

Technical support: 800.269.6888 • Customer Services: 888.777.4044

### User Login

On the internet browser address bar, enter <https://business.officedepot.com>

Enter your user Name/ID

Enter Password  
(case sensitive)

Click Log in

"Keep Me Logged on"

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 **BULLETIN BOARD & MESSAGES** to keep you informed. Click [Read More](#) to view your customized account page.

### Products ▾

Shop for products by  
category.

### Services ▾

For Office Depot services  
such as:

Print and Copy, Coffee  
Services, PrintIQ,  
Shredding Services, Tech  
Services, Water Service,  
Workplace Interiors.

### My Account ▾

Manage profiles and  
account settings and if  
Super User manage User  
profiles.  
My Shopping Lists

| ORDER NO      | ORDER DATE | PO NUMBER | COST CENTER    | ORDERED BY        | STATUS                   | TOTAL   |
|---------------|------------|-----------|----------------|-------------------|--------------------------|---------|
| 988665328-001 | 12/11/2017 | GARTNER   | GARTNER        | ROBERTA CRAMER    | Held for Declined Credit | \$19.07 |
| 988661954-001 | 12/11/2017 | GARTNER   | GARTNER        | JEANETTE PETERSEN | Held for Declined Credit | \$30.26 |
| 988117209-001 | 12/09/2017 | AS        | A CHECKLIST CC | BRETT RUSSELL     | Cancelled                | \$6.94  |
| 988117201-001 | 12/09/2017 | AS        | A CHECKLIST CC | BRETT RUSSELL     | Cancelled                | \$53.74 |
| 987905107-001 | 12/08/2017 | 123       | 123            | CHASE TEST        | Cancelled                | \$26.16 |

### Search:

Type in product:  
description  
Office Depot or  
manufacturer product  
codes.

### Quick Order

Enter product and quantity  
or click  
+ [Need to add more products?](#)  
to enter up to 20 items.

## Building Your Order

**Step 1** Logon to <https://business.officedepot.com> using the unique user id and password provided by your Office Depot representative.

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

- **Catalog:** Click a category from the **Products**  **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.
- **Quick Order:** Enter the Office Depot, manufacturer, or custom product code numbers, then quantity and click Add to Cart. For multiple items click:  
[+ Need to add more products?](#)  
Click the **“Show Images”** check box to view product images and details. Enter up to 20 items at once.

- **Shop from Personal or Company Wide Lists.**  
Click **My Account**  then My 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**  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**  - Review selected items and shipping address and accounting field requirements; modify as needed. If the order is released by 5:00 it will be processed for next available day delivery.

## Checkout

### Checkout

Please verify all of your order information below and choose one of the options at the bottom of the page to submit your order.

#### User information

TORRANCE USD  
(800) 971 - 3376  
noreply@officedepot.com

[Change](#)

#### Delivery information

TORRANCE USD DIST. WAREHO  
2334 PLAZA DEL AMO  
TORRANCE, CA  
90501  
(Taxable)

[Change](#)

#### Email options

- ☒ Send me an email confirmation of this order  
☐ Send a copy of order confirmation to

#### Account information

\* PO Number [Select](#)

Desktop

☐ Make these my default values, if permitted

#### \* Contact

TORRANCE USD

Contact Phone  Ext

(800) 971-3376

Comment:  Not used by our delivery carriers.

#### Payment information

##### Account Billing

##### Standard Delivery

If you are not available to receive this order on the date below, then select a different delivery date (date request applies to stocked items, any items shipped directly from the vendor will be delivered as previously indicated):

Select a desired delivery date:

02/15/2018

##### Schedule Future Delivery

To place an order for FUTURE delivery, (delivered in no less than 21 days and no greater than 180 days) [Click Here](#)

