optional) City State Zip Code ☐ I'm not a robot CLOSE SUBMIT

5. Once your login name is created, you will be redirected to the Office Depot website. You do not need to refer back to the original link you used to register your account.

If you experience challenges submitting the form, please contact megan.mcdougall@officedepot.com for assistance.

To access the retail stores you can register your personal credit card/s. After you create your profile you will need to click on the "Register your credit card", icon, enter your credit card number and click submit. Your card will be ready for store purchasing in 2 business days. You will not receive an email confirmation notifying you when you will be to use your card in the store.

PLEASE NOTE:

- The Employee Discount is 10% off retail for most products.
- 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 Advantage/Worklife Program cannot be combined with this program for additional savings.



Office Supply Program User Guide



PROCESS AT CHECKOUT FOR USING A REGISTERED CREDIT CARD:

- The cashier will tell you the amount of your purchase with retail pricing.
- You do not have to identify yourself as a member of the CBRE Corporate Program; simply provide your registered credit card for payment.

Once your credit card has been swiped for payment, the qualified products will be discounted if applicable. There will be no documentation showing the retail price compared to your corporate program discount price.

Additional Assistance

Do you need additional assistance or have a question?

At the bottom of the web page are Customer Service links to get email assistance, phone support and video demos for how to learn our website.

