

Technical support: 800-269-6888 • Customer Services: 888.777.4044

User Login

Web Address: <https://business.officedepot.com>

Enter your **Login Name:**

TBSXXXX

Login name format is TBS + 4 digit store number. Example: TBS1234 or TBS0123

Enter your **Password** (case sensitive): **Thebodyshop1**

Click **Log in**

NOTE: After 3 unsuccessful login attempts, your Login will be disabled for security. Contact your administrator for 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

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, Add your Payment card

6 Orders

View order tracking and place returns

Quick Order:

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

My Lists

Shopping Lists, manage lists and quick view core shopping lists

Cart

value, details and current shipping address

Building Your Order

Step 1 Logon on to <https://business.officedepot.com>

Step 2 Combine any of the following tools to build your 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 # or manufacturer # , quantity then click 
-  **My Lists:** Select from Your Personal lists or Any Preloaded 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, save items for later, or add to personal shopping lists.

Step 4  – **Once ready, proceed to Checkout.** Review selected items and shipping address; modify cart contents as needed. Click "Place Order". Your order will route to your DM for approval. If the order is approved/released by 5:00 local time, it will be processed for next available business day delivery. You will receive an email notification once your order has been approved/released.

Order Tracking

Office Depot

Order By Item / My Lists

Search by Keyword or Item #

Store Locator - FREE IN STORE PICKUP

My Account - Orders - Quick Order - My Lists - Cart - 1 Items - \$56.99

Orders

No recent orders found

VIEW ALL RECENT ORDERS

Use one of the methods below to locate a specific order.

Showing All Orders Copy & Print Depot

Find Your Order

Search By: Order Number

Status: ALL

Date Range: From: 01/06/2017 To: 02/06/2017

Dollar Range: Min: Max:

Approver: Select Approver

SEARCH ORDERS

Click an order number to see the details of your order, or to view delivery tracking information.

Orders Pending Approval

Result 1 - 6 of 6

Order Number	Order Date	Total	Status	Delivery / Pickup Date	PO Number	Cost Center	Release	Contact	Approver	Type
899045552-001	01/30/2017	\$112.74	Delivered	01/31/2017	JTFERG	USER1	N/A	JEFFERY FERGUSON		Order
892402489-001	01/05/2017	\$21.35	Delivered	01/06/2017	IE 3.28 RELEASE	ACHARLIEBROWN	17	USER DEMO		Order
890041383-001	12/27/2016	\$74.60	Shipped	01/09/2017	JTFERG	USER1	N/A	JEFFERY FERGUSON		Virt Whse
890041051-001	12/27/2016	\$52.72	Delivered	12/28/2016	JTFERG	USER1	N/A	JEFFERY FERGUSON		Order
888014322-001	12/16/2016	\$45.52	Delivered	12/19/2016	N/A	USER1	N/A	JEFFERY FERGUSON		Order
887893917-001	12/15/2016	\$2.11	Shipped	12/15/2016	MAX-PO	MAX-CC	RELEASE			Order
886389483-001	12/09/2016	\$239.49	Delivered	12/12/2016	JTFERG	USER1	N/A	JEFFERY FERGUSON		Order
863509454-001	09/09/2016	\$10.85	Shipped	09/12/2016	123	A	A	CARRIE RUSSELL-USER		Order

Click Orders Icon

Select Order Tracking

Search By: Select desired search parameter OR search by order status. Order history lists orders for the past 12 months

Orders Pending Approval: All orders will route for approval to your DM. Orders pending approval will be visible here.

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 - 8 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

Processed Orders: Here you will find your processed orders. You can view the status of your order, print a copy, reorder, and place online returns.

Select the desired order from the search results by clicking on the **ORDER NUMBER**

Online Returns

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
Order Date: 01/30/2017
Ordered By:
Last Modified By:
Last Modified On: 01/31/2017

Tracking: 899045552-001
Status: **Delivered**
Shipped Date: [View Carton Details and Proof of Delivery](#)
Delivery Date/Time: N/A
Comments:

Shipping Information

Shipping Address:

JEFFERY FERGUSON
175 CHASTAIN MDWS
COURT
KENNESAW,
GA
30144-3724
USA

Billing Information

Billing Contact:

JEFFERY FERGUSON
(770)429-2735 Ext. 0000

Payment Method:

Credit Card
Credit Card Number:

Amount: \$112.74

Desktop

N/A

PO Number

JTFERG

Cost Center

USER1

Release

N/A

Order Summary

[Hide Images](#)

Description	Your Price / Unit	Quantity	Back Ordered B/O	Shipped	Total	Reorder Price / Unit	Reorder Qty.	Deselect all
	\$7.99 / pack	8	0	8	\$63.92	\$7.99 / pack	8	☒
REVIEW THIS PRODUCT								
Comments:								
	\$10.61 / dozen	4	0	4	\$42.44	\$10.61 / dozen	4	☒
REVIEW THIS PRODUCT								
Comments:								

Subtotal:	\$106.36
Delivery Fee:	\$0.00
Miscellaneous:	\$0.00
Taxes:	\$6.38
Total:	\$112.74

[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](#)

Upon selecting the desired order from the **Processed Orders** section, you will see the **Order Detail**

Here you will see the order details such as delivery status.

Scroll to the bottom of the order detail to locate the RETURN button.

Orders that are eligible for online return will have the link to [Begin Return](#)

Click "BEGIN RETURN"

Home / My Account / Orders / Return Form

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

Home / My Account / Orders / Return Form

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
	\$7.990 / pack	8	8	1
- Return action: ☐ Exchange ☒ Return for Credit - Reason for your return: Don't Want Item				
	\$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

Cart Items	Price/Unit	Quantity To Return	Credit
	\$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

ORDERING INFORMATION

All orders must reach a minimum of \$40 in order to checkout. Upon placing your order, it will route to your DM for approval/release. After it has been reviewed by your DM, you will receive an email notification advising if they approved or cancelled your order.

ONLINE TRAINING VIDEOS

Online Training Videos in the Customer Services section of the navigation bar or by clicking on the link below. Online Training provides training topics on a variety of subjects.

<https://business.officedepot.com/customerservice/videodemos/index.do>

HELP DESK

Contact Office Depot's Technical Support Desk at 800.269.6888 for technical assistance. The Technical Support Desk is open Monday through Friday, 8:00 A.M. – 8:00 P.M. (EST).

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), using our Live Chat functionality or by calling us toll-free at 888.777.4044.

LIVE CHAT

Live Chat is available Monday-Friday 8:00 A.M. to 11:00 P.M. (ET)

SPECIAL ORDERS

Please contact your Program Administrator 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.

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 888.777.4044. 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

All catalog items are in-stock, diminishing the chance of backorders. In-stock backorders are automatically filled within one (1) to three (3) working days from automatic replenishment of inventory and a re-order is not necessary. Your packing slip will identify backordered items. The Internet ordering system actually notifies you immediately of any possible low-stock condition. 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!

Office DEPOT® OfficeMax®