Delivery order : # 107817736-001  
Estimated delivery 02/15/2018

|                                                                                                                                                                                        | Price         | Qty.                            | Total   | Remove Item                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------------------------|---------|--------------------------------------------|
|  Windex® Glass Cleaner With AMMONIA-D® Spray Bottle, 32 Oz.<br>Item # 0347930 Entered Item # 347930 | \$4.29 / each | <input type="text" value="15"/> | \$64.35 | <input type="button" value="Remove Item"/> |
| Contract Item                                                                                                                                                                          |               |                                 |         |                                            |
| <a href="#">Order Once</a> <a href="#">Subscribe</a> <a href="#">?</a>                                                                                                                 |               |                                 |         |                                            |

Subtotal \$64.35  
Delivery fee FREE  
Adjustments \$0.00  
Taxes \$6.11  
**Total \$70.46**

Have you made changes to your cart or delivery option? [UPDATE CART](#)

By submitting this order, you agree to the [Terms and Conditions](#).

[Continue Shopping](#) [Save Cart to List](#) [Put This Order On Hold](#)

### DELIVERY INFORMATION

Default shipping address is shown. If your permissions allow you to ship to multiple addresses, you will see the **CHANGE** button. Click this button to change your shipping address.

### ORDER SUMMARY

Order confirmation number and estimated delivery date. Multiple shipments will be listed.

### CONTACT NAME AND PHONE

This information is used by our carriers for delivery.

### SCHEDULE FUTURE ORDER

This is optional. You can schedule a future delivery date no less than 21 days and no greater than 180 days.

### PLACE ORDER

Click **PUT THIS ORDER ON HOLD** button so order will route to approver to review.

Email confirmation will be sent to the order originator once the approver has taken action.

### EMAIL OPTIONS

Email confirmation sent automatically upon checkout. Add an additional email address if desired.

### ACCOUNT INFORMATION

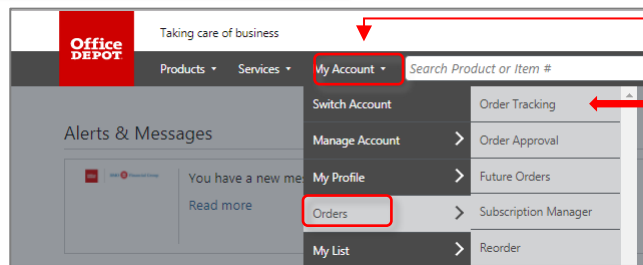
Default PO is listed. If your permissions allow you to choose from multiple PO numbers, you will see the **SELECT** button. Click this button to choose a different PO number.

### DELIVERY OPTIONS

Standard delivery is next business day unless otherwise specified.

**NOTE:** Your order will not be processed until it is released by your order approver. You will receive an email confirmation once approved.

## Checking Orders Processing Returns



Under  
**My Account** ▾  
Select **ORDERS**  
Then **ORDER TRACKING**

Under **Search By** drop box  
select desired search  
parameter  
OR  
Search by **Order Status**

If order placed beyond 30  
days, adjust date  
parameters.

Search results are displayed in descending chronological order

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 of 8

| Order Number                  | Order Date | Total    | Status    | Delivery / Pickup Date | Changeable | PO Number       | Cost Center   | Release | Contact             | Type      |
|-------------------------------|------------|----------|-----------|------------------------|------------|-----------------|---------------|---------|---------------------|-----------|
| <a href="#">899045552-001</a> | 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

Click the **Order Number** to view details of the order.

Home / My Account / Order List / Order Detail

## Order Detail

[Print This Page](#)

**Need Help?** [Talk with a Representative](#)  
[Email Assistance](#) [Chat Now](#)  
[FAQs](#)

| Order & Budget Information |               |                     |                                                           |
|----------------------------|---------------|---------------------|-----------------------------------------------------------|
| Order Number:              | 899045552-001 | Tracking:           | 899045552-001                                             |
| Order Date:                | 12/12/2017    | Status:             | Delivered                                                 |
| Ordered By:                | MATTAPV3      | Shipped Date:       | <a href="#">View Carton Details and Proof of Delivery</a> |
| Last Modified By:          | 21217836MS    | Delivery Date/Time: | N/A                                                       |
| Last Modified On:          | 12/12/2017    | Comments:           |                                                           |

| Shipping Information                                                                                                                 | Billing Information                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Shipping Address:</b><br>OFFICE DEPOT TEST<br>ACCOUNT<br>950 BRECKENRIDGE LN<br>STE 220<br>LOUISVILLE,<br>KY<br>40207-5929<br>USA | <b>Billing Contact:</b><br>MATT SWIFT APPV<br>(555)555-5555Ext.0000<br><b>Payment Method:</b><br>Credit Card<br>Credit Card Number:<br>*****<br>Amount:\$18.00<br><b>PO Number</b><br>TEST<br><b>Cost Center</b><br>TEST<br><b>Release</b><br>TEST |

| Workflow Status    |           |                                 |
|--------------------|-----------|---------------------------------|
| Status             | Details   | Comments                        |
| Order Cancelled By | MATT USER | *OVERRIDE - Order was cancelled |

| Order Summary                                                                                                                                                                                                                                                                                                                    |                   |          |                  |         |        |                      |              |                                     |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------|------------------|---------|--------|----------------------|--------------|-------------------------------------|--|
| Description                                                                                                                                                                                                                                                                                                                      | Your Price / Unit | Quantity | Back Ordered B/O | Shipped | Total  | Reorder Price / Unit | Reorder Qty. | Deselect all                        |  |
|  uni-ball® Rollerball™ Micro Point, 0.5 mm, 80% Recycled Pens, Black Barrel, Red Ink, Pack Of 12<br>Item # 149781<br>• Not on GSA Contract<br>• <b>BEST VALUE</b><br>Eco-conscious<br>Recycled content<br><a href="#">REVIEW THIS PRODUCT</a> | \$6.99 / dozen    | 1        | 0                | 0       | \$6.99 | \$6.99 / dozen       | 1            | <input checked="" type="checkbox"/> |  |

Comments:

|               |                |
|---------------|----------------|
| Subtotal:     | \$6.99         |
| Delivery Fee: | \$9.99         |
| Adjustments:  | \$0.00         |
| Taxes:        | \$1.02         |
| <b>Total:</b> | <b>\$18.00</b> |

My Account  
 Print Order  
 Email Us  
[Back to Order Tracking](#)

[View Search Results](#) [Begin Return 1](#) [ADD TO LIST](#)

All selected items will be added to your shopping cart. [REORDER](#)

**ORDER DETAIL** includes:

- Order Number
- Delivery Status
- Tracking information
- Order Originator
- Order Last Modified By
- Shipping address
- Order data such as P.O. Cost Center etc.
- Billing Information
- Quantity shipped
- Product description
- Quantity & Price
- Links to product detail
- Notates icons such as Contract, Best Value and Restricted item (if applicable)

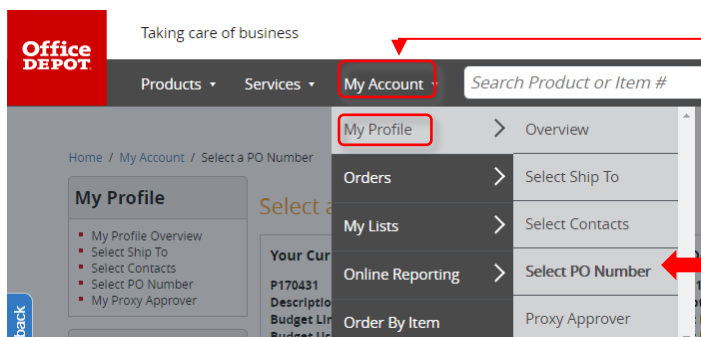
**RETURNS**

Click [Begin Return](#) and follow the step by step instructions on the next page.  
 The order status must be **DELIVERED** to process a return. If you still do not see the [Begin Return link](#), please call Customer Service for assistance.

**REORDERS**

[REORDER](#) To create a new order with the same items.

## Checking your PO Balance



Taking care of business

Products Services **My Account** Search Product or Item #

**My Profile** Overview

Home / My Account / Select a PO Number

**My Profile**

- My Profile Overview
- Select Ship To
- Select Contacts
- Select PO Number
- My Proxy Approver

**Your Current PO Number**

P170431  
Description: ETIS  
Budget Limit: \$1,000.00  
Budget Used: \$578.82  
Budget Start: 02/01/2018  
Budget End: 05/25/2018

Orders Select Ship To

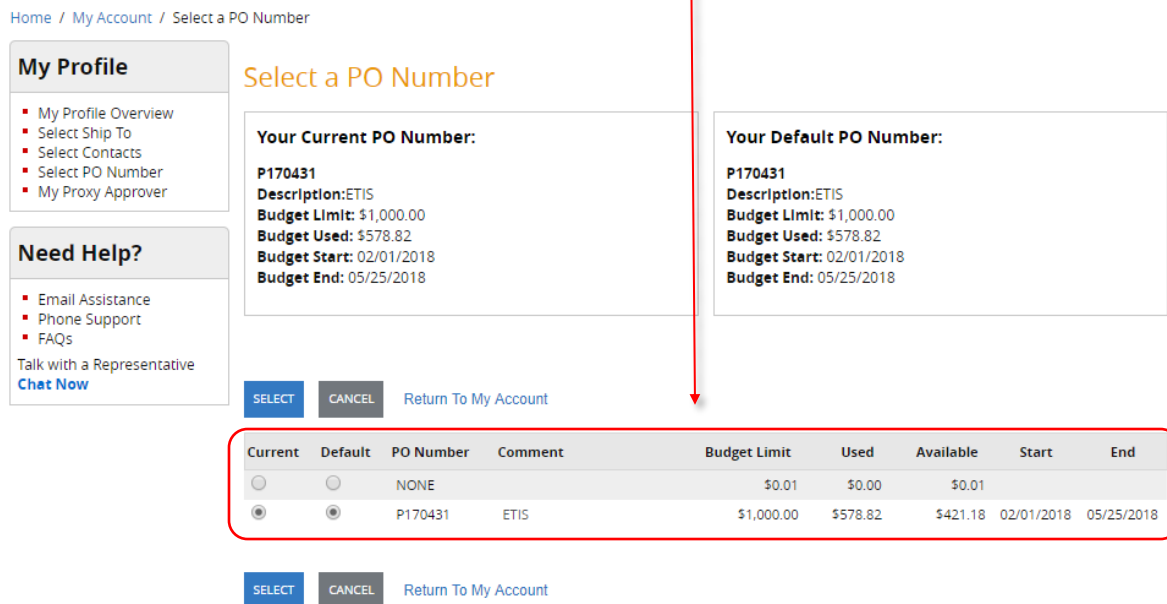
My Lists Select Contacts

Online Reporting Select PO Number

Order By Item Proxy Approver

Under **My Account**  
Select **MY PROFILE**  
Then **SELECT PO NUMBER**

Here you will see a list of your available PO's, Budget Limit, Used & Available Funds



Home / My Account / Select a PO Number

**My Profile**

- My Profile Overview
- Select Ship To
- Select Contacts
- Select PO Number
- My Proxy Approver

**Need Help?**

- Email Assistance
- Phone Support
- FAQs

Talk with a Representative  
[Chat Now](#)

**Select a PO Number**

**Your Current PO Number:**

P170431  
Description: ETIS  
Budget Limit: \$1,000.00  
Budget Used: \$578.82  
Budget Start: 02/01/2018  
Budget End: 05/25/2018

**Your Default PO Number:**

P170431  
Description: ETIS  
Budget Limit: \$1,000.00  
Budget Used: \$578.82  
Budget Start: 02/01/2018  
Budget End: 05/25/2018

**SELECT** **CANCEL** [Return To My Account](#)

| Current                          | Default                          | PO Number | Comment | Budget Limit | Used     | Available | Start      | End        |
|----------------------------------|----------------------------------|-----------|---------|--------------|----------|-----------|------------|------------|
| <input type="radio"/>            | <input type="radio"/>            | NONE      |         | \$0.01       | \$0.00   | \$0.01    |            |            |
| <input checked="" type="radio"/> | <input checked="" type="radio"/> | P170431   | ETIS    | \$1,000.00   | \$578.82 | \$421.18  | 02/01/2018 | 05/25/2018 |

**SELECT** **CANCEL** [Return To My Account](#)

## Contact Information & Assistance

### ONLINE TRAINING

To view a recorded training session which was held for your company, please go to the home page under BULLETIN BOARDS & MESSAGES. Here you will find a link to the recording.

### 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.

### RETUN 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 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.

## FAQ'S

Q: When is the latest I can order to receive my delivery tomorrow?

A: Orders approved by 5:00 p.m. local time are processed for next business day delivery.

Q: How do I obtain my login information?

A: Initially, your login information will be provided by either your Account Manager, or by a designated "super-user" within your company. If you forget your password or need it reset, please contact your Account Manager or the designated "super-user" within your company.

Q: My order never arrived, what happened?

A: You can view your order status by going to Order Tracking when logged into your account. You can also contact Office Depot customer service center at 888-777-4044. Please be sure to have the related order number ready.

Q: Why do I get a message about "Certificate Authority has expired"?

A: Your browser's certificate for access to secure sites has expired. Please contact your IS department to have the certificate deleted, or to have the browser upgraded.

Q: What is a purchase order number or a desktop location?

A: All required fields have an asterisk (\*) next to the field, it is required. PO field is required on each order as per your company. If the field has a "SELECT" button next to it, you may click on that button to be presented with the various valid responses for that particular field.

Q: What is the difference between a cart & a list?

A: The shopping cart is used for purchases you are making right away. The personal shopping list feature is used to create lists of commonly ordered items for future reference. You may have multiple lists on your account.

Q: What is a best value?

A: Items that have been discounted especially for your company per your agreement with Office Depot.

Q: Why do I have to change my password?

A: For security reasons, Office Depot gives you the option of changing your password on a regular basis (30, 60 or 90 days). When prompted to change your password, you may rekey the same password again in the "new password" section & "confirm password" fields. Please contact your Office Depot account manager or "super-user" if you would like to have your password set to never expire

Q: I'm trying to type in my Login Name, but instead my cursor just jumps all over the screen?

If you are using the number pad on your keyboard, make sure your number-lock is on.

Q: I am supposed to have access to several addresses for shipping. How do I change the default choice?

A: On the checkout screen, you will see your default shipping address listed under the Delivery information section. If your company has given you access to multiple shipping addresses, you will notice a "CHANGE" button next to the address box. Click on the "CHANGE" button and you will be presented with the list of shipping addresses available to choose from.

Q: Why is my order "on hold"? I did not place it on hold.

A: Your account is set up so that your permission allows you to place orders on hold only. An email is then sent to your purchasing department, which then allows them to review, approve, and then release the order from hold. Once it is released, it will be sent to the warehouse for fulfillment.

Q: How do I get a catalog?

A: Please see your account's home page which contains the Office Depot general and school supply catalog numbers which you can add to your order, free of charge.

Q: I cannot find "Order Tracking and History".

A: Your orders can be found under the "Order History & Tracking" link in the upper right-hand corner of the BSD site.

Q: In "Order History & Tracking", what do the various order status' mean?

A: **"Held for Review or Restrictions"** - Your purchasing department is setup to approve all orders. The designated person approving your orders receives an order notification via e-mail when you place an order.

- **"Held by Customer"** - You decided to place the order on hold until you are ready for Office Depot to process it.
- **"Waiting to fill"** - Your order has been received and is being processed for delivery.
- **"On the Truck"** - Your order is in route for delivery and reconciliation.
- **"Delivered"** - Your order has been reconciled.
- **"Canceled"** - Your order has been canceled.
- **"Return"** - Your return has been processed